



CENTACARE NORTH
QUEENSLAND

ANNUAL REPORT 2016-17

A YEAR OF ACCOMPLISHMENTS






TABLE OF CONTENTS

- 03 Message: Bishop Timothy Harris
- 04 Message: Board And Executive Director
- 06 Commitment To Empower Change
- 07 The Year At A Glance
- 10 Steps To Achieve Strategic Vision
- 21 Financial Report
- 24 Testimonials
- 26 Acknowledgements

MESSAGE FROM MOST REV BISHOP TIMOTHY J HARRIS



Since arriving in Townsville as the new Bishop, I have found so many healthy and life-giving examples of the presence of Jesus Christ in our midst. Centacare NQ is one of those examples. Indeed, Centacare and all it is and does is a work of the Diocese and part of the mission of the local Church.

There are so many in need in this Diocese and Centacare makes a significant contribution to people's lives. I see Centacare reflecting the "face" of Christ by reaching out in various ways and in the process helping to give a quality of life that every human being deserves. This outreach includes counselling, family support, mediation and dispute resolution, disability services, housing and homelessness, youth support, professional development, aged care and more.

From the perspective of the Catholic Church, this is our way of being relevant and present in the world. Centacare in this sense gives the Church an added credibility because we always want to practice what we preach, and without boasting, these are some of the ways that we believe we can make a positive contribution.

Of course, we rely on Government grants to help us do our work and clearly the Government trusts us to ensure that this money is spent wisely for the good of the community. I am therefore very grateful to Centacare and indebted to those who work under this umbrella. The staff and management of Centacare work tirelessly every single day and keep the Church on the front foot as a result.

May God continue to bless Centacare NQ for as long as it carries out the work of Christ and His Church.

A handwritten signature in black ink that reads "Tim Harris". The signature is written in a cursive, flowing style.

Most Reverend Timothy Harris
Bishop of Townsville



MESSAGE FROM THE BOARD AND EXECUTIVE DIRECTOR



For close on 38 years, Centacare North Queensland (NQ) has been a catalyst for change, improving lives through evidence based, placed based and best practice services across the north and north western Queensland communities. This has been a challenging proposition given the stresses both the economy and the environment have delivered across our region. Regardless, throughout 2016-2017 we continued to focus on our core commitment to *Inspire Hope, Create Wellbeing and Seek Justice* across North Queensland.

Highlights during this period included:

- Welcoming Bishop Tim Harris as our new episcopal leader;
- Successfully making the transition to the National Disability Insurance Scheme (NDIS);
- Meeting all accreditation and compliance standards across all portfolios;
- Attaining registration under the National Regulatory Scheme for Community Housing; and
- Staff readiness to respond to critical incidents across our communities, and we have had a few.

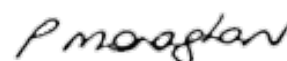
We are always heartened and proud of the Centacare NQ team when clients, customers, and people within the North Queensland communities speak highly of the staff, their commitment and professionalism in some of the most demanding situations and environments North Queensland provides. We recruit highly skilled, motivated and talented people, and invest time and effort to ensure they are at the head of their professional disciplines. We do not drop our standards because this is what our communities deserve and demand. You will see more of this in action in the following pages.

The social services sector is becoming somewhat chaotic with government reform agenda aplenty, program and policy changes, and new agencies seeking to expand their state and/or national footprint to get the best market share possible. At times it feels crowded, however Centacare NQ continues to be a trusted local provider focused on people within the region. We are confident Centacare NQ can continue to deliver high quality services into the future and be part of the transformational change to make our communities more inclusive, resilient, healthy and happy.

With that in mind, we want to thank you, our supporters, staff, partners and the community for your continued support and optimism. We couldn't achieve what we do without you and look forward to going from strength to strength in the years to come.



Cris Dall'Osto
Board Chair



Peter Monaghan
Executive Director

3. COMMITMENT TO EMPOWER CHANGE



As a social services agency, Centacare North Queensland (Centacare NQ) is on a mission to empower the community and find practical solutions for adults, young people and children to lift themselves out of vulnerability, poverty, abuse, homelessness and dispute situations to inspire hope, create wellbeing and seek justice for a positive future.

We do this by working alongside other partners, services, state and federal government agencies and the Townsville Catholic Diocese to facilitate real change and positive outcomes for the community.

In all we do, we cultivate change by working to achieve our mission of:

- 1: Protecting children at risk and/or experiencing disadvantage;
- 2: Care and support for youth to encourage a bright and hopeful future;
- 3: Help and assistance for everyone experiencing hardship;
- 4: Work with people with disabilities;
- 5: Support all members within families;
- 6: Counselling, care and support for Aboriginal and Torres Strait Islander peoples; and
- 7: Advocate for all individuals of rural and remote areas

This report serves to provide some evidence of Centacare NQ's achievements in the 2016-2017 financial year and how we strive to achieve our mission in day to day client management.

4. THE YEAR AT A GLANCE

Townsville Diocese Welcomes Bishop Timothy Harris

The episcopal ordination of the Most Reverend Timothy Harris as the sixth Bishop of Townsville took place, on the Feast of St Philip and St James, at the Ryan Catholic College in Townsville on 3 May 2017.

Speaking at the ceremony, the new Bishop of Townsville said “these years have been packed full and today I pray that the grace that comes in the fullness of this priesthood as a bishop will bear fruit in this part of the world, within the Roman Catholic Diocese of Townsville.”

As the Bishop of Townsville, Bishop Harris joins the Board of Centacare NQ and looks forward to working with the agency on supporting its social services mission across the region.

Centacare expands its services into Aged Care

Centacare NQ was successful in securing funds to expand our already comprehensive service suite. We are now establishing our Aged Care services (Commonwealth Home Support Program) to deliver crucial care and mobility supports to older members of the community to support greater independence, quality of life and connectedness to the community.

This new program is a strong reflection of the organisation’s values of respect, dignity and social justice, as it promotes the independence, autonomy, and well-being of older residents to remain in their own home through provision of domestic support services and affordable professional transport.

Centacare transitions to the NDIS

This year has been a significant year of change with the transition to the National Disability Insurance Scheme (NDIS). The NDIS roll out has allowed people to achieve a greater sense of control over their own care, goals and lifestyle by choosing their service providers. This change in process enables Centacare to connect with people directly and highlight how we can provide high quality care and support.

Centacare’s aim with the NDIS is to create positive and sustainable changes for people with disabilities at all stages. We will continue to strive to provide best practice in all we do, therefore our staff and our participants continue to use this as an opportunity to evolve our services and systems. Our belief in choice and control is now fortified with the NDIS as we enhance opportunities for our participants to build capacity and shine.

Our NQ Family Law Pathways provides unparalleled professional development

The goals of the FLPN is to support the community and legal sectors to work collaboratively, build our combined knowledge and skills and create the strongest possible pathways to support families experiencing separation. This year saw the NQ Family Law Pathways Network (FLPN) delivered an unparalleled range of professional development and networking opportunities across the region. This was achieved through community networking events, collaborative training and professional development opportunities and quality training options that would have otherwise not been available to our region.

We continue to invest in our staff with internationally recognised training

Centacare NQ recognises the importance of equipping our team to support those who are vulnerable and at risk of suicide. During the year we provided ASIST suicide intervention training across the Townsville and Mount Isa communities, educating more than 70 people with internationally recognised training. Our commitment to provide exceptional professional development and best practice services is ongoing as part of our commitment to the region and its well-being.

Centacare NQ supports the relocation of the Cloncurry Neighbourhood Centre

In October 2016, Centacare NQ worked alongside other local services to relaunch the Cloncurry Neighbourhood Centre as a central hub for all community residents to access counselling and a safe environment for a range of free local events and activities. One of the highlights for the year was hosting Anti-Poverty Week events and Cloncurry Shining Stars to raise awareness of the importance of education, imagination and connection as a precursor for the eradication of poverty. The relocation of the Neighbourhood Centre has proven successful with many residents visiting and participating in events because of its central location and accessibility.

We are proud to reduce the number of families referred to Child Protection

The aim of the BRIDGE program is to support families to reduce child protection risk factors and to keep their family from entering or re-entering the child protection system. At the time of finishing their intervention with BRIDGE all 47 families had achieved this, with no families having entered the child protection system.

We facilitated vital programs to support young lives

In May 2017, Centacare NQ strengthened its commitment to help families and children as the Facilitating Partner of the Communities for Children initiative funded by the Australian Government Department of Social Services. One of our roles as Facilitating Partner is to work alongside local stakeholders and community groups (known as 'Community Partners') to improve and fund programs that help children and their families increase their social connection. After many months of planning and decision making, the successful Community Partner applicants were BUSHKids, Ngukuthati Family & Children Services, Play Group Queensland (Sing & Grow Program and Mount Isa Playgroup in the Park) and Picaninny Playgroup. As a result of our role as a Facilitating Partner, several key community groups in Mount Isa and Cloncurry have been able to continue their services and benefit from our guidance and support to maximise their services for children and families.

Year by numbers

Centacare NQ works to support as many vulnerable and disadvantaged people as it can across the North West region and is proud to acknowledge it worked with an additional 2400 clients in the financial year of 16-17 compared to 15-16 (*Results 10,959 : 8448*).

Other highlights include:

- We worked with more than 5000 vulnerable children across the region.
- 6500 more women received support, counselling and services; a 50% increase on the previous financial year.
- An additional 3700 Indigenous people worked with Centacare NQ this year compared to last year (men, women and children).

Fast facts:

| | |
|------------|--------|
| Clients | 10,959 |
| Female | 6619 |
| Male | 4157 |
| Children | 5076 |
| Adults | 5899 |
| Indigenous | 4536 |
| CALD | 849 |
| Hours | 50,274 |

5. STEPS TO ACHIEVE STRATEGIC VISION



The year has seen a dynamic range of activities, events and achievements for the agency, but caring for people remains at the core of everything we do.

The following highlights are a small sample of the depth and breadth of the work we do across our region to help achieve our strategic vision and organisational goals of helping people identify a bright future.

1: Protect children at risk and/or experiencing disadvantage

Normanton Family Intervention Service (NTFISS): Throughout the year the team worked to provide support to a mother with three children. Despite the barriers that this mother faced, she has consistently engaged with the program allowing for her to slowly build her capacity to care for herself and her children. The worker was able to build rapport with this mother which allowed for support to continue and generate positive outcomes for her and her family.

Mount Isa Family Intervention Service (MIFIS): Mother lives in Cloncurry and children were placed in Foster Care in Mount Isa. The Mother was referred to FIS for support in parenting, hygiene of home and housing support.

FIW worked with the Mother on parenting, child development and fun activities with the family through family sessions. FIS completed transport for children from Mount Isa to Cloncurry for weekend contact in partnership with the Department of Child Safety. The Mother and children have been successfully reunified and the family are functioning well.

Mount Isa Counselling Intervention Service (MICISS): The team worked intensely with a single Mother with three children. All children at closure indicated that they felt happier, had improved sibling and parent-child relationship and were able to identify their feelings and had a plan for when they had sad feelings.

The family had planned to move to the Tablelands to escape domestic and family violence. The Counsellor worked with the family through the emotions regarding moving, with the children identifying, at the end of Counselling, that moving was best for the family. Child Safety closed case with the family on moving.

HIPPY Mount Isa & Burdekin: The Home Interaction Program for Parents and Youngsters (HIPPY) is facilitated in both Mount Isa and Burdekin. This financial year has seen HIPPY receive the highest number of enrolments and levels of interest in the three years it has been in operation. Centacare NQ is proud to see a large percentage of local families go back to basics in relation to education, to help their children prepare for school and take on the HIPPY program with motivation, producing excellent results for participants and Tutors.

One instance of the outcomes this program achieves occurred in Burdekin. One parent built the confidence and knowledge to facilitate a two-way conversation with their child's teacher and be able to advocate for her learning in ways she had previously never thought possible. Previously the parent would have listened to the teacher as she raised a concern about the child's learning, and then try to find how she could assist the child in that learning. After participating in the HIPPY program the parent was able to understand and ask the right questions of the teacher to engage in discussions on why she believed the child was unable to understand story comprehension, the teacher had identified as an item of concern.

2: Care and support for youth to encourage a bright and hopeful future

Pathways School Counselling: During the year Centacare NQ provided a Counsellor at Abergowie School on a regular basis to work with students. The school has advised it was very pleased with the professional service provided and the support to the students.

One student who was experiencing bullying engaged in the counselling service. He has built on his self-confidence and has now engaged in the Abergowrie Dance Troup and made friends through this social connection. He reports feeling more confident and is emotionally supported and protected by his friends.

High School Support Access Program (HSSP): The HSSP underwent a significant restructure during the year to increase the focus on outcomes for its participants and ensure our services were targeting the real issues that local youth faced each day. To ensure we achieved this effectively, Centacare engaged with all of its teams who worked with youth and clients directly to gain their input on issues, challenges and what they would like to see provided as part of the program. As a result, the HSSP has implemented a number of practical support groups and counselling sessions for those involved in the program.



The majority of the programs or any assistance that has been offered to the young people have been implemented in close consultation with local schools and health services, as well as employment agencies.

As at the end of the financial year, results and outcomes are still being established however anecdotal feedback has been very positive from all those involved.

Family and Relationship Services – Counselling Program (FRSC): A school aged young person attended counselling in relation to the loss of a number of significant people in their life in a short space of time. The young person's parent reported that they had become frequently distressed in almost all environments, including school.

At Centacare NQ, we use a range of therapeutic approaches to support both the client and those around the person to foster a supportive and informed environment for the young person to develop more resilience and coping capacity.

3: Help and assistance for everyone experiencing hardship

Bowen Financial Resilience Service (BFRS): A client attended for financial counselling as her home and small business were affected by Tropical Cyclone Debbie in March 2017. The client discovered her excess for cyclone damage with her insurance was \$10,000 which was equivalent to the quotes for costs of repairs. The client was provided with emotional and mental health support, and advocated with Department of Communities on the client's behalf, assisting her with providing the necessary documents to apply for the funding. With support, the client was able to access the small structural grant which provided her with the funding to have her repairs done on her small business.

Homestay: A local woman requested our assistance to help her transfer out of the area that she and her family were living in. The client was situated in the heart of Pioneer and had in recent years given up drinking alcohol. The client feared for her family and her own safety in this area and was constantly being disrupted at night by parties, drinking and violence in the streets. The client was motivated to be transferred.

The client, with assistance from the case manager applied for a housing transfer. With this, the client was informed she would have to address several issues before the transfer would occur. The client quickly worked towards achieving all of these goals, independently organising lawn maintenance and getting in and doing the job herself – often without help from others. The client began repaying debts, as well as setting aside more money for her new home.

The client was offered a new property in a quieter area and was thrilled. The client was given brokerage due to her evidence of money saving and budgeting and was able to make her new property a home. The client has continued to show motivation and growth for herself and her family, her next goal is to get her daughter reconnected with education.

Education & Life Skills (ELS): One client was awaiting trial and was looking at potential prison time. Upon commencement in the group, workers discussed future planning, using *Replace Your Rage* material; used a strengths-based approach to identify strengths and areas for development; worked through steps to obtaining volunteer work and paid employment; and challenged participant with homework and extending himself outside his current circle.

By end of the group this client had obtained volunteer work, made alterations to his paid employment seeking approach and received two separate invitations to apply for positions. The client reported he was feeling more confident as a result of the courses and support.



ACCESS (Employee Assistance Program): Centacare's Employee Assistance Program (EAP) is a work-based intervention program designed to enhance the emotional, mental and general psychological wellbeing of employees. Centacare holds a number of contracts with local and national companies to provide this service to their staff. Accessing the service is voluntary self-referral.

EAP covers a range of services from group training and workplace mediation through to individual counselling. We maintain strict client confidentiality to ensure the privacy and dignity of all employees accessing EAP services organisation.

One example of Centacare NQ's value-add to companies through our EAP services is demonstrated by our work with a client to support them to better cope with distressing symptoms as a result of various situations at work. The individual was avoiding work and any social situations that could trigger severe symptoms.

Centacare NQ worked with the client over several counselling sessions to help improved their health routines, emotional and mental well-being and close relationships with friends and family. As a result, the client reported confidence in returning to work and utilising the techniques discussed during sessions.

Bowen Financial Resilience Service (BFRS): A client presented with anxiety and depression. The client was supported in learning strategies to overcome the anxiety and was able to maintain her anxiety through strategies taught during sessions. The client was able to apply for a promotion within her position at work and be successful in achieving this and support.

Standby Service: This program stands by families, friends and associates in their bereavement through suicide, providing respect and understanding for the health and wellbeing of people learning how to live without their loved ones.

In addition to facilitating this service for community members, Centacare's Standby team implemented vital professional development and support to a range of local services including Central West Queensland Suicide Prevention Network, Winton Neighbourhood Centre and Blackall Neighbourhood Centre. These sessions raised awareness of potential suicidal behaviour and encouraging people to seek help from professional counsellors to reduce the instances of suicide.

Within one community, a number of service providers directly involved with a suicide, attended a group post-intervention session which was run over two days. This session involved all emergency services, allied health staff, community members, the local funeral home and some members of the family. This intervention was respectfully facilitated by the Standby Coordinator to enable all of those involved an opportunity see various situations from different perspectives and how we can all work together.

The feedback from the families that choose to be a part of this group intervention acknowledged that it gave them an opportunity to speak about what would have assisted them and what they found difficult to work with. The voices of the families were heard, respected and acknowledged.

4: Work with people with disabilities

Disability Services: Our dedicated Community Support Workers have achieved a range of successes for our clients in the first full year of the NDIS.

Centacare's main objective is to focus on helping individuals identify and achieve their personal goals. Community Support Workers strive to ensure these goals are the focus of their activities to support the client's personal growth and independence to achieve the best outcomes possible.

After working for several months with our team, one individual has successfully created new healthy habits, developing the confidence to go out for coffee with friends independently; to start and maintain an exercise regimen with assistance from a Support Worker, and to complete daily tasks such as cooking meals. The assistance has been life changing, strengthening the participant's ability to undertake a range of tasks.

With the Community Support Worker's assistance, another individual has effectively implemented part-time work for the past year as a result of working with the team. This has encouraged the participant to maintain their daily organisational skills, build their social skills and implement structure into their daily life.

The participant has reported a sense of achievement, with a more positive lifestyle and enjoys being part of the community on a regular basis.



Centacare NQ's Respite House: In January 2017, the wet rooms (bathrooms and toilets) of the Respite House in Railway Estate, were fully renovated to allow better access for guests to access showers and facilities with greater independence.

Feedback has been very positive with guests commenting on the modern space and enjoyment when choosing to stay at the house.

5: Support for all members of a family

BRIDGE: A member of the team worked with a family where both parents have significant mental health issues and were struggling to manage behaviours of their children at home. The team worked intensively with this family by providing in home practical family support work to both parents. This support allowed them to increase their behaviour management strategies and implement an appropriate routine such as bed time. Two of the children and both parents also received counselling. The counsellor liaised regularly with their Doctor treating the mental health concerns. The family reported that they were functioning much better individually, and as a whole unit, after the BRIDGE support. The family were spending more time together and having fun again. The parents felt better able to cope as their mental health had improved.

ROSA: A Foster Carer received support through ROSA while the child in her care also received counselling. The Foster Carer was finding it very challenging to manage some of the child's behaviours which were a result of the complex trauma the child experienced from a young age. After six to eight sessions the Foster Carer reported that she felt she was coping much better with her foster child's behaviour. She attributed this to the support she was provided and has been given increased tools and knowledge to do so.

Family Intervention Service (FIS): The FIS team successfully reunited a family of four children back into their parents' care as a result of effective FIS intervention services. The parents addressed all of their child protection concerns largely related to amphetamine use and domestic violence.

As a result of their outcomes, the parents were invited to attend a staff day at Townsville Child Safety to talk about their experiences of working with Child Safety, providing advice to Child Safety Officer's on how to work with families and reflecting on what helped them to make such significant progress in changing their lives for the better. In addition, they participated in a DVD to support the ongoing learning and understanding for Child Safety staff.

Regional Family Dispute Resolution (RFDR): As can sometimes be the case for families who have separated, conflict can be present for some time after the relationship has ended. In such cases, it is often reported that one parent does not want to see or speak to their former spouse, despite their need to continue being Co-Parents of children into the foreseeable future.

Through the RFDR program, families in Mount Isa region can participate in structured discussions about such matters with the support of a qualified and experienced Family Dispute Resolution Practitioner. In cases where conflict continues to be high, the Practitioner will support both parents of the children to focus on the needs of the child/ren rather than the conflict in order to identify care and future parenting arrangements in a safe and respectful manner.

Not all parents will reach a full agreement but most will come to some agreements around care and parenting matters that can be formalised in a Parenting Plan. In the past year the service has received positive feedback that indicates, despite the challenging process, parents have felt safe, heard, respected and able to 'focus on the kids not conflict'. Through the process of Dispute Resolution, parents find that they are able to participate in a constructive communication and co-parenting relationship to support the stability and well-being of their children.



6: Counselling, care and support for Aboriginal and Torres Strait Islander Peoples

Family Relationship Centre (FRC): The Family Relationship Centre's Indigenous Advisor goes out to the community to promote the Centre and to support organisations and the broader community to access the Centre. Over the past year, there has been opportunities to engage with Indigenous and CALD communities through attending various events, connecting with other organisations and the people. Of note, is the Indigenous Advisor's key role in supporting, advising and co-delivering education and parenting skills groups to families working with other services. Through those connections, we have continued to build on our strong collegial relationships with workers and families to refer clients to the Family Relationship Centre. This highly supportive, educative and culturally responsive approach has seen a growth in access by Aboriginal and Torres Strait Islander Peoples and culturally diverse clientele seeking the services of the FRC. Anecdotal feedback suggests that our approach was a key factor.

Gambling Help: During the year, the Centacare Gambling Help Counsellor developed a yarning circle on Palm Island to facilitate counselling services in a culturally respectful manner. Feedback from the community indicates that they found the circle very useful and would like to see this continue.

Regional Area Integrated Family Support Services (RAIFSS): Client numbers have increased, indicating the Cloncurry community has embraced the service and acknowledge that is both useful and easily accessible.

Although clients come from a wide cross section of the community, Indigenous client numbers are increasing due to multiple factors, including the visibility and accessibility of the service from the relocated Neighbourhood Centre.

Secondly, our clients indicate they are becoming more concerned about how substance use and family violence is affecting their children, other young people, families and the community. Further to this, there have been a number of requests for counselling from indigenous families, usually mothers of children, regarding how they might better raise their children without family violence and substance abuse in the home.

7: Advocate for all individuals of rural and remote areas

Crisis Accommodation:The Mount Isa Homelessness team worked diligently with a range of clients to help them create changes to their life. This included gaining the tools and confidence the need to find medium to long-term accommodation.

In one particular instance we worked closely with a client who was released from jail during the year. The team worked alongside the client for several months to connect him to several other services, to ensure the client was able to facilitate sustainable change, complete programs and rehabilitation. The client reported he was undertaking job interviews, had successfully completed parole and is in a confident space to lead a happier and healthier lifestyle thanks to the support from his Centacare support team.

Cloncurry Drought Initiative:Hundreds of local farmers and their families struggled to maintain income because of the severe drought conditions that impacted most of North West region.

Community consultation indicated that it was both graziers and local small business operators who lost income because of the drought, thus impacting local jobs and the overall economy. With this in mind, we established the 'Curry Money' enterprise, which served as a buy local business initiative. The funds were sourced via Centacare's drought funding and was distributed via \$350 vouchers to graziers residing within Cloncurry.

In the year, \$32,500 was distributed to more than 65 local graziers which then used the vouchers to purchase essential goods and services locally this helped stimulate work and revenue across the community.

Healthy Happy Homes Program (HHH):The Homestay team delivered the program to clients of Centacare NQ and other local services in an effort to unify services and support for vulnerable members of the local community. The programs run for 12 weeks and teaches essential life skills to help maintain functioning, happy and healthy tenancies for all family members.

HIPPY



Anti-Poverty Week



Centacare Team Members



HIPPY



Centacare NQ



Disability Services



Cloncurry Neighbourhood Centre



Suicide Prevention Walk



6. FINANCIAL REPORT

Centacare NQ had several programs declined for renewed funding in 2016-17 compared to the previous year including Standby, Drought Relief and Circle of Life.

We have previously expressed our disappointment in those services being either cancelled or redirected to organisations located in South East Queensland, which have minimal to no impact on people and communities of North West of Queensland.

Centacare NQ will continue to advocate for this region and lobby the State and Federal Government (and opposition parties) on the importance of increased and sustainable budgets specifically supporting North Queensland and its diverse regional, remote and rural residents.

New income sources including those from the NDIA allowed Centacare to embrace provision of NDIS services in this space.

Looking ahead, we will continue to seek revenue from fundraising and corporate partners to increase our program investments in key areas.

We look forward to facilitating a sustainable future for our clients and the longevity of services to our region.

In 2016-2017 Centacare North Queensland's funding partners were:

Department of Communities, Child Safety and Disability Services

Department of Housing and Public Works

Department of Social Services

Department of Health

Department of the Prime Minister and Cabinet

United Synergies

Brotherhood of St Laurence

Australian Government Attorney-General's Department (AG)

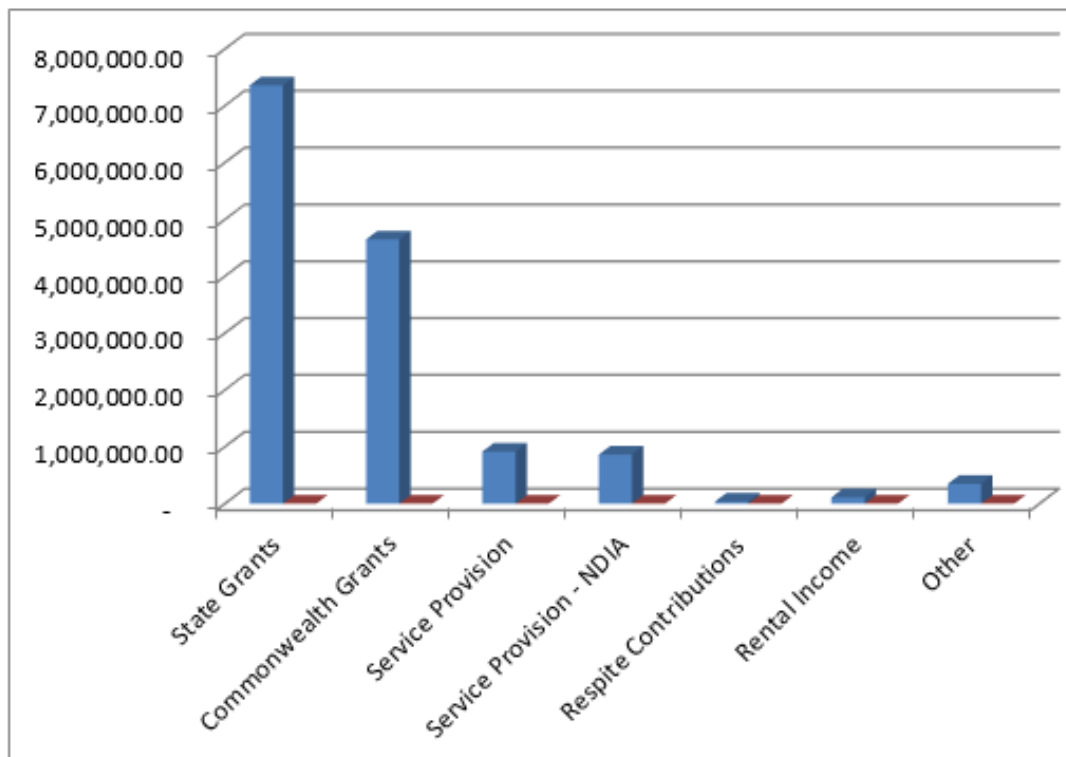
INCOME

| | |
|------------------------|-------|
| State Grants | 51.5% |
| Commonwealth Grants | 32.5% |
| Service Provision | 6.4% |
| State Provision - NDIA | 6.1% |
| Respite Contributions | 0.3% |
| Rental Income | 0.8% |
| Other | 2.4% |
| Total Income | 100% |

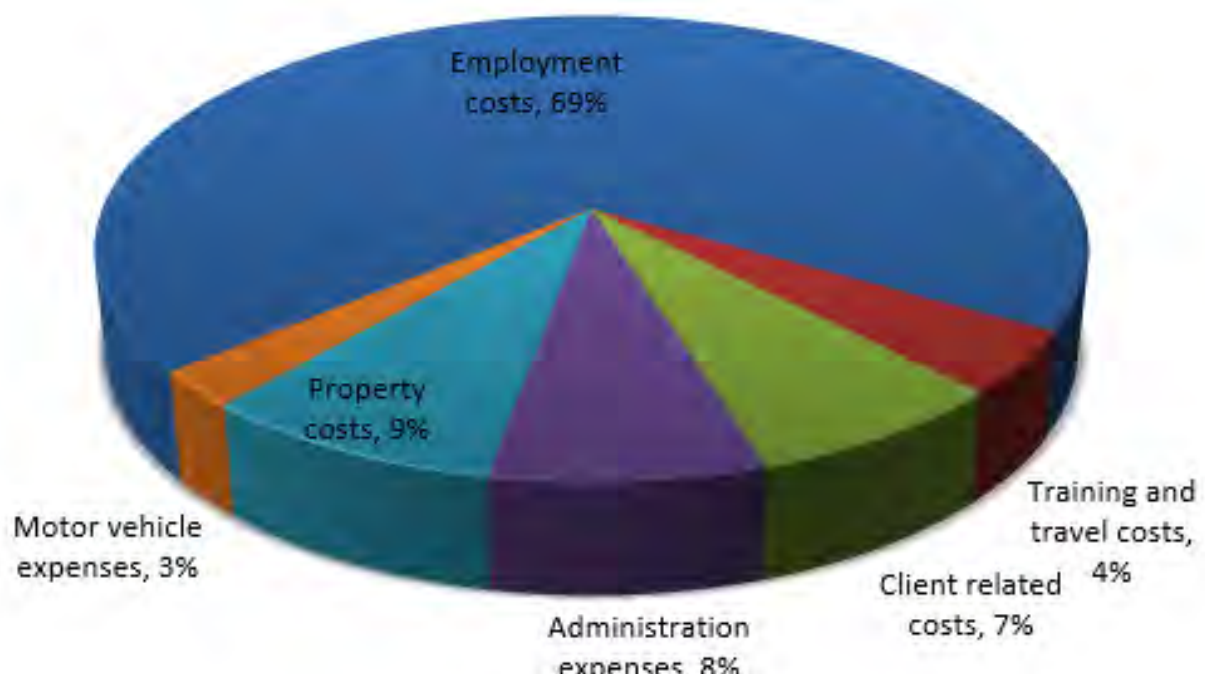
EXPENDITURE

| | |
|-------------------------|------|
| Employment Costs | 69% |
| Training & Travel Costs | 4% |
| Client Related Costs | 7% |
| Administration Expenses | 8% |
| Property Costs | 9% |
| Motor Vehicle Expenses | 3% |
| Total Expenditure | 100% |

2016/2017 INCOME SOURCES



2016/2017 EXPENDITURE



7. TESTIMONIALS

"I was given lots of positive strategies and management skills to work with him on his behaviour. The most helpful was redirecting him. It has been a positive and productive experience. Children need this type of counselling as soon as they come into care. It has also helped with the teachers at school when they have put strategies in place".

"My life has changed and how I deal with everyday issues both as an individual and a professional."

"The support, guidance, encouragement and tools I have learned that I can carry with me and apply in life in different circumstance I face."

"I have realised over the past 6 months that it is not the kids but it's their Mum and I, and how we respond to them, that is the problem. They are great kids".

'I love having my counsellor come and visit me at school, she is the best. When we have done work we can play games and paint.'

"I enjoyed counselling about what is safe and unsafe and I liked playing with the water balls and I love counselling."

"Wow, what an amazing progress report. I am so happy that counselling is having the intended effect that one would expect. Thank you so much for all the time and effort you have put in. It really is greatly appreciated."

"Everything we talked about I could relate to and put it into action. I could ask many questions and she had the answers or found them for me. She gave me the tools to work at home and it made a difference. I can manage my own anxiety and help my foster child. Thankyou, this is most helpful."

"I believe we would not have accomplished or solved our issues on our own and that the help and assistance received has surpassed our expectations and has helped us immensely. Extremely beneficial, couldn't wish for a more helpful counsellor".

"My case manager was great and helped me to get where I am today with accommodation and a job. I am very grateful for Jodie's commitment."

"Phillimon was always easy to talk to and always helpful thought-out the whole process and was always prepared and came with a smile."

"We are happy with what Phil and the new caseworker has done. We no longer require the service as we are going well and are just waiting for a house."

"Case Worker was happy and willing to help us and helped us very quickly. One minute we were in government accommodation at next minute we were in our own house with furniture. Very happy with what she did for us."

"Gave me the tools to better see a different perspective and understand different points of view."

"I felt it gave me a better insight into situations I'd otherwise feel helpless in."

"Facilitators were exceptional at listening and I appreciated the explanations they provided."

Anti-Poverty Week



Day For Daniel



NAIDOC



8. ACKNOWLEDGEMENTS

Centacare NQ could not have achieved steps towards its mission of providing care and support for everyone in our communities without the ongoing support and vision of local businesses and services.

We are proud to work with and acknowledge the support of the following organisations who continue to be a committed and passionate supporter of our work across the North West region:

- Bunnings
- Kmart
- Woolworths
- Bi-Rite
- Mt Isa Garden and Nursery
- Bynoe (Normanton)
- Rainbow Gateway
- Glencore (Cloncurry)
- HHOTments
- Sunset Butchery
- MC Scaffolding
- Clancy Corporation
- Salon Bronze Hairdressing
- Smudges Face Painting
- MOB FM
- Taubmans Paint





Centacare
North Queensland

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