

providing help.
creating hope.



catholic support services. providing help. creating hope.

services guide

every year
more than 150 000 Queensland lives
are changed by Centacare services



every week
more than 3000 Centacare staff and volunteers
provide a helping hand

About Centacare

Centacare is the official social agency of the Archdiocese of Brisbane. Working with government and the wider community, Centacare provides social services to more than 160 000 people and 65 000 families every year. With over 3000 staff and more than 200 service centres, Centacare is committed to the support of those in need and the disadvantaged.

Our range of professional programs and services offer support for vulnerable, distressed individuals and families, children at risk, persons with disabilities and their carers, couples trying to live in a spirit of love, families in need of safe and rewarding child care services, and elderly people concerned about their health and self-sufficiency.

Centacare aims to strengthen families and support people and communities so they have fulfilled and connected lives in just and supportive communities. We are committed to leading social change by building partnerships and alliances, engaging with communities, sharing knowledge and resources and supporting advocacy.

from the executive director



Every year thousands of people seek our services and Centacare is both proud and privileged to be able to offer our support and assistance.

Centacare Brisbane is a large, vibrant and well respected community organisation providing many responses to support services across South East Queensland. As the Catholic social service agency for the Archdiocese of Brisbane, Centacare serves all people without regard to religion, race, age, economic circumstance or ethnic background.

As the environment in which we live and operate continues to change and challenge us, Centacare is focussed on ensuring that we are able to adapt and respond to offer the support that so many in our community have come to depend. Our forward planning continues to focus on the delivery of compassionate yet professional support services through education, counselling and community support – to encourage and strengthen individuals, couples and families.

As you read through this Services Guide you will see the widespread reach Centacare has in the community by the many services and programs of support we offer. Our many initiatives are achieved through an excellent and dedicated team of professional staff, volunteers and supporters; combined with the valuable contributions from Queensland and Federal Governments, and local partnerships with other church and community agencies.

We give thanks to all who continue to support the contribution and difference that Centacare is making.

A blue ink handwritten signature, appearing to be 'P. Selwood', with a stylized circular flourish at the end.

Peter Selwood
Executive Director

community services

Centacare Community Services [CCS] provides practical support to people in their local communities across South-East Queensland.

These include those who are ageing, living with a disability, Indigenous Australians, homeless or at risk of homelessness, living with a mental illness and their carers. Our focus is on assisting and supporting people to live full and happy lives as independently as possible. We do not have a one size fits all approach.

Aged Care

Our services support and care for older people over 65 years and their carers who live in their own homes, for Indigenous older people over the age of 50 years and their carers living in their own homes and war widows, widowers and veterans. Some of these services include domestic assistance, personal care, shopping, transport, and respite for carers.

Housing Support services for older people and those with a disability or mental illness can provide minor home maintenance, repairs and modifications to your home relating to health, safety and security.

Respite is a short-term and time-limited break for older people, families and other voluntary carers. We recognise and support the unpaid members of our community who provide care that helps people to remain living in their homes.

A variety of respite options are available to support carers. Respite is intended to support and maintain the primary care giving relationship, providing a positive experience for people and carers, so that carers can confidently leave their loved ones to enjoy a much deserved break reassured that the person they care for is being well looked after.

Disability

We know that every person with a disability has different needs. The aim of our disability support services is to provide opportunities for persons with a disability to live lifestyles as others within the community and to prevent inappropriate or early admission of people into residential care. We provide a range of supports.

Accommodation support is long term individual support to people who live in their own homes.

Learning and leisure is skill-based, goal-focused educational and recreational activities for people with a disability over the age of 16. It is excellent for people who have completed their schooling and may have limited employment or day time options.

Independent living and support services assist people with a disability over the age of 18 who live in their own homes to remain doing so. This support may be ongoing and up to 24 hours per day.

Respite services are short-term and a time-limited break for people with a disability, families and other voluntary carers of people with a disability. Respite is intended to support and maintain the primary care-giving relationship, while providing a positive experience for the person with a disability.



Our respite services offer individualised social and recreational activities so that carers can confidently leave their loved ones and enjoy a much deserved break reassured that the person they care for is being well looked after. Respite services can be either centre based or in the person's own home.

Specialist Support Team provide essential support and guidance to our staff in relation to people with a disability who may display challenging behaviours and are subject to restrictive practices. Specialist Support Team problem solve complex situations with a goal to achieving positive outcomes for people.

Home Safety Services

Our Home Safety Services' Home Maintenance and Modification Program, along with the Home Assist Secure Program provides assistance with the provision of minor home maintenance, wood chopping, lawn mowing, falls prevention, repairs and modifications relating to safety and security. We provide quality cost effective solutions that enable individuals to remain safe, secure and independent in their homes.

Housing and Homelessness

Our housing and homelessness partnerships with individuals and other organisations in the community enable us to support those who experience homelessness or who are at risk of becoming homeless to maintain their tenancies. We value the rights of an individual to be adequately and safely housed in the community of their choice and for them to receive the necessary supports to live independently, to maintain their tenancies and to participate in family, social and community life.

Aboriginal and Torres Strait Islander Support

Centacare ensures all our services are accessible and respectful of Aboriginal traditions and cultural values. Our Aboriginal & Torres Strait Islander Services work closely with their respective local Elders and have developed responses that are physically and culturally accessible to the community through our valuing and respecting traditions and cultural values of the Aboriginal & Torres Strait Islander communities. Centacare is proud of the manner in which we have engaged with our local Aboriginal communities.

Mental Health

We support people living with mental illness and support carers, families, children, young people and adults at risk of developing a mental illness.

This can include home based services, peer support, advocacy and family intervention through counselling, mediation, education and skills development. Services support a person living with a mental illness to develop and maintain their ability to manage their day to day lives.

With a recovery focus, we encourage a person's independence and social participation in their community. Our programs respond to mental health episodes, are recovery focused, and encourage a person's independence and social integration into the community.

Hoarding and Squalor environments are often the result of complex conditions which impact on people, families and communities. Our "fee for service" program specialises in providing a respectful, supporting and non-judgemental service that supports individuals to address the underlying issues that have contributed to their living environment and to work towards having a safe and habitable home.

enabling the people we support
to live meaningful lives
within the communities
of their choice



child care services

Centacare Child Care Services offers Outside School Hours Care, Long Day Care Centres and Kindergartens.

Our dedicated staff provide safe, caring and fun recreational environments that support children's developmental and educational needs.

For details of any of Centacare's Child Care Services : Long Day Care Centres, Kindergartens, or Outside School Hour Care locations visit our website: www.centacarebrisbane.net.au

Long Day Care

Our Long Day Care Centres provide care for children from six weeks to school age and each centre offers an approved kindergarten program under the Queensland Kindergarten Funding Scheme.

Our ten Long Day Care centres aim to foster a warm and respectful environment for children where they are supported to explore, discover and develop a positive sense of self.

Kindergarten

Centacare has recently opened seven kindergarten centres. Enrolling your child into one of our kindergarten centres will give them the best start in life and help prepare them for school. It's never too early to plan your child's education — starting with their kindy enrollment.

Outside School Hours Care

Most of our Outside School Hours Care programs operate from Catholic schools and provide before and after school care, and many offer vacation care during the school holidays for school-aged children. Our programs reflect and recognise the importance of recreation, play and further development of life skills.

Centacare Child Care Services manages Outside School Hours Care (OSHC) services in the Archdiocese of Brisbane in partnership with Catholic parishes and Brisbane Catholic Education.

"I am always impressed at the creative things my daughter does at her after school care, she loves it there and sometimes it is a struggle to get her to come home."

Karyn – parent of child attending Centacare's St Andrew's OSHC



supporting families
by providing education and care
in a safe and fun environment



family and relationship services

Centacare's Family and Relationship Services provide professionally delivered programs and services to the community in response to the needs of particularly, the most vulnerable and disadvantaged in society.

We aim to assist in enhancing and maintaining positive, satisfying and respectful relationships for individuals, couples, families and children. Our services support people in managing the challenges of daily family life, such as parenting, personal and relationship issues, separation issues, grief and loss. We also work with couples preparing for marriage and couples who would like to strengthen a committed relationship. We offer a range of family violence prevention programs for women, children and men.

Family and Relationship Counselling

Centacare's work in the community is inspired by our vision of 'strengthening families' in all their diversity. We offer assistance that is respectful and sensitive to the needs of all individuals regardless of age, gender, financial status, cultural or religious background.

Services include counselling for:

- families
- couples
- individuals
- children and youth
- disability carers
- anger management.

Our counselling is confidential and aims to assist people to develop self-understanding, to explore and resolve their issues of concern and to make changes in their lives.

Domestic and Family Violence Prevention

Our range of domestic and family violence prevention services is available to women, children and men. We offer support and prevention programs which include counselling, women's support, group work, court support and assisted referrals to other services. We provide a women's sexual assault service in South Burnett.

Family Dispute Resolution

Our Family Dispute Resolution Service is provided by accredited practitioners who assist parents who are separating, or separated to resolve conflicts and disputes. Parents work with a mediator to find co-operative ways to plan for the parenting of their children after separation. The approach is to work out agreements in a safe and respectful environment that focus on the needs and best interests of the children.

Marriage & Relationship Education

Our Relationship Education Service offers a range of program opportunities to assist couples to have a healthy and growing marriage. Couples can register for a group program or for a couple program through which they can identify the strengths of their relationship as well as areas of difference and challenge. Trained facilitators use adult education and positive communication approaches so that couples can explore and discuss their relationship with each other in a supportive environment.





Individual and Group Development

We offer programs to support individuals and groups to build community capacity and strong relationships with family, friends and community including Indigenous Projects, Multicultural Projects, South Burnett Community Development Program, Care and Concern, Centacare Community Connections.

Programs for Children & Youth

Centacare Family and Relationship Services offers a range of programs for both primary aged children and high school aged young people, some of which are held in our centres, and some in school settings. Counselling, group and school programs help children and young people and their families deal with:

- family separation
- changing families
- grief and loss
- anxiety and shyness
- building healthy relationships.



supporting individuals, families and communities
to enhance and maintain healthy relationships

pastoral ministries

Centacare Pastoral Ministries provide a range of faith based services in the community, as well as health care and correctional institutions, within the Brisbane Archdiocese.

Centacare's Pastoral Ministries serve a growing number of individuals and their families including:

- international mariners
- the hospitalised
- the imprisoned
- Indigenous Australians
- persons living with mental illness

Apostleship of the Sea

Apostleship of the Sea (AOS) is an international mission for seafarers based at the Stella Maris Seafarers' Centre, Wynnum. The centre provides telephone and internet facilities for seafarers enabling them to contact families back home. The centre is open six days a week, 15 hours a day. AOS trained volunteers visit over 1,700 ships in the Port of Brisbane each year and injured seafarers are visited in hospital.

Prison Ministry

Catholic Prison Ministry responds to the issues faced by people affected by the criminal justice system, i.e. in court, prison, community corrections, families and wider community.

Our services include:

- Court Support Program — providing support and information to persons involved in the court system enabling defendants to participate more fully in the legal process.
- Liferaft — supports families and friends of men and women in prison long term.
- Reintegration Support Program — assists former prisoners to gain and remain in meaningful employment

Prison Chaplaincy

Prison Chaplaincy offers on request pastoral care to prisoners and staff irrespective of their faith tradition. Our prison chaplains regularly visit nine correctional centres in the Brisbane Archdiocese.

Psychiatric Pastoral Care

Catholic Psychiatric Pastoral Care is a support organisation that responds to people suffering with a psychiatric illness. Our care for the whole person includes the spiritual, therefore building community and tempering isolation. Trained pastoral carers visit mental health units and boarding houses and host members at the Fortitude Valley Centre.

Murri Ministry

Murri Ministry provides pastoral and spiritual assistance consistent with Aboriginal culture, tradition and insights to Brisbane Archdiocese's Aboriginal community. Murri Ministry also assists in:

- community liaison that includes home visitations and referrals to other agencies
- empowering local Indigenous communities
- sacramental preparation for baptisms, Eucharist and weddings
- preparation of funerals and memorial services



Hospital Chaplaincy

Centacare oversees Catholic hospital chaplaincy in government as well as private hospitals throughout the Brisbane Archdiocese. In all, around 100 professionally trained pastoral carers/chaplains minister to the spiritual needs of patients, their families and staff in more than 30 hospitals.

Pastoral carers/chaplains can offer on request a listening ear, companionship and the sacraments of the Church. Health care professionals recognise their valuable contribution to the holistic healing of patients and their families as part of the health care team.

spiritual and pastoral support
across healthcare, corrections and the community

Our Vision

- Leading social change
- Strengthening families
- Supporting people and communities in the spirit of the Gospel

Our Core Values

- Dignity of the human person
- Preferential option for the poor
- Interdependence and community
- Empowerment and justice

Centacare Brisbane

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E: centacare@bne.catholic.net.au

Child Care Services

PO Box 794 (10 Herbert Street)
PADDINGTON QLD 4064
P: 07 3367 6300 F: 07 3367 6356
E: childcare@centacarebrisbane.net.au

Community Services

- Aged Care, Housing Support & Mental Health

PO Box 179 (Level 2, 50 Cleveland St)
STONES CORNER QLD 4120
P: 07 3255 7755 F: 07 3255 7766
E: cssinfo@bne.centacare.net.au

- Disability Support

NORTHSIDE
33 Station Street,
NUNDAH QLD 4012
P: 07 3370 3500 F: 07 3266 7577
E: nds@bne.centacare.net.au

SOUTHSIDE
Unit 5, 18 Torbey Street
SUNNYBANK QLD 4109
P: 07 3323 2100 F: 07 3345 9489
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Family & Relationship Services

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E: cfcs@centacarebrisbane.net.au

Pastoral Ministries

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