

Stakeholder Report 2015-2016



Vision

To be the first-choice provider of professional community services in the Diocese of Rockhampton.

Mission

To share in the healing ministry of Jesus by providing professional community services to enhance the wellbeing of individuals and families

Values

CentacareCQ, the official social services agency of the Catholic church, cares for people.

C Catholic social justice

A Accountable for our actions

R Responsive, innovative service

E Efficient stewardship of resources

S Synergetic & relational teamwork

Introduction

To our staff and stakeholders, welcome to a CentacareCQ snapshot of some of our major achievements against our strategic intent for 2015-16.

This year has been one of investment, as we have expanded our building infrastructure to increase our service capacity for our communities, helping to secure our future financial stability. Additionally, we've dedicated effort to broadening our income base. Through working with philanthropic funders we've developed a fundraising strategy while continuing our Federal and State funded work. We have also partnered with many organisations to provide the best placed-based services to meet local community identified needs where possible. Thank you to all stakeholders who have helped us support the needs of some of the most vulnerable people in our communities and contributed to the viability of CentacareCQ, one of the longest running social services agencies in Central Queensland.

CentacareCQ is blessed with a dedicated and engaged staff who benchmark highly against other similar organisations in the areas of engagement, leadership, values, quality and innovation, safety and consumer outcomes (Best Practices Australia, 2016). Our staff enable CentacareCQ to be an adaptable organisation, demonstrating innovative



work practices and forward planning practices required to thrive in the changing social services landscape. CentacareCQ staff, volunteers, Committees and Council are active in the Mission, proud of our Catholic identity and culture and dedicated to continuing the positive works of the Church. Thank you to all of our staff, volunteers, committee members and directors for your continued support, I look forward to continuing our work together and achieving more great services in the future.

A handwritten signature in black ink, appearing to read 'R. Jeffery'.

Dr Ricki Jeffery
Diocesan Director

Building for the future

CentacareCQ has continued to expand across the Diocese by building new infrastructure and increasing our service capacity to reach more people in our communities.

Our Longreach site opened in December. This new location provided us with a valuable base of operations in the heart of the drought stricken communities of the Central West. Since opening, we've supported clients by providing practical supports and counselling services in their time of crisis.

With the addition of our new office building at the Bolsover Street site in Rockhampton and the relocation of our Family Relationship Centre to the same site, all our services in this

area are now available from one location. These changes have improved accessibility of our services for clients and allowed us to expand - increasing our capacity to provide support in the community.

Renovations of our existing facilities have been undertaken at the Bundaberg site. The changes will allow for more staff to operate from the site, helping to ready us for upcoming changes in the community care sector, including the rollout of the National Disability Insurance Scheme (NDIS).

centacareCQ at a glance

Customer satisfaction rating



What our Drought Support Program clients say...

“

...we have got more drought help in the last 10 days than we have ever got over the last 10 years – Thank you for caring.

“

I am really glad I made the effort to ring you and ask for help – that was the hardest thing to do – but now I feel a lot better.



Supporting the Longreach Community



New purpose-built office in Rockhampton



Dignitaries and CentacareCQ staff at the new Family Relationship Centre site

Growth through collaboration

Part of the social fabric - CentacareCQ partners with a number of local organisations to combine resources and meet the needs of the community.

Collaborating with Central Queensland University, the Aging Well program saw Occupational Therapy students work with clients over a three month period. During this time, the students conducted assessments and developed a set of client-centred goals based on their observations.

Reception of this program was overwhelmingly positive, with many clients stating they would recommend it to their friends and family. The opportunity was mutually beneficial, with the students gaining valuable experience and clients accessing vital services free of charge.

CentacareCQ also partnered with Rockhampton secondary school Emmaus College, to help introduce young workers to the field of aged care and to encourage them to join the workforce. Students who took part in the Emmaus Allied Health Project were completing a Certificate III in Allied Health. As part of this qualification, the students conducted services for clients alongside CentacareCQ staff and gained valuable experience as Home Help Workers. Thirty students successfully graduated and two of those students commenced employment at CentacareCQ as a direct result of the program.

centacareCQ at a glance



47,185

**Community Care
Services Offered**



20 Partnerships
formed

**with local, interstate &
national organisations**

What our Drought Support Program clients say...

“*CentacareCQ understands client needs and is flexible and creative in working with other agencies.*”



Partnering with Emmaus College



Healthy Ageing Alliance launch



The Aging Well program

Creating an adaptable organisation

To thrive in the industry, CentacareCQ uses innovation and forward planning to adapt to the evolving social services landscape. As a result of our five year Workforce Plan, a number of strategies have been implemented to meet industry changes and to further develop business resilience.

To better support our staff and develop skill-sets throughout the organisation, a working group was formed to improve our line management processes. Recommendations from this group have seen a shift in our performance review principles, removing annual performance appraisals and shifting focus to achieving individual performance goals.

Part of being a versatile organisation is responding to client needs and improving their experience of our services. Our Workforce Plan identified the need to offer more flexible services for clients.

We are reviewing our hours of operation and engaging both internal and external stakeholders to find what best suits their needs. Work has also been undertaken to improve internal referral processes, with the aim of creating a smooth multi-service experience for clients.

By investigating industry reforms and responding to client feedback, CentacareCQ tailored their service management and delivery to prosper in new market environments.





Community Care Client's High Tea



Launching our Workforce Plan



Baby Bridges Program

Active in the mission

As the official social services agency of the Catholic Church, the Catholic ethos is central to the work of CentacareCQ. Our mission statement and core values reflect these ideals and underpin all occupations throughout the organisation.

Our Diocesan Director spoke at the Victorian Social Services Australia Mission Conference about the unique way in which CentacareCQ builds Catholic identity into the culture of our workforce. Part of this approach has been by implementing Formation in all aspects of the organisation, including core strategic documents, weekly email reflections and prayer before gatherings and meetings.

As part of our Internal Stakeholder Group, line managers also partake in 'Formation Matters' workshops, learning how the Catholic ethos relates to our daily work at CentacareCQ.

During our annual all-staff conference, Dr Allie Ernst from the Institute of Faith Education, led us through a discussion on the stories of the Bible, adding context to the narrative.

As a prominent leader in the Catholic social services sphere, our Director was also invited to respond to Pope Francis's Encyclical – *Laudato Si'*. This response was published alongside 11 other notable Catholic experts and practitioners within the book 'The Francis Effect II'. The publication was created in partnership by Catholic Mission, Catholic Religious Australia and Catholic Earthcare, and was distributed Australia wide.

centacareCQ at a glance



1,889,890kms
travelled to deliver services



37,570
Community care
services hours

What our Family & Community Support clients say...

“
I would have fallen into a big heap. I mean I did but I just wouldn't have coped without them.

“
She used to come around and check on me. It has helped me physically, emotionally and mentally.



Dr Allie Ernst



Internal Stakeholder Group activity



The Internal Stakeholder Group



Raising funds for November

Stability through diversification

To improve long term financial sustainability and to reduce dependency on single-source funding, CentacareCQ is working towards broadening its income base. Part of this process has been looking outside the traditional funding sources and investing in infrastructure to move away from property tenancy costs.

Philanthropic grants were identified as a key source of future revenue. The nature of this income base allows greater flexibility in what services we can offer, providing a capacity to meet the specific needs of our region. CentacareCQ has employed a philanthropic broker to improve our philanthropic grant application processes, and key management personal have invested time into understanding this new sphere of funding.

Currently, surplus office space is leased to external synergistic organisations. To increase this revenue stream and to house our growing workforce, buildings and renovations have been commissioned across the Diocese. Increasing our capacity to lease commercial property will further diversify our income and help to create long term financial sustainability.

centacareCQ at a glance

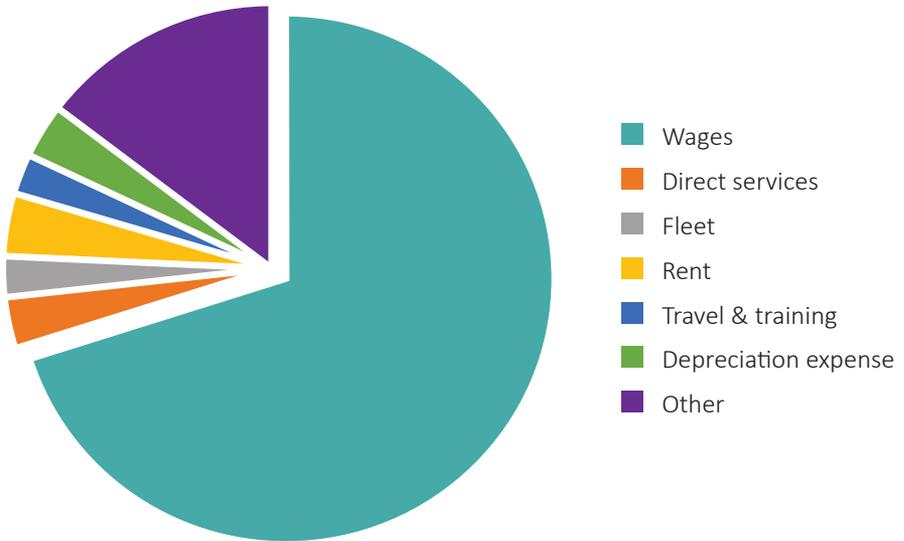


of our partner organisations will recommend us to others

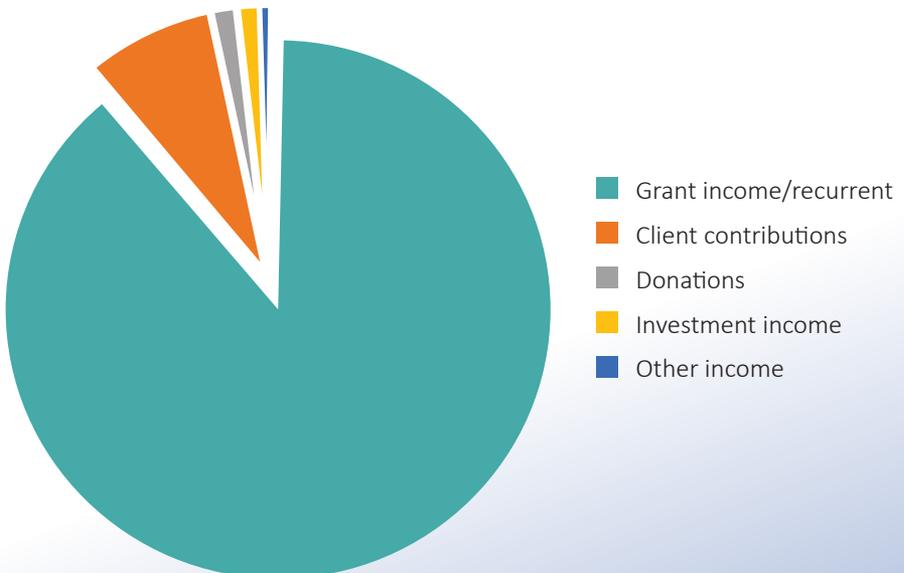


of our partner organisations will seek to work with us again in future

Expenditure 2015-2016



Income 2015-2016



Commitment to ecological stewardship

CentacareCQ understands its responsibility towards implementing sustainable practices in all aspects of operation. Our organisation maintains the ecological balance of cultural, financial, social and environmental outcomes through invoking the ASSISI (A Strategic Systems-based Integrated Sustainability Initiative) framework.

ASSISI is a product of Catholic Earthcare Australia and is designed to support stewardship of our earth.

CentacareCQ demonstrates its commitment to this framework through the ASSISI Learning Group. Through projects and initiatives, the group find innovative ways to employ the ASSISI principles within the organisation.

This year, Pope Francis asked us all to create a new dialogue about the future of our planet.

Responding to the call, the learning group used storytelling during organisational gatherings as a method to facilitate discussion around ecological sustainability. The strategy has encouraged staff to consider their relationship with the environment and how they interact with the world.

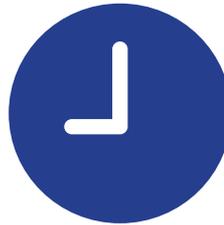
centacareCQ at a glance

Counselling & mediation



20,472
SESSIONS

=



21,500
HOURS



Assembling water filtration units for developing nations



Donating school supplies for local students

Improvement through evaluation

Our organisation strives to be the first choice provider of professional community services in the Diocese of Rockhampton.

Central to this vision is the need to effectively measure how our services add value to our clients.

This year we launched our Customer Service Model, an organisation wide outcomes-based framework which helps to identify and demonstrate the difference we make in people's lives. The document centralises our reporting structure and adds an extra level of depth, allowing for a more holistic picture of our work.

With this approach to program measurement, our organisation created a Social Value Impact Study for our Community Recovery Service.

This report evaluated the impact of our work supporting the Bundaberg and North Burnett communities following the 2013 floods, and differed from traditional measurement by evaluating the social return on investment for dollars spent.

The report found for every dollar spent in our program, we generated \$2.83 of value for our clients. The study was nominated for an award through Social Impact Measurement Network Australia and received a finalist placing. The achievement acknowledges our new organisational approach to reporting and reflects on-paper the good work we do everyday.

centacareCQ at a glance



5,292
clients

Community Care



4,984
clients

Family and Community Support

What people are saying about CentacareCQ...



I'm a stronger person now. I feel like if it happened again I could cope better.

Community Recovery Service client



In my experience CentacareCQ have the networks to assist vulnerable people before and after a disaster. They're especially vital in the rural communities where services are limited. Industry Stakeholder

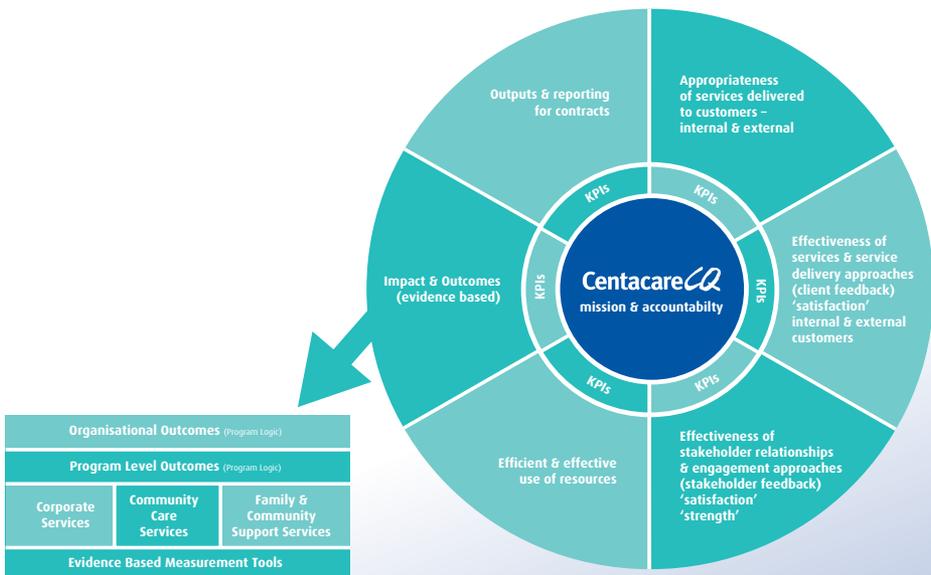


Launch of Community Recovery Service's Social Value Impact Study



Bundaberg Floods - 2013

Centacare's Customer Service Model



Responding to needs

Our organisation operates as part of the community and strives to provide services that meet the unique needs of its people. We undertake regular sector reviews to identify and address any service gaps within the region, fulfilling our mission to enhance the wellbeing of individuals and families.

Through community engagement and client feedback, it was found that reliable, convenient and affordable transport services were required within the Bundaberg and Rockhampton regions. These services would allow aged care and disability clients to more easily remain socially connected to the community, helping to maintain an active and independent lifestyle.

The CentacareCQ Transport Program was launched in 2015 and has been well received in both areas. As a result of overwhelming positive feedback, the program has expanded to include Yeppoon and many other service providers have engaged CentacareCQ to broker transport services for their clients. Across the Diocese, our organisation is now providing travel solutions to 700 clients, totalling over 1,000 trips per month.

centacareCQ at a glance

Community Care Workers



What people are saying about CentacareCQ...

“CentacareCQ understands the unique needs of our communities. They establish strong connections with stakeholders.

Industry Stakeholder



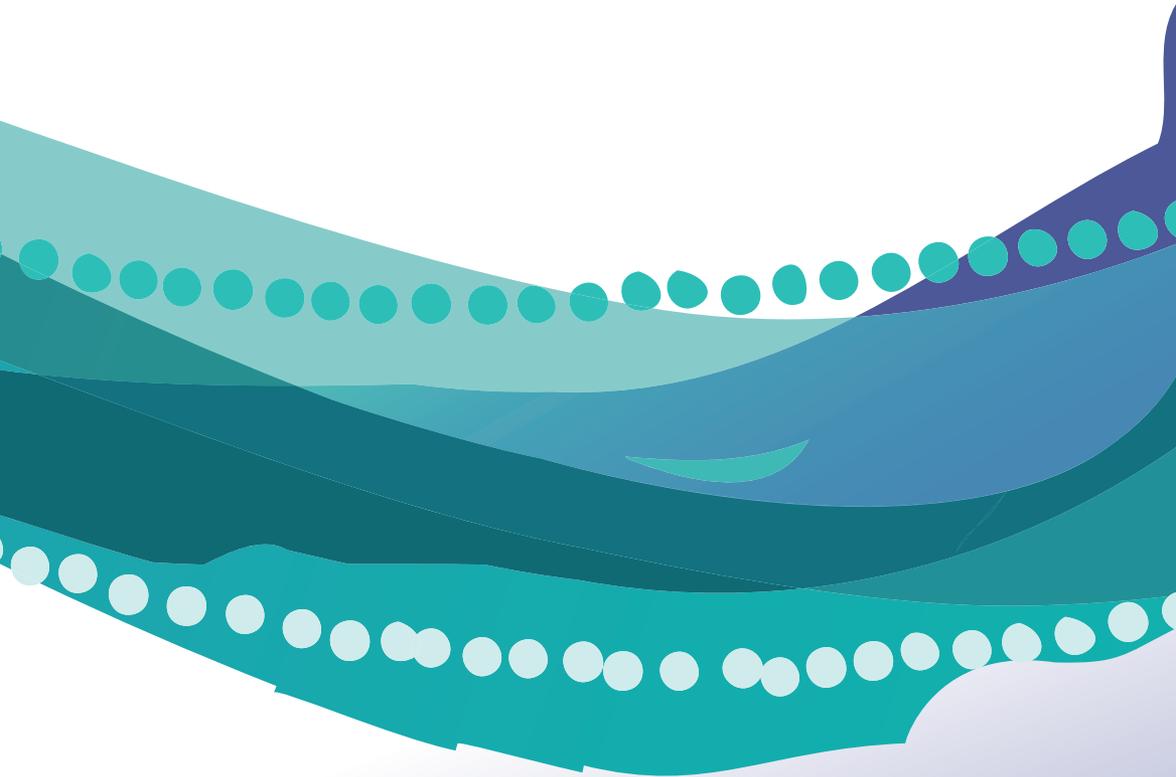
Social outing



Staying connected



Bringing people together



Centacare*CA*
DIGNITY • COMMUNITY • CHOICE
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