

Centacare Strategic Direction for 2007—2010

Our 4 priority focus areas over the next three years are:

1. Maintaining values based client services
2. Promoting planned growth and excellence of community services
3. Being an exemplary employer
4. Collaborating effectively with all stakeholders, supported by the Board

Offices

Centacare has major offices in Townsville and Mt Isa, with satellite offices and outreach services to Normanton, Cloncurry, Richmond, Julia Creek, Ayr, Ingham and Charters Towers. Centacare has an additional office in Bowen which provides outreach services to Proserpine and Collinsville.

Call for Support

Centacare, in accordance with our mission, is dedicated to providing quality services to all clients regardless of financial status and will not refuse service to any individual. If you would like to assist us in supporting our community, any contribution - whether through time, talents, donations or bequests - your contribution would be most welcome and help us continue our important work. Contact us as below.



TOWNSVILLE

410 Ross River Road, Cranbrook
281-285 Ross River Road, Aitkenvale
PO Box 1362, AITKENVALE Qld 4814
P (07) 4772 9000
F (07) 4755 0322
E centacare@tsv.centacare.org.au

MOUNT ISA

2 Corbould Street, Mount Isa
PO Box 1375, MOUNT ISA Qld 4825
P (07) 4743 4449
F (07) 4743 1157
E cfs@isagsp.centacare.com.au

5 Miles Street, Mount Isa

PO Box 1375, MOUNT ISA Qld 4825
P (07) 4749 8000
F (07) 4743 5492
E cfs@isagsp.centacare.com.au

BOWEN

52 Herbert Street, Bowen
PO Box 826, BOWEN Qld 4805
P/F (07) 4786 4158
E centacarebowen@bigpond.net.au

CLONCURRY

PO Box 88, CLONCURRY, Qld 4824
P (07) 4742 0542
F (07) 4742 0737

NORMANTON

6 McCartney Avenue, Normanton
PO Box 398, NORMANTON Qld 4890
P/F (07) 4745 1586



Strategic Plan 2007—2010

Centacare Townsville

Who Centacare is

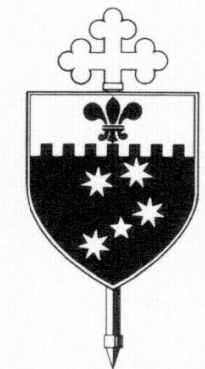
Centacare Townsville is the social services arm of the Catholic Diocese of Townsville, fulfilling the Church's mission to improve the quality of life of families, individuals, groups and communities.

Our Mission

Centacare Townsville is the Catholic Church reaching out to individuals and families seeking assistance. We respond out of our commitment to the Gospel values of dignity, respect and justice for all and offer a range of professional counselling, support and related services in partnership with the Community and Governments.

Our Vision for 2007 to 2010

Excelling at 'values based' community services that are valued by the people we work with, our community, governments and our staff. Our bywords are
Excellence, Values & Community!



A mission of the Catholic Diocese of Townsville

Centacare—Reaching Out

Centacare remains central to the mission of the Church in the Diocese of Townsville. Pope Benedict XVI, in his first encyclical stated, *“The Church cannot neglect the service of charity any more than she can neglect the Sacraments and the Word”*.

Whilst Centacare’s mission remains constant, we must acknowledge that society and families have changed. In order that Centacare maintains its Catholic ethos, distinctive style and purpose, and is able to continue to reach out to families, individuals and communities, we must take into account the changing context of our environment.

History

In 1979 Centacare, then called the Catholic Family Welfare Bureau (CFWB) was established in Townsville, offering Personal and Marriage Counselling, Natural Family Planning, Teacher Effectiveness Training and Parent Effectiveness Training.

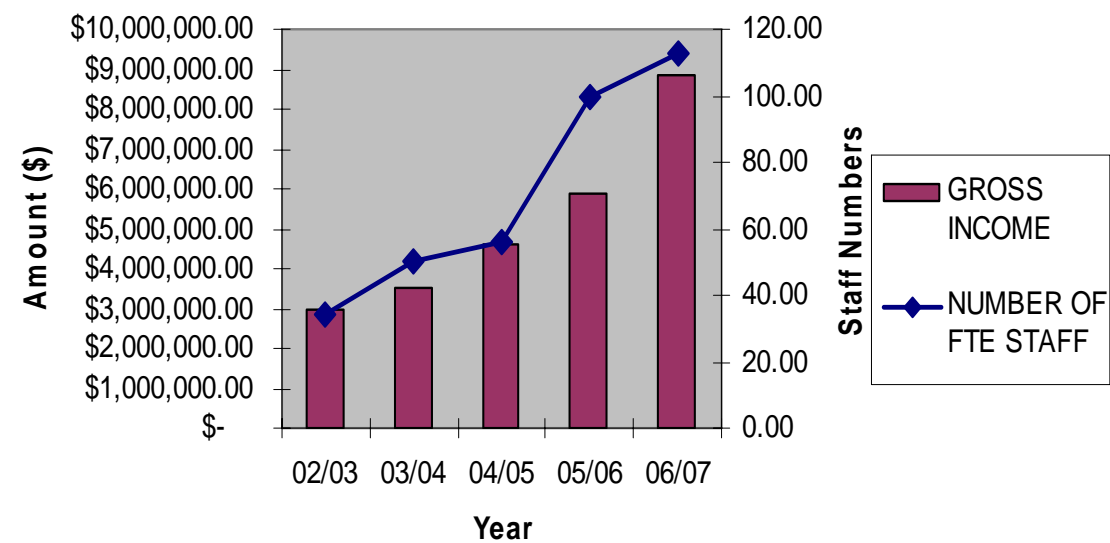
In 1991 the CFWB changed its name to Centacare as part of a common identity across Australia. Since then, Centacare Townsville has progressively grown to be one of the larger regional, rural and remote services in Australia, with a staff in 2007 totaling more than 150, working across 38 programs.

Centacare has the potential and opportunity to continue to make a difference.

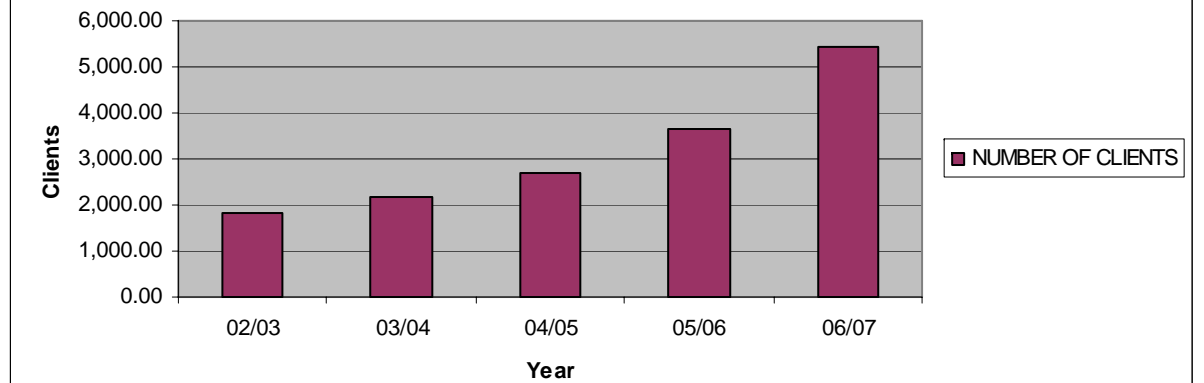
Recent Growth – last 5 years

Responding to community need, the recent growth of Centacare Townsville/Mt Isa can be seen in the following graphs:

GRAPH 1 - GROSS \$ PER ANNUM & NUMBER OF FTE STAFF



GRAPH 2 - TOTAL NUMBER OF CLIENTS PER ANNUM



As evidenced by both the steady increase in client numbers and steady increase in income, these graphs show that Centacare, over the last 5 years, has continued to reach out and meet the needs of individuals, families, and communities.

Summary of Current Service Provision

Centacare Townsville has a catchment area covering 23.8% of the geographical area of Queensland from Proserpine and the Whitsundays in the south, to Halifax in the north, across to the Northern Territory border, incorporating Mount Isa and Camooweal, and east to Palm Island.

Centacare Townsville is the largest, non-Government employer of professional counsellors, social workers and psychologists in the social services sector, north of Brisbane.

Centacare Townsville currently provides a range of programs and services for individuals, families and the community, including

- Specialised Family Violence Services
- Family and Personal Support Programs
- Community Initiatives and Service Brokerage (Communities for Children)
- Family Relationships Education and Skills Training
- Disability Support
- Family Dispute Resolution
- Homelessness Services
- Youth Services
- Gambling Help
- Employee Assistance Program
- Counselling
- Remote Services

