



Centacare
New England North West

“Working together to make a difference in people’s lives”

CEO’S MESSAGE

Welcome to the second issue of the Centacare NENW Community Newsletter.

Centacare NENW has had another great year. Our successes include:

- Receiving Federal Government funding for a protective behaviours pilot program
- Opening a refurbished office in Armidale and relocating the Tamworth office
- Purchasing an office complex in Moree
- Opening a new office in Walgett
- Implementing a new computer system designed to assist with the increasing case load
- Working towards receiving accreditation and becoming a Quality Assured organisation
- Increasing community awareness of Centacare NENW and the services we provide
- Celebrating 10 years of services in the welfare sector.

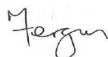
We congratulate the Most Reverend Bishop Luc Matthys as he celebrates his golden jubilee. Bishop Matthys was ordained into the priesthood in Johannesburg, South Africa in December 1961. It is also with many thanks that we farewell Bishop Matthys as he retires.

Strong and empowered communities are crucial to the wellbeing of individuals, children and families and the work done by Centacare NENW contributes to this. We are already planning and working towards a productive and beneficial 2012. A list of the fantastic programs offered through Centacare NENW are available in this newsletter. It is important to note that most of our programs are provided free of charge.

I would like to take this opportunity to wish everyone a safe, blessed and Merry Christmas. All Centacare NENW offices will be closed over the Christmas period from Friday the 23rd of December until Tuesday the 3rd of January.

For more information on the year Centacare NENW has had an electronic copy of the Centacare NENW Annual Report for 2010—2011 is now available on our website www.centacarenewengland.com

Fergus Fitzsimons



Chief Executive Officer
Centacare NENW



WE HAVE MOVED

The Centacare NENW Tamworth office has relocated to the V Guy Kable Building at 201 Marius Street. Our new building houses all Centacare NENW services including Psychological and Counselling services; Family Mental Health Support Services and the Family Relationship Centre.

OUR SERVICES

Centacare New England North West (NENW) is celebrating 10 years of service in the welfare sector. Established in 2001 by the Bishop of the Armidale Diocese Bishop Luc Matthys, Centacare has grown over the past decade and now employs over 60 staff and offers a range of services through 6 offices which are located in Tamworth, Armidale, Moree, Narrabri, Inverell and Walgett.

Centacare NENW is a not-for-profit organisation which aims to assist individuals, families and communities in the New England region and strives to support and empower people at various stages of their lives and relationships. We offer a wide range of services in a welcoming, safe and confidential environment, these include:

Catholic Schools Counselling and Assessment Program

This program assists Catholic Schools in the Diocese of Armidale in enhancing the well being and development of students, parents, staff and the school community. This program is funded by the Catholic Schools Office in the Diocese of Armidale and offers counselling, therapeutic intervention and psychometric assessment services to students enrolled in Catholic Schools. The Employee Assistance Program (EAP) is also available to school staff.

Psychological/Counselling Services

Centacare NENW offers therapeutic intervention services that allow all individuals, couples and families the opportunity to address personal and relationship problems that are a barrier to their full enjoyment of life.

Centacare offers many psychological services including general, Medicare and Employee Assistance Program (EAP)/contract counselling.

Problem Gambling

Gambling Help is a New South Wales Government initiative. This program offers assistance to those who are affected either directly or indirectly by problem gambling.

Personal Helpers and Mentors

The Personal Helpers and Mentors (PHaMs) Program is a federally funded program. The PHaMs program assists people aged 16 years and over whose ability to manage their daily activities and to live independently in the community, is impacted as a result of a severe mental illness.

Family Mental Health Support Services

The Family Mental Health Support Services assists families, carers, children and young people affected by a mental illness through a diverse range of community programs. The aim of this program is education for the prevention and early intervention of mental illnesses, while promoting resilient families and communities. This is a federally funded program which provides free education to community members.

Family Support Program

The Family Support Program is a comprehensive federally funded program incorporating the Family Relationship Centre. This Centre provides a wide range of services to assist families to strengthen their relationships at all stages or to help deal with separation. The centre provides mediation services, education, information, support and referral to a range of services for families.

Regional Family Dispute Resolution (Mediation) Services

Separation or divorce is nearly always a painful experience for the whole family. Confidential Family Dispute Resolution (mediation) services offer a trained third party to help couples negotiate issues in dispute while working towards a beneficial outcome for all, keeping the best interest of the child/ren in mind throughout the process.

CENTACARE NENW NEWS & EVENTS



Left to Right:

The Hon. Michael Gallacher, Centacare NENW CEO Fergus Fitzsimons, Centacare NENW Love Bites Program Coordinator Catherine Talbot, Deputy Commissioner David Owens APM and Detective Superintendent Helen Begg.

Award received for “Love Bites” program

At the Australia Crime and Violence Prevention Awards ceremony held at Sydney’s Parliament House on Friday the 25th of November the Tamworth Family Relationship Centre, working under Centacare NENW was recognised for its delivery of the highly successful “Love Bites” program in schools throughout the region.

The NSW Minister for Police and Emergency Services, The Hon. Michael Gallacher presented a Certificate of Merit from the Australian Institute of Criminology to Centacare NENW’s Chief Executive Officer Fergus Fitzsimons and “Love Bites” Program Coordinator Catherine Talbot.

“Love Bites” is a program developed by the National Association for Prevention of Child Abuse and Neglect (NAPCAN) that is a school based domestic and family violence and sexual assault prevention program for students aged between 15 and 17 years. Centacare NENW presents this program with assistance from HNE Health, Tamworth Family Support Services, Joblink Plus, Centrelink and the NSW Police Department.

This program aims to promote and model respectful relationships for young people, to raise awareness about Domestic and Family Violence and Sexual Assault, to engage young people on the issues while challenging general stereotypes and to introduce young people to local service providers.



Centacare NENW staff recognising National Psychology Week

National Psychology Week

Centacare NENW celebrated and recognised National Psychology Week which ran from the 13th to the 19th of November.

National Psychology Week is an initiative of the Australian Psychological Society (APS) which aims to increase public awareness about psychology, psychological issues and the role psychologists play in community wellbeing.

The new Centacare NENW Tamworth office located at 201 Marius Street.



PROGRAM INFORMATION & TIME TABLES

Psychological/Counselling Services

Centacare NENW has employed three new psychologists to meet the demand for service. In Tamworth we welcome Josefina Hofman to the team; in Armidale Tim Rawson has increased his hours and is now full time; and in Inverell Jamie Marshall, who previously worked in the Family Mental Health Support Service will perform counselling and assessment duties one day a week at Holy Trinity School.

Centacare NENW is working to expand its Employee Assistance Program (EAP) services. EAP is a program where registered psychologists provide services to employers and their staff who contract to Centacare NENW. We can address crisis, trauma, stress, personal or work-related issues that impact on an employee's ability to function well and perform to their full potential.



Responsible Gambling Service

The Responsible Gambling Fund (RGF) Program provides therapeutic counselling and support, either face-to-face or by telephone, to individuals, couples and families impacted by problem gambling behaviour.

The 2010-2011 year has seen an increase in the level of service provision from 2009-2010, with a 33.33% increase in the number of clients accessing RGF services and a 19.32% increase in the number of counselling sessions accessed by clients through Centacare.

Funding for this project is provided by the New South Wales Government from the Responsible Gambling Fund. This program is funded until June 2013.



PHAMS

PERSONAL HELPERS AND MENTORS PROGRAM

Personal Helpers & Mentors Program

Centacare NENW in Moree and Narrabri offer the Personal Helpers and Mentors Program (PHaMs).

The PHaMs program assists people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is impacted as a result of a severe mental illness. The program focuses on strengths, what people with mental illness can do rather than what they can't do. It focuses on recovery, demonstrating that people with mental illness can lead a fulfilling life in the community with the same opportunities as other people.

To meet the requirements of the program participants Moree has just employed Tim Boughton as a Case Worker and Carlene Hocking is filling a Peer Support Worker role. All our staff are qualified and experienced.

People can self-refer to the PHaMs program; or if you know someone you believe is living with a mental illness they may be eligible for the program. For more information on the PHaMs program contact our Moree office on 6750 8500 or Narrabri on 6792 9300.

Protective Behaviours

Centacare NENW has been provided with funding from the Federal Government (FaHCSIA) to run the National Association for Prevention of Child Abuse and Neglect (NAPCAN) 'All Children Being Safe' protective behaviours program in local schools in the Tamworth region. The program is targeted at children in Kindergarten through to Year 3 and provides students with non-threatening ways to help them feel strong and stay safe in their communities. The program helps students identify safe and unsafe places and encourages children to talk with trusted people who will support them.

To date Centacare NENW staff have facilitated the program with great success to more than 600 students at Tamworth South and Westdale Public Schools. We are keenly looking forward to continuing our facilitation of the 'All Children Being Safe' protective behaviours program in Term 1 next year in other local schools.

FREE Legal Information Sessions

The Family Support Program incorporating the Family Relationship Centre, in partnership with North and North West Community Legal present FREE legal information sessions at various locations and times throughout the region. These sessions are for people going through separation and who have children to seek FREE legal advice. To find out more information on this service contact the Family Relationship Centre in Tamworth on 67629200 or Armidale on 67387200.

Family Mental Health Support Service

The Family Mental Health Support Service provide a range of **FREE** education programs on mental health and mental illnesses. Designed to assist individuals, families, carers and young people living with mental illness or supporting someone living with mental illness workshops and therapeutic courses are available.

A list of upcoming courses is below. For further information on any of these programs contact the Family Mental Health Support Service on 6762 9200.

Family Mental Health Support Services

Course Name	January	February	March	April
Smiles				
My SPEAK (3 days)	17th, 18th & 19th January 9.00am—2.30pm Tamworth 18th, 19th & 20th January 9.00am—2.30pm Amidale			11th, 12th & 13th April 9.00am—2.30pm Amidale 17th, 18th & 19th April 9.00am—2.30pm Tamworth
Stress and Anxiety Workshop (2 hour session)	31st January 10.00am—12.00pm Uralla			
Anxiety and Mindfulness for Women (6 x 2 hour sessions)		2nd February— 8th March 10.00am—12.00pm Tamworth		
Sense of Self (4 x 3 hour sessions)		6th—27th February 10.00am—1.00pm Amidale	5th—26th March 9.30am—12.30pm Tamworth	
CBT Depression (6 x 2 hour sessions)		7th February — 13th March 1.00pm—3.00pm Tamworth		
Seasons for Growth (4 x 2.5 hour sessions)		8th—29th February 12.30am—3.00pm Tamworth	7th—28th March 10.30am—1.00pm Amidale	
Family Wellbeing (4 x 2.5 hour sessions) Achieving Wellbeing and Happiness (4 x 2 hour sessions)		9th February— 1st March 5.00am—7.30pm Tamworth	15th March — 5th April 1.30pm—3.30pm Amidale	
Youth Mental Health First Aid (2 days)		15th & 16th February 9.00am—5.00pm Amidale		3rd & 4th 9.00am—5.00pm Narrabri
Achieving Wellbeing and Happiness (2 x 2 hour sessions)			5th—26th March 1.30pm—3.30pm Tamworth 15th March—5th April 1.30pm—3.30pm Amidale	
A.C.E				
P.U.L.S.E				

The Family Relationship Centre

The Family Relationship Centre is operated by a consortium of Centacare NENW, Anglicare Northern Inland and Tamworth Family Support Services. The Centre provides mediation, education, information, support and referral to a range of services that can strengthen relationships or assist people through separation. Funded by the Australian Government the Centre is staffed by independent, professionally qualified staff offering confidential and impartial services in a welcoming, safe and confidential environment.

FREE programs are available for parents/guardians, grandparents, men and young people. A list of upcoming courses is below. For further information on any of these programs contact the Family Relationship Centre on 67629200.



An Australian Government Initiative

Family Services Programs (Family Relationship Centre)

Course Name	January	February	March	April
21st Century Man (3 x 3 hour sessions)		Mon 27th Feb - Mon 12th Mar 5.30pm—8.30pm Tamworth		Mon 30th Apr - Mon 14th May 5.30pm—8.30pm Tamworth
Explosive Child (2 x 3 hour sessions)		Wed 22nd Feb - Wed 29 Feb 9.30am—12.30pm Tamworth Fri 17th Feb - Fri 24th Feb 9.30am— 12.30pm Armidale	Thu 29th Mar & 1.00pm—4.00pm Fri 30th Mar 9.00am—12.00pm Moree	
Grandparents Parenting (2 x 3 hour sessions)				
Hey Dad (6 x 2 hour sessions)		Wed 15th Feb Time TBA Tenterfield 1 session only	Fri 2nd Mar - Fri 13th Apr 9.30am—11.30am Tamworth	
Keeping Kids in Mind (5 x 2.5 hour sessions)			Thu 8th Mar to Thu 5th Apr 9.30am—12.00pm Tamworth Fri 2nd Mar to Fri 30th Mar 9.30am—12.00pm Armidale	
More Than Friends (3 x 2.5 hour sessions)	Fri 27th Jan to Fri 10th Mar 9.30am—12.00pm Tamworth			
Parenting Now (2 x 3 hour sessions)			Thu 1st Mar— Thu 8th Mar 10.00am—1.00pm Narrabri	
Surviving Your Adolescent (2 x 3 hour sessions)		Thu 2nd Mar - Thu 9 Mar 10.00am— 1.00pm Gunnedah	Wed 21st Mar - Wed 28th Mar 12.30pm—3.30pm Tamworth	Wed 4th Apr - 10.00am—2.00pm Inverell 1 session only Thu 26th Apr & 1.00pm—4.00pm Fri 27th Apr 9.00am—12.00pm Moree
Relationship Renovation (3 x 2.5 hour sessions)			Wed 22nd Feb to Wed 7th Mar 5.30pm—8.00pm Armidale	

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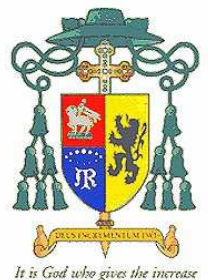
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***If you would like to comment on the Centacare NENW's
Community Newsletter please contact the Media Liaison Officer on 67629270
or you can complete our survey online at
<https://www.surveymonkey.com/s/QG7MYYG>**



It is God who gives the increase