



MEDIA RELEASE

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Centacare announces changes to disability services

Established provider Centacare has made the difficult decision to withdraw from NDIS disability services in southeast Queensland following a comprehensive independent review.

Centacare today informed affected clients and staff of the decision which will end more than 40 years of disability services by the organisation, which is operated by the Catholic Archdiocese of Brisbane.

The decision is expected to impact approximately 700 disability services clients and 600 staff.

Centacare commissioned a thorough independent review of its disability services, which are offered over an area from the southern Gold Coast, north to Hervey Bay and west to Kingaroy and Gatton.

The independent review found that it was not financially sustainable for Centacare to maintain its commitment to the provision of services.

Therefore, Centacare has made the difficult decision to transition out of NDIS-funded services. This includes the organisation's Supported Independent Living services, medium and short-term accommodation, Onsite Shared Support services, disability Social and Life Skills Hubs and NDIS-funded support in the home and community. Centacare will also transition out of Disability Support for Older Australians services.

Centacare expects its transition from disability services to be complete by mid-November 2025.

The organisation will continue to provide services in aged care, family and relationship care and community and pastoral care as well as operate Catholic Early EdCare.

"This has been a very difficult decision. We have been committed to exceptional care in disability services for more than 40 years" Centacare Council Chair, Vanessa Sullivan said.



"When it became clear that the financial challenges were becoming too great, Centacare commissioned a thorough independent review that confirmed our concerns around the current model.

"We are very sorry to exit this field. It was one of the founding pillars of our organisation and we have been fortunate to build long and rewarding relationships with our clients and staff. We thank them all for the loyalty, care, and commitment to mission which have underpinned our disability services for decades."

"While this has been a difficult decision, with a new CEO and a refreshed senior leadership team now in place, we are focused on the future and deeply committed to the growth and delivery of the many critical services we provide to those most in need across our community."

Centacare has commenced discussions with a number of trusted disability care providers to assist clients and staff in transitioning to new arrangements.

Clients will be offered information on how to transfer their care, noting that their NDIS funding remains with the individual and not with the organisation.

Over the coming days and weeks, staff will be kept informed of the opportunities open to them including redeployment and introductions to other disability service providers who have expressed interest in supporting Centacare clients.

"We are grateful to other providers who have expressed interest in assisting our clients and staff and will continue to work with them in the near future." Ms Sullivan said.

"The choices for clients are up to them but we will assist wherever we can for a smooth transition of their care."

For more information, contact media@bne.catholic.net.au