

# CQ SERVICE DIRECTORY

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**SEPTEMBER 2024**

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**Family Law  
PATHWAYS  
NETWORK**

CENTRAL  
QUEENSLAND





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# The CQ Service Directory

## Acknowledgements






The CQ Service Directory formally the CQFLPN Service Directory is now being developed in partnership with Capricorn Community Development Association to ensure the widest possible coverage of services needed by families.

The Central Queensland Family Law Pathway Network (CQFLPN) is an initiative of the Australian Government Attorney General's Department. The overarching aim of a Family Law Pathways Network (FLPN) is to improve collaboration and coordination between organisations operating in the family law system in order to help separating and separated families obtain appropriate services. By ensuring collaborative referrals and enhancing the understanding of available family services, the FLPNs represent an essential component of the Government's commitment to an accessible justice system that meets the needs of Australian families.

The Central Queensland FLPN commenced in July 2010 and services the Rockhampton, Gladstone, the Central Highlands region, Longreach and Biloela communities (spread across a distance of over 700kms). Membership is broad and inclusive and consists of a diversity of over 400 professional people working within the Family Law System across the region.

### Capricorn Community Development Association (CCDA)

CCDA is a not for profit community organisation, incorporated in Queensland, that facilitates communities to find solutions to their own challenges. CCDA is:

-  independent of government funding for core operations
-  a partner, collaborator, facilitator, catalyst and enabler of change
-  a "mini" peak body for Central Queensland, linking members of the human services sector across the region, including communities in the Central West, Central Highlands, Banana, Monto, Gladstone, Rockhampton and Livingstone.
-  a communicator, disseminating information to over 800 associate members
-  a regional voice for the human services sector with local, state and federal governments and with other strategic agencies and organisations

The September 2024 CQ Service Directory has been developed to provide information on both the core and ancillary services that support the Family Law System and service users in the Central Queensland Region. Both private and Not For Profit Services have been included.

To use the Service Directory, either click on the most relevant heading in the contents page, or quickly scroll through the whole Guide.

To include, remove or change an entry please contact [sandypaton@bigpond.com](mailto:sandypaton@bigpond.com) The Directory is updated on an as needs basis and every endeavor is made to keep it current.

*Acknowledgement: All activities undertaken by the Central Queensland Family Law Pathway Network are funded through the Federal Attorney General's Department as part of the national Family Law Pathway Network, an Australian Government Initiative.*

*CQFLPN and CCDA also pay our respects to all First Nation's People on whose lands we live, work and play.*

## **Core Central Queensland Family Law Support Services**

### **ROCKHAMPTON FAMILY RELATIONSHIP CENTRE**

Provides information and referrals to assist strengthening families and dealing with relationship difficulties. Where families separate, the FRC provides information, intake and assessment, education programs and family dispute resolution (mediation) with qualified practitioners to help them reach agreement on parenting matters without going to court. This agreement occurs in the form of a parenting plan. The FRC strives to provide culturally appropriate service.

#### Services

Family Dispute Resolution (mediation) is offered on children's issues. The process consists of Intake and Assessment, Group Child Focus session (individual or telephone assessment) and mediation which is booked for 3 hours. We offer FDR (mediation) outreach services to Gladstone, Emerald, Biloela, Yeppoon, Blackwater and Mount Morgan by appointment. We can offer telephone FDR (mediation) where necessary.

#### Costs

The first three hours of service (Intake & Assessment, Child Focus session and first hour of FDR) are free. The second and third hour of the mediation sessions are charged at \$30 per hour per person. If clients return for further mediation sessions they are charged on a sliding scale. Exemptions apply - please check with your practitioner.

*Contacts:* 16 Bolsover St, Rockhampton: Ph: 1300 783 544

*Email:* [frcrockhampton@catholiccarecq.com](mailto:frcrockhampton@catholiccarecq.com) *Website:* [www.catholiccarecq.com](http://www.catholiccarecq.com)

*Offices in Rockhampton, Gladstone and Yeppoon*

*Outreach services to: Emerald, Blackwater, Biloela and Mount Morgan*

## RELATIONSHIPS AUSTRALIA

Our venues are located at:

- 35a North Street, The Range (Conference on North)
- 1 Pengelly Street, West Gladstone (Phillip Street Precinct)

*Services offered by RAQ include:*

*Children's Contact Service:* CCS provides a safe and neutral place for children of separated parents to establish and maintain a relationship with their other parent and family members. The main functions of the program are facilitated changeovers and supervised contact. The service is short-term process aimed at supporting families to transition to self-managed post-separated parenting. The general timeframe for service is aimed at 4-8 months though this may be extended depending on individual families' needs and the best interests of children. Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277

*Parenting Orders Program (POP):* Provides psycho-education around post-separation parenting, the impact of conflict on children, communicating with an ex-partner, and boundaries. It is an eight-week program delivered via group or one-on-one. Service users can register for the program by contacting Ph: 1300 364 277.

*Family Dispute Resolution:* Family Dispute Resolution is a forum that provides parents the opportunity to discuss and come to arrangements regarding the care and wellbeing of their children. Family Dispute Resolution occurs when each party has met with the mediator, and it has been assessed as suitable to proceed. In instances where it is not suitable to proceed then the parties may be eligible for a s60i certificate. This program conducts parenting and property mediations. Ph: 1300 364 277.

### *Child and Family Counselling*

We have commenced a new program offering in our Rockhampton office - Child and Family Counselling:

Child and Family Counselling assists separating and separated families to improve their post-separation relationships and improve their management of issues relating to separation.

The program is able to provide: Individual counselling for parents, family counselling, children's counselling, parenting support, support with children's routines and transitions between homes, and strengthening parent-child relationships.

To register for service please call: 1300 364 277.

*Relationship Counselling* - Counselling provides an opportunity to discuss and be supported to work through couples' issues, conflicts with friends, relationship breakdown (family, intimate partner, parental, social etc). People may choose to attend counselling as an individual, couple or family. There is a charge for this service which is provided out of our Rockhampton and Gladstone venues. Ph.: 1300 364 277

*Relationships Australia QLD's Elder Abuse Prevention and Support Service (EAPSS)* is a case management service providing assistance to those at risk or experiencing elder abuse through individualized support and referral. The current Service Locations are in both Rockhampton, Gladstone. This is a free service.

Clients are encouraged to contact us on 1300 364 277 to arrange an appointment. General opening hours for the venues is 9am – 5pm, however this may vary by venue and from time to time. After hours appointments are available for some of our services. A direct office phone number can be supplied to organisations and sector professionals by emailing [rockhamptonadmin@raq.org.au](mailto:rockhamptonadmin@raq.org.au)

*Rainbow Counselling* Relationships Australia provides support and face to face counselling to individuals, couples, families and the LGBTI community with particular focus on LGBTI specific issues. Ph.: 1300 364 277

*The Senior Financial Protection Service (SFPS)* aims to improve the financial resilience of Older Persons through the provision of:

- Information, advice, and referrals to Older Persons experiencing, or at risk of experiencing, financial abuse
- Information, advice, and referrals to Older Persons who are in the process of making financial decisions for later on in life
- Financial counselling and case management in some instances

Who is the service for?

Older persons aged 60+ (non-Indigenous) and 50+ (Aboriginal and Torres Strait Islanders) who are experiencing, or at risk of experiencing, financial abuse and reside within one of the following areas:

- Gold Coast
- Sunshine Coast
- Mackay
- Rockhampton
- Gladstone

If you would like more information or are interested in accessing this free service please call 1300063232

*Contact:* We ask new clients to register for services using 1300 364 277. Alternatively stakeholders can send referrals and enquiries to: [rockhamptonadmin@raq.org.au](mailto:rockhamptonadmin@raq.org.au)

Existing clients and stakeholders may contact us on (07) 4926 9726



## **LEGAL AID QUEENSLAND**

Legal Aid Queensland is an independent statutory body funded by both the Federal and State Governments. It provides legal assistance to economically and socially disadvantaged Queenslanders. A Legal Aid Office is located in Rockhampton, but there are private firms of Solicitors in Rockhampton, Yeppoon, Gladstone, Biloela and Emerald, who are also funded to provide Legal Aid services.

### Services

#### *Casework*

Grants of legal aid can be made for criminal law, family law (including Dispute Resolution Conferences), domestic violence, child protection and mental health tribunal matters. Grants of aid for Court representation or mediation conferences are subject to means test funding guidelines and, in most cases, a legal merits test.

#### *Duty Lawyer Services*

Legal Aid provides or funds Duty Lawyer services in the Magistrates Court, Children's Court and also the Federal Circuit Court. These are free services and are not the subject of a means or merit test. Duty lawyer services are provided with respect to criminal law (excluding traffic matters), family law, child protection and domestic violence (on Mondays, Wednesday and Fridays only).

#### *Legal Advice*

A free legal advice service is available through Legal Aid Queensland. Face to face and telephone legal advice clinics are conducted in Rockhampton Office

Clients will need to contact the office to book an appointment in the clinic. Appointments are 30 minutes in duration and clients need to make their own child care arrangements as children cannot sit in on appointments.

#### *Telephone Advice*

Free telephone advice can also be booked through the Legal Aid Queensland hotline 1300 65 11 88. Sessions are conducted each morning and each afternoon Monday to Friday. Clients need to be booked in by contacting the 1300 65 11 88 number.

From time to time Lawyers in Rockhampton Office may provide telephone advice to persons outside of Rockhampton. Legal Aid Queensland also provides a weekly advice session to inmates at the Capricornia Correctional Centre. This service is conducted by way of video conferencing.

#### *Legal Information*

Legal information, including Factsheets and Information Booklets can be obtained either from the local office or by contacting the Legal Aid Queensland Call Centre on 1300 65 11 88.

#### *Legal Aid Website*

There is a comprehensive website [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au) which provides information on a wide range of legal topics.

### *Domestic Violence Support Worker*

Legal Aid Queensland have in-house social workers who are available to support clients affected by domestic violence.

### *Family Advocacy and Support Service.*

FASS is the *Family Advocacy and Support Service*. FASS employs solicitors and social workers to support clients who have urgent family law matters. This is a nation wide initiative and there are dedicated FASS workers in each state and territory.

The matters dealt with under FASS:

- Family Law Parenting or Property matters.
- Domestic Violence must be a factor in the matter.
- We can assist victims and perpetrators.
- The matter must be urgent: something needs to happen in the next **72 hours**.
- Examples: recovery orders for children, airport watchlists, property injunctions to stop the sale of a house, urgent spouse maintenance applications.

If the matter is urgent, work we can do includes:

- Urgent drafting of court applications.
- Urgent letters.
- Urgent communications with lawyers/the court.
- Representation in Court (on a duty basis, and not always).

We are happy to take referrals and triage the matters.

If a service provider has a client presenting with an issue but is unsure if it meets the FASS criteria, we are happy to speak with the service provider or client to see what is going on.

If we receive a referral for the service and there is a conflict of interest, we will refer that client to our partner agency, the CQCLC for Rockhampton and the Mackay Regional Community Legal Centre for Mackay.

Contact Information: The Rockhampton Office is located at Ground Floor, 35 Fitzroy Street, Rockhampton. Telephone (07) 4921 6500, Facsimile (07) 4938 4182.

## **CQ COMMUNITY LEGAL CENTRE Rockhampton & Central Queensland**

The Central Queensland Community Legal Centre is a not for profit organisation funded by the State and Commonwealth governments to provide free legal service. Assistance is primarily with the Family, Civil and minor Criminal areas of law. The main services provided include legal advice, information, referral and community legal education. The CQCLC services target those whose financial circumstances would have otherwise excluded them from accessing legal support and for those from cultural and linguistically diverse backgrounds, translation services ensure that these communities are supported with their legal needs. Clients sessions are appointment based are available via in person and telephone.

Office hours are:

Rockhampton Monday to Friday 8.30 am to 4.30  
pm Office: 240 Quay Street, Rockhampton  
Thursday Evening 5.30 pm to 7.00pm

Gladstone: Monday to Thursday 8.30 am to 4.30pm Office -  
147 Goondoon Street, Gladstone

Biloela: Once a month (see website for dates)  
11.00 am to 12.30  
pm Location -: 102 Rainbow Street, Biloela

Yeppoon First Monday 8.45 am to 11.00  
am Location - Yeppoon Court House

Appointments at any site can be made by:

- phoning 1800 155 121 or 4922 1200
- via the website <https://www.cqclc.org.au/chatbot/>
- or at the Rockhampton office.

## **QIFVLS: QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE**

QIFVLS is a Family Violence Prevention Legal Service funded to assist Aboriginal and/or Torres Strait Islander people who are victims of domestic and/or family violence and /or sexual assault. They provide free legal advice and representation as well as ongoing case management for their clients. The teams at QIFVLS comprise of a Solicitor and Client Support Officer, who is Indigenous, to ensure that service is delivered in a culturally appropriate way.

They are also able to assist non-Indigenous clients in circumstances where the child involved in the proceedings is the person who is indigenous and/or the victim of the family violence and/or sexual assault.

QIFVLS provides legal advice and representation in the areas of:

- Child Protection
- Family and Domestic Violence
- Family Law
- Criminal Injuries and Compensation
- Sexual Assault
- Victim Support for example assisting in drafting submissions to the Parole Board;
- civil matters such as Social Security Appeals, Blue Card applications and QCAT appeals; and
- Victims Assist.

QIFVLS supports clients well beyond their legal needs through its service by having Client Support Officers who provide practical and welfare support, court support and advocacy.

QIFVLS also provides clients and the broader community with educational workshops and information sessions on:

- Sexual Assault Awareness
- Domestic and Family Violence Awareness
- Healthy and Unhealthy Relationships
- Legal and community information covering: Family violence, family law, child protection and victims assist.

The Rockhampton office services the local government areas of Rockhampton and Mt Morgan, Yeppoon, Gladstone, Woorabinda, Biloela, and Blackwater. Rockhampton Office also assists clients in Emerald with advice over the telephone. For more information or to access service please Ph. 4927 6453.

## **REGULATION 7 FAMILY LAW ASSESSORS**

A family assessment is a professional forensic assessment undertaken to assist a court and/or the parties decide on parenting arrangements for children of separated parents or caregivers. It is an independent, professional forensic appraisal of the family, done from a social science and non-partisan perspective.

A family assessment provides a comprehensive and impartial social science perspective, and has the functional value of contributing to informed and child-centred decisions. The assessment provides information about the views and needs of children and their relationships with their parents and other significant adults, and of the attitudes and parental capacities of the adults with regard to the children's needs. Family assessments should include assessment of any risk factors identified in a matter. Where there are concerns about family violence, a specialised family violence assessment should be included in the assessment and the report.

See [Australian Standards of Practice for Family Assessments and Reporting](#)

**Dr. Phillipa Stunzner**, MAPS: APS College of Clinical Psychologists. APS College of Forensic Psychologists. 230 Canning Street: PO Box 4187, Rockhampton, Q. 4700. Ph.: 0407226195 Fax: 07 49229319

## **NATIONAL ONLINE SERVICE TO ASSIST SEPERATED COUPLES**

### **Amica**

*amica* is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online.

*amica* was developed by National Legal Aid with Commonwealth funding and oversight from a Steering Committee involving Family & Relationships Australia, NLA and the Attorney-General's Department. It was officially launched by Attorney-General Christian Porter.

*amica* is an online tool that provides information and assistance to separated couples. Suitable couples can use it to create parenting agreements, parenting plans, property agreements and applications for consent orders.

#### *Fast facts about amica:*

- it helps separating couples reach amicable agreements without engaging a lawyer
- was created with Federal funding to cut the cost, stress and complexity of separation
- enables couples to reach agreement in their own space and at their own pace (some have reached agreement within a day by using *amica*)
- brings together reliable family law information in one place
- provides pathways to social support services and legal help
- fees apply but will be waived for eligible users who receive Centrelink income support payments

See the *amica* website for more information [www.amica.gov.au](http://www.amica.gov.au) or watch this [explainer video](#).

## **Ancillary Support**

### **ROCKHAMPTON AND LIVINGSTONE AGED CARE AND IN HOME SUPPORT**

#### **ADA Australia Seniors Guide to Qld Help app**

The app, [Seniors Guide to Qld Help](#), is designed specifically for older Queenslanders and those who support them. The free resource provides information about a broad range of topics, including aged care, transport, housing and neighbour disputes, family and finances, elder abuse, consumer issues, community access, future planning and decision-making. This app is a valuable tool for support workers and health professionals working with older people. The [Seniors Guide to Qld Help](#) can be downloaded for free on the [App Store](#) or [Google Play](#). To find out more, visit the [resources page on the ADA website](#).

#### **Aged and Disability Advocacy Australia (ADA Australia)**

Aged and Disability Advocacy Australia (ADA Australia), formerly known as Queensland Aged and Disability Advocacy Inc (QADA), is a not-for-profit, independent, community-based advocacy and education service, jointly funded by the Commonwealth and State governments.

ADA Australia assists older people and people with disabilities to understand and exercise their rights and responsibilities, as well as resolve their aged care and community care issues (in both home and residential aged care settings), through free and confidential information, education and client directed advocacy support, which is available throughout Queensland.

ADA Australia also provides a guardianship advocacy service to support adults whose capacity is in question with guardianship and administration matters, including support before the Queensland Civil and Administrative Tribunal (QCAT).

For further information, please contact us via the following options below:

*Phone:* 1800 818 338      *Email:* [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)

*Web:* [www.adaaustralia.com.au](http://www.adaaustralia.com.au)

#### **AICRA (Aboriginal and Islander Community Resource Agency)**

Our Community Care program provides social support and home help for people of 55 within the Rockhampton Indigenous community.

Contact Information : 178 Lakes Creek Road.

PH: 4926 6379 PH: 4928 8698

#### **Alzheimer's Association of Queensland Inc**

Dementia Helpline 24 hr 1800 639 331 National Education Helpline 1800 180 023

Rockhampton Carer's Support Group, Rockhampton Dementia Support Centre, 238 Richardson Rd: first Wednesday of each month 10am – 12pm

Capricorn Coast Carer's Support Group, Capricorn Coast Hospital and Health Service, 8 Hoskyn Drive, Hidden Valley, Yeppoon: first Tuesday of each month 1.00pm – 3pm  
Contact information: Phone 4928 1926 Email [qld.rockhampton@alzheimers.org.au](mailto:qld.rockhampton@alzheimers.org.au)

## **Australian Red Cross**

### Medical Equipment Hire Service

Rockhampton Branch assists people in times of need by providing a low cost mobility equipment and personal care aids for short term hire, to assist people in their home environment. All items are hired on a weekly basis and identification is required at the time of hire.

Clients should seek advice from their health professional as to the aid and the duration of use.

Phone: 07 3367 4736

Monday to Friday 9.30am – 4.30pm

[glrockhamptonbranch@redcross.org.au](mailto:glrockhamptonbranch@redcross.org.au)

## **Blue Care Capricorn Coast Community and Respite Service**

Providing HACC and QCC services nursing, personal care, domestic assistance social support, in home respite, day respite, DVA VHC, transition care Palliative Care. Referrals accepted from Hospital, General practitioners, family members and other agencies. Office Hours 08.00HRS – 1600HRS. Ph. 4739 1371

## **Capricorn Adventist Retirement Village**

Capricorn Adventist Retirement Village is the largest Village on the Capricorn Coast. The Village consists of Independent Living Units and a residential aged care facility also located on site, providing all levels of care including dementia specific accommodation.

Contact: 07 49392801 150 Rockhampton Road Yeppoon 4703 Angela Colless, Operations Manager Debbie Brown, Clinical Care Manager

## **Carer Gateway**

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

## **Carers Qld**

With 1 in every 11 Australians caring for a family member or friend, Carers Queensland is committed to providing specialised carer, and disability support services.

Carer Queensland Programs:

- NDIS Local Area Coordination Partner in the Community Program
- Health and Wellbeing activities – Face-to-face and online, see monthly calendar of events
- No Interest Loan Scheme – Up to \$2000 for a range of goods and services
- Guardianship and Advocacy Program
- It's All About Me – Young Carer Programs



- Community Engagement and Information sessions
- RTO Accredited Training – Skills for Success, Certificate III & IV courses

For more information:

- 07 3900 8100 1300 747 636,  
[info@carersqld.com.au](mailto:info@carersqld.com.au)    [www.carersqld.com.au](http://www.carersqld.com.au)

### **CatholicCare Community Care**

CatholicCare Central Queensland supports wellness, reablement and restorative care approaches in its delivery of home care services. CatholicCare's Community Care Program:

\* Provides comprehensive & coordinated in-home support services, with a focus on wellness, reablement and restorative care for the frail, aged, and people living with a disability.

\* Supports our consumers to be more independent at home and in the community, enhancing quality of life to prevent inappropriate admission to long term residential care.

All Services are provided under the Commonwealth Home Support Program, Home Care Packages Level 1-4, and under the National Disability Insurance Scheme. CatholicCare also provide home maintenance including yard maintenance services and ability to provide community transport services including wheelchair accessible buses. For all enquiries contact: 1300 523 985

### **Claro Aged Care and Disability Services**

The name Claro Aged Care and Disability Services may be new, but as a provider of support in the community, we've been around for more than 30 years. We strongly believe in giving people the choice of living independently at home for longer by providing quality in home services that allow them to do so. Claro delivers support under the NDIS, HCP, CHSP, TAC, iCARE and other government funding bodies, along with supporting private clients. We offer high quality in-home and community support and accommodation services all across Australia.

Phone: [1300 303 770](tel:1300303770)

More details can be found at our website <https://www.claro.com.au>

### **CQ Home Assist**

CQ Home Assist Secure is a program jointly funded by State and Federal Governments. It provides services, such as minor maintenance, for older people and people with disabilities who wish to remain living in their own home.

In Central Queensland the program is delivered by Rockhampton Regional Council into the local government areas of Central Queensland including: Rockhampton, Gladstone, Central Highlands, Livingstone and Banana Shires. A central office is located in Rockhampton.

Services offered include:

- free information and referrals
- subsidised assistance to eligible clients

- maintenance, repairs and minor modifications
- assistance with the engagement of tradespeople, planning of future work and engagement of contractors

Home Assist Secure services are available for residents aged 60 years and over, people of any age with a disability, or indigenous people over 50 years of age.

To receive subsidised assistance for work in your home you must:

- hold a current Commonwealth Government pensioner concession card and receive a regular eligible pension payment or be deemed eligible through a My Aged Care assessment
- be unable to make use of alternative forms of assistance such as Veterans Affairs, family or friends.

CQ Home Assist Secure does not undertake maintenance or repairs that are considered to be the responsibility of the landlord (lessor) under the Residential Tenancies Act.

Location: Schotia Place  
201 Bolsover Street, Rockhampton

Opening hours: Monday to Friday 8.00am - 4.30pm, Closed Saturday and Sunday

Phone: 07 4936 8522 or freecall 1800 22 33 01

Email: [homeassist@rrc.qld.gov.au](mailto:homeassist@rrc.qld.gov.au)

### **CQ Creative Connections**

#### *Culinary Art and Creative Craft Classes*

CQ Creative Connections offers Culinary art and craft classes that cater to a person's needs and ability, servicing Yeppoon and the surrounding areas of CQ. CQ Creative Connections has a multitude of different projects for ages 5 years and over and has a creative class to suit private clients and service organisations alike. In the short span of time we have been operating, we have helped people of all different ages, disabilities and backgrounds gain back a positive outlook on life through being productive, learning new skills and enjoying social interaction with others in a safe and fun environment.

CQ Creative Connections is a Private NDIS Service Provider. Class charges will change according to the client's plan, funding or other contributing factors. Please contact us with any questions you may have.

Contact: 0437 92 0410 [cqcreativeconnections@gmail.com](mailto:cqcreativeconnections@gmail.com)  
<https://www.facebook.com/cqcreativeconnections/>

### **Dementia Support Australia 24 hour help 1800 699 799**

Living in a regional or remote location should never lead to feeling disconnected from support, particularly when caring for someone living with dementia. DSA provides regular opportunities in regional and remote areas for care providers and carers to connect with our consultants. *Carers can also request a visit from our team.*

There is more information and a range of resources including, books, videos and webinars available at <https://dementia.com.au/>

## **Dementia Together**

*A Staying at Home Program by CatholicCare*

Dementia Together is a wellness retreat and education based program that provides dual-care to anyone living with a recent diagnosis of dementia (within the past 2 years) and their carer. Providing information, advice, and practical training, CatholicCare's Dementia Together program empowers people to remain in the comfort of their own home for as long as possible. Developed as a two night, three day retreat, participants join other carers and people with a recent dementia diagnosis in a supportive peer environment.

The retreat and education program focuses on:

- Understanding and managing dementia
- Accessing community care services
- Looking after oneself
- Planning for the future
- Managing dementia-related behaviour changes
- Transition into respite care
- Continuing to participate in enjoyable activities
- Managing physical changes in mobility, continence, and communication

### *Receiving a dementia diagnosis can be confronting*

Often bringing a whirlwind of emotions, ranging from fear and confusion to grief and frustration, a dementia diagnosis can lead people to experience a loss of identity, a sense of vulnerability, and a feeling of isolation. The impact of a dementia diagnosis on someone's daily life can be significant, affecting their independence, relationships, and overall well-being. As a carer, witnessing a loved one go through these challenges can be just as difficult. There is a critical need for comprehensive support services for not just the person diagnosed, but for carers as well. CatholicCare's Dementia Together program is designed to foster a greater sense of well-being, empowerment, and connection for both the diagnosed and their carer by providing the practical tools and information needed to navigate the challenges together and is based right here in Central Queensland. Through collaborative efforts and a compassionate approach, Dementia Together strives to create an environment that addresses the complexities of dementia with dignity, respect, and care for everyone.

To register your interest or find out more call 1300 523 985 or visit [www.catholiccarecq.com/dementiatogether](http://www.catholiccarecq.com/dementiatogether)

## **Elder Abuse Prevention Unit**

1300 651 192 [www.eapu.com.au](http://www.eapu.com.au) [eapu@uccommunity.org.au](mailto:eapu@uccommunity.org.au)

*Seniors Enquiry Line 1300 135 500.* This is a Senior's 'one stop' information line 9am – 5pm Monday to Friday and you get to talk to a real person. [www.seniorsenquiryline.com.au](http://www.seniorsenquiryline.com.au)

*Time for Grandparents* 1300 135 500. Support for grandparents raising grandchildren,. [www.grandparentsqld.com.au](http://www.grandparentsqld.com.au)

## **Envigor**

*Home Care, DVA Nursing, NDIS specialising in older clients*

Envigor has been a trusted care provider for older Queenslanders since 2012, in private residences and also within retirement villages and aged care communities.

We offer:

- Everyday services – from domestic assistance and transport to personal care and social support
- Specialist services – from nursing and dementia care to post-hospital and palliative care
- Health management – using technology for chronic disease monitoring and management

What sets us apart?

- Competitive fees – ultimately meaning more money and time for your care
- Care appointments available 24/7
- Small enough to genuinely care – call Michelle direct on her mobile
- We don't limit you to a list of services – many of our clients are surprised we organise services that other care providers refused to

For all enquiries contact Michelle Boon on 0472 863 194, phone 1300 368 446, visit [envigor.com.au/central](http://envigor.com.au/central) – or email [m.boon@envigor.com.au](mailto:m.boon@envigor.com.au)

## **Equip U**

At Equip U, it's our mission to work with you to bring your vision for improved mobility to life - and who would have thought that doing so would be this easy? Should you have any queries about the types of products we offer or how they work, please get in touch with us today. From Cairns out to Mount Isa and down to the Sunshine Coast [We Come To You](#)

PH – [0457 840 537](tel:0457840537)

WEB - [www.equipu.com.au](http://www.equipu.com.au)

Work Days - Monday to Friday

## **Expand Health – mobile physiotherapist**

Leigh Besch mobile physiotherapist providing an in your own home service.

Phone number:0459 889 359

Email: [Leigh.expandhealth@gmail.com](mailto:Leigh.expandhealth@gmail.com)

## **Get Mobility Vehicle Rentals CQ Pty Ltd**

2 wheel chair accessible sedans for rental.

Contact: Adrian (0417615484) & Frank (0412727070) :

[GetMobilityCQ@hotmail.com](mailto:GetMobilityCQ@hotmail.com)

## **Home Caring Rockhampton - National Approved Aged Care Provider Specialists**

*We are proud to be officially accredited to provide music and memory therapy.*

Why our clients choose our specialist services:

We are committed to delivering quality care with choice, compassion, independence and dignity.

Our local services are convenient and provide a sense of well-being.

- ❖ We partner with you from the start
- ❖ Assistance with daily living
- ❖ Around the clock 24/7 care
- ❖ Community access and support
- ❖ Assistance with personal care
- ❖ Complex and high needs care
- ❖ Hospital to home transition

We offer a range of services to meet the needs of each individual, please visit our website [www.homecaring.com.au/rockhampton](http://www.homecaring.com.au/rockhampton) or alternatively, please contact us for further information.

P: 1300 875 377

E: [info@homecaring.com.au](mailto:info@homecaring.com.au)

### *Need a Support Worker?*

We are a male and female team with over 25 years' experience and qualifications between us in Disability and Aged Care

### **Home of People's Empowerment H.O.P.E Services**

have availability for the following services

#### *Aged Care*

Assisted Daily Living Services, Personal Care,  
Meal preparation, Social Support, Medication Assist, Transport

#### *Disabilities*

Community Access, Health & Wellbeing programs  
Capacity building ,Assistance with Daily living

Contact us to discuss any client requirements

Phone Fiona 0427 512 566  
or Bo 0412 512 982

[bohawe@hotmail.com](mailto:bohawe@hotmail.com)

### **integratedliving**

integratedliving offers an extensive range of aged, disability and mental health services by facilitating Home and Support Services, Home Care Packages 1 to 4 and a Care Advisor Program. PH:1300 782 896. 25 Albert Street Rockhampton

### **Just Better Care Central Queensland - We're just for you**

Just Better Care provides in-home aged care and disability support services, supporting people to live independently.

Since our inception, we've been empowering our customers by putting individual preferences and support needs at the centre of our approach. Every Just Better Care office is owned and operated locally, providing affordable and accessible services that meet local and individual requirements. Our staff take the time to get to know you, identifying the best ways to support you. We never compromise on quality. We deliver the services you want, when and how you want them.

Contact: 66B Elphinstone St Berserker QLD 4701  
07 4845 6921

[justbettercare.com/central-queensland](http://justbettercare.com/central-queensland)

Or call 1300 587 823: you can request a call back at a time that suits you.  
We're available from 9:00am - 5:00pm, AEST Monday to Friday

### **Life Without Barriers Rockhampton**

*Life Without Barriers Aged Care Services delivers care for you, designed by you. Aiming to support you to maintain your freedom and independence at home, Life Without Barriers is a national, registered CHSP and Home Care Package provider, offering tailored support to meet your individual needs.*

*Caring staff will assist you to access the services you need, when you need them – whether you need support with cleaning and household tasks, personal care, clinical care such as allied health and nursing care, companionship and community support, or home or garden maintenance. They can even help with respite care.*

*If you're looking for care that puts you – and your loved ones – first, go have a chat to the Life Without Barriers team, 196 Alma Street. Ph: 1800 792 359 or email: [agedcarecentral@lwb.org.au](mailto:agedcarecentral@lwb.org.au)*

### **LiveBetter**

LiveBetter is a dynamic human services agency which focuses its efforts on supporting people with disabilities, aged people, people with mental illness and children in the child protection system. We also provide a range of clinical services across regional Queensland as part of a number of funded health programs which focus on increasing access to primary health care and wellbeing activities for rural and remote communities. We work with communities to develop strategies that are relevant within those communities. We provide practical support and value for money. This support can be provided in your home or in the community. We also have some group activities and centre based activities. Our aim is to provide individuals, families and communities in Australia with the resources and support they need to build on their existing capabilities and realise their potential.

Services we provide are:

*Home Care Services* LiveBetter is a dynamic human services agency which focuses its efforts on supporting people with disabilities, aged people, people with mental illness and children in the child protection system. We also provide a range of clinical services across regional Queensland as part of a number of funded health programs which focus on increasing access to primary health care and wellbeing activities for

rural and remote communities. We work with communities to develop strategies that are relevant within those communities. We provide practical support and value for money. This support can be provided in your home or in the community. We also have some group activities and centre based activities. Our aim is to provide individuals, families and communities in Australia with the resources and support they need to build on their existing capabilities and realise their potential.

*Meal Delivery* LiveBetter provides a Meal Delivery Service to a number of regions across Central Queensland and Wide Bay including Mackay, Rockhampton, Capricorn Coast and Bundaberg. We use meal providers to give our customers more choices on healthy foods. Our menu has a large range of fresh and exciting meals, soups and yummy deserts. We can also cater to dietary requirements including gluten free and lactose free. There are also puree options available if required. We deliver our meals directly to our customer's doors on a weekly basis where they can be kept frozen and re-heated in the microwave when ready for consumption. Orders can be placed by calling 1300 952 273.

*Yard Maintenance* We offer a yard maintenance service to those living in our community who are unable to complete these tasks on their own. Our yard maintenance service is performed by a professional mowing man and/or gardener. To access our yard maintenance service, please contact LiveBetter on 1300 952 273

*Maintenance* LiveBetter can help you with any small maintenance jobs you need done around the house. We will employ a qualified handy man to complete these jobs for you

*Domestic Assistance*, at LiveBetter, we can help our clients to keep their homes clean and tidy with frequent visits from a cleaner. Our cleaners can assist with tasks such as vacuuming, mopping, dusting, washing and more. To enquire about our cleaning service, contact us on 1300 952 273

*Social Support* At LiveBetter, we have a team of shoppers who spend their days helping community members with their shopping. Our shoppers can head to the shops for you and pick up any items you require. Let us make shopping easy for you and have someone to do it for you. Get yourself a personal shopper today by calling 1300 952 273.

*Transport* At LiveBetter, we understand that as the years go by it becomes harder for our aged community members to get around. We can provide a personalised, door-to-door service to give you the support you need. If you are frail, have a disability or are a carer, then LiveBetter's transport service can make it easier for you to get around. Call us today on 1300 952 273 to start accessing our personalised transport service. Also see [LiveBetter](#) in the Disability Section in this Directory

### LiveUp

#### *Welcome to the Upside of Ageing*

LiveUp is a free national healthy ageing platform designed to help you reimagine, reset, and reconnect with living your life to its fullest. You'll find personalised suggestions, including tailored activities, assistive products, social connections and

more, all in your local area or online. Head to [liveup.org.au](https://liveup.org.au) and take control of your healthy ageing journey.

*Social media links:*

Facebook <https://www.facebook.com/LiveUpAus>

Instagram <https://www.instagram.com/liveupaus/>

Twitter <https://twitter.com/LiveUpAus>

Support line: 1800 951 971

### **Lutheran Services**

Our not for profit organisation is called Lutheran Services and we deliver the “Wellbeing and Positive Ageing” Program in Residential Aged Care Facilities across the CQ region .

This is a mental health service that is eligible to all residents living in aged care facilities and who identify as having low to moderate mental health concerns (e.g. difficulties adjusting, grief and loss, anxiety, depression).

We provide one-on-one and group counselling (e.g. Mindfulness, Reminiscence therapy, CBT)

Referrals can be completed by GPs, RACF staff, psychologists and other health professionals.

Please contact our Intake team for more details on 1800 133 227.

Our Rockhampton office is located in Suite 1/ 71-84 Denham Street, Rockhampton.

### **Mable**

*Redefining support for disability and aged care in Australia.  
One connection at a time.*

- An easy and safe online platform for people to connect with aged care and disability care and support in their local community. Click on <https://mable.com.au>
- Join for free, then simply search for independent care and support workers in your local area.
- Contact support workers directly to get to know each other better, then you can agree to rates, hours, and services that work for you both.
- As an online platform, Mable handles all of the admin and payments, so you can get on with life and enjoy the right support for you and your family.

*Government funded? We've got you covered.*

Use Mable to start building your support network, even if you are NDIS funded or have a Home Care Package.

### **MS Queensland**

We are the only Queensland provider with specialised services, dedicated to supporting people with MS and other neurological conditions. We tailor our services, offering caring, coordinated, and high-quality outcomes to support people living with



Multiple Sclerosis (MS), Motor Neurone Disease (MND) and other related progressive neurological diseases, to live their best quality lives.

Related diseases: [Multiple Sclerosis and Related Disorders | MS Queensland \(msqld.org.au\)](https://msqld.org.au)

Our services and supports include:

- Employment Support
- NDIS Support Coordination
- Accommodation- SIL, SDA and Short-term (certain areas only)
- NeuroAssist Info Line
- MS Support Groups
- Workshops and Webinars
- Physiotherapy

Services Link: [Services & Support for People with Multiple Sclerosis | MS Queensland \(msqld.org.au\)](https://msqld.org.au)

Please refer to our website for further information:

[MS Queensland | Ensuring no Queenslanders face MS alone \(msqld.org.au\)](https://msqld.org.au)

*For any referrals or enquiries please contact our Customer Service team on: 1800 177 591 or email: [infomsqld.org.au](mailto:infomsqld.org.au)*

### **National Seniors**

It is with regret that we must advise that due to our inability to find anyone willing to take up executive committee roles for the Capricornia Branch of National Seniors Australia that the branch has now been folded in accordance with the NSA Constitution.

Funds have been transferred to NSA Brisbane. Should you have any queries or want more information on NSA please contact them directly on 1300 765 050.

Also see [www.nationalseniors.com.au](http://www.nationalseniors.com.au)

### **Oak Tree Alliance**

*Empowering Growth, Crafting Inclusive Futures*

Are you seeking personalised support coordination and specialist services in the CQ Region? Look no further!

#### Why Choose Oak Tree Alliance?

*Tailored Support:*

We understand that every individual is unique. Our services are personalised to meet your specific needs and goals.

*Community Engagement:*



We believe in the power of community. Our approach encourages active participation and connection within the community.

### *Expertise:*

With a dedicated team led by Catherine Cash, our Business Manager and Specialist Support Coordinator, we bring expertise and passion to every interaction.

Contact Catherine Today!

 Catherine Cash | Business Manager, Specialist Support Coordinator

 Mob: 0498 498 405 |  E: ccash@oaktreealliance.com.au

### Our Mission

Choosing Oak Tree Alliance as your support coordination and specialist support coordination provider is a decision engrained in a commitment to fostering growth, establishing meaningful connections, and empowering individuals with disabilities to lead strong, resilient, and inclusive lives.

### Why Oak Tree Alliance Stands Out:

#### *Impartial Support:*

Our commitment to impartiality ensures that our clients receive the most suitable and tailored support, placing their goals and preferences at the forefront of our approach.

#### *Compassionate Team:*

What sets Oak Tree Alliance apart is our unwavering dedication to creating a positive impact on the lives of those with disabilities. Our team is not just experienced; they are compassionate, knowledgeable, and devoted to making a difference.

#### *Tailored Support:*

Our approach is personalised, ensuring that each individual receives the specific assistance they need to achieve their goals and live a fulfilling life.

#### *Community Engagement:*

Community engagement and partnerships are at the core of our philosophy. Oak Tree Alliance believes in the power of collaboration, expanding the network of support available to our clients.

### *Expertise:*

Our expertise goes beyond the technical aspects of support coordination. We are committed to staying informed about the latest developments in the field.

Choosing Oak Tree Alliance is Choosing a Partner in Your Journey Toward Growth, Resilience, and Inclusivity. Together, we can build a future where individuals with disabilities not only receive the support they need but also thrive and lead fulfilling lives.

### **Oak Tree Retirement Village Norman Gardens**

Oak Tree Retirement Village Norman Gardens is centrally located with easy access to Rockhampton City. Surrounded by prestigious homes in the newly established Crestwood Estate with the beautiful Mt Archer as the backdrop, the Village is an easy commute to near by shopping, social, medical and hospital facilities, Part of Rockhampton's most highly sought after new land release, Oak Tree offers easy access to all of the services you need and the places you love to visit. Where

everything has been thought of, Oak Tree Norman Gardens beckons the calm, convenient way of life in retirement.

Contacts: Village Manager: m 0400 824 936 : 40 Foulkes St., Norman Gardens  
email [ymnormangardens@oaktreegroup.com.au](mailto:ymnormangardens@oaktreegroup.com.au) :[www.oaktreegroup.com.au](http://www.oaktreegroup.com.au)

### **Pivot Health & Fitness**

Private Gym • Personal Training • Group Fitness • Corporate Wellness • NDIS  
Registered Provider • AUSactive Registered Business  
132 William Street

Rockhampton City QLD 4700      Ph: 0407 332 567

Email: [pivothealth@bigpond.com](mailto:pivothealth@bigpond.com)    [www.facebook.com/PivotHealthFitness](http://www.facebook.com/PivotHealthFitness)

### **Regional Health and Mobility** *previously Central Queensland Mobility*

*Owned by the community, for the community.*

Serving the Central Queensland community with a great range of health, rehab and mobility equipment. We're part of the CQ Friendly Society Pty Ltd and were formally Daniel's Surgical, CQ Mobility and Regional Rehab & Mobility.

As an experienced rehabilitation equipment hire and sales business, we can proudly claim over 75 years of staff experience.

As part of a long standing, local community owned organisation (est 1894) our charter is to provide quality healthcare equipment with exemplary after sales service.

Needs covered include:

- Mobility equipment
- Surgical recovery
- Sleep diagnostics
- Compression therapy
- Bedroom and bathroom aids

Suppliers for:

- Medical Aids Subsidy Scheme (MASS)
- Department of Veteran Affairs (DVA)
- National Disability Insurance Scheme (NDIS)

Contact:

Nth Rockhampton: 1A 57 Alexandra Street, Park Avenue, North Rockhampton,

Phone: 49261071      Email: [sales@cqmobility.com.au](mailto:sales@cqmobility.com.au)

Website: [www.cqmobility.com.au](http://www.cqmobility.com.au)

South Rockhampton:

116 Alma St Rockhampton. Phone: 4922 7148 Email:

[sales@danielssurgical.com.au](mailto:sales@danielssurgical.com.au)

Website: [www.reionalhealthmobility.com.au](http://www.reionalhealthmobility.com.au)

## **Remote Mobility**

We come to you.

A mobile, Indigenous owned and operated assistive technology provider. Offering the repair and maintenance of mobility equipment as well as carrying out in-home equipment trials and sales throughout remote Queensland.

We are focused on rural & remote communities being provided with and having access to regular high quality AT services, that helps people achieve a better quality of life in their community for longer.

To find out how we can help, please visit [www.remotemobility.com.au](http://www.remotemobility.com.au) or contact us directly on [info@remotemobility.com.au](mailto:info@remotemobility.com.au) / 0410 752 827

## **Right at Home**

Right at Home is dedicated to improving the life for those we serve. We focus on the individual, on their specific needs and to improve the quality of their life.

Services available to customers:

- In Home Care
- Personal Care
- Social Assistance
- Transport
- Skilled Nursing
- Overnight Respite
- Gardening & Maintenance

Contact: 07 4807 6454: 48 Archer Street, Rockhampton :  
[care.cql@rightathome.com.au](mailto:care.cql@rightathome.com.au)

## **Rockhampton 60 & Better Program Inc.**

60 & Better is a healthy ageing program for people over the age of 50. Offering a wide variety of exercise and social activities. Where appropriate and necessary people under the age of 50 are also welcome to join the program. 60 & better endeavors to involve older people to become involved in the process of decision making to ensure activities are in direct relation to the needs and desires of older people in their community. PH: 4927 8256 Rockhampton [Better60@bigpond.com](mailto:Better60@bigpond.com)

## **Senior Financial Protection Service (SFPS) Relationships Australia (Qld)**

*The Senior Financial Protection Service (SFPS)* aims to improve the financial resilience of Older Persons through the provision of:

- Information, advice, and referrals to Older Persons experiencing, or at risk of experiencing, financial abuse
- Information, advice, and referrals to Older Persons who are in the process of making financial decisions for later on in life
- Financial counselling and case management in some instances

Who is the service for?

Older persons aged 60+ (non-Indigenous) and 50+ (Aboriginal and Torres Strait Islanders) who are experiencing, or at risk of experiencing, financial abuse and reside within one of the following areas:

- Gold Coast
- Sunshine Coast
- Mackay
- Rockhampton
- Gladstone

If you would like more information or are interested in accessing this free service please call 1300063232

**Relationships Australia QLD's Elder Abuse Prevention and Support Service (EAPSS)** is a case management service providing assistance to those at risk or experiencing elder abuse through individualized support and referral. The current Service Locations are in both Rockhampton, Gladstone. This is a free service.

Clients are encouraged to contact us on 1300 364 277 to arrange an appointment. General opening hours for the venues is 9am – 5pm, however this may vary by venue and from time to time. After hours appointments are available for some of our services.

A direct office phone number can be supplied to organisations and sector professionals by emailing [rockhamptonadmin@raq.org.au](mailto:rockhamptonadmin@raq.org.au)

### **Services Australia – My Aged Care**

Services Australia now provides a new [face-to-face service](#) to support older Australians and their representatives or nominees to access and navigate My Aged Care.

Staff in all our service centres can help with general information about My Aged Care. For more specialised assistance we also have Aged Care Specialist Officers (ACSO) available for face-to-face appointments in some service centres. From December 2022, there are now 70 ACSOs and 10 outreach ACSOs around the country'

Jill Griffiths is the new Aged Care Specialist Officer for Rockhampton service centre and is available for face-to-face appointments.

Appointments can be made by calling our Aged Care Line [1800 227 475](tel:1800227475) or by visiting any service centre.

### **Spirit Support Services**

I am a fully Qualified Independent Service provider, to Self-Managed and Plan Managed NDIS participants, having experience in Aged Care & Disability Support

before becoming independent. I provide Quality, Personalised care that delivers support specific to your needs.

Offering:

- In Home support
- Personal Care
- Social and Community Access
- Transport
- Supported Independent Living
- Skill / Capacity Building
- Small home repairs

If you are looking for a Male Support Worker with a difference, give me a call, lets discuss your individual needs.

Check Out the Website [www.spiritsupport.com.au](http://www.spiritsupport.com.au)

COLIN 0477 803 201

Spirit Support Services

Building on the blocks of life

**Suncare Community Services Limited (Auspicing the Commonwealth Respite Centre for Carers (CRC))**

Suncare Community Services is a not for profit organisation that provides frontline services to people in the Rockhampton, Yeppoon, Mt Morgan, Gracemere and Gladstone area including:

- Respite Care (including in-home, out-of-home and cottage options)
- Personal Care
- Aged Care Support
- Mental Health Support
- Disability Support (including package case management)
- Carer Support
- Domestic Assistance
- Home and Garden Maintenance
- Community Access
- Social Support
- Your Life Your Choice
- CHSP - Flexible Respite

Contact Information:

102 Denham Street (Cnr Denham & George Street)

Phone: 1800 786 227

Email: [rockinfo@suncare.org.au](mailto:rockinfo@suncare.org.au)

Website: [www.suncare.org.au](http://www.suncare.org.au)

*Commonwealth Respite Centre - CRC*

The Commonwealth Respite Centre is a federally funded Carer Respite and Support Program that provides emergency assistance and support to carers who need a break from their caring role for a short period of time.

The CRC service area encompasses Rockhampton, Yeppoon, Mt Morgan, Gracemere, Gladstone, Biloela, Emerald and surrounding areas.

The CRC Team provide the following:

- Respite care in emergency and short term care situations. (eg. If a carer becomes ill, or is unable to maintain their caring role due to stress and burnout, the centre can provide extra help to support the carer for a short period of time).
- Information and options about respite care and other support services for carers.
- Referral to appropriate local and regional service providers.
- Assistance in booking residential respite.
- Access to a 24 hour per day emergency respite service.
- Tutor / educational support to Young Carers.

Don't wait until an emergency arises to register with CRC.

Call the CRC team and they will provide advice and assistance to register the carer for the most appropriate program that fits their care needs and support in case they require this assistance in the future at a time of emergency or severe stress.

Contact Information:

Phone: 24 hour carer support

1800 059 059

### ***Supportability Care Services***

#### ***COMMUNITY ACCESS***

Attending appointments and community events. Shopping and running errands. Decrease isolation and assisting participants in achieving their personal goals.

#### ***SUPPORT WITH DAILY LIVING***

Everyday tasks – cooking, cleaning, home and yard maintenance.

Assisting participants to gain employment and live as independently as possible, whilst increasing life skills.

#### ***RECREATIONAL ACTIVITIES***

Participation in Indoor/Outdoor activities –eg. Fishing, Archery, Bowling, Movies. Enhancing quality of life with the main focus on fun, enjoyment and meeting new people.

#### ***STA/HOLIDAY SUPPORT***

Supporting participants away from their usual place of residence, including holiday getaways to various destinations of choice.

WHATEVER THE SUPPORT - *“YOUR CARE , YOUR WAY”*

Mick Farrell Mobile: 0400 946 369

Email: [mick@supportabilitycare.com.au](mailto:mick@supportabilitycare.com.au) ABN: 84925367525

### **Trevor Boswood - NDIS Registered Builder**

Trevor has been in the trade for 42 years and has a wealth of experience in modification and maintenance in domestic and commercial properties including renovation to ensure accessibility for aged or those with a disability.

T.G. & J. Boswood Pty Ltd P: 07 4926 2787 M: 0418 792 657 F: 07 49265730 E: [tgboswood@bigpond.com](mailto:tgboswood@bigpond.com) Bld Lic No 72882

### **Wellways**

Wellways Australia Limited is a leading not-for-profit mental health and disability support organisation. Wellways are a new organisation in Qld, who have been granted the funding to deliver assistance and support to Carer's via the [Carer Gateway](#) (Ph. 1800 422 737 ), an Australian Government initiative facilitated by the Department of Social Services. Check out the Wellways website: [www.wellways.org](http://www.wellways.org)

### **Your Creative Services**

Providing Specialised Services to Seniors for Reablement and Wellbeing

*Personal Organising Service:* The key features of this service include: The creation of a 'legacy box' that holds items of deep sentimental value - letters and mementos, photos and keepsakes and the digital storage of important documents and photos for easy access and safe keeping. Let me help you organise and declutter your personal belongings and store them safely for posterity.

*Gardening Companion:* This service includes clean up and maintenance of your garden. You can either potter around with me or I can just come in and do the work. Experience the joy of your garden while I weed, plant, pot and prune.

*Memoir Writing Workshops:* 2 hourly workshops for groups of 5 or more.

1. Exploring your life and family history and deciding what stories you will include in your memoir or life story.
2. Learn how to structure a memoir by compiling various memories into a legacy life story to hand down to your loved ones.
3. Start writing

*Memoir Writing Service:* As the local CQ writer for *Your Life Your Words*, I take you through the complete process of capturing your memories, through one-on-one interviews in the comfort of your home. I use your words to write your life story and present you with a leather-bound Legacy Memoir to hand down to your descendants.

Laine Harth Community Welfare Practitioner/Creative Writer  
ABN 93 138 237 099

Mob 0410 848 453  
Email [laine.harth@gmail.com](mailto:laine.harth@gmail.com)



## **Zoe (Life) My Way**

Zoe (Life) My Way offer services ranging from individual support to high and low independent living opportunities!

Located in the Byfield Rainforest, our clients can enjoy all the comforts of home while enjoying a range of activities to keep them occupied including arts and crafts, woodwork and garden projects, bush walks or some quality quiet time. Our support team pride themselves with putting our clients first to ensure that our clients get the support they require. Best of all, our clients get to experience the feeling of hanging with mates.

### **SUPPORT SERVICES**

Personalised to assist and support you:

To access community social and recreation activities

To attend specialized appointments

To assist with self-care activities

To work towards goal achievements

### **LONG & SHORT-TERM ACCOMMODATION**

Byfield Ranch offers You:

All the comforts of home in our self-contained air-conditioned cabins

Visits to our Byfield farm, home of Romeo who is our residential support horse

Access to our pool and spa area to enjoy for recreation purposes or therapy requirements

A range of outdoor activities to suit individual needs including relaxation in the gardens, arts and crafts in our communal area, woodwork, garden projects and bush tracks to explore

We look forward to working with you to help achieve the best possible outcomes for our clients together. For more information, please call me direct on 0429 623 213.

**A:** 44 Tanby Road Yeppoon QLD 4703

**P:** 0429 623 213

**E:** [admin@zoelifemyway.com](mailto:admin@zoelifemyway.com)

## **ALCOHOL, DRUGS & GAMBLING SERVICES**

### **Adis 24/7 Alcohol and Drug Support**

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

Adis 24/7 Alcohol and Drug Support (Adis) is a Queensland state-wide service.

Adis provides a free and anonymous 24 hour, 7 day a week telephone counselling, information and referral service for people in Queensland with alcohol and other drug concerns, their loved ones and health professionals.

We provide:

- an opportunity to discuss an individual's situation and concerns with someone who understands and can help
- information about alcohol and other drugs including hard-copy resources
- options and referral to appropriate treatment services or further assistance
- consultancy services for health and related professionals

[Adis QLD Statewide website](#) Also see [Adis](#) in this directory

### **AICRA (Aboriginal and Islander Community Resource Agency)**

Our Management of Public Intoxication Program (MPIP) Provides a mix of prevention, training, community development, assessment, treatment and work with related services, specific to the public drunkenness needs within the Rockhampton Indigenous community.

Contact Information : 126 Dennison St:  
ROCKHAMPTON 4700: Ph.: 4922 1588:

### **AI-Anon Family Groups**

AI Anon provides support to relatives and friends of alcoholics. We provide a supportive and strengthening program to enrich your life. Provides literature & ongoing support, experience, strength and hope. Anonymity is assured.

Contact Information: St Mary's Church Hall: Nobb Street: ROCKHAMPTON 4700:  
Ph.: 4921 2325/4922 1010 or **1300252666**

*AI-Anon Meeting Yeppoon Friday 12 -2 Community Development Centre, 78 John St, Yeppoon*

### **Alcoholics Anonymous (AA)**

Alcoholics Anonymous is a worldwide fellowship of men and women who help each other to maintain sobriety and who offer to share their recovery experience freely with other who have a drinking problem. The program AA suggests consists basically of "Twelve Steps" designed for personal recovery from alcoholism .... The only requirement to be an AA member is the DESIRE to stop drinking.

Contact Information : ROCKHAMPTON: Ph.: 4927 4416

- *AA for Women. Every Monday 6.45pm -7.45pm Community Health Building, Cnr Bolsover & Cambridge St.* Come along and find out what a Women's AA meeting is really like, for yourself. Contact Andrea 0422257030 / 49279116
- *Rockhampton - Monday 8:00pm, Open meeting, St Vincent's Church Hall, Cnr Meade & Herbert Sts. ID Meeting (formerly Ch 6 Motor Cycle Group)*  
Rockhampton ID Group
- *Rockhampton - Wednesday 8:00pm Open meeting, St Mary's Hall, 155 Nobbs St. Rockhampton*
- *Rockhampton - Saturday 6:00pm Open meeting , 25 George Street, Rockhampton. Request as the host is a Drug and Alcohol Rehabilitations Centre, you must be sober and not intoxicated to enter.* Message Stick Meeting Group
- *Rockhampton West - Sunday 8:00pm, Steps meeting, St Vincent's Church Cnr Meade & Herbert Sts, Rockhampton West Open Meeting.*
- *AA Meeting Yeppoon - Friday 7:30pm 9 Open meeting.* Workshop Room B, Community Development Centre, 78 John St, Yeppoon
- Yeppoon Phone contacts: 4939 1662 mobile 0410 032 664

### **Alcohol & Other Drug Service (AODS)**

AODS work with clients to reduce the harm caused by alcohol, tobacco and other drugs to the individual and the community. Provide alcohol and drug services, counselling, assessments, information, training and education, methadone program, referral and support to detoxification programs.

Contact Information: Sterling Place, 156 Bolsover St,; ROCKHAMPTON 4700: Ph.: 4920 5500: Fax: 4927 9126 [ATODSRockhampton@health.qld.gov.au](mailto:ATODSRockhampton@health.qld.gov.au)

### **ashar health.**

ashar health is a specialist mental health and addiction practice providing assessment, treatment, interventions and planning for people 14 and older via in person and telehealth service. The first private Nurse Practitioner service for Mental health and addiction in Central Queensland. This service is mixed billing and clients do not require a referral.

The practice is ran by Stacey Styles, Nurse Practitioner.  
Phone: 0456 925 795 Email: [asharhealth1@gmail.com](mailto:asharhealth1@gmail.com)

### **Central Qld Indigenous Development**

*The CQID Drug and Alcohol Treatment program (NGO-TGP)* aims to achieve improved drug and alcohol treatment service outcomes, increase access to a greater range of high quality best practice drug and alcohol treatment services and reduce drug related harms for Aboriginal and Torres Strait Islander Individuals, families and communities

CQID also assists Indigenous people and their families with referring to support services such as; early childhood, education, training, employment, financial management, housing, health and legal requirements.

Contact Information: CQID, Community Enterprise and Inclusion Centre, Building 26, Darumbal Road, Central Queensland University. Ph. 4920 000 Fax 4920 0010 [enquiries@cqid.com.au](mailto:enquiries@cqid.com.au). <http://cqid.com.au/>

### **Central Queensland Mental Health Alcohol and Other Drug Services**

**1300 MH CALL                      1300 64 2255**

One number for 24hr specialist mental health care for anyone anywhere in Queensland. Referrals/ crisis/ support.

*In an emergency always dial Triple Zero*

### **ChaplainWatch**

ChaplainWatch is a Safe Night Precinct Support Service working in the community to to ensure the safety of its young people and to establish a vibrant and safe nightlife precinct within the Rockhampton Region.

ChaplainWatch has a long history of engaging with key stakeholders that directly affect the experience of those who are vulnerable in the regions we work in. ChaplainWatch recognises that its NightWatch service is essentially a first response service. Because we are the only community services organisation on the ground in the public sphere on Friday and Saturday night, we intervene in a diverse number of situations that include but are not limited to: domestic violence, mental health, suicide, self-injury, drug and alcohol addiction, youth, and aggression. Often the people we assist in these situations require further ongoing assistance that our service cannot provide. If you are a local provider of any of these services we encourage you to contact us so that we can refer individuals who need ongoing support after their point of crisis.

NightWatch Chaplaincy Patrols – Vehicle and foot patrols in the entertainment precinct, engaging with all late night patrons and stakeholders (venues, taxi, security, police and ambulance etc.) to ensure the safety and wellbeing of the community. This service can be anything from problem solving to ensure people get home safely, providing care and support to those who are distressed or seeking guidance, de-escalation of aggression, mental health first aid and first aid for intoxication, accident or injuries.

Contact: Email at [info@chaplainwatch.org.au](mailto:info@chaplainwatch.org.au) Phone 0478817000

## **Drug ARM**

### CREATING OPTIONS

Creating Options is a twelve week treatment program for Aboriginal and Torres Strait Islanders who want help to address issues related to their alcohol or other drug use.

Our team of specialist provide non-judgemental and confidential support through weekly counselling sessions and case management. We can help in areas such as relapse prevention, coping strategies, relationship skills, anger management, emotional regulation, mental health, and other life skills support.

Creating Options can also help to coordinate care by engaging with existing healthcare and social services providers, or connecting to new providers.

Our holistic approach means we help with all of the issues that might be contributing to, and maintaining alcohol and other drugs use.

We work with each person to identify their goals, and provide practical solutions to make progress towards them.

Creating Option is free, voluntary and no referral is required. Our flexible program delivery approach means that you can access support in our office, your home, a safe community space or via telephone.

The Community and Family Support Service (CAFSS) is a twelve week counselling program for people who want help to address issues related to their own, or another person's, alcohol or other drug use. Our team of specialists provide non-judgemental and confidential support through weekly counselling sessions where we work with each person to identify their goals, and provide practical solutions to make progress towards them.

Our holistic approach means we help with any issues that might be contributing to, and maintaining, substance use. For people with alcohol and other drug issues, we can help with areas such as relapse prevention, anger management, coping strategies, mental health support and referral to other specialist agencies.

We also help family members and significant others to understand alcohol and other drug use, and what they can do to help their loved one. We can also provide strategies to make changes to their own circumstances, implement healthy boundaries and build resilience.

**WHAT CAN I EXPECT TO GAIN?** - In the first few sessions, our team get to know you and work with you to identify your short term and long term goals. By attending and engaging with the program, you can expect to develop strategies, learn new skills and make progress towards your goals.

**IS THIS PROGRAM RIGHT FOR ME?** - When you contact us, we will help to match you with a program that fits your objectives, preferences, and the type of issues you are dealing with. Different programs have different approaches and areas of focus, so it's important for us to engage you with the program that can achieve the best results for you. If you need support outside of what we can offer, we can refer or connect you to other services.

**HOW DO I ACCESS THE PROGRAM?** - The program is free, voluntary and no referral is required. Our flexible program delivery approach means that you can access support in our office, your home, a safe community space or via telephone.

**ABOUT DRUG ARM** - Drug ARM is a specialist not-for-profit, non-government organisation that supports people, families and communities to achieve positive transformation through rehabilitation and treatment, outreach, family support, awareness and prevention, information and education, and advocacy and policy.

1300 656 800  
Drug ARM Rockhampton  
7/190 Bolsover St Rockhampton QLD 4700  
07 3620 8880    0407 128 325/ or 0404 904 200

### ***Gambling Help Service***

UnitingCare  
*Central Queensland*

*We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:*

- *In person at our office in Rockhampton*
- *Via Zoom (video call) or phone*

*Staff induction training for licensed venues, community services, support groups and other stakeholders throughout the Central Queensland region, promoting harm minimisation, support service information and identifying problem gambling:*

- *Via Zoom (video call) or phone*
- *From licensed venues*

*We attend community events and activities providing gambling help education and awareness.*

*Ray Abdy  
Counsellor/Community Educator  
Mobile: 0498 000 325  
Email: [ray.abdy@uccommunity.org.au](mailto:ray.abdy@uccommunity.org.au)*

Tamara McDougall  
Community Educator  
Mobile: 0498 000 817  
Email: [tamara.mcdougall@uccommunity.org.au](mailto:tamara.mcdougall@uccommunity.org.au)

After hours contact Gambling Helpline  
Phone: 1800 858 858  
Website: [www.gamblinghelpqld.org.au](http://www.gamblinghelpqld.org.au)

### **Gumbi Gumbi Aboriginal and Torres Strait Islander Corporation**

We offer support, individual counselling, group therapy, health and hygiene, and education programs to our clients to encourage clients to confront and resolve past issues such as loss of identity and grief and loss counselling to minimise the risk of alcohol, drug and other substance abuse and encourage a lifestyle that promotes a more social, emotional wellbeing for our clients.

Contact Information: 25 George Street: ROCKHAMPTON 4700:

Ph.: 4922 8355:

Fax: 4927 9889

[admin@gumbi.com.au](mailto:admin@gumbi.com.au)

<http://www.gumbigumbirockhampton.com/>

### **Juwarki Kapu-Lug Aboriginal and Torres Strait Islander Corporation**

Head office for the organisation which provides drug and alcohol support services to the indigenous community in liaison with local law enforcement. Includes diversionary centre, cell watch/visitor service, prison liaison program, with education and training support (vocational and diversionary).

Contact Information: 27 East Street: P O Box 1249:

ROCKHAMPTON 4700: Ph.: 4927 7508:

Ph.: 0418 985 849: Fax: 4927 7058:

<http://juwarki.org.au/>

### **Lives Lived Well - Central Queensland Alcohol & other Drugs Service**

Alcohol and Other Drugs Counsellors are available at the following locations for appointments:

- Yeppoon (Monday)
- Rockhampton
- Gladstone
- Emerald
- Blackwater (Thursday)

Referral information:

There are a couple of ways to refer to LLW AOD CQ Services.

- Via the LLW website - <https://www.liveslivedwell.org.au/service-provider-referral-2/>
- Referral forms are available on request by calling 0439 851 192. Simply email the referral form to [centralqld@liveslivedwell.org.au](mailto:centralqld@liveslivedwell.org.au) with the client's name and phone number including consent to be contacted.

- Client can self-refer by calling 1300 727 957

The service aims to establish an appropriate plan and supports, in negotiation with the client, during the initial session. Where there are multiple complex issues on referral, please note the reason for referral, identified risks and current offences.

At Lives Lived Well, we are here to help. We believe passionately that people can change and that everyone has the right to live with dignity.

Contact: Shonelle Royal, Team Leader - Central Queensland, Alcohol and Other Drugs Service.  
Mobile 0439 851 192 Phone 1300 727 957

### **Lives Lived Well- Rockhampton Drug and Alcohol Residential Rehabilitation**

A not-for-profit organisation, Lives Lived Well has much experience in delivering evidence-based residential treatment with seven already established live-in AOD services located across Queensland and NSW.

On a peaceful site in Rockhampton, 9km north of the city centre, is a new live-in rehabilitation service offering people a place to come and stay to get their lives back on track.

The priority target population is adults aged over 18 seeking treatment for moderate to severe substance use, including people with co-occurring mental health concerns. Individuals receiving treatment for opioid dependence may participate in the program if they are stabilised on Opioid Replacement Therapy (ORT).

The service is unique in that it offers a combination of withdrawal, rehabilitation and family support all on the one site, each with its own dedicated area. This allows you to move from one program to the other without having to go far.

The service is made up of:

- rehabilitation – 32 beds (single rooms)
- withdrawal treatment (8 beds)
- family support (2 three-bedroom units)

We accept referrals but you don't need to present one. Just submit an application through the website by filling out our [personal referral form here](#). You need to be aged 18 and over to apply.

We also accept referrals from other health professionals, services and community and government organisations, which they can submit through the website by filling out our [service provider referral form here](#).

While, admission times vary, you will be advised of your arrival date and offered community support as you prepare to come and stay.

People living in Central Queensland, Central West, Wide Bay and the Mackay HHS areas are prioritised for service, reach out to speak with our Pre and post team if you have any questions on: 07 4086 5333 or email [preandpostrockhampton@liveslivedwell.org.au](mailto:preandpostrockhampton@liveslivedwell.org.au)

## **Narcotics Anonymous Meetings**

*Yeppoon:* Monday nights | 7.30pm | Room C, Community Centre 80 John Street Yeppoon

*Emu Park:* Thursday nights | 8:00pm | 42 Richard Street Emu Park, Wheelchair access. 1hr topic meeting

*Rockhampton:* **Closed until further notice.**

*Local Phone No:* 0478 497 237      *National Line:* 1300 652 820

*Website:* [www.na.org.au](http://www.na.org.au)

## **Nar-Anon For families and Friends**

Every Tuesday night from 6.30pm. Community Health Building, Corner of Cambridge and Bolsover Sts: Cambridge St entrance., Enquiries: Lynn 0419732735

Or call (02) 8004 1214 email: [serenity@naranon.com.au](mailto:serenity@naranon.com.au)      [www.naranon.com.au](http://www.naranon.com.au)

## **Rockhampton Youth Alcohol and Other Drugs Service**

The Youth Alcohol and Other Drug Service (YAODS) Rockhampton is co-located with the Rockhampton Child and Youth Mental Health Service (CYMHS). The service aims to provide early identification, treatment and management of alcohol and other drug use with young people aged 12-17 (up to their 18<sup>th</sup> birthday) to reduce risks and harms associated with substance use in the Rockhampton region.

### *Youth AOD Services*

- Intake
- Assessment
- Brief intervention
- Evidence-based treatments
- Information and education
- Relapse prevention

### *More Information*

CYMHS: Rockhampton Base Hospital : Quarry Street :Rockhampton QLD 4700  
Ph) 07 4920 5700

E-mail) [YouthAODSRockhampton@health.qld.gov.au](mailto:YouthAODSRockhampton@health.qld.gov.au)

## **Yeppoon Alcoholics Anonymous Group**

Fellowship of men and women who share their experience. Meet at the Community Development Centre 78 John Street:

Friday 7.30pm-9pm. Ph.: 4939 1662 or 0410 032 664

Yeppoon AA ID Meeting Sunday 6.00pm – 7.30pm. Ph. 0417 958 795

## **12 Step Members Spiritual Concept Meeting**

Meet at the Community Development Centre 78 John Street:

Sunday 9am-10.30am Ph. 0401 583 747



## **ASSISTIVE TECHNOLOGY: IN HOME CARE MONITORING**

### **Plenacura**

Caring and supporting our loved ones is ever so important, but it isn't always possible to be there 24/7.

At Plenacura our Care Centre team are and will be there for you or your loved ones day and night 24 hrs a day, 7 days per week. That is our promise and commitment to you.

We pride ourselves on providing exceptional care and customer service to our clients, so they receive the best experience when contacting us.

Our Care Centre is staffed with a team of professionals who care, have compassion and are trained in managing a wide range of inbound calls, from those just needing a chat, to potentially life-threatening emergencies, our dedicated team takes care of your needs and gives you peace of mind.

We are passionate about improving the quality of life by incorporating all the functions required so you or your loved ones can live independently in the comfort of your own home, feeling reassured that care, security and monitoring is available to you at the touch of a button.

Our Care Centre is located within Australia, in the beautiful regional town of Rockhampton, Queensland. Currently we have a special offer available with our Freedom Package, usually \$249.99 it is available at the moment for \$199.99 + \$5 per day over a 24 month contract. The package includes our Tablet and Wearable as well as the Concierge feature. It has a Telstra 4G SIM card included, and additional wearables can be purchased.

If you'd like to know how this could benefit you or a loved one, please reach out to Charmaine Grant - Operations Lead - email [charmaine.grant@plenacura.au](mailto:charmaine.grant@plenacura.au) or call on 1300 153 045.

## **CANCER INFORMATION & SUPPORT SERVICES**

### **Cancer Council Queensland**

#### *Information:*

- *Community Support Coordinator* - provide patients, friends and family cancer related information as well as information about services (or connects individuals to persons who can help). This free and confidential service is available Monday to Friday 9am-5pm (excl. public holidays). Service available by contacting our 13 11 20, by visiting our website: <https://cancerqld.org.au/> or contacting the regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.

#### *Emotional Support:*

- *Cancer Connect* - a free and confidential peer support service that connects you, your carer or your loved ones over the phone with a trained volunteer

who has had a similar cancer experience. This support is available at diagnosis, during treatment and after treatment. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.

- **Cancer Counselling Service** - a free and confidential service for all Queenslanders distressed by cancer at any stage including people diagnosed with cancer, their family and friends. Counselling is available state-wide via telephone or video conferencing. Counselling is short-term (generally one to six sessions) depending on the need of the client. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.
- **PalAssist** - a Queensland-wide, no-cost 24-hour telephone and online service for palliative care patients, carers, family and friends seeking practical information and emotional support. Self-referral via 1800 772 273.
- **Brain Tumour Support Service** – a service providing resources, referrals, information sessions with health professionals, and opportunities to meet others living with a brain tumour (location dependant). Self-referral via 13 11 20.
- **Cancer Support Groups** - Cancer Council Queensland supports a number of cancer specific community groups throughout regions. Groups differ based on cancer, gender or activity (e.g. Women's Breast Cancer Support Group). To join or find out information self-refer via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.

**Practical Support:**

- **Wigs & Turbans / Temporary Breast Protheses** - provides wig loans turbans and temporary breast protheses, at no cost. Wig libraries are located in our regional offices and accommodation lodges across the state. Days and hours of operation are specific to each location. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.
- **Accommodation** – lodge accommodations are available for those patients receiving cancer related treatments. Patients and carer can stay in our lodges at no cost if they qualify for the Queensland Government's Patient Travel Subsidy Scheme (PTSS). Alternatively, lodge fees are calculated per person, per night basis and are within the daily allowance of the PTSS. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.
- **Pro Bono** (Legal, Financial or Work related issues) – a program that provides assistance with legal issues or financial planning, for eligible Queenslanders. These programs are delivered by professionals in the community who volunteer their time to assist clients who cannot afford to pay for advice. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.

## **CHILD AND YOUTH SERVICES**

### **Achieving Balance**

Achieving Balance is now taking referrals, and there is currently *no waitlist* for Child and Family Counselling.

There is availability for families in the Rockhampton area for face to face or telehealth and can be arranged between practitioners.

For all referrals or information please email me on [achievingbalance.cq@gmail.com](mailto:achievingbalance.cq@gmail.com), visit the website [www.achievingbalance.com.au](http://www.achievingbalance.com.au) or call me on 0432 044 773.

Alternatively please pass my details on to your clients for them to contact me directly.

Tamara Wickham

Child and Family Counsellor and Psychotherapist      0432 044 773

### **Act for Kids – Intensive Family Support (IFS)**

38 Armstrong Street,

Phone: 4860 8100

The Act for Kids Intensive Family Support (IFS) Program works with families who have consented to accept case management support to strengthen their families to keep their children safe. Referrals can be received from all community agencies, health services and education settings and self-referrals.

IFS services can take referrals without consent from the Department of Child Safety and other prescribed entities. Referrals into this service must demonstrate the referred family has multiple and complex needs, has a child/ren under 18, are at risk of entering the child protection system if support is not obtained and would benefit from a case management service.

Enquiries can be received via Phone: 4860 8100

Or Email: [rockhamptonintake@actforkids.com.au](mailto:rockhamptonintake@actforkids.com.au)      Referrals can be received via

On Line: <https://familysupportreferral.org.au>

### **AnglicareCQ**

Rockhampton Address: 160 - 164 Musgrave St, North Rockhampton

Phone: 1300 769 814

Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Service Types:

- Foster and Kinship Care
- Short Break Care
- Intensive Foster Care
- Residential Care
- Child Protection Counselling

**Buderoo House Youth Shelter.** *Darumbal Community Youth Services.* Youth Shelter Young people 16 -21 years old who are homeless or at risk of homelessness. 24 hrs 7 days a week. PH: 4927 5715

### **CatholicCare Central Family Relationship Counselling**

CatholicCare Central Queensland Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated. Appointments can be made by phoning 1300 523 985.

### **Centre for Play Therapy.**

Play Therapy is a structured, theoretically based approach to therapy that builds on the normal communication of children. Children use play to express what is troubling them when they do not have the verbal language to express it. In play therapy toys are like the child's words and play is their language. Play therapy provides the opportunity for children to develop insight and resolution about their inner conflicts or dysfunctional thinking, along with learning more adaptive behaviours when there are emotional skills or deficits.

Most presenting issues can be suitable for play therapy, please contact us to discuss your specific enquiry to confirm eligibility. CPT currently accepts referrals for children 2-12 years and offers services for young adults up to 18 years.

For further information or make a referral, please see our contact details below.

Mobile: 0421 441 754 Email: [enquiries@c4pt.com.au](mailto:enquiries@c4pt.com.au)

Web: [www.centreforplaytherapy.com.au](http://www.centreforplaytherapy.com.au)

### **Children's Contact Service: Relationships Australia Qld**

CCS provides a safe and neutral place for children of separated parents to establish and maintain a relationship with their other parent and family members. The main functions of the program are facilitated changeovers and supervised contact. The service is short-term process aimed at supporting families to transition to self-managed post-separated parenting. The general timeframe for service is aimed at 4-8 months though this may be extended depending on individual families' needs and the best interests of children. Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277

### **Child & Youth Mental Health Service (CYMHS)**

Assessment and intervention for children and adolescents with severe or complex mental health issues and illness.

Contact Information : Quarry Street: ROCKHAMPTON 4700: Ph.: 4920 5700:

### **Child Development Service**

The Child Development Service is to provide a trans-disciplinary early intervention developmental service for children experiencing complex multi-dimensional developmental conditions. The service focuses on children under eight years of age

who have challenges in multiple areas of development. The service focuses on empowering families with a shared diagnostic understanding of their child's developmental and medical presentation and how they can best support their child across the life course. Referrals are accepted from General Practitioners, Child Health Nurses and Paediatricians. Enquiries accepted from parents and a referral form can be provided to support a GP referral.

Queensland Health provide other paediatric allied health services (e.g. dietetics, occupational therapy, physiotherapy, podiatry, speech pathology) for young people up to 18 years of age relating to medical conditions that are likely to result in deterioration of health status or hospitalisation if not treated. Referral processes and eligibility criteria differ across allied health departments.

Contact information; Child Development Service / Division of Family, Women & Children. CQ Hospital & Health Service Qld Gov. Sub-acute, Ambulatory & Community Services 82-86 Bolsover Street

PO Box 501 Rockhampton Qld 4700

Phone (07) 4920 6900 Fax (07) 4920 6871

### **Child Safety (Department of Child Safety, Youth and Women)**

Dedicated to protecting Queensland's children and young people, and ensuring they are safe from abuse.

Contact Information : Ground Floor, 36 East St: P O Box 108: ROCKHAMPTON 4700:  
Ph.: 4938 6844 also Ph.: 1800 177 135

### **CQ Youth Connect Sexual & Reproductive Health / BBV & SHS**

Youth Connect provides Sexual & Reproductive Health Education and Clinical Services in Central Queensland with a focus on Indigenous Youth age 14 plus in CQ. PH: 4932 5440. 92 Bolsover Street Rockhampton

### **Darumbal Community Youth Services**

Darumbal Community Youth Services Inc is a not-for-profit organisation providing a broad range of youth and family services in Rockhampton and across Central Queensland. We manage a number of programs aimed at providing assistance and support to young people and their families. We have a variety of current programs as well as information on completed programs and the outcomes that have been achieved for young people in the community.

- .Budaroo House Youth Shelter
- Regional Youth Support Services
- Darderrhi: Youth Substance Misuse Treatment Service
- Parent and Community Engagement Program

#### *Hours of Operation:*

- Darumbal Office: Monday to Friday 8.30am – 4.30pm
- Budaroo House Youth Shelter: 24hrs 7 days a week

*Contact Information:*

- Darumbal Office – 703 – 751 Yaamba Rd, Parkhurst PO Box 266, Rockhampton QLD 4700. Office Phone: 07 4922 6180
- Budaroo House: 07 4927 5715

<http://www.darumbal.org.au/>

[admin@darumbal.org.au](mailto:admin@darumbal.org.au)

**DDs Playtime**

0429393681

[ddsplaytimetherapy@gmail.com](mailto:ddsplaytimetherapy@gmail.com)

[www.ddsplaytime.com](http://www.ddsplaytime.com)

**EARLY CHILDHOOD INTERVENTION (ECI)**

*Early Childhood Intervention* is the process of providing specialised support and services for infants and young children with disability and/or developmental delay, between the ages of 0-7, and their families in order to promote development, wellbeing and community participation.

*The role of ECI is to support and assist parents and carers to:*

- Enjoy their child and family.
- Help their child develop skills & abilities to participate and enjoy daily life.
- Understand the kinds of experiences which can assist their child's growth and development, and what they can do to assist their child.

*Autism is a complex neurodevelopment condition. Early intervention is key to helping children with autism. The Early Start Denver Model, or ESDM, is an intervention for young children with autism. Donna is a certified ESDM therapist and proud to be able offer this early intervention to all our families.*

*The ESDM is an early intervention model for young children with autism. It targets the key features of autism, and has as strong evidence base for very young children. The ESDM involves intensive teaching in play-based sessions. It uses a curriculum that has strong focus on building interactions and relationship in everyday routines. The ESDM uses the teaching principles of Applied Behaviour Analysis. These principles have been researched and are the best way to teach children with autism.*

*What is the Early Start Denver Model?*

The Early Start Denver Model (ESDM) is a behavioural therapy for children with autism between the ages of 12-48 months. It is based on the methods of applied behaviour analysis (ABA).

Parents and therapists use play to build positive and fun relationships. Through play and joint activities, the child is encouraged to boost language, social and cognitive skills.

- Based on understanding of normal toddler learning and development
- Focused on building positive relationships
- Teaching occurs during natural play and everyday activities
- Uses play to encourage interaction and communication

ESDM therapy can be used in many settings, including at home, at a clinic, or in school. Therapy is provided in both group settings and one-on-one.

It has been found to be effective for children with a wide range of learning styles and abilities. ESDM can help children make progress in their social skills, language skills, and cognitive skills. Children who have significant learning challenges can benefit just as much as those without learning challenges.

Parent involvement is a key part of the ESDM program. Therapists should explain and model the strategies they use so that families can practice them at home.

### **Family and Child Connect (FaCC)**

FaCC is an early intervention referral service that works with families, who have children under the age of 18 in their care, that are facing challenges and could benefit from supports. The aim of FaCC is to connect families with the right service at the right time to ensure the safety of children in the family home.

Once a referral is received FaCC will:

- make contact with the referrer to discuss the concerns listed in the referral
- make contact with the family to discuss the concerns and explore what supports would be beneficial for the family
- connect families to support services that will meet their needs
- exit the family once the appropriate supports have been arranged

In order to refer a family to FaCC it is necessary for non-mandatory reporters, such as early education providers and non-government organisations, to obtain consent from the family to do so. Mandatory reporters, such as schools, health, police and Child Safety are able to make a referral without consent however it is still recommended, where possible, to obtain consent from the family prior to referrals being made. There is no cost involved or limit to the number of times a family can access this service.

You can make a referral to FaCC by using the [Online Referral Form](#), calling 13 FAMILY (13 32 64), or by email to [facc.cq@ucommunity.org.au](mailto:facc.cq@ucommunity.org.au). If you are after further information about FaCC please call or see our website <http://familychildconnect.org.au/>.

In CQ our offices locations are as follows:

- 229 Musgrave Street, Rockhampton
- 25 Off Street, Gladstone
- 124 Borilla Street, Emerald

### **Girls Time Out**

Girls Time Out is a service located in Rockhampton, QLD that provides Programs for both young Men & Women in the region between the ages of 12-25. The ranges of programs we provide are the Young Empowered Parents Program. The Young Mums Support Program, the Me, Myself & I Program and the Gen/Y Housing Program. The Young Empowered Parents Program contributes to positive beginnings for young parents up to the ages of 25, The Young Empowered parents program offers the participant to learn about each area of wellness, and how working toward living at a

place of increased wellness can have positive effects on the participant and their parenting. The Young Mums Support Program aims to support Mothers or pregnant mothers by building parenting and relationship skills, Reducing isolation and providing support to enhance social and emotional wellbeing. The Me, Myself & I program is designed for young women to develop an awareness of her own identity with the aim of building up & maintaining her effectiveness and well-being. The Gen-y program is for young men & women aged between 16-25 years old who are needing assistance with accessing housing and accommodation.

*Girls Time Out Contact Information:* PH: 07 4922 7236 @:  
[manager@girlstimeout.com.au](mailto:manager@girlstimeout.com.au)

Facebook: *Girls Time Out* Instagram: *girls.time.out*  
Address: 137 Musgrave Street, North Rockhampton

### **headspace Rockhampton and Gladstone**

#### Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. To see what other support is available from Roseberry, please go to [Roseberry Qld](#) in this Directory.

### **Helem Yumba CQ Healing Centre:**

Works with Indigenous families to address issues of family and domestic violence. Provides counselling and support to families and individuals experiencing or at risk of domestic and family violence; group therapy, workshops and legal services. See also

*Helem Yumba dos not condone violence of any sort.*

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700

Phone: (07) 4931 8600 Fax: (07) 4921 3877

Free Call: 1800 776 727

[admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

### **Our Space**

Our Space is a community connection point located in Stockland Rockhampton. It is a place for community to connect to services, and services to connect to community, with a focus on improving health and wellbeing for children, youth, and families.

We are located opposite ANZ in Stockland Rockhampton and are open Wednesday to Friday (with some Saturdays). We also have a facebook and Instagram page for information about upcoming events and Our Space news.



If you have information (such as flyers or brochures) for our target group please feel free to drop them off! If you would like to operate an activity from the space please contact [ourspacecoordinator@gmail.com](mailto:ourspacecoordinator@gmail.com) or phone 0498 319 116 for a booking form and booking guidelines. Also see <https://www.facebook.com/OurSpaceRockhampton/>

### **Play Matters Qld**

Playgroups are informal and relaxed weekly get-togethers of mums, dads, grandparents, carers, children and babies.

Playgroup helps children:

- participate in new experiences
- develop and increase their social skills
- learn about sharing, cooperating and routines
- interact with other families in a safe environment
- discover more about their world
- and have fun!

Playgroup helps adults:

- meet other local families and develop friendships
- relax and talk in a safe environment
- share experiences and ideas
- play with and nurture their child's development
- make connections within their local community
- and have fun!

With over 1000 playgroup sessions each week, you are sure to find a playgroup to suit your needs. Playgroups all over Queensland have vacancies for new families just like you. Before you join, have a taste of what playgroup is all about by taking advantage of our two free play sessions.

1800 171 882 Website: <https://playmatters.org.au/about/queensland>

To find a playgroup near you click on [Find a playgroup](#) and put in you post code.

### **Police Citizens Youth Club (PCYC)**

Police-Citizens Youth Club Rockhampton is a Not-for-Profit organisation that aims to enhance our community through youth development. This is encouraged through a caring environment with a range of activities for all ages as well as affordable membership and activity fees.

Contact for more information

PCYC Rockhampton

P. 07 4927 7899

W [www.pcyc.org.au/clubs/pcyc-rockhampton/](http://www.pcyc.org.au/clubs/pcyc-rockhampton/)

Stapleton Park, Bridge Street, North Rockhampton 4701

### Youth Support Service (YSS)

Through funding from the Department of Child Safety, Youth and Women, PCYC Queensland is able to provide Youth Support Services across 12 regional, remote,

and metropolitan communities in Queensland. YSS provides holistic, individualised, practical and case management support for at – risk young people that are 12 to 21 years of age (8-11 years of age, if older sibling engaged with service). The service offers planned support towards achieving goals within the young person's priority areas for change. Support is delivered in the context of the family wherever possible and focuses on reconnecting young people with natural and community supports.

Through the Service provided, young people are supported to:

- Learn new skills to find employment and maintain positive relationships.
- Build their guidance and resilience to cope with everyday life situations
- Maintain a healthy and productive lifestyle
- Re-engage back to school, with family and the community

Contact for more information or to make a referral:

Tanya Poncho: M. 0457 786 272 E. [tanya.poncho@pcyc.org.au](mailto:tanya.poncho@pcyc.org.au)

Darren Mann: M. 0457 791 736 E. [darren.mann@pcyc.org.au](mailto:darren.mann@pcyc.org.au)

### Braking the Cycle

Braking the Cycle is our volunteer driver mentor program designed to support learner drivers without access to a supervisor or registered vehicle to complete their logbook hours. The aim of the program is to provide young people with increased employment opportunities, community connection and driver education. Participants are matched with a specific volunteer from our extensive and experienced driver mentor network. Mentors provide encouragement and help young people improve their self-esteem and develop positive road safety attitudes.

Contact for more information or to make a referral

Rebekah Finch

M. 0428 690 859 E. [rebeka.finch@pcyc.org.au](mailto:rebeka.finch@pcyc.org.au)

### **Rockhampton Specialist Therapy Services- Act for Kids**

Rockhampton Specialist Therapy Services- Act for Kids is a free therapeutic service that adopts evidence- based interventions for children and young people who have been impacted by unwanted sexual experiences (aged 0 to 18 years) or those who display harmful sexual behaviours (aged 10 to 17 years).

Our services are tailored to meet the individual needs of children, young people and their families in Rockhampton, Gracemere, Capricorn Coast and Mt Morgan.

#### *We can help:*

Develop responses to unwanted sexual experiences or to those who display harmful sexual behaviours by:

- Providing a safe place to express and process difficult thoughts and feelings
- Giving children and young people the opportunity to explore the impact of their experiences
- Supporting children and young people to develop skills for managing unpleasant physical sensations

- Empowering parents and care givers to help them deal with the complexity of the situation and any challenging behaviours of the child or young person.

Address: 38 Armstrong Street, Rockhampton.

Phone: 07 4860 8100 Email: [referralsrockysva@actforkids.com.au](mailto:referralsrockysva@actforkids.com.au)

### **Rockhampton Youth Alcohol and Other Drugs Service**

The Youth Alcohol and Other Drug Service (YAODS) Rockhampton is co-located with the Rockhampton Child and Youth Mental Health Service (CYMHS). The service aims to provide early identification, treatment and management of alcohol and other drug use with young people aged 12-17 (up to their 18<sup>th</sup> birthday) to reduce risks and harms associated with substance use in the Rockhampton region.

#### *Youth AOD Services*

- Intake
- Assessment
- Brief intervention
- Evidence-based treatments
- Information and education
- Relapse prevention

*More Information:* CYMHS : Rockhampton Base Hospital : Quarry Street : Rockhampton QLD 4700 : Ph) 07 4920 5700 E-mail)

[YouthAODSRockhampton@health.qld.gov.au](mailto:YouthAODSRockhampton@health.qld.gov.au)

### **Roseberry Qld**

Roseberry Qld is a community based organisation providing a variety of services to meet the identified needs of young people and families who are experiencing difficulties as well as accommodation services.

#### *Housing Services*

Contact Information: 21 Dawson Road, Gladstone

Tel: 4972 0047; Fax: 4972 0917; email: [admin@roseberry.org.au](mailto:admin@roseberry.org.au)

#### *Community Housing*

Community Housing provides accommodation for low to medium income earners. Referrals for long term accommodation are provided through the Department of Housing.

#### *Crisis Housing*

Roseberry Qld manages crisis accommodation, which is available for singles, couples or families who are aged 16 years to 25 years. Call Roseberry Qld to enquire about availability.

#### *Long Term Housing*

Roseberry manages a portfolio of long-term community housing units and houses. As a community housing provider we operate under the One Social Housing System. All applications are made through the Department of Housing. Tel: (07) 48992400.

### *Youth Shelters*

#### *Jacks House – Rockhampton*

Contact Information: *Jack's House*: 122 Kent Street Rockhampton

Tel: 4922 2453; Fax: 4922 2054; email: [jackshouse@roseberry.org.au](mailto:jackshouse@roseberry.org.au)

*Jack's House* is a 24/7 crisis shelter for young people aged 16 - 19 years, who are homeless or at risk of homelessness in the Rockhampton region. Jacks House is staffed 365days a year. Jacks House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

#### *Roseberry House – Gladstone*

Contact Information: Roseberry House: 20 Rollo Street, Gladstone, Qld Tel: (07)

4972 5383. Email: [RoseberryHouse@roseberry.org.au](mailto:RoseberryHouse@roseberry.org.au)

Roseberry House is a 24/7 crisis shelter, for youth aged 16 – 25 years, experiencing homelessness, or at risk of homelessness. Roseberry House is staffed 365days a year. Roseberry House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

#### *Dignity Hub*

Contact Information: 20 Rollo Street, Gladstone, Qld Tel: 0427 751 639

The Roseberry Dignity Hub provides community members and families experiencing homelessness (of any age bracket) access to free:

- laundry facilities
- bathroom facilities
- kitchenette (tea and coffee making facilities)
- access to perishable food items for those experiencing crisis
- information and referral to other services
- Adaptable Living Program

#### *Transition to Independent Living (TIL)*

Contact Information:

*Rockhampton*: 122 Kent Street, Rockhampton. Tel: 4922 2453; Fax: 4922 2054

*Gladstone*: 20 Rollo Street, Gladstone. Tel: (07) 4972 5383

*Transition to Independent Living (TIL)* TIL service provides Mobile support to young people aged 16-25 who are living independently, in Gladstone and Rockhampton. The program aims to provide practical support for the emotional well-being of the young person. As well as guiding young people to maintain and sustain their tenancies. This includes: referrals to appropriate service, information provision, advocacy, transport to appointments and practical assistance.

### *ParentsNext*

Contact Information: 20 WilliamSt, Rockhampton. Tel: 4923 7700.

Our ParentsNext team is based in Rockhampton and visits Gladstone, Biloela, Emerald, Woorabinda and Emu Park/Yeppoon.

*ParentsNext Program* is designed to assist and support parents in receipt of parenting payment, with a youngest child under the age of six, to overcome challenges and barriers to build their individual pathway to education and employment goals.

The program offers support to participants experiencing barriers such as homelessness, mental health issues, substance misuse, lack of support networks, parenting skills, access to counselling services, information provision, education, mentoring and advocacy.

### *Youth Enhanced Support Services (YESS)*

Contact Information:

Rockhampton : 30 William Street, Rockhampton Tel: 4923 7700

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917

Youth Enhanced Support Services (YESS) is a primary mental health assertive outreach service for 12 – 25 year-olds who have, or are at-risk of developing, a serious mental illness. Through provision of wrap around clinical and psychosocial mental health supports, we provide a service to the 'missing middle' – young people who require a more intensive wrap around service than our headspace Primary Care model, but who do not meet the Qld state mental health services criteria. Operating under a recovery orientated, strengths based approach, our team of mental health clinicians and mental health support workers provide supports through holistic care planning and a stepped care approach.

### *Family Support*

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: [yfs@roseberry.org.au](mailto:yfs@roseberry.org.au)

Providing supports to families with children under 18 years of age (children in utero included)

- Referral and advocacy
- Therapeutic and practical supports to reconnect and strengthen families –
- Parenting programs Triple P Teens, 123 Magic and Engaging Adolescence, FERP (Family Emotional Regulation Program 8 -11yrs)

### *Reconnect –*

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: [yfs@roseberry.org.au](mailto:yfs@roseberry.org.au)

- Supporting youth aged 12 -18 homeless or at risk of homelessness or disconnection from family/education/community or positive social networks
  - Referral and advocacy

- Therapeutic supports, brief intervention supports
- Practical supports to reconnect or remain connected with housing services, specialist health services, education services, employment readiness and strengthen protective family connections

### *Youth Support –*

#### Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: [yfs@roseberry.org.au](mailto:yfs@roseberry.org.au)

- Supporting youth aged 12 – 21 vulnerable and at risk of homelessness or disconnection from family/education/community or social networks as well as; Special consideration for siblings of Youth Support participant, aged 8 -11 years.
- Referral and advocacy linking youth with pathways to supports within community.
- Outreach services providing individual case management, practical supports to secure stable accommodation, develop life skills, connect with education and employment opportunities, develop positive social connections, link with medical and mental health professionals.

### *headspace Rockhampton and Gladstone*

#### Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.

### **The Real Group**

At The Real Group we run a 13 week program for young people from 15-19 years who are struggling to engage with mainstream education. We complete a Certificate 1 in Skills for Pathways with a focus on work readiness and preparing our young people to be confident and accomplished to enter the workforce, engage in further training opportunities or return to the educational setting if this is their pathway. We place a great focus on ensuring that we are involved in various activities to develop our connection with the community, learn about self-care, mental and physical health, nutrition and well-being, team bonding and hands on learning in an incredibly fun and interactive way.

Please do not hesitate to contact me for further [information-elise@therealgroup.com.au](mailto:information-elise@therealgroup.com.au)  
I have included the webpage of the program for further information  
<https://www.realgroupaustralia.com.au/level-up-program/>

### **The Smith Family**

Saver Plus is a free 10-month financial education and matched savings program that assists people to improve their financial education and develop a savings habit for

their own or their child's education costs. As part of the program, participants receive:

- One dollar in matched savings for every one dollar they save, up to \$500, funded by ANZ
- Free MoneyMinded financial education
- Personal support and guidance from a trusted community organisation

Participants are encouraged to save up to a maximum of \$500 over 10 months and as an incentive, the ANZ rewards their savings by matching them dollar for dollar (up to \$500) to purchase education items. These education items include school and sporting uniforms and shoes, textbooks and stationery, laptop/computer/tablet, sports fees and equipment, camps and excursions, dance/swimming/music lessons, study furniture and course related fees and equipment, etc.

To be eligible, Participants must:

- Have a Centrelink Health Care or Pensioner Concession Card
- Be at least 18 years old
- Have some regular income (paid) from work (themselves or their partners) including casual, part time, fulltime, cash in hand, Carer's Pension or child support that is registered with the Child Support Agency
- Be a parent or guardian of a child at school or starting Prep next year or be studying themselves

For more information on Saver Plus please phone 0408 490 984 or email

[kathy.connaughton@thesmithfamily.com.au](mailto:kathy.connaughton@thesmithfamily.com.au)

Capricorn Communities for Children FP works with local organisations to empower and support a strong, child friendly community to enhance the wellbeing of children and families. Capricorn Communities for Children FP funds Community Partners to deliver early intervention and prevention services within the Capricorn Region (Rockhampton Regional and Livingstone Shire Council areas) for children aged birth to 12 years and their families.

All projects are aligned with one of the following priority areas:

1. Children thrive in their early years; and families and households are safe
2. People enjoy long and healthy lives; and children are born healthy and strong
3. Children are ready for school; succeed at school; stay in school; and reach their full potential

For more information on Capricorn Communities for Children FP or any of our funded projects please phone 0409 772 646 or 0400 841 417 or email

[CFCCapricorn@thesmithfamily.com.au](mailto:CFCCapricorn@thesmithfamily.com.au)

The Learning for Life program works in partnership with families to support their children's education and increase their chances of success at school. *Learning for Life* provides support from a dedicated Family Partnerships Coordinator, access to programs for the whole family and scholarship money to help with the costs of schooling. To be eligible, families must have a Health Care or Pensioner Concession Card, have a child in a primary school we partner with and support their children to attend school regularly.

*Learning for Life* also offers educational programs to enhance students' literacy and numeracy skills, reading, mentoring and careers, transition to high school and learning clubs. *Learning for Life* also offers training for professionals in the early years learning programs Let's Count and Let's Read.

*For more information, please contact:*

Karen Mulligan

Family Partnerships Coordinator - Learning for Life

The Smith Family

M 0481905240 E [karen.mulligan@thesmithfamily.com.au](mailto:karen.mulligan@thesmithfamily.com.au)

Tracey Blok-Earl

Programs Coordinator - Learning for Life

The Smith Family

M 0434780077 E [tracey.blok.earl@thesmithfamily.com.au](mailto:tracey.blok.earl@thesmithfamily.com.au)

*Growing Careers Project works to expand careers education in selected secondary schools. Students from two partner schools in the Rockhampton and Capricorn Coast community will have the opportunity to participate in multiple careers programs and activities across their secondary school journey. This strategic approach is based on evidence that young people who can recall four or more encounters with the world of work in school are far more likely to be in work, training or study as they transition to adulthood.*

*The project aims to:*

- *Provide career support to help disadvantaged young people with their school education and career transitions*
- *Align with international evidence and support disadvantaged young people to participate in multiple career support opportunities as they move through school*
- *Provide outcomes-based evidence through project evaluation which could influence the way careers education is delivered to high school students in the future*

*For more information please phone 0481 465 613 or email*

*[gcpqldteam@thesmithfamily.com.au](mailto:gcpqldteam@thesmithfamily.com.au)*

## **Strong Communities**

Strong Communities Ltd. Is a not-for-profit organisation which supports regional communities' wellbeing through the provision of services for children, families and organisations.

Programs offered include evidence based, early intervention programs to support parents, respectful relationship education programs for youth, grief, loss and resilience programs.

Facilitators are based in Rockhampton, Gladstone and Boyne Valley with outreach programs across Queensland.

Programs currently available:

- Circle of Security® Parenting™
- Engaging Adolescents™



- Seasons for Growth Child and Young People
- Seasons for Growth Parenting
- Seasons for Growth facilitator training
- 1-2-3 Magic® & Emotion Coaching
- Tuning in to Kids Parenting
- LOVE BiTES and LOVE BiTES Junior
- Drumbeat - Building resilience through rhythm
- Cultural Awareness Training

For more information: [info@strongcommunities.org.au](mailto:info@strongcommunities.org.au) or: 0404 722 553

### **Wahroonga Counselling Centre**

*Child Protection Program* provides intensive therapeutic support for ages 5 - 18 years who have experienced complex trauma. Referrals must come via the Department of Communities, Child Safety Services.

*Contact Information:* 114 Fitzroy Street: ROCKHAMPTON 4700: P O Box 8138: ALLENSTOWN 4700 Ph.: 4922 5226: Fax: 4922 5277:

[wahroonga@carinity.org.au](mailto:wahroonga@carinity.org.au)

### **Women's Health Information and Referral Service CQ Inc.**

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ) aims to enhance people's quality of life by providing a holistic service, contributing to the empowerment of individuals and improving the health and well-being of all women and their families throughout Central Queensland. WHIRSCQ works from a feminist perspective that values gender equality, acknowledges cultural diversity and provides a person-centred service delivery model. WHIRSCQ encompasses strength-based philosophies through open, honest and transparent therapeutic sessions with clients.

WHIRSCQ provide Free and confidential counselling and support in a safe, supportive, non-judgmental and non-discriminatory environment. This service can be accessed face-to-face, by phone or video counselling.

#### *General Counselling and Support:*

- Women 14 years and over
- Any issue affecting the well-being of the client
- Historical domestic and family violence
- Information and Referral

#### *Sexual Assault Counselling & Support:*

- Women, men & youth 12 years and over
- Recent or historical sexual assault

#### *Outreach Services:*

North Rockhampton, Yeppoon, Gracemere, Mount Morgan, Emerald, Blackwater.

*For further information and referral or enquiries, please contact the Centre:*

225 Bolsover Street Rockhampton

PH. 4922 6585 or 1800 017 382 Email: [reception@whccq.org.au](mailto:reception@whccq.org.au)

## **CLINICAL EDUCATION**

### **Clinical Education Consultancy**

CEC is a division of Rockhampton Counselling Services and provides Mental Health Education and Training aimed at business, general community groups and support agencies requiring affordable in house mental health training. These workshops are available across Central Queensland.

Some of the workshops that CEC can provide to your business includes:  
Managing Workplace Stress, Mental Health Education 101, Depression in the workplace, Communication, Suicide Prevention Training. These are just some of the flexible sessions that can be tailored to suit your business or agency requirements.  
Full day / half day / 2 hour sessions

*Referral:* To discuss your training and education requirements contact Paul Tyler  
*Contact:* 0490 033 945 Email: [info@rockhamptoncounselling.com.au](mailto:info@rockhamptoncounselling.com.au)

## **CLINICAL HYPNOSIS**

### **Rockhampton Hypnotherapy Centre**

Provides general hypnotherapy services. Hypnotherapy is a form of complementary therapy that utilizes the power of positive suggestion to bring about subconscious change to our thoughts, feelings and behavior.

*Hypnotherapy is a useful tool for the treatment of:*  
Depression, Anxiety, Weight Loss, Smoking Cessation, Irritable Bowel Syndrome, Stress, Relaxation, Pain Management and more.

Referral: Self-refer via the phone or their GP  
Private Health Fund rebates available for eligible Medibank Private clients

Contacts: 0490 033 945 Email: [info@rockhamptoncounselling.com.au](mailto:info@rockhamptoncounselling.com.au)  
Website: [www.rockhamptoncounselling.com.au](http://www.rockhamptoncounselling.com.au)

## **COACHING**

### **Catherine Coaching & Co**

Hey there!

My Names Catherine and these are the services I would love to offer you:

Are you seeking counselling?

Are you seeking Personal Development coaching?

Are you seeking Relationship coaching?

Are you seeking self-esteem coaching?

Are you seeking Christian life coaching?

Are you interested in personal styling sessions?

You're unsure? I'm more than happy to have a chat with you to see if this is even something you would like to consider!

*Catherine coaching & co* Ph: 0478 122 584 Email: [ccoachingco@gmail.com](mailto:ccoachingco@gmail.com)  
*Socials:* [cscoaching.co](http://cscoaching.co)

### **Intra-Mind: Mindset Mentoring and Life Coach**

Intra-Mind is a boutique company that is very personal in our approach. Please see <https://au.linkedin.com/in/tim-chan-07248a79> or contact Tim Chan at [timothychan@intra-mind.com.au](mailto:timothychan@intra-mind.com.au) to find out more

### **Navigate NDIS**

Navigate NDIS is an independent non-registered support coordination and recovery coaching service. Navigate offers services to NDIS participants in;

- Rockhampton and Capricorn Coast,
- rural towns by phone, email and/or video links and
- periodic face-to-face meet-ups available for rural participants within 500km radius of Rockhampton.

Operated by Dory Hickey, Navigate is built on 7 years' support coordination, 12 years' recovery mentoring and qualifications and extensive experience in adult education and behaviour change programs.

Offering support under the following headings:

- *Support Coordination Level 2*
- Psychosocial Recovery Coaching
- Life Transition Planning Including Mentoring, Peer Support
- Skill development and training.

Navigate's services are informed and guided by the NDIS Code of Conduct 2019:

P: 0408 577 403 E: [navigate.ndis@outlook.com](mailto:navigate.ndis@outlook.com)

### **COUNSELLING SERVICES**

#### **Achieving Balance**

##### *Work - Life - Family*

Achieving Balance is a counselling service that works holistically to support families and individuals to achieve balance in their Work, Life, and Family. Located in Rockhampton, Achieving Balance has telehealth and face to face appointments. Achieving Balance can assist people of all ages experiencing: anxiety, depression, NDIS, trauma, DFV and sexual assault.

For referrals or more information, please visit the website

[www.achievingbalance.com.au](http://www.achievingbalance.com.au), email [achievingbalance.cq@gmail.com](mailto:achievingbalance.cq@gmail.com), or call on 0432 044 773.

#### **Anglicare CQ Family Support Counselling**

Rockhampton Address: 160 - 164 Musgrave St

North Rockhampton

Phone: 1300 769 814 Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

## **Care to You – Rockhampton and Livingstone**

Care to You counselling is a new program offered by CatholicCare since July this year. An extension of CatholicCare's well know professional counselling services, Care to You brings specialised support directly to the client without their need for travel.

The specific client cohort this program focuses on are elderly individuals living at home or in residential care, clients undergoing palliative care and their families, and people living with life altering illness or conditions.

Care to You counselling sessions are affordably based on each individual's needs and circumstances. Participants accessing government funded packages, such as Aged Care, Home Care or the NDIS, may be eligible to have counselling costs funded for them as part of their package.

For more information phone 1300 523 985

## **CatholicCare Rockhampton, Gladstone, Yeppoon**

### Family relationship counselling

CatholicCare Central Queensland Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated.

Appointments can be made by phoning 1300 523 985.

### Family and Relationship Community Education

The Family and Relationship Community Education program provides education to groups, individuals and professionals to strengthen relationships, support families, improve the wellbeing of children and increase participation within communities. These services are provided to families, children, young people, communities and professionals. Topics include:

- Behaviour Management
- Self Esteem
- Budgeting
- Coping with Depression and Anxiety
- Parenting Workshops including 123 Magic
- Bullying

To find out what workshops and/or education is coming up in your area, visit the CatholicCare Central Queensland website at [www.Catholiccarecq.com](http://www.Catholiccarecq.com) or call our friendly Client Contact Team on 1300 523 985.

[ChildrenBeyondDispute.com](http://ChildrenBeyondDispute.com) showcases the works of Prof. Jennifer McIntosh, specifically the Child-Inclusive Mediation & Counselling (CIMC) program that she used to run in person, as well as the 90-minute Young Children in Divorce & Separation (YCIDS) parent education program aimed at those with very young

children (0-4 years), addressing all evidence-based complexities and developmental imperatives in post-separation parenting arrangements.

For more information about the *CIMC* program, here is a [short promo](#) and [click here](#) for a brochure.

For more information about the *YCIDS* program, here is a [short promo](#) and [click here](#) for a brochure.

### **Coffee & Couch Therapy Services**

Lee Valentine is an experienced local Accredited Mental Health Social Worker who provides telehealth services to individuals aged 16+ in areas such as:

- anxiety
- depression
- trauma
- exploring sexuality and gender identity
- relationship problems
- adjustment issues

Rebates are available with a valid Mental Health Care Plan.

For more information please go to:  
[coffeandcouch.com.au](http://coffeandcouch.com.au)

Or reach out at:  
[admin@coffeandcouch.com.au](mailto:admin@coffeandcouch.com.au)

### **Journey to Wellness Counselling & Support Service**

Hi! I'm Kate, the Founder of Journey to Wellness Counselling & Support Service. I'm a qualified social worker with experience working across many sectors including Disability, Employment Services, Family Support & Youth Mental Health.

I assist people to identify and build upon their inherent strengths and capabilities. I offer a non-judgmental space to explore thoughts, feelings, and experiences and work in partnership with people to develop skills and resources needed to overcome challenges so people can lead fulfilling lives. My approach is strengths-based using narrative, solution-focused, and cognitive-behavioral therapies.

Individual counselling with children, adolescents & adults. Sessions are currently only provided through telehealth via phone or video chat. Journey to Wellness Counselling & Support Service can assist with the following:

- Managing mental health issues such as anxiety, depression, and stress
- Improving communication and social skills
- Developing strategies for managing daily living tasks
- Improving coping skills and resilience
- Building self-esteem and confidence
- Improving relationships with family, friends, and carers

0493 624 018    [JTWCSS@outlook.com](mailto:JTWCSS@outlook.com)    Facebook.com/JTWCSS

### **Lou-Anne Fleming - Counsellor**

Hello Community,

*It takes a lot of courage and strength for most people to ask for help.*

As a counsellor, with 10 years' experience in the Community services sector, I am dedicated in creating a safe space for individuals to explore their thoughts, feelings and circumstances.

With a focus on empathy and understanding, I aim to assist clients in developing insights, coping mechanisms and strategies to navigate life's challenges. Together we can work towards fostering personal growth and well-being.

I am providing face to face in Rockhampton and surrounding areas, as well as zoom and phone counselling to those who can't attend in person.

To arrange an appointment or find out more, please phone: 0403 406 339 during business hours 9am – 4pm Monday to Thursday. Or email me at – [lacounselling888@gmail.com](mailto:lacounselling888@gmail.com)

### **Mental Healthcare Australia**

Mental Healthcare Australia is a Private Practice that supports families, individuals and young people to discover their true potential. Located in Rockhampton CBD, Mental Healthcare Australia uses the most modern therapeutic approaches that can create sustained change for you.

\* We accepting referrals for clients aged 6 and up who are seeking support for, however, not limited to: Anxiety & Depression, Trauma, Grief & Loss, Substance Dependence, Personality Disorder, Phobias, Autism Spectrum Disorder (ASD), Domestic & Family Violence, Individual Therapy, Children & Parenting Support, Adolescent Therapy, Expressive Therapy, NDIS, Online Services.

\* To learn more about our what we offer please contact us on: (07) 4927 6965 or alternatively visit our socials on:

- Website: [www.mentalhealthcareaustralia.com](http://www.mentalhealthcareaustralia.com)
- Instagram: @mentalhealthcareaustralia
- Facebook & LinkedIn: Mental Healthcare Australia

### **Reclaiming Hope Online Counselling**

Reclaiming Hope Online Counselling offers online or telephone counselling in the areas of Depression, Anxiety, Panic Attacks, agoraphobia, social phobia, self-esteem, boundaries and stress.

I have a Diploma in Counselling, two years of Social Work studies and offer a lived experience perspective into these conditions.

I am here to support you and encourage you. I work mainly with Mindfulness and Cognitive Behaviour Therapy. My hours include evening hours and Saturdays. Please see my facebook page.

You can contact me, Suzie, for further information or to arrange an appointment by phone on 0749383368 or by email at [reclaiminghopeoc@outlook.com](mailto:reclaiminghopeoc@outlook.com)

## **Rockhampton Counselling Services**

Provides general and specialist mental health counselling services for individuals, couples and families needing assistance with wide range of issues. We can also provide mental health education training courses / workshops tailor made for business non-government agencies and community groups.

### *Treating a wide range of issues:*

Depression, Anxiety, Stress Management, Relationship & Couple Counselling, Hypnotherapy, PTSD and Complex PTSD, Workplace Stress, Problem Solving, Communication, War Service Issues. Commonwealth Funded Better Access to Mental Health Care Services.

*Referral:* Referral is easy via the telephone. Clients can self-refer or via their General Practitioner. "Better Access" GP Mental Health Treatment Plan Referrals are accepted. (Gap fee applies)

*Contacts:* Rockhampton Counselling Services, City Heart Medical, Shop 2, 23 Denham street, Rockhampton, Qld 4700. Ph. 0490 033 945

Email: [info@rockhamptoncounselling.com.au](mailto:info@rockhamptoncounselling.com.au)

Website: [www.rockhamptoncounselling.com.au](http://www.rockhamptoncounselling.com.au)

## **Seasons Family Counselling**

At Seasons Family Counselling we offer flexible ways of doing counselling for individuals, couples and families. Session can be in person in Yeppoon, on the phone, or online via video conferencing. If needed morning, evening and even Saturday appointments are available. No referral is needed and the convenience of online booking and payment for appointments is available. For more information please visit our website at [www.seasonsfamilycounselling.com.au](http://www.seasonsfamilycounselling.com.au) or phone 0409 643 178.

## **Women's Health Information and Referral Service CQ Inc.**

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ) aims to enhance people's quality of life by providing a holistic service, contributing to the empowerment of individuals and improving the health and well-being of all women and their families throughout Central Queensland. WHIRSCQ works from a feminist perspective that values gender equality, acknowledges cultural diversity and provides a person-centred service delivery model. WHIRSCQ encompasses strength-based philosophies through open, honest and transparent therapeutic sessions with clients.

WHIRSCQ provide Free and confidential counselling and support in a safe, supportive, non-judgmental and non-discriminatory environment. This service can be accessed face-to-face, by phone or video counselling.

### *General Counselling and Support:*

- Women 14 years and over
- Any issue affecting the well-being of the client
- Historical domestic and family violence
- Information and Referral

*Sexual Assault Counselling & Support:*

- Women, men & youth 12 years and over
- Recent or historical sexual assault

*Outreach Services:*

North Rockhampton, Yeppoon, Gracemere, Mount Morgan, Emerald, Blackwater.

*For further information and referral or enquiries, please contact the Centre:*

225 Bolsover Street Rockhampton

PH. 4922 6585 or 1800 017 382

[reception@whccq.org.au](mailto:reception@whccq.org.au)

## **COURT SUPPORT**

### **Murri Court Coordination**

Laurel Mason

Coordinator - Murri Court and Yoombooda gNujeena CJG

Juwarki Kapu Lug Ltd

27 East Street ROCKHAMPTON QLD 4700

PH: 07 4927 7508 MOB: +61 429 271 652 EMAIL; [lmason@juwarki.org.au](mailto:lmason@juwarki.org.au)

### **National Enquiry Centre (NEC)**

The National Enquiry Centre (NEC) is the entry point for all telephone and email enquiries on Family Law matters ([Federal Circuit Court of Australia](#) and [Family Court of Australia](#)).

The NEC provides first level user support for the Commonwealth Courts Portal. This role involves registration, guidance and support for users of the portal.

The NEC can provide information and procedural advice, forms and brochures and referral advice to community and support services. NEC staff cannot provide legal advice.

Opening Hours: 8.30am to 5.00pm Monday to Friday

Contact details

- Phone: 1300 352 000
- TTY/voice calls: Contact the National Relay Service on 133 677
- Speak & Listen calls contact 1300 555 727
- International: +61 2 8892 8578
- Fax: [Please contact a family law registry](#)
- Email: [enquiries@familylawcourts.gov.au](mailto:enquiries@familylawcourts.gov.au)  
(NOTE: The email service cannot be used to file any court documents.)
- [Instructions for emailing the Court](#)

## **DECISION SUPPORT SERVICES**

### **Decision Support Services Qld**

DSSQ assists adults (18 years and older) who have temporary, intermittent, or permanently impaired decision-making skills, to work towards making decisions that reflect their will and preference, and positively shape their lifestyle and future.



We help people to understand their options and the likely outcomes, so they can make informed decisions and build upon their capacity to continue doing that.

DSSQ does NOT assess a person's legal capacity to make decisions. Where desired, DSSQ will also work with legally appointed decision makers such as Guardians, and informal decision makers such as supportive family and friends.

Our professional, independent services are grounded in experience, integrity, and sensitivity. We empower people to make well-informed decisions that reflect their will and preference, and shape their lifestyle and future.

Decision Support Services Qld is for:

1. Older adults who may have experienced the loss of their lifelong partner, or have just received a poor prognosis regarding a significant health issue, and need assistance to "get their affairs in order".
2. People with decision making impairment who don't have informal support from loved ones to help them make decisions about key transitions in their life, such as changes to living arrangements.
3. Informal Decision Makers such as parents (and other unpaid carers) of people with cognitive impairment, helping them to better understand their role and obligations, so they are promoting self-determination, control and autonomy.
4. Service Providers seeking training for staff to uphold and support the rights of their service recipients to have choice and control and to make decisions about their own lives.

Experience the peace of mind that comes from having your important matters professionally handled. See our website for more information.

Website [www.dssqld.com.au](http://www.dssqld.com.au)  
Email [info@dssqld.com.au](mailto:info@dssqld.com.au)  
Phone 0418 786 151  
Facebook <https://www.facebook.com/DecisionSSQLD/>

## **DEAF SERVICES**

### **Australian Hearing**

Free service to Pension Concession card holders, Eligible Department of Veterans' Affairs card holders and Community service obligation clients covering Paediatrics, young Adults up to 26, Aboriginal and Torres Strait islander people over 50 years. Ph. 4924 8600  
Contacts: 235 Musgrave St (07) 4924 8600 Open until 5:00 pm

### **Deaf Services Queensland**

Deaf Services Queensland is the prominent service provider for Deaf and hard of hearing community members across all ages in Queensland with a focus on community and empowerment.

Website: [www.deafservicesqld.org.au](http://www.deafservicesqld.org.au)  
Facebook: [www.facebook.com/DeafServicesQueensland](https://www.facebook.com/DeafServicesQueensland)  
YouTube: [www.youtube.com/user/DeafServicesQld](https://www.youtube.com/user/DeafServicesQld)  
Twitter: <https://twitter.com/DeafServicesQLD>

**Hearing Australia : Yeppoon**

Shop 11, Cedar Park Shopping Centre 1 Swordfish Avenue Taranganba QLD 4703  
07 4913 5200 <https://www.hearing.com.au/>

**National Hearing Care Rockhampton**

Audiologist  
235 Musgrave St  
(07) 4927 1766  
Open until 5:00 pm

**The Courageous Dinosaur & Me**

The Courageous Dinosaur & Me are proud to offer AUSLAN classes and interpreting services to meet the needs of people of all ages.

To find out more see [The Courageous Dinosaur & Me](#) in the Disability section of this directory.

168 William St. Allenstown  
0448 815 279

Please also see our Website <https://thecourageousdinosaurandme.com.au/> for more information.

**DISABILITY****4Mile Farm**

Our working farm is situated on 104 acres, just 10 minutes from Rockhampton and 5 minutes from Gracemere. We have opened our family farm to our clients to be involved in our everyday farm tasks, programs and different groups.

We have also invited outside organisations and groups to use us as an open farm and additionally offer many options funded under the NDIS including horse riding and petting activities and therapies

For more information please see <https://www.4milefarm.com.au/>

Contact: Nicky Dobson- 0403 291 770

Email- [office@4milefarm.com.au](mailto:office@4milefarm.com.au)

**Access Recreation Inc.**

Access Recreation is a completely independent, non-profit, incorporated association which has been serving the people of Rockhampton and district since 1989. A range of community linking and participation services is provided for people with a disability or mental health who live in and around Rockhampton, facilitating their active involvement in community life.

Access Recreation provides a range of services that are flexible to meet the needs of each participant. Services are designed to assist participants to develop social and meaningful roles in the community and in their own homes to allow them to live independently. All supports are tailored to the participant's needs and goals while targeting areas that will maximise opportunity, independence, growth and personal outcomes.

Access Recreation employs local people to support local people to achieve valued roles in our local community. The organisation also has a strong commitment to participating in the local economy, and conducts all its business right here in this region.

Anyone wanting further information about Access Recreation is welcome to phone 4922 7151 or email [reception@accessrec.org.au](mailto:reception@accessrec.org.au).

### **Adapt Housing - Providers of Specialist Disability Accommodation...**

ADAPT Housing coordinates SDA Housing solutions by working collaboratively with stakeholders across all SDA design categories and dwelling types. Specialist Disability Accommodation (SDA) refers to accommodation that receives special funding from the NDIS and is for participants who have extreme functional impairment and/or very high support needs. Unlike other NDIS Supports, SDA is funded for the 'Bricks and Mortar' homes in which other services are delivered. To find out more about eligibility and how to apply please see [Adapt Housing](#) or phone 1300 223 278 or email [info@adaphousing.com.au](mailto:info@adaphousing.com.au)

### **Aged and Disability Advocacy Australia (ADA Australia)**

Aged and Disability Advocacy Australia (ADA Australia), formerly known as Queensland Aged and Disability Advocacy Inc (QADA), is a not-for-profit, independent, community-based advocacy and education service, jointly funded by the Commonwealth and State governments.

ADA Australia assists older people and people with disabilities to understand and exercise their rights and responsibilities, as well as resolve their aged care and community care issues (in both home and residential aged care settings), through free and confidential information, education and client directed advocacy support, which is available throughout Queensland.

ADA Australia also provides a guardianship advocacy service to support adults whose capacity is in question with guardianship and administration matters, including support before the Queensland Civil and Administrative Tribunal (QCAT).

For further information, please contact us via the following options below:

*Phone:* 1800 818 338

*Email:* [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au) *Web:* [www.adaaustralia.com.au](http://www.adaaustralia.com.au)

### **All Types of Care (ATCQ)**

Shop 4 287 – 289 Richardson Road Kawana  
13ATCQ (132827)

NDIS Registered, local family-owned company proudly providing the following services in Central Queensland:

Assistance with daily personal activities including high Intensity, Assistance with household tasks, Participation in the community and Social and Civic Activities, Access Community Social and Recreational Activities, Innovative Community Participation.

Accommodation and Tenancy Assistance, Assistance with daily life tasks in a group or shared living arrangement, Assistance in coordinating or Managing life stage and transition support, Development of daily living and life skills, Assistance with Animals. Group and Centre based activities, assistance with travel and transport, Specialised Disability Transport, wheelchair bus and fleet of cars.

Community nursing care – High needs, Assistive products for household tasks.  
Supported Independent Living SIL and Specialist Disability Accommodation SDA  
Best Care in Better Hands.

### **Alzheimer's Association of Queensland Inc**

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

Rockhampton Carer's Support Group, Rockhampton Dementia Support Centre, 238 Richardson Rd: first Wednesday of each month 10am – 12pm

Capricorn Coast Carer's Support Group, Capricorn Coast Hospital and Health Service, 8 Hoskyn Drive, Hidden Valley, Yeppoon: first Tuesday of each month 1.00pm – 3pm  
Contact information: Phone 4928 1926 Email [gld.rockhampton@alzheimers.org.au](mailto:gld.rockhampton@alzheimers.org.au)

### **AQ (Autism Queensland)**

Our specialist therapy and teaching team deliver services for autistic children, adolescents and adults living in Central Queensland including Rockhampton, Central Highlands, The Gemfields (including Emerald), Yeppoon and surrounding areas. AQ Rockhampton is located at the John Villiers Centre of Excellence Central Queensland 373 Lakes Creek Rd, Koongal. [rockhampton@autismqld.com.au](mailto:rockhampton@autismqld.com.au). Ph. 4923 4800 [Find/Contact Us](#) | [Our Services](#) | [Other Centres](#)

*Please note that fees apply to AQ services and supports*

### **Australian Hearing Rockhampton**

Free service to Pension/Concession card holders, Eligible Department of Veterans' Affairs card holders and Community service obligation clients; Paediatrics, young Adults to 26, Aboriginal & Torres Strait islander people over 50 years. Ph. 4924 8600

### **Australian Red Cross**

#### Medical Equipment Hire Service

Rockhampton Branch assists people in times of need by providing a low cost mobility equipment and personal care aids for short term hire, to assist people in their home environment. All items are hired on a weekly basis and identification is required at the time of hire.

Clients should seek advice from their health professional as to the aid and the duration of use.

Phone: 07 3367 4736

Monday to Friday 9.30am – 4.30pm

[gldrockhamptonbranch@redcross.org.au](mailto:gldrockhamptonbranch@redcross.org.au)

## **Autism Connect**

[Autism Connect](#) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service.

The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

The service was developed by [Amaze](#), a peak body for those with autism and their families. Those staffing the free and confidential service emphasised that the service is "available to autistic people of all ages, their family and friends, and anyone supporting an autistic adult or child in education, health settings, or workplaces." Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via [www.amaze.org.au/autismconnect/](http://www.amaze.org.au/autismconnect/)

## **Basic Rights Queensland 1800 358 511**

Basic Rights Qld specialist community legal centre, providing free advice, advocacy and legal services for people with problems with social security or disability discrimination.

## **Better World Care**

Better World Care has been providing outstanding services in CQ for more than 2 years and have now extended our services to the Gladstone area. We are now going through the process of NDIS registration, and presently have capacity to provide supports to plan and self-managed participants. Available services include:

- Assistance with self-care activities including 24-hour support
- Social and Community Participation
- Community Nursing Care for Wound care, Health assessment and education, Catheter management, PEG, Skin integrity maintenance, Bowel care etc.
- Short term accommodation
- Medium term accommodation

Contact: Better World Care: 397 Farm Street, Norman Gardens.

Phone: 0477 454 990

Email: [enquiry@betterworldcare.com.au](mailto:enquiry@betterworldcare.com.au)

Website: [www.betterworldcare.com.au](http://www.betterworldcare.com.au)

<https://fb.me/betterworldcare>

## **BigDog Support Service**

BigDog Support Services is committed to ensuring that people with a disability have a choice and can live as independently as possible; that they can achieve economic participation and social inclusion and that the support that they receive from our organisation is flexible and responsive to their needs.

*Contact:* Rockhampton office - Monday to Friday 9am – 3pm. 0418 341 695 OR  
Administration 4632 9559 1800 A BIGDOG - 1800 22 44 36  
[www.bigdogsupport.com](http://www.bigdogsupport.com)

## **Brady Cares**

My name is Brady. I am a kind hearted, dedicated, and hard working INDEPENDANT SUPPORT WORKER ....with some availability. WEDNESDAY, FRIDAY, and SATURDAY 6:30am to 5:30pm

### *SERVICES INCLUDE*

Personal Care

Access Community

Personal Domestic Activities

Assistance with Self Care Activities

I like to keep busy and am willing to give anything a go.

### *INTERESTS*

Musician

Arts and Crafts / Hand Embroidery

Gaming

Movies

Long Walks

Yard Work

Animals/Nature

I do enjoy the outdoors but I am not a sporty person.

### *Experience and Qualifications,*

3 Years in Aged Care and Disability

Cert III in Individual Support/Aged Care

First Aid

Insurance

Blue and Yellow Card

Police Check

Driver's License

Vaxxed

ABN

Contact:

[bradycares01@gmail.com](mailto:bradycares01@gmail.com)

Call or TXT 0412574550 or PM me.

CQ Service Directory September 2024

## **BUSHkids**

*Phone number:* 07 4994 2120

*Street address:* Shop 1 and 2, 171 Bolsover Street, Rockhampton 4700

*Postal address:* P.O. Box 326, Rockhampton 4700

*Email:* [Rockhamptonecei@bushkids.org.au](mailto:Rockhamptonecei@bushkids.org.au)

*Target group:* Children below age 7 with disability and developmental delay.

*Information about organisation:* BUSHkids is the NDIS partner in the community for Early Childhood Early Intervention (ECEI) in Rockhampton. The NDIS ECEI approach aims to provide all children aged 0-6 years with developmental delay or disability the best start in life, regardless of diagnosis.

As the early childhood partner we:

- Work with families to
- determine the best supports that can be used to support the child,
- Identify information, community-based and mainstream supports that can be used to support the child, and
- If required, help families request NDIS access and once confirmed, work with families to develop a plan. Once a child's plan is approved families can choose the providers they wish to work with and the support begins.

## **Capricorn Care Services** ABN: 4458 136

Providing disability support for Plan Managed and Self-Managed participants.

Now offering Support coordination as well as:

- Personal Care and Assistance with P/C
- Community Access
- Domestic Assistance
- Lawn and Yard Maintenance
- Meal Preparations
- Medication Prompts
- Transport

Our Support Workers have a current Blue Card, First Aid and CPR Certificate, Yellow Card and Vaccination

Servicing Rockhampton and Surrounding areas.

0482 978 856

Email: [capcareservices@gmail.com](mailto:capcareservices@gmail.com)

## **Capricorn Citizen Advocacy.**

Capricorn Citizen Advocacy is a small not for profit, community based organisation based in Rockhampton, governed by a Management Committee.

Capricorn Citizen Advocacy was established in 1999 to implement a disability advocacy program in the area governed by Rockhampton Regional Council and Livingstone Shire Council. Our area now covers Rockhampton Region, Livingstone Shire, Banana Shire, Central Highlands Region, Longreach Region, Blackall-Tambo Region, Barcaldine Region, Diamantina Shire, Barcoo Shire, Gladstone Region, Winton Shire and Woorabinda Shire with a total population of 240,000.

Capricorn Citizen Advocacy works within the Citizen Advocacy framework; a model of disability advocacy based upon Wolfensberger's theory of *Social Role Valorisation*. Citizen Advocacy is a community based movement which recognises, promotes and protects the welfare and interests of people who have disabilities.

CCA recruits and supports freely given relationships between everyday members of the community (citizen advocates) and people with disabilities (protégés) who are vulnerable and who have unmet needs. It provides a practical way in which citizens, ordinary members of the community, can make a positive difference.

Capricorn Citizen Advocacy also provides an individual client advocacy service called 'Vantage Point'. The Vantage Point advocacy service provides a free, short-term, non-legal advocacy advice service.

The service can be provided via phone or other communication mode at a mutually suitable time. Information, advice, and onwards referral (where relevant) will be provided. The primary focus of this advocacy service will be on fundamental needs.

CCA is funded by the Queensland Disability Advocacy Program through the Department of Seniors, Disability Services & Aboriginal and Torres Strait Islander Partnerships.

Contact Information: Capricorn Citizen Advocacy, 19 Willis Street, West Rockhampton. PO Box 1175; Rockhampton Q 4700.

P: 07 4922 0299 M: 0409 220 072.

Office: [office@capricornca.org.au](mailto:office@capricornca.org.au)

Website: [www.capca.org.au](http://www.capca.org.au)

### **Capricornia Respite Care Association Inc.**

2/74 Victoria Parade. Rockhampton Phone 4930 7600

### **Carer Gateway**

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

### **Carers Qld**

With 1 in every 11 Australians caring for a family member or friend, Carers Queensland is committed to providing specialised carer, and disability support services.

Carer Queensland Programs:

- NDIS Local Area Coordination Partner in the Community Program
- Health and Wellbeing activities – Face-to-face and online, see monthly calendar of events
- No Interest Loan Scheme – Up to \$2000 for a range of goods and services
- Guardianship and Advocacy Program



- It's All About Me – Young Carer Programs
- Community Engagement and Information sessions
- RTO Accredited Training – Skills for Success, Certificate III & IV courses

For more information:

07 3900 8100

[info@carersqld.com.au](mailto:info@carersqld.com.au)

1300 747 636,

[www.carersqld.com.au](http://www.carersqld.com.au)

### **Child Development Service**

The Child Development Service is to provide a trans-disciplinary early intervention developmental service for children experiencing complex multi-dimensional developmental conditions. The service focuses on children under eight years of age who have challenges in multiple areas of development. The service focuses on empowering families with a shared diagnostic understanding of their child's developmental and medical presentation and how they can best support their child across the life course. Referrals are accepted from General Practitioners, Child Health Nurses and Paediatricians. Enquiries accepted from parents and a referral form can be provided to support a GP referral.

Queensland Health provide other paediatric allied health services (e.g. dietetics, occupational therapy, physiotherapy, podiatry, speech pathology) for young people up to 18 years of age relating to medical conditions that are likely to result in deterioration of health status or hospitalisation if not treated. Referral processes and eligibility criteria differ across allied health departments.

Contact information; Child Development Service / Division of Family, Women & Children. CQ Hospital & Health Service Qld Gov. Sub-acute, Ambulatory & Community Services 82-86 Bolsover Street PO Box 501 Rockhampton Qld 4700 Phone (07) 4920 6900 Fax (07) 4920 6871

### **CatholicCare NDIS services**

CatholicCare Central Queensland is a registered NDIS Provider. The NDIS supports people with a permanent and significant disability which affects their ability to take part in everyday activities.

Your support may include:

- Support Coordination
- Plan Management
- Pre Planning or Ongoing Planning
- Personal care
- Respite
- Skills training to develop independent living
- Counselling services
- Community access and participation

For more information phone 1300 523 98

### **CKI Support Services (Yeppoon and Emu Park)**

At CKI we provide a range of services to NDIS participants and our focus is to improve the lives of people through dedicated service based upon our core values of compassion, integrity and knowledge.

If you or someone you know requires support in the disability or mental health space then reach out to us for assistance in the following areas-

- community access, - skills development and training, - assistance with daily activities, - support coordination or psychosocial recovery.

[admin@ckisupportservices.com.au](mailto:admin@ckisupportservices.com.au) mobile: 0482445077

### **Community Connectors**

Community Connectors support people from culturally and linguistically diverse and non-English speaking backgrounds to access the NDIS.

They help by acting as a liaison between you and the NDIS.

Your Community Connector can support you to:

- apply for the NDIS
- connect you with your local NDIS contacts
- provide support for you to understand and use NDIS services better.

Contact: Christie Green-Williams Mobile: 0403 860 667

Email [Christie.green-williams@acsl.org.au](mailto:Christie.green-williams@acsl.org.au)

Web: <https://fecca.org.au/communityconnectors/>

### **Community Solutions**

*A CoAct Accredited Employment Service Partner*

*Disability Employment Services | Workforce Australia*

If you want to find work then Community Solutions is the place for you.

Open the door to a world of opportunity and be supported by a team who believe in you.

When you register with Community Solutions, our dedicated local team in Yeppoon, Emerald and Rockhampton, invests in you from the start. You'll get one - on - one support with staff who listen to your needs, give you options to reach your goals and build your confidence and skills to help you on your road to success.

Community Solutions is a leading specialist employment agency with over 20 years' experience in helping Queenslanders with disability, health conditions, injuries or mental illness to find rewarding and satisfying work. Our team can help you overcome any challenges to finding a job so that you can enjoy the benefits of being part of the workforce.

#### *We Start with You!*

- Helping you look for suitable jobs
- Job search tools and training, such as resume development and interview skills
- Work-ready skills and training including short courses, work placements and apprenticeships
- Tailored assistance to help navigate any barriers you have into employment
- Understanding your needs and your employment goals
- Identifying your strengths and Identifying employment opportunities that are right for you
- Creating a plan tailored to your needs and putting your job search support plan into action

- Connecting you to medical professionals, employers, and training suited to your needs
- Setting you up with tools for success and helping you every step of the way
- Keeping in touch with regular check-ins – phone or face to face, whatever works best for you

Our support continues once you start work too, including:

- Job-readiness for your first day and personal support
- Liaising with your employers if needed and providing support with any issues that may arise
- Help with workplace modifications and support services
- Working with your medical and support services to help keep you in work

And, If you're already in work, but at risk of losing your job because of your disability, illness or injury, then we assist there too!

Get in touch

To find out more about Community Solutions contact your local team on:  
1300 621 499

<https://communitysolutions.org.au/>

Shop 6A / 18-22 Anzac Parade, YEPPOON

189 Musgrave Street, ROCKHAMPTON | Shop 1/112 Egerton Street, EMERALD

### **Cool and Calm Equine Assisted Learning.**

We work to promote the improvement in the physical, emotional and/or cognitive function.

Dobson Lane, Cawarral. 0400 971 692 [coolandcalmeal@outlook.com](mailto:coolandcalmeal@outlook.com)

[Cool and Calm Equine Assisted Learning: Facebook](#)

### **Co-ordinated Support Services**

6 East Street, Rockhampton QLD 4700 Phone 4928 6550

### **CPL : Choice, Passion : Life**

*Community Care*

At CPL, we provide disability support for people of all ages, helping them grow beyond expectations, seize new opportunities and do amazing things with their lives. From early intervention, to education, personal growth and employment, CPL provides the solutions, services and support to help you create the life you really want.

One-size-fits all solutions aren't what we're about at CPL – we work alongside you and your family to understand your goals. We're here to help you chase your best life. Call us today on **1800 275 753**

CPL is a NDIS registered, not for profit organisation that provides frontline services to people in the Rockhampton

- [Home Support](#)
- [Creative, Recreational & Life Skills Programs](#)

*Group Activities in the community  
After hours Day Centre Activities and fun.*

- [Employment Services](#) – Supported Employment, Individual Employment Support, Disability Employment services, Individual Employment support (IES) and School Leaver Employment support (SLES)
- [Equipment & Aids](#)
- [Therapies](#)
- [Housing Options](#)
- [Getting Into Your Community](#)
- [Online programs](#)
- [Aged Care](#)

CONTACT: Choice Passion Life – Area Manager – Rockhampton –  
Janita McLeod –Area Manager - 0436 647 836

Address: Rockhampton North – 39 Macaree Street, North Rockhampton 4701

CPL – Mylestones Solutions – Rockhampton Garden crew offers Supported Employment for NDIS participants on a Permanent part time employment basis.

CPL Mylestones Solutions – NDIS participants can see out employment opportunities using their NDIS funding to help achieve your goals in employment or self employment.

CPL Mylestones Solutions – offers School Leaver Employment Support (SLES) funded by NDIS to school leavers

For all the CPL Mylestones Solutions above please contact Melinda Cameron on 0436 621 141 or email [Melinda.cameron@cpl.org.au](mailto:Melinda.cameron@cpl.org.au)

### **CQ Home Assist Secure**

Home Assist Secure is a program, funded by Department of Communities (Housing and Homelessness) and Home and Community Care (HACC), and aims to remove some of the practical housing related difficulties experienced by older people and people with disabilities who wish to remain living in their own home.

PH: 4936 8522 or 1800 223 301.

201 Bolsover Street

### **CQ Home Care**

CQ Home Care is a Registered NDIS Provider. We are proud to be a local organisation that provides high quality disability support services in the Central Queensland region.

Our goal is to make each of our Participants lives easier, fairer and strive to assist them in achieving their goals.

Our team is highly experienced and fully compliant with all requirements set by the NDIS regarding certification, training and current vaccination status.

Our clients' needs differ, from high care to in-home support and assistance with daily living and social support.

Our team is experienced with using manual handling techniques, toileting, showering and assistance with medications and assisting with meal preparation, feeding clients and cleaning and tidying around the premise.

Providing two support workers for more complex disabilities is a familiar structure for our team and progress notes and documentation is structured and utilized to maintain effective handovers for support workers.

Providing support in a 24/7 setting is currently provided by our team and that is carefully coordinated resulting in a seamless and high-quality product for our clients.

To enquire further please call 0431 801 913 or email [cqhomecare@gmail.com.au](mailto:cqhomecare@gmail.com.au);

### **DDs Playtime**

0429393681

[ddsplaytimetherapy@gmail.com](mailto:ddsplaytimetherapy@gmail.com)

[www.ddsplaytime.com](http://www.ddsplaytime.com)

#### *EARLY CHILDHOOD INTERVENTION (ECI)*

*Early Childhood Intervention* is the process of providing specialised support and services for infants and young children with disability and/or developmental delay, between the ages of 0-7, and their families in order to promote development, wellbeing and community participation.

*The role of ECI is to support and assist parents and carers to:*

- Enjoy their child and family.
- Help their child develop skills & abilities to participate and enjoy daily life.
- Understand the kinds of experiences which can assist their child's growth and development, and what they can do to assist their child.

*Autism is a complex neurodevelopment condition. Early intervention is key to helping children with autism. The Early Start Denver Model, or ESDM, is an intervention for young children with autism. Donna is a certified ESDM therapist and proud to be able offer this early intervention to all our families.*

*The ESDM is an early intervention model for young children with autism. It targets the key features of autism, and has a strong evidence base for very young children. The ESDM involves intensive teaching in play-based sessions. It uses a curriculum that has strong focus on building interactions and relationship in everyday routines. The ESDM uses the teaching principles of Applied Behaviour Analysis. These principles have been researched and are the best way to teach children with autism.*

#### *What is the Early Start Denver Model?*

The Early Start Denver Model (ESDM) is a behavioural therapy for children with autism between the ages of 12-48 months. It is based on the methods of applied behaviour analysis (ABA).

Parents and therapists use play to build positive and fun relationships. Through play and joint activities, the child is encouraged to boost language, social and cognitive skills.

- Based on understanding of normal toddler learning and development
- Focused on building positive relationships
- Teaching occurs during natural play and everyday activities
- Uses play to encourage interaction and communication

ESDM therapy can be used in many settings, including at home, at a clinic, or in school. Therapy is provided in both group settings and one-on-one.

It has been found to be effective for children with a wide range of learning styles and abilities. ESDM can help children make progress in their social skills, language skills, and cognitive skills. Children who have significant learning challenges can benefit just as much as those without learning challenges.

Parent involvement is a key part of the ESDM program. Therapists should explain and model the strategies they use so that families can practice them at home.

### **Dianne McDowell**

Social Worker (Private Practice) – AASW 436518

NDIS Provider – specialising in Capacity Building including Support Coordination and Therapy Support

Email: [dianneNDISprovider@gmail.com](mailto:dianneNDISprovider@gmail.com) Phone: 0412315691

### **Disability Services. (Department of Communities, Disability Services and Seniors)**

Address: 80-82 Denham Street Rockhampton Qld 4700 Phone: 07 4938 6000

### **Disability Yard Care**

254 Eldon Street , North Rockhampton Qld 4701 Phone – 49286 550

Disability Yard Care is a Lawn Mowing and Yard Maintenance Service, Provided by young adults with a Disability.

Facebook – Disability Yard Care

Free Quotes, Whipper Snipping, Weeding Gardens, Edge Trimming, Tree Trimming Path and Driveway Cleaning.

### **Dog Therapy walking and social group**

Going forward, the walk will be held monthly in Yeppoon on the first Wednesday of the month and in Rockhampton on the first Thursday. Both start at 8.30am

- Yeppoon meets Anderson Park Ross Creek Boat-ramp carpark.
- Rockhampton meets at Yeppen Lagoon carpark opposite Rugby Park .

Open to people with certified assistance therapy dogs, any well behaved dogs and anyone who enjoys the company of dogs.

Contact 0408 577 403 or [navigate\\_ndis@outlook.com](mailto:navigate_ndis@outlook.com)

### **Dusty Boots Equine Assisted Learning**

I am excited to introduce you to the award-winning *Sue Spence Communications' Horses Helping Humans™* program. *Dusty Boots EAL* is partnering with *4Mile Farm* to bring this successful program to the Rockhampton region. This specialised horse whispering program for youth, children and adults alike has grown out of the well-known and highly regarded work that Sue Spence has been doing for many years by including horses to help humans learn effective communication and body language skills. This program has much to offer people of all ages with a variety of challenges.

We require participants to attend each session with their support worker / carer / parent. It is important their support person is in attendance for the entire session so they understand the skills being shown and can encourage the participant to apply those skills to everyday life challenges.

The program is suitable for all ages. Horses Helping Humans™ can benefit people facing different challenges including anxiety, depression, ASD, ADHD, ADD, shyness / lack of confidence and more. Sessions are held weekly however there is flexibility in the delivery to suit different situations. Please ask us how we can help.

Traditionally the Horses Helping Humans Youth Communications Program is delivered over three weekly sessions of 1 – 2 hours. This delivery option is most suitable for disengaged Youth with limited funding. However, as the program has evolved, it has been adapted to suit NDIS participants and can be delivered over a longer period with shorter sessions. These sessions can be ongoing. We recommend our 9-week program where participants have the opportunity to learn the skills and deepen their learning of these skills while working with 2 or 3 different horses over the 9-week period. However as mentioned before this timeframe is flexible and we are happy to talk to you about options to suit your participants' individual needs. Sessions are \$165 (exc GST) per session.

Please contact me for more information or if you have questions.

Linda: [dusty\\_boots@outlook.com](mailto:dusty_boots@outlook.com) or 0408 251 968

Email the name of the participant and I will forward you an intake form.

### **Endeavour Foundation**

Disability Services (accommodation, respite, 24/7 support, drop-in support, post-school services) Phone: 07 4936 1109

Learning and Lifestyle Centre (life-skill development and day service) Phone: 07 4931 9000

Endeavour Foundation Industries (supported employment) Phone: 07 4931 0555

Under the National Disability Insurance Scheme, Endeavour Foundation offer whole of life supports including learning, supported employment, accommodation, respite and life-skill development. Our focus is on collaboration and putting the people we partner with at the heart of everything we do to provide truly individualised support and effective outcomes.

Contact us on 07 4936 1109 or visit [www.endeavour.com.au](http://www.endeavour.com.au) for more information.

## **Entirely Health**

Entirely Health is your one-stop allied health clinic complete with physiotherapists, exercise physiologists, speech pathologists, dietitians and massage therapists, all working together under one roof for your benefit.

But for us, it's not enough to just be 'big'. We want people to be better, which is why we believe in career-long learning and commit to the continuous training of our staff. By doing so, it means you as a patient can receive best practice for today, for tomorrow and forever.

Entirely Health has practices in Rockhampton, Yeppoon and Blackwater.  
Entirely Health is a registered NDIS provider.

Should you like more information or to make an appointment please phone 07 49222722 or email [admin@entirelyhealth.com.au](mailto:admin@entirelyhealth.com.au) or visit our website at [www.entirelyhealth.com.au](http://www.entirelyhealth.com.au)

## **Envigor**

*Home Care, DVA Nursing, NDIS specialising in older clients.*

Envigor has been a trusted care provider for older Queenslanders since 2012, in private residences and also within retirement villages and aged care communities

.We offer:

- Everyday services – from domestic assistance and transport to personal care and social support
- Specialist services – from nursing and dementia care to post-hospital and palliative care
- Health management – using technology for chronic disease monitoring and management

What sets us apart?

- Competitive fees – ultimately meaning more money and time for your care
- Care appointments available 24/7
- Small enough to genuinely care – call Michelle direct on her mobile
- We don't limit you to a list of services – many of our clients are surprised we organise services that other care providers refused to

For all enquiries contact Michelle Boon on 0472 863 194, phone 1300 368 446, visit [envigor.com.au/central](http://envigor.com.au/central) – or email [m.boon@envigor.com.au](mailto:m.boon@envigor.com.au)

## **Equip U**

At Equip U, it's our mission to work with you to bring your vision for improved mobility to life - and who would have thought that doing so would be this easy? Should you have any queries about the types of products we offer or how they work, please get in touch with us today. From Cairns out to Mount Isa and down to the Sunshine Coast [We Come To You](#)

PH – [0457 840 537](tel:0457840537)

WEB - [www.equipu.com.au](http://www.equipu.com.au)

Work Days - Monday to Friday

CQ Service Directory September 2024



## **Expand Health – mobile physiotherapist**

Leigh Besch mobile physiotherapist providing an in your own home service.

Phone number:0459 889 359

Email: [Leigh.expandhealth@gmail.com](mailto:Leigh.expandhealth@gmail.com)

## **Fantasy Keep**

A place where adventures are discovered – and your first quest awaits.

*NDIS Groups, Social Events based in fantasy game role play*

1 on 1 sessions to build your skills and confidence combined with small group sessions to explore a world of fantasy and fun while increasing your social connections and abilities.

*The adventures that await will only be limited by your imagination*

*0476 025 060*

[FIRSTQUESTDND@OUTLOOK.COM](mailto:FIRSTQUESTDND@OUTLOOK.COM)

**First4Care: Andrew Brown Service Provider: ABN 20 954 306 167**

*About:* Accomplished, dedicated and disciplined with broad and substantial experience in various aspects of human contact, particularly community services, education, training and safety management. Strong qualifications in the electrical energy sector accompanied by professional development in team building and team leadership. Competent and efficient in fast paced work environments and a strong capacity to work effectively under challenging situations. A well-developed career history has enabled the ability to negotiate with the highest levels of both tact and diplomacy.

Andrew was a Disability Support Worker (Residential Care Officer) for Queensland Government and worked as part of a team supporting people with physical and intellectual disabilities. Planning for and attaining lifestyles and futures which met their individual needs and abilities as these are valued in the community.

Andrew worked with people using a person centred approach in their place of residence. Andrew actively assisted them to participate in activities including leisure, personal care and household management and also advocated participation and friendships in the local community.

Andrew is a passionate disability service provider and will go the extra mile to give each of their customers a tailored individualised service that is delivered respectfully and effectively, meeting the goal and aspirations of clients.

### *Core Values*

Dependability	Open-mindedness
Reliability	Consistency
Loyalty	Honesty
Commitment	Efficiency

### *Services*

Group/Centre Activities	Assist Personal Activities
Innovative Community Participation	Household Tasks

Daily Tasks/Shared Living  
Assist Travel/Transport

Assistive Prod-Household  
Task

E: [Andrew@first4care.com.au](mailto:Andrew@first4care.com.au) M: 0437 773 876

### **Get Mobility Vehicle Rentals CQ Pty Ltd**

2 wheel chair accessible sedans for rental.

Contact: Adrian (0417615484) & Frank (0412727070)

[GetMobilityCQ@hotmail.com](mailto:GetMobilityCQ@hotmail.com)

### **Home Caring Rockhampton - National Approved NDIS Provider Specialists**

Why our clients choose our specialist services:

We understand that every person has different needs and we will work with you to find the service that is best for you.

We believe in a person centered approach which puts you in control of your support.

We focus on:

- ❖ *Inclusion* – we care for a wide range of people from different backgrounds, including seniors, people living with disability and the First Nations Australians.
- ❖ *Individualised services* – we take the time to get to know you, and listen to what you want. We work with you to create a care plan that suits you, and helps you achieve your goals.
- ❖ *Integrity* – we respect your privacy and treat all of our clients with respect and dignity. It's not just what we do, but the way we do it that sets us apart as care providers.
- ❖ *Choice* – care should be empowering. We collaborate with you and your family, help you make informed decisions, and always put you in the driver's seat of your care.
- ❖ *Service quality* – our team upholds the highest standards of care. We treat our clients the way we would like our own loved ones to be treated, so you can be confident you're receiving the best service.

We offer a range of services to meet the needs of each individual, please visit our website [www.homecaring.com.au/rockhampton](http://www.homecaring.com.au/rockhampton) or alternatively, please contact us for further information.

P: 1300 875 377

E: [info@homecaring.com.au](mailto:info@homecaring.com.au)

### **Home Support Association Inc. (HSA)**

HSA is a local, non-government organisation that has been operating in the Rockhampton, Capricorn Coast, and Mt Morgan area for over three decades.

As a registered NDIS provider, we prioritise your strengths, interests, and goals to provide the ideal amount of support you need to lead the life you desire.

At HSA, we understand that every person is unique, with their own set of talents, abilities, and goals. We strive to match you with a support worker who aligns with your values, lifestyle, and most importantly, someone you feel comfortable with.

Under the NDIS, HSA is registered to provide the following:

- Supported independent living
- Assistance with daily life
- Exploring housing options
- Assist with life stage/transition
- Social and community participation
- Develop life skills
- Support Coordination
- Plan Management
- Specialist Disability Accommodation

We have options for group or individual support depending on your needs and your preference.

*Address:* 19 Cavell Street, Wandal

*Post:* PO Box 1166, Rockhampton Q 4700

*Phone:* 4931 8300

*Email:* [hsa@homesupport.org.au](mailto:hsa@homesupport.org.au)

*Website:* [www.homesupport.org.au](http://www.homesupport.org.au)

*Need a Support Worker?*

We are a male and female team with over 25 years' experience and qualifications between us in Disability and Aged Care

**Home of People's Empowerment H.O.P.E Services**

have availability for the following services

*Aged Care*

Assisted Daily Living Services, Personal Care,  
Meal preparation, Social Support, Medication Assist, Transport

*Disabilities*

Community Access, Health & Wellbeing programs  
Capacity building ,Assistance with Daily living

Contact us to discuss any client requirements

Phone Fiona 0427 512 566

or Bo 0412 512 982

[bohawe@hotmail.com](mailto:bohawe@hotmail.com)

**Independent Support Management (ISM)**

Independent Support Management (ISM) is based in Bundaberg, Rockhampton, and Fraser Coast providing *Plan Management & Kickstart Your Plan* Assessments for NDIS participants.

Our founders and staff have experience in areas of psychology, disability, mental health, finance, and business. Working together they have developed an approach to provide developmentally-appropriate guidance for the coordination of NDIS

participant's funds. Using person-focused technology, our approach tracks independence and quality during your journey with us.

Our team looks forward to answering any enquires you have about your NDIS plan.

Phone: 1800 954 559

Email: [support@ndism.com.au](mailto:support@ndism.com.au)

Address: 28 Bolsover Street QML Building Q 4700

## **Illume Holistic Creative Arts Therapy and Counselling**

Hello,

My name is Angie, I am a Holistic Art Therapist & Counsellor. Art has always been a part of my life, I've had many life experiences and events, both have led me down this path and this wonderful career choice.

Holistic Therapies can be helpful and very beneficial for people of all ages, men Women, children, teens, adults, dealing with a range of concerns including:

- \* Autism and other neurodiversities
- \* Teen issues
- \* Concerns of wellbeing
- \* Greif and loss
- \* Mental health issues (including anxiety, depression, PTSD, CPTSD)

### Practice Methodology

#### ❖ *Holistic Counselling*

Holistic counselling may assist with-

- The discovery of unconscious thought patterns
- Understanding how the nervous system works
- Assisting with the processing of both past and present life events
- Addressing root causes rather than only symptoms
- Resolving harmful routines and behaviours
- Reshaping thought patterns towards a more harmonious place

#### ❖ *Holistic Creative Arts Therapies*

Using the process of art making to improve and enhance the physical, mental and emotional wellbeing of individuals of all ages. Available art therapies include:

- Visual arts, painting, drawing and collage
- Mask making, clay work and textile arts
- Creative writing
- Music, dance and drama
- Meditation and visualisation
- Vibration & sound therapy
- Sand play (with sand tray or at the beach)
- Intuitive art

All within the context of holistic wellness therapy, rehabilitation and healing.

#### ❖ *Beach Walk & Talk counselling-*

Providing an open atmosphere that gives a feeling of being able to 'breath',

relax and enjoy the benefits of the outdoors. Movement can also assist in decreasing anxiety. Sand play sessions can be incorporated into this session also.

### Practice Framework

Holistic counselling and art therapies focus on the whole person, encompassing the mind, body, soul, working together to create harmony. Self-awareness and self-acceptance can be developed with the aid of holistic counselling, supporting the growth of more profound awareness and insight.

Creative art therapies of your choice can be incorporated within a counselling session or delivered separately - whatever works best for your needs.

NDIS Self and Plan-Managed Clients Welcome. This is accepted as part of your NDIS plan through Capacity Building or Core Support. Illume caters for everyone's unique requirements on their journey to happiness and harmony.

Creative Art Therapies & Counselling is accepted outside of, and within the NDIS as part of your NDIS plan through Capacity Building or Core Support.

Call- Angie Bryden- M.B.Ed HICAT Practitioner : 0421055908

[illumecreativearts@outlook.com](mailto:illumecreativearts@outlook.com)

Facebook- illumecreativearts therapy and counselling

### **ITEC Health**

ITEC Health is a disability service provider who provides support services for people with disabilities, by matching participants with a suitable support worker to assist them to achieve their NDIS goals.

Contact:

Rockhampton [4860 8640](tel:48608640) m: 0428 962 226 | w: [itechealth.com.au](http://itechealth.com.au) | a: 1/240 Canning Street,

### **Integrated Family and Youth Service**

IFYS provides specialist support and intervention programs for children, young people and families.

Across Queensland from Toowoomba to Cairns, IFYS provides a range of accommodation, support and counselling services.

- [Child Protection](#)
- [Support Programs](#)
- [Community Centres](#)
- [Disability / NDIS](#)
- [Accommodation](#)

Contact Information: 5438 3000 [admin@ifys.com.au](mailto:admin@ifys.com.au)

### **integratedliving**

integratedliving offers an extensive range of aged, disability and mental health services by facilitating Home and Support Services, Home Care Packages 1 to 4 and a Care Advisor Program. PH:1300 782 896. 25 Albert Street Rockhampton

## **Just Better Care Central Queensland - We're just for you**

Just Better Care provides in-home aged care and disability support services, supporting people to live independently.

Since our inception, we've been empowering our customers by putting individual preferences and support needs at the centre of our approach. Every Just Better Care office is owned and operated locally, providing affordable and accessible services that meet local and individual requirements. Our staff take the time to get to know you, identifying the best ways to support you. We never compromise on quality. We deliver the services you want, when and how you want them.

Contact: 66B Elphinstone St Berserker QLD 4701 : 07 4845 6921

[justbettercare.com/central-queensland](http://justbettercare.com/central-queensland) Or call 1300 587 823: you can request a call back at a time that suits you from 9:00am - 5:00pm, AEST Monday to Friday

## **KickAss Support Services**

KickAss provides support workers for social outings, shopping and basic in home support. KickAss also provides Support Coordination

We provide the below services for NDIS plan managed and self-managed participants:

- Support Coordination
- Support with socials, shopping and transport to appointments
- Happy to answer any NDIS questions / queries
- Groups
- Self Defence

Community Sector services we can help with are:

- Linking with other support services
- Basic case management
- Provided Self-Defence classes
- Happy to answer any community sector questions / queries

0448 650 588 [rodney@kickass.net.au](mailto:rodney@kickass.net.au) <https://m.facebook.com/KickAss.net.au>

## **kindred kare – THE FAMILY YOU CHOOSE**

Our vision is for support to be delivered *only* by those with a *genuine passion* for their work; possessing an *innate* desire to improve the lives of their clients.

kindred kare was founded with the mission to provide the support you deserve – person-centred care with one focus: helping YOU achieve YOUR goals.

Specialising in neurodiversity and challenging behaviours. We take pride in tailoring our care to each individual with the knowledge that our brains are as unique as our fingerprints.

[kindredkare.tn@gmail.com](mailto:kindredkare.tn@gmail.com) 0476 147 674

## **KinKera Community**

KinKera Community is creating homes to ensure that people living with disability have accessible and well-designed houses within communities that offer opportunities for full inclusion in social, cultural and spiritual aspects of life. We have a range of SDA designs in the categories of high physical support; fully accessible; robust and improved liveability. Our vision is to create integrated communities that

include people with disability and which encourages our residents to achieve independence and live the life of their choosing.

We have a [large](#) number of upcoming projects Australia wide (details can be found at [Our Residences - KinKera Community](#)) however for Central and North Queensland we have upcoming SDA builds at:

- Rockhampton
- Gladstone
- Cairns
- Townsville
- Mackay

We would love to hear from you if our builds in the above locations would suit you or your participants. Feel free to contact Niti Prakash, Community Engagement Manager at 0487 217 175 or [niti@kinkera.com.au](mailto:niti@kinkera.com.au) with any queries and she will be happy to help!

### **Life Stream Australia**

Support is provided to people of all ages, skill levels and support needs including individuals who present with complex support needs. Service can be provided through individual's funding packages or on a user pays basis:

- Post School Services
- Adult Lifestyle Support
- Flexible Family Support
- Respite
- Community Access
- In-home Accommodation Support
- User Pays

Contact: [11 Alan Drive, Frenchville QLD 4701](#), Ph [\(07\) 3394 4399](#) M [0407 615 710](#)

### **Life Without Barriers Rockhampton**

194 Alma Street, Rockhampton  
07 4921 1475

<https://www.lwb.org.au/disability/>

Sharon Berardi (She/ her)  
Disability Support Leader– NDIS  
Mackay, Rockhampton and Townsville  
P: 07 4965 4800 M: 0436 936 719  
[E: sharon.berardi@lwb.org.au](mailto:sharon.berardi@lwb.org.au)

*If you wish to make an enquiry you can call, phone or email for an enquiry form*

#### **Why choose Life Without Barriers?**

We're a trusted NDIS provider that personalises services based on your needs. We started as a group of families creating disability services for our local community. And, over the past 25 years, we've focused on tailoring our services to address the individual needs of each person.

Your rights as a person living with a disability are at the core of what we do. You can trust that no matter where we support you, across Australia, your needs come first.

### *Our reason for being*

Life Without Barriers has a strong history which defines us and gives us focus and determination for the future. Our purpose is to partner with people to change lives for the better. It is reflected in our values, portrayed in our vision, intertwined within our culture and is at the forefront of everything we do.

We are driven and determined, creating an environment where anything is possible. Together we are formidable, we gain strength from one another, obtain wisdom from our diversity and are united in our pursuit of creating something unique with the people we support. We are passionate and promote an innovative mindset, we think outside the box and strive to make a difference – we get fired up by our purpose, and we promote a single focus: people we support are first - always.

Our range of *lifestyle supports* help you build on your daily living skills, at home and out-and-about in the community. We'll help you with whatever you need or want to do, including trying new things.

Tasks, activities and skills we could partner on include:

- *Joining community clubs, activities and programs*
- *Learning employable skills*
- *Buying groceries*
- *Paying bills and budgeting*
- *Personal care*
- *Looking after your health and fitness*
- *Household chores*

All our supports will be tailored to you. Together, we'll help you feel more independent, while achieving your goals, being creative and having a good time.

### *What is Supported Independent Living?*

Supported Independent Living (SIL) is when you live in shared housing with other people or on your own with support from us.

That support is different depending on your specific needs, but it can include help with:

- *Moving out for the first time*
- *Learning to live well with others in a group setting*
- *Dealing with the responsibilities of living in your own home*
- *Getting ready for the day, eating healthily, and keeping well*
- *Completing household tasks*

Life Without Barriers Rockhampton covers Yeppoon and Cap Coast, Rocky and Mount Morgan.

### **LiveBetter**

LiveBetter is a dynamic human services agency which focuses its efforts on supporting people with disabilities, aged people, people with mental illness and children in the child protection system. We also provide a range of clinical services across regional



Queensland as part of a number of funded health programs which focus on increasing access to primary health care and wellbeing activities for rural and remote communities. We work with communities to develop strategies that are relevant within those communities. We provide practical support and value for money. This support can be provided in your home or in the community. We also have some group activities and centre based activities. Our aim is to provide individuals, families and communities in Australia with the resources and support they need to build on their existing capabilities and realise their potential.

### *Disability Services*

There are many services that LiveBetter provide to help meet your specific needs. Depending on your needs and the available funding, we will endeavor to provide the support you are seeking to make living life the way you choose possible.

- Accommodation support;
- Community Access;
- In home Respite;
- Group activities and outings;
- Personal care;
- Social Support;
- Home and Yard maintenance;
- Centre Based Respite;
- Allied Health Services (Occupational Therapy);
- Brokered support services;
- Case Management; and
- Your Life Your Choice (a self directed care model of service).

To access services, please contact our Intake Team on 1300 952 273, call in at one of our offices during office hours or [click here](#) to complete our online enquiry form any time.

### NDIS

LiveBetter fully supports the National Disability Insurance Scheme (NDIS) to achieve better outcomes for people with disability. Through our work with carers and people with a disability we understand the challenges you face in accessing quality services to help you live a better life.

Through the NDIS, the person with a disability receives individual funding, enabling them to manage how they access support to live their life. This approach brings changes to the way services are provided to Australians living with disability. LiveBetter are fully prepared for the NDIS. We will ensure consumers and carers achieve the best possible outcomes resulting from individualised services that meet the needs of participants under the NDIS.

### *What does NDIS mean for you?*

- More say in the support and services you receive;
- Choice regarding how it is delivered and who delivers it to you;
- Collaboration between you and LiveBetter to establish your needs and goals followed by development of a support plan to meet those needs; and
- Ongoing monitoring and review of your services to ensure they are meeting your needs.

- NDIS enables you, with the assistance of your family or carer, to tailor the delivery of your services to meet your individual support needs and allows you to exercise a greater degree of choice in the provision of your services. And if your support needs change, re-assessment can be arranged and services reorganised to meet your changing needs.

LiveBetter now provides all NDIS services For more information or to access services, please contact our Intake Team on 1300 952 273, call in at one of our offices during office hours.

Other services we provide are:

*Home Care Services* LiveBetter is a dynamic human services agency which focuses its efforts on supporting people with disabilities, aged people, people with mental illness and children in the child protection system. We also provide a range of clinical services across regional Queensland as part of a number of funded health programs which focus on increasing access to primary health care and wellbeing activities for rural and remote communities. We work with communities to develop strategies that are relevant within those communities. We provide practical support and value for money. This support can be provided in your home or in the community. We also have some group activities and centre based activities. Our aim is to provide individuals, families and communities in Australia with the resources and support they need to build on their existing capabilities and realise their potential.

*Meal Delivery* LiveBetter provides a Meal Delivery Service to a number of regions across Central Queensland and Wide Bay including Mackay, Rockhampton, Capricorn Coast and Bundaberg. We use meal providers to give our customers more choices on healthy foods. Our menu has a large range of fresh and exciting meals, soups and yummy deserts. We can also cater to dietary requirements including gluten free and lactose free.

There are also puree options available if required. We deliver our meals directly to our customer's doors on a weekly basis where they can be kept frozen and re-heated in the microwave when ready for consumption. Orders can be placed by calling 1300 952 273.

*Yard Maintenance* We offer a yard maintenance service to those living in our community who are unable to complete these tasks on their own. Our yard maintenance service is performed by a professional mowing man and/or gardener. To access our yard maintenance service, please contact LiveBetter on 1300 952 273

*Maintenance* LiveBetter can help you any small maintenance jobs you need done around the house. We will employ a qualified handy man to complete these jobs for you

*Domestic Assistance*, at LiveBetter, we can help our clients to keep their homes clean and tidy with frequent visits from a cleaner. Our cleaners can assist with tasks such as vacuuming, mopping, dusting, washing and more. To enquire about our cleaning service, contact us on 1300 952 273

*Social Support* At LiveBetter, we have a team of shoppers who spend their days helping community members with their shopping. Our shoppers can head to the shops

for you and pick up any items you require. Let us make shopping easy for you and have someone to do it for you. Get yourself a personal shopper today by calling 1300 952 273.

*Transport* At LiveBetter, we understand that as the years go by it becomes harder for our aged community members to get around. We can provide a personalised, door-to-door service to give you the support you need. If you are frail, have a disability or are a carer, then LiveBetter's transport service can make it easier for you to get around. Call us today on 1300 952 273 to start accessing our personalised transport service.

*Short-Term Accommodation (STA)* At LiveBetter we have been providing Short Term Accommodation for some time now, and we're excited to be able to expand and provide STA from our wheelchair accessible Centre in Fitzroy Street, Rockhampton.

If you or someone you know, is looking for a break in a safe, fun, home environment, we can tailor an option for you.

- All ages and abilities
- Activity schedules can be tailored to the individual
- Staff would be matched
- We can offer learning opportunities for people wanting to develop new skills, such as personal grooming, or working towards moving out of home
- Opportunity for 1:1 support or, opportunity to meet new people
- Able to plan occasions of support for groups of people, such as school holiday programs for groups of friends

For more information, to make a booking or to arrange a visit to view our facility, please contact Jodi Warby by phone on 0458 176 240.

#### Live Free Support Services

My name is David Rach, I have 8 years experience in a vast range of disability support services. I have been a Service Leader and an employee at Multicap for the past 3 years. I have lived in the Rockhampton region for 39 years. I am married with children and grandchildren.

Live Free Support Services will be offering quality disability support which will be guided by the NDIS pricing. If you are plan managed or self managed and are seeking flexibility, choice and control in your life choices and goals please feel free to contact me through my facebook page [Live Free Support Services](#), phone 0457855018 or email [davidrach@livefreesupportservices.com](mailto:davidrach@livefreesupportservices.com)

Supporting the Capricorn Coast, Rockhampton, Gracemere and Mount Morgan areas. I will be there "Supporting Your Everyday Independence"

#### LLSQ

My name is Rebecca Harcus-Duus and I own LSSQ.

LSSQ is a local business providing highly trained and experienced, independent Support Workers (sole traders).

The services provided are:

CQ Service Directory September 2024

1. Community Access Activities such as:

PCYC Brake the Cycle Driver Mentor Programme  
Outing to the Pilbeam theatre or the movies  
Dance classes like Old Time  
BBQs  
Sensory play

2. Short Term Accommodation such as:

Camping  
Holidays  
Respite  
Emergency Accommodation

Assistance when having to travel for medical reasons

3. In-home Care such as:

High-intensity self-care  
Assistance with daily needs  
Assistance with shopping  
Assistance with gardening

Our rates are in line with the NDIS price guide.

Rebecca [lssq@protonmail.com](mailto:lssq@protonmail.com) 0427633653

**Love Ya Lawn – Grounds and Garden Maintenance**

Delivering quality services whilst providing employment pathways for young people.

Services:

- Lawn care
- Garden Maintenance
- Hedge management
- Weeding and pruning
- Rubbish removal
- Yard maintenance

Call Now! 0438 884 629. Email: [info@lovelyalawn.com.au](mailto:info@lovelyalawn.com.au)

Web: [www.lovelyalawn.com.au](http://www.lovelyalawn.com.au)

***Mandy Pratt***

ABN: 27343821046

Worker screener ID: 41903060

Vaccinated: 02-10-21 doc number: 100119693479

E: [K.I.S.Coordination@outlook.com](mailto:K.I.S.Coordination@outlook.com) M: 0435921889

IF you require crisis support, you should contact your local GP, hospital, or mental health crisis team.  
Alternatively, you can contact Lifeline on 13 11 14.

**Melissa Murray - Personalized Independent Support Worker.**

0449870591

Not yet NDIS registered.

Auslan sign language

Blue card

Yellow card  
First aid and CPR  
Assist with Medication certification  
Experience with mental health, disability and aged care.

Personal care, in home supports, community access, sleepovers, weekend supports.

ROCKHAMPTON and Gracemere. ABN 95593720291

### **Mental Health Occupational Therapy Services in Rockhampton and Yeppoon**

Hi, my name is Lauren, lovely to meet you. I am a Mental Health Occupational Therapist providing psychological services in offices in Rockhampton and Yeppoon. I also provide comprehensive, and timely, Functional Capacity Assessments for NDIS participants with Mental Health illnesses.

I see clients from ages 10 and up, and my approach is very gentle caring, person-centred and evidence-based. I use a range of therapeutic techniques, including sensory regulation, neuropsychotherapy, sound therapy, nature based therapy, art therapy, body based therapies (formally known as somatic therapy), behavioural regulation and counselling (among others).

I am really passionate about working with clients who are neurodivergent, and I have been working in this field for 10 years. My website has more information about my style [www.thehealingweave.com.au](http://www.thehealingweave.com.au)

I also run nature based groups in Yeppoon (and hopefully soon Rockhampton), Nature-based therapy, often known as ecotherapy, plays a vital role in the therapeutic landscape for clients with autism, offering a soothing and enriching alternative to traditional therapeutic environments. The gentle embrace of nature can significantly enhance therapeutic outcomes for individuals with autism by providing a serene backdrop that fosters emotional and sensory integration in profound ways.

If you would like any information about anything listed above, please feel free to send me an email or give me a bell, I would love to catch up.

With care,

Lauren Beaumont  
Mental Health Occupational Therapist & Psychotherapist

I am in the office on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays. Please not I am often in sessions so may take a few days to respond to calls

*The Healing Weave operates on the land of the Darumbal Peoples. Sovereignty never ceded. We acknowledge the People who are the traditional custodians of this land. We pay respect to the Elders past and present, and extend that respect to all First Nations' Peoples.*

The Healing Weave  
[info@thehealingweave](mailto:info@thehealingweave)  
[www.thehealingweave.com.au](http://www.thehealingweave.com.au)

Offices in Rockhampton and Yeppoon  
Rockhampton, QLD  
0401775413

## **Mercy Community Services**

Contact : Regional Manager Sarah Watson

Address : Richardson Road Kawana Rockhampton

Contact number is 0455 965 293-

Areas – all of CQ with offices in Rockhampton , Gladstone, Mackay , Fraser Coast and services out to Longreach and surrounds

Services- support coordination, specialist support coordination.

## **MS Queensland**

We are the only Queensland provider with specialised services, dedicated to supporting people with MS and other neurological conditions. We tailor our services, offering caring, coordinated, and high-quality outcomes to support people living with Multiple Sclerosis (MS), Motor Neurone Disease (MND) and other related progressive neurological diseases, to live their best quality lives.

Related diseases: [Multiple Sclerosis and Related Disorders | MS Queensland \(msqld.org.au\)](https://msqld.org.au)

Our services and supports include:

- Employment Support
- NDIS Support Coordination
- Accommodation- SIL, SDA and Short-term (certain areas only)
- NeuroAssist Info Line
- MS Support Groups
- Workshops and Webinars
- Physiotherapy

Services Link: [Services & Support for People with Multiple Sclerosis | MS Queensland \(msqld.org.au\)](https://msqld.org.au)

Please refer to our website for further information:

[MS Queensland | Ensuring no Queenslander faces MS alone \(msqld.org.au\)](https://msqld.org.au)

*For any referrals or enquiries please contact our Customer Service team on: 1800 177 591 or email: [infomsgld.org.au](mailto:infomsgld.org.au)*

## **Multicap**

Multicap is a high needs disability support organisation providing individual, respite, family support networks, opportunities, and programs. At Multicap we have been delivering services and support to people living with a disability, particularly those with complex support needs, for 60 years. We currently have over 1200 highly skilled staff who support over 2000 people across Queensland and Northern NSW. Our range of services includes supported independent living, in-home services, short term accommodation, centre-based and community programs, assisted employment, social support activities, positive behaviour support and emergency accommodation responses.

Call us to talk about your individual support needs.

Contact Information: P 1300 135 886 | F 3341 3115 | E Customer Relationship  
[CustomerRelationship@multicap.org.au](mailto:CustomerRelationship@multicap.org.au)

|Rockhampton Community Hub - 90 Jardine Street, Rockhampton QLD | W  
<https://multicap.org.au/>

## **My Support Broker**

*Introducing My Support Broker to Queensland.* My Support Broker Qld (MSBQ) is a Peer to Peer Social Care Model. This social enterprise business provides self employment opportunities for those with the lived experience of disability and their carers, within their local communities. Trained Peer Support Brokers offer Support Coordination (personal shopping), Plan Management (financial intermediary) and support for Self Management in the NDIS and Aged Care package space.

### *How MSBQ Works*

Free internationally accredited training is provided for peer brokers to operate a virtual business via an online platform and user friendly e-wallet (for easy receipt of invoices and payments). Broker curated services and supports are sourced in accordance with a participating customer's requests, creating innovative personalised plans that works towards their goals and aspirations. Independent Quality Assurance guides all brokerage, providing reassurance and safeguarding for all involved in the planning process. Ongoing professional development is provided for brokers and customers can also receive training opportunities to work towards self management. Flexibility is key to the interaction between broker and customer, where fluctuation in health status and related circumstances impact.

### *What MSBQ brings to the Community*

- Social capital through valuing the lived experience of people with disability, ageing and their carers.
- Improved quality of life for those experiencing disability or the challenges of ageing and caring via better experiences of care and support. Improved perceptions of health, and in some cases reduced hospital admissions. Increased links to, and use of community supports and services.
- Self employment opportunities for those people who are often challenged to find meaningful, yet flexible work.
- Our virtual platform can also produce regional based intel reports to inform local service providers or support networks the unmet needs within the community, therefore leading to potential business expansion or start ups.

### *What's Next?*

We have recently trained Peer Brokers in support coordination and plan/fund management of NDIS and Aged Care packages, but will need more as participant numbers increase. Training dates and locations will be announced before the end of the year.

For more information please contact:

- Rose Vearing 0411 455 972 [rose@mysupportbrokerqld.com.au](mailto:rose@mysupportbrokerqld.com.au)
- Robyn Bryan 0428 684 721 [robyn@mysupportbrokerqld.com.au](mailto:robyn@mysupportbrokerqld.com.au)

### **National Disability Insurance Agency (NDIA)**

The National Disability Insurance Agency (NDIA) is an independent statutory agency, whose role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

For more information please see [National Disability Insurance Agency](#)

### **National Disability Services (NDS) Qld.**

NDS is the Australian peak body for non-government disability services. Through the provision of information, representation and policy advice, NDS promotes and advances services which support people with all forms of disability to participate in all domains of life.

Contact: Ph: 07 3357 4188 Fax: 07 3357 4288 Email: [ndsqli@nds.org.au](mailto:ndsqli@nds.org.au)

### **Navigate NDIS**

Navigate NDIS is an independent non-registered support coordination and recovery coaching service. Navigate offers services to NDIS participants in;

- Rockhampton and Capricorn Coast,
- rural towns by phone, email and/or video links and
- periodic face-to-face meet-ups available for rural participants within 500km radius of Rockhampton.

Operated by Dory Hickey, Navigate is built on 7 years' support coordination, 12 years' recovery mentoring and qualifications and extensive experience in adult education and behaviour change programs.

Offering support under the following headings:

- *Support Coordination Level 2*
- Psychosocial Recovery Coaching
- Life Transition Planning Including Mentoring, Peer Support
- Skill development and training.

Navigate's services are informed and guided by the NDIS Code of Conduct 2019

P: 0408 577 403 E: [navigate\\_ndis@outlook.com](mailto:navigate_ndis@outlook.com)

### **NDIS Appeals Support – Qld Advocacy Inc.**

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.



### NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

#### ***To be eligible for assistance through the Decision Support Pilot you must:***

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

#### ***Qld Advocacy Inc.***

*Phone:* (07) 3844 4200 or 1300 130 582 (cost of a local call)

*Fax:* (07) 3844 4220

*Email:* qai@qai.org.au

*Location:* Level 2, South Central  
43 Peel Street, South Brisbane  
QLD, 4101

*Postal Address:* PO Box 3384,  
South Brisbane Qld 4101

#### **NDSP plan managers**

NDSP plan managers are a specialist plan management provider. NDSP plan managers provide no other services to NDIS participants which means that we are completely independent and have no conflicts of interest.

#### *Why choose NDSP?*

We specialise in Plan Management and our priority is to;

- Check and pay provider invoices in a timely manner (*consistently within 3-5 business days*),
- Keep our customers informed of the funds remaining in their budget through the NAPPA portal access,
- NDSP have a dedicated Support Services team available for our customers to speak to who have extensive sector experience,
- The Support Services team are there to support our customers to build capacity regarding 'reasonable and necessary' funded supports,
- We have a client engagement team that will check in to make sure that participants are on track with utilising their plan.

*If a participant would like to sign up with us:*

- *Online Service Agreement:* <https://ndsp.com.au/plan-management-registration/> or
- *Email Service Agreement and/or Consent form:* [info@ndsp.com.au](mailto:info@ndsp.com.au) (up-to-date service agreement and consent to share forms, can be found on our website in our toolbox - <https://ndsp.com.au/participant-toolbox/>) or
- *Call our dedicated Onboarding team on:* 1800 63 63 77

Contact: Audrey O'Neill: Regional Coordinator

Phone: 1800 63 63 77 | Email: [AONeill@ndsp.com.au](mailto:AONeill@ndsp.com.au) [www.ndsp.com.au](http://www.ndsp.com.au)

We are a nationally registered NDIS provider

## **Oak Tree Alliance**

Empowering Growth, Crafting Inclusive Futures

Are you seeking personalised support coordination and specialist services in the CQ Region? Look no further!

### Why Choose Oak Tree Alliance?

#### *Tailored Support:*

We understand that every individual is unique. Our services are personalised to meet your specific needs and goals.

#### *Community Engagement:*

We believe in the power of community. Our approach encourages active participation and connection within the community.

#### *Expertise:*

With a dedicated team led by Catherine Cash, our Business Manager and Specialist Support Coordinator, we bring expertise and passion to every interaction.

Contact Catherine Today!

 Catherine Cash | Business Manager, Specialist Support Coordinator

 Mob: 0498 498 405 |  E: [ccash@oaktreealliance.com.au](mailto:ccash@oaktreealliance.com.au)

 Office: Shop 1/ 189 Musgrave Street, Berserker, QLD 4701

### Our Mission

Choosing Oak Tree Alliance as your support coordination and specialist support coordination provider is a decision engrained in a commitment to fostering growth, establishing meaningful connections, and empowering individuals with disabilities to lead strong, resilient, and inclusive lives.

### Why Oak Tree Alliance Stands Out:

#### *Impartial Support:*

Our commitment to impartiality ensures that our clients receive the most suitable and tailored support, placing their goals and preferences at the forefront of our approach.

### *Compassionate Team:*

What sets Oak Tree Alliance apart is our unwavering dedication to creating a positive impact on the lives of those with disabilities. Our team is not just experienced; they are compassionate, knowledgeable, and devoted to making a difference.

### *Tailored Support:*

Our approach is personalised, ensuring that each individual receives the specific assistance they need to achieve their goals and live a fulfilling life.

### *Community Engagement:*

Community engagement and partnerships are at the core of our philosophy. Oak Tree Alliance believes in the power of collaboration, expanding the network of support available to our clients.

### *Expertise:*

Our expertise goes beyond the technical aspects of support coordination. We are committed to staying informed about the latest developments in the field.

Choosing Oak Tree Alliance is Choosing a Partner in Your Journey Toward Growth, Resilience, and Inclusivity. Together, we can build a future where individuals with disabilities not only receive the support they need but also thrive and lead fulfilling lives.

### **Our Space All Abilities Club**

Our Space All Abilities Club for adults living with a disability and their carers. The Club will be open each Friday from 10am to 12pm and have a range of fun and free activities! The group will offer socialising opportunities, carer catch ups and support those with disabilities in an accessible location. We are located next to Medibank or across from ANZ in Stockland Rockhampton.

Contact: Jessie Conway at [ourspacecoordinator@gmail.com](mailto:ourspacecoordinator@gmail.com) or phone 0407 792 492

### **Peak Plan Management**

Peak Plan Management has the capacity to take on new participants. I am your direct point of contact and cover the areas from *Bowen, Mackay and Whitsunday, down to Rockhampton/Biloela.*

Our service encompasses the following:

- 2-5 Day turnaround to process invoices
- Monthly statements
- Participants have access to Careview Advantage app to view funding and invoices
- Support Coordinators have access to Careview which assists them to keep track of funding and download budget report
- Careview training to Support Coordinators

For participants that are interested in our plan management service, I have attached our referral/intake form. This can be sent directly to me together with a copy of their NDIS plan, which helps us provide accurate plan management service.

If you have any questions in relation to Plan Management or our services, please do not hesitate to contact me:

Colleen Roberts, *Client Service Manager*

E- [colleenr@peakplan.com.au](mailto:colleenr@peakplan.com.au) M- 0487 540 888

1300 73 23 24 Mackay & Rockhampton [www.peakplanmanagement.com.au/](http://www.peakplanmanagement.com.au/)

### **possAbilities Support Services**

Services: Disability Support including but not limited to; community access, improved independence with daily living activities, client medical support and patient transfer, household activities such as cleaning and lawn maintenance.

Mobile: 0437 435 069

Email: [hello@possabilitiessupportservices.com.au](mailto:hello@possabilitiessupportservices.com.au)

Address: 204 Stamford Street Berserker Qld 4701

NDIS Organisation ID: 4050111011

### **Raya Healthcare:**

“We are creating a world where everyone has access to real opportunities and experiences; with no one left Behind”

Locations: Victoria, Queensland South Australia, New South Wales

Services: Support Coordination, Recovery Coaching, Psychosocial Recovery Coaching, Support Workers, Housing Supports (STA, MTA, SIL), Access Program (to assist with navigation the complexed NDIS application process), Connection assistance for those who strive to be connected and obtain support coordination in their plan.

Please contact Carmen heading North Qld on: 0438 680 846 or main office number: 1800 729 242 email: [carmen@rayahealthcare.com.au](mailto:carmen@rayahealthcare.com.au) or [info@rayahealthcare.com.au](mailto:info@rayahealthcare.com.au) for further information and assistance. We are happy to Help 😊

### **Recovery group**

A friendly, weekly meeting where people can share any personal challenges and learnings for the purpose of helping themselves and others to learn and grow.

- Thursdays 10.45 am for an 11.00am start. Meetings last 1.5 hours followed by a cuppa and informal chat.
- At Rocky Baptist Centre, Norman Rd (brick building at back of main building).

Aim is to turn a breakdown into a breakthrough, to explore together the balance for mental and emotional wellbeing, to work to become truer and stronger versions of ourselves.

Contact 0408 577 403 or [navigate\\_ndis@outlook.com](mailto:navigate_ndis@outlook.com)

### **Regional Health and Mobility** *previously Central Queensland Mobility*

*Owned by the community, for the community.*

Serving the Central Queensland community with a great range of health, rehab and mobility equipment. We're part of the CQ Friendly Society Pty Ltd and were formally Daniel's Surgical, CQ Mobility and Regional Rehab & Mobility.

As an experienced rehabilitation equipment hire and sales business, we can proudly claim over 75 years of staff experience.

As part of a long standing, local community owned organisation (est 1894) our charter is to provide quality healthcare equipment with exemplary after sales service.

Needs covered include:

- Mobility equipment
- Surgical recovery
- Sleep diagnostics
- Compression therapy
- Bedroom and bathroom aids

Suppliers for:

- Medical Aids Subsidy Scheme (MASS)
- Department of Veteran Affairs (DVA)
- National Disability Insurance Scheme (NDIS)

Contact:

North Rockhampton: 1A 57 Alexandra Street, Park Avenue, North Rockhampton,

Phone: 49261071 Email: [sales@cqmobility.com.au](mailto:sales@cqmobility.com.au)

Website: [www.cqmobility.com.au](http://www.cqmobility.com.au)

South Rockhampton:

116 Alma St Rockhampton.

Phone: 4922 7148

Email: [sales@danielssurgical.com.au](mailto:sales@danielssurgical.com.au)

Website: [www.reionalhealthmobility.com.au](http://www.reionalhealthmobility.com.au)

## **Remote Mobility**

We come to you.

A mobile, Indigenous owned and operated assistive technology provider. Offering the repair and maintenance of mobility equipment as well as carrying out in-home equipment trials and sales throughout remote Queensland.

We are focused on rural & remote communities being provided with and having access to regular high quality AT services, that helps people achieve a better quality of life in their community for longer.

To find out how we can help, please visit [www.remotemobility.com.au](http://www.remotemobility.com.au) or contact us directly on [info@remotemobility.com.au](mailto:info@remotemobility.com.au) / 0410 752 827

## **Renew Psychology and Rehabilitation**

At Renew Psychology and Rehabilitation we have three core values which define us as practitioners:

- Firstly, there is no judgement - we want you to feel accepted and at home
- Secondly, we are inclusive of all people and believe that everyone has the potential to move

- o Finally, we are authentic to the core - we are genuine, straight-forward and passionate about what we do

We don't guide from the sidelines - we get in the game with you.

We provide a local, responsive service that is proactive and outcome focused. We have strong community connections and work collaboratively with a range of other professionals and organisations to achieve your results.

*We will be providing the following to CQ – NDIS, Disability Services, Positive Behaviour Support Plans*

People who have complex support needs and/or mental health diagnoses can also exhibit challenging behaviours which can cause harm to themselves and/or others. These behaviours of concern more often also create distress and upheaval in home, workplace and community environments. At Renew, we implement a 5 stage model that is person-centred and collaborative in approach. These are:

- o Data gathering and assessment
- o Hypothesis formulation and testing
- o Plan development
- o Training and implementation
- o Review and ongoing follow-up

As we are outcome focused, we work with people in their homes, workplaces and community settings in which the behaviours of concern occur. At Renew, we believe that for a positive behaviour support plan to be successfully implemented, particularly with people with complex needs, requires the time and commitment that is outlined in our comprehensive stages of development.

Please feel free to contact us directly via our email [admin@renewrehab.com.au](mailto:admin@renewrehab.com.au) phone (07) 4659 9133 Mobile 0447 674 765 or have a look on our website for more information [www.renewrehab.com.au](http://www.renewrehab.com.au)

### **Right at Home**

Right at Home is dedicated to improving the life for those we serve. We focus on the individual, on their specific needs and to improve the quality of their life.

Services available to customers:

- In Home Care
- Personal Care
- Social Assistance
- Transport
- Skilled Nursing
- Overnight Respite
- Gardening & Maintenance

Contact: 07 4807 6454 : 48 Archer Street, Rockhampton:  
[care.cql@rightathome.com.au](mailto:care.cql@rightathome.com.au)

**Sher's Support Work** ABN: 15 503 903 074. Insured

I have 20 years experience in supporting people with a wide range of disabilities.

Training completed includes: Certificate IV in Disabilities, A Music Therapy course,

working with Dementia, administering Insulin and challenging behavior management. I hold current Blue/Yellow cards and a first aid certificate.

Contact: Sher Hennessy: mobile 0407 679 793 or email [sher.3@hotmail.com](mailto:sher.3@hotmail.com)

### **Southern Cross Support Services**

Southern Cross Support Services | Southern Cross Family Day Care

Phone: 1300 7277 01 (1300 SCSS 01)

Head Office: Shop 12 – 9 Maryborough Street, Bundaberg, Qld, 4670

Postal: PO Box 446, Bundaberg, Qld, 4670 Web: [www.scss.org.au](http://www.scss.org.au)

Southern Cross Support Services is one of Australia's fastest growing NDIS and Child Protection Services providers. Established in Bundaberg nine years ago, SCSS has grown to provide Plan Management nation-wide and, through its business partner Access Support Coordination, the organisation provides Support Coordination services right across Queensland with office locations in Beenleigh, Gympie, Caboolture, Hervey Bay, Bundaberg, Gladstone, Rockhampton, Emerald, Mackay and Cairns. The organisation is planning to expand further to meet growing demand, brought about by the many positive reviews and feedback. Our staff are selected because they care and have the skills and experience to ensure our clients get the best service possible. Our range of services is ever-growing but include:

- Plan Management
- Supported Independent Living
- Support Coordination
- Core supports
- Short-term accommodation
- Independent life skills
- Social and community participation
- Specialist behaviour support
- Health and wellbeing
- Child protection services

SCSS is driven by a culture of providing 'Purpose, Belonging and Security' to clients so no matter if clients have a disability, mental health issue or are experiencing other social barriers, SCSS is there to make the process of getting care and support easy and tailored to individual needs.

SCSS is a business partner with Access Support Coordination, Blue Summer Properties and Southern Cross Family Day Care.

### **Specialist Support Solutions**

- ❖ Support Coordination
- ❖ Personal and Hygiene care
- ❖ Meal Prep/ Healthy eating support
- ❖ Social and community Support
- ❖ Domestic Assistance
- ❖ Appointments
- ❖ Personal Trainer
- ❖ 24/7 SIL support

[admin@specialistsupportsolutions.com.au](mailto:admin@specialistsupportsolutions.com.au)

### **Spinal Life Association**

Support and information for people with spinal cord injury, post-polio syndrome and related disabilities. 4926 4551 [spinalrockhampton@bigpond.com](mailto:spinalrockhampton@bigpond.com)

### **Spirit Support Services**

I am a fully Qualified *Independent Service* provider, to Self-Managed and Plan Managed NDIS participants, having experience in Aged Care & Disability Support before becoming independent. I provide Quality, Personalised care that delivers support specific to your needs.

Offering:

- In Home support
- Personal Care
- Social and Community Access
- Transport
- Supported Independent Living
- Skill / Capacity Building
- Small home repairs

If you are looking for a Male Support Worker with a difference, give me a call, lets discuss your individual needs.

Check Out the Website [www.spiritsupport.com.au](http://www.spiritsupport.com.au)

COLIN 0477 803 201

Spirit Support Services

Building on the blocks of life

### **(STEPS) Yeppoon STEPS Network Group**

The STEPS Program is an information, support and skills based group program for adults aged 18-65 years who have experienced an Acquired Brain Injury and their family members. The program consists of two phases: (1) the STEPS Skills Program - which is a 6-week structured self management focused course that covers a range of topics including understanding brain injury, changes after brain injury, goal setting, stress management, relationships, and being active in the community; and (2) STEPS Network Groups - which operate as ongoing support style groups and offer opportunities for people to continue the connections they formed during the initial 6-week phase of the program.

PH1300 727 403. Capricorn Coast Hospital and Health Service  
8 Hoskyn Drive. Yeppoon

### **Suncare Community Services Limited (Auspicing the Commonwealth Respite Centre for Carers (CRC))**

Suncare Community Services is a not for profit organisation that provides frontline services to people in the Rockhampton, Yeppoon, Mt Morgan, Gracemere and Gladstone area including:

- Respite Care (including in-home, out-of-home and cottage options)
- Personal Care
- Aged Care Support
- Mental Health Support



- Disability Support (including package case management)
- Carer Support
- Domestic Assistance
- Home and Garden Maintenance
- Community Access
- Social Support
- Your Life Your Choice
- CHSP - Flexible Respite

Contact Information: 102 Denham Street (Cnr Denham & George Street)

Phone: 1800 786 227 Email: [rockinfo@suncare.org.au](mailto:rockinfo@suncare.org.au)

Website: [www.suncare.org.au](http://www.suncare.org.au)

### *Commonwealth Respite Centre - CRC*

The Commonwealth Respite Centre is a federally funded Carer Respite and Support Program that provides emergency assistance and support to carers who need a break from their caring role for a short period of time.

The CRC service area encompasses Rockhampton, Yeppoon, Mt Morgan, Gracemere, Gladstone, Biloela, Emerald and surrounding areas.

The CRC Team provide the following:

- Respite care in emergency and short term care situations. (eg. If a carer becomes ill, or is unable to maintain their caring role due to stress and burnout, the centre can provide extra help to support the carer for a short period of time).
- Information and options about respite care and other support services for carers.
- Referral to appropriate local and regional service providers.
- Assistance in booking residential respite.
- Access to a 24 hour per day emergency respite service.
- Tutor / educational support to Young Carers.

Don't wait until an emergency arises to register with CRC.

Call the CRC team and they will provide advice and assistance to register the carer for the most appropriate program that fits their care needs and support in case they require this assistance in the future at a time of emergency or severe stress.

*Contact Information:* Phone: 24 hour carer support 1800 059 059

### **Supportability Care Services**

#### **COMMUNITY ACCESS**

Attending appointments and community events. Shopping and running errands.

Decrease isolation and assisting participants in achieving their personal goals.

#### **SUPPORT WITH DAILY LIVING**

Everyday tasks – cooking, cleaning, home and yard maintenance. Assisting participants to gain employment and live as independently as possible, whilst increasing life skills.

### **RECREATIONAL ACTIVITIES**

Participation in Indoor/Outdoor activities –eg. Fishing, Archery, Bowling, Movies. Enhancing quality of life with the main focus on fun, enjoyment and meeting new people.

### **STA/HOLIDAY SUPPORT**

Supporting participants away from their usual place of residence, including holiday getaways to various destinations of choice.

WHATEVER THE SUPPORT - “YOUR CARE , YOUR WAY”

Mick Farrell

Mobile: 0400 946 369

Email: [mick@supportabilitycare.com.au](mailto:mick@supportabilitycare.com.au)

ABN: 84925367525

### **Translating and Interpreting Service (TIS)**

Queenslanders with disability who require access to language services will now be able to effectively communicate their needs, make informed decisions and be in a position to exercise ‘choice and control’ over the implementation of their NDIS supports. Please assist by promoting these important changes and the attached 2 information sheets the NDIS have prepared. Further information is available on the NDIS website and can be accessed via the following link: <https://www.ndis.gov.au/participants/tis.html>

### **Trevor Boswood - NDIS Registered Builder**

Trevor has been in the trade for 42 years and has a wealth of experience in modification and maintenance in domestic and commercial properties including renovation to ensure accessibility for aged or those with a disability.

*T.G. & J. Boswood Pty Ltd* P: 07 4926 2787 M: 0418 792 657 F: 07 49265730

E: [tgboswood@bigpond.com](mailto:tgboswood@bigpond.com) Bld Lic No 72882

### **Queensland Aged and Disability Advocacy**

168 Denison St Rockhampton. Phone 4927 7544

Free call 1800 81 8338

### **Queensland Community Care Services**

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk.

Queensland Community Care services are offered in your home or local community and may be provided by government or non-government service providers.

The Commonwealth-funded Home and Community Care (HACC) program provides basic maintenance and support services for eligible people aged over 65 or over 50 for Aboriginal and Torres Strait Islander people.

- [For Consumers and Carers](#)  
Includes information for both current and potential clients on what services are available, eligibility criteria, and how to access support through Community Care.
- [For Community Care providers](#)  
Includes information about financial and performance reporting, Community Care policies, and capital management, as well as downloadable tools and promotional resources.

To see what services are available in your area please click on

<https://www.serviceavailabilityregister.com.au/>

Web <https://www.communities.qld.gov.au/disability/support-and-services/our-services/queensland-community-care-services>

**Queensland Disability Network (QDN): QDN Youth Peer Support Group.** This group meets monthly online and is a space for young people with disability to come together, connect, share stories, experiences and learnings. The group regularly invites guest speakers to attend and also runs workshops and activities. The group is highly collaborative and discuss together key topics and themes they wish to explore, recently this has included areas such as employment for youth with disability, NDIS and COVID Conversations. Our group meets on the 4<sup>th</sup> Wednesday of each month online and runs from 3.30pm up to 5.30pm.

Email: [peersupport@qdn.org.au](mailto:peersupport@qdn.org.au):

Phone: 1300 363 783

Website: [www.qdn.org.au](http://www.qdn.org.au)

### **Sailability Capricornia**

Sailing sessions in the Causeway Lake a minimum of twice a month. Accessible by Wheelchairs: Disabled: Aged: Infirm. Volunteers Welcome.

PH: 0400 742 053 [info@sailabilitycapricornia.org](mailto:info@sailabilitycapricornia.org) [www.sailabilitycapricornia.org](http://www.sailabilitycapricornia.org)

### **The Courageous Dinosaur & Me**

The Courageous Dinosaur & Me's philosophy is one of empowerment, nurturing, understanding and support. We endeavour to enable people to create a stable and productive foundation on which they may realise and believe in their potential.

We are and NDIS registered company who provide Support Coordination, Auslan classes and Interpreting and Positive Behaviour Support for people of all ages.

168 William St. Allenstown

0448 815 279

Please also see our Website <https://thecourageousdinosaurandme.com.au/> for more information.

### **UpCare**

With over 26 years of professional healthcare experience, the team at Upcare are dedicated to the empowerment of people living with a disability. At Upcare, you are more than just a client – you are an individual, worthy of respect, empathy and specialised services – and we intend to ensure you receive the highest standard of

care to suit your unique circumstances. As a registered NDIS provider, Upcare can assist you to expertly navigate your care plan and get the most out of it – to help you to achieve your lifestyle goals and needs. Everybody needs support at some point in their life, for all our staff, our goal is to be that support for you.

Our staff are our most valuable asset as they provide the highest standards of care to our participants. We are proud that Upcare staff come from a variety of diverse backgrounds that can match our participants needs. You will find all our support workers caring, approachable, friendly, easy to communicate with and understanding of the challenges that are unique to you. All Upcare support workers have up to date National Police Check, Working with Children Check and meet all regulatory requirements. All Upcare staff undergo induction training to ensure positive outcomes in relation to the quality of care we provide to our participants. However, if you already enjoy the support of your current carer we are more than happy to employ them on your behalf should you wish to join us at UpCare.

#### What we do.

Support Coordination

Cleaning

Counselling

Community Nursing Care

Occupational Therapy

Physiotherapy

Contact: 1800 953 800 : 0417 559 003 : [hello@myupcare.com.au](mailto:hello@myupcare.com.au)

<https://www.myupcare.com.au/>

Support Care Work

Gardening

Exercise Physiology

Transport

Psychology

Speech Therapy

#### **Wellways**

Wellways Australia Limited is a leading not-for-profit mental health and disability support organisation. Wellways are a new organisation in Qld, who have been granted the funding to deliver assistance and support to Carer's via the [Carer Gateway](#) (Ph. 1800 422 737 ), an Australian Government initiative facilitated by the Department of Social Services. Check out the Wellways website: [www.wellways.org](http://www.wellways.org)

#### **Zoe (Life) My Way**

Zoe (Life) My Way offer services ranging from individual support to high and low independent living opportunities!

Located in the Byfield Rainforest, our clients can enjoy all the comforts of home while enjoying a range of activities to keep them occupied including arts and crafts, woodwork and garden projects, bush walks or some quality quiet time. Our support team pride themselves with putting our clients first to ensure that our clients get the support they require. Best of all, our clients get to experience the feeling of hanging with mates.

#### **SUPPORT SERVICES**

Personalised to assist and support you:

To access community social and recreation activities

To attend specialized appointments

To assist with self-care activities

To work towards goal achievements

## LONG & SHORT-TERM ACCOMMODATION

Byfield Ranch offers You:

All the comforts of home in our self-contained air-conditioned cabins

Visits to our Byfield farm, home of Romeo who is our residential support horse

Access to our pool and spa area to enjoy for recreation purposes or therapy requirements

A range of outdoor activities to suit individual needs including relaxation in the gardens, arts and crafts in our communal area, woodwork, garden projects and bush tracks to explore

We look forward to working with you to help achieve the best possible outcomes for our clients together. For more information, please call me direct on 0429 623 213.

**A:** 44 Tanby Road Yeppoon QLD 4703

**P:** 0429 623 213 **E:** [admin@zoelifemyway.com](mailto:admin@zoelifemyway.com)

## DOMESTIC AND FAMILY VIOLENCE SUPPORT

### Child and Family Counselling: Relationships Australia Queensland

We have commenced a new program offering in our Rockhampton office - Child and Family Counselling:

Child and Family Counselling assists separating and separated families to improve their post-separation relationships and improve their management of issues relating to separation.

The program is able to provide: Individual counselling for parents, family counselling, children's counselling, parenting support, support with children's routines and transitions between homes, and strengthening parent-child relationships.

To register for service please call: 1300 364 277.

### Counselling Notes Protect (CNP)

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

### Domestic and Family Violence Response Program

*Domestic and family violence is at significant levels across Australia, and the CatholicCare and Helem Yumba service response program will address the critical support needs of the Central Queensland Community.*

CatholicCare, in partnership with Helem Yumba Healing Centre, is the new domestic & family violence service provider for Central Queensland.

The CatholicCare and Helem Yumba Domestic & Family Violence Service provides a range of *collaborative* and *person-centered support* interventions to adults, children, and young people who are experiencing, or who are at risk of experiencing, domestic and family violence.

CatholicCare is an established and well-respected community services agency that have been providing domestic and family violence services to our local communities for many years (previously as CentacareCQ). Helem Yumba is CatholicCare's service delivery partner.

Helem Yumba are a healing centre that provides a range of therapeutic domestic and family violence supports to Aboriginal, Torres Strait Islander, or Indigenous people, all while upholding the indigenous values, protocols, and preferred ways to engage.

*The CatholicCare and Helem Yumba partnership is an innovative first for the Central Queensland region.*

Providing services to:

Rockhampton      Yeppoon      Blackwater      Emerald      Longreach

To access services or provide referrals please contact:

CatholicCare  
Central Queensland  
Call (07) 4977 4107 or email  
[referral@catholiccarecq.com](mailto:referral@catholiccarecq.com)

Helem Yumba  
Healing Place  
Call (07) 4931 8600 or email  
[admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

### Men's Behaviour Change Program (MBC)

This program is designed for men who have used violence and/or coercive control in their relationship/s with their partner, children, or other family members. It intends to encourage men to take responsibility for their behaviour and provide them with the skills and tools necessary to change their behaviour and maintain respectful relationships. The program supports participants to develop an understanding of the impact of their behaviour on victim-survivors, family members and the community.

CatholicCare  
Central Queensland  
Call (07) 4977 4107 or email  
[mbcreferrals@catholiccarecq.com](mailto:mbcreferrals@catholiccarecq.com)

### **DV Connect**

Women's Line    1800 811 811  
Men's Line        1800 600636

### **Escaping Violence Payment**

The Escaping Violence Payment program (EVP) is available to anyone who is experiencing violence from their partners.

This includes violent or threatening behaviour that is:

- Physically, verbally or sexually abusive

- Emotionally, spiritually or psychologically abusive
- Economically abusive
- Threatening, coercive, or seeks to control or dominate the other person.

If you are looking to leave a violent partner, or have recently left and you are struggling with the finances to live your life in safety, you could be eligible for:

- Up to \$1500 in financial assistance such as vouchers for essential items
- Goods and services such as removalists, bonds or basics for a new home
- Wrap-around support including casework from the EVP provider.

To find out more on the EVP, including how to access it go to: [Escaping Violence Program](#)

### **Helem Yumba CQ Healing Centre:**

Works with Indigenous families to address issues of family and domestic violence. Provides counselling and support to families and individuals experiencing or at risk of domestic and family violence; group therapy, workshops and legal services. See also

*Helem Yumba dos not condone violence of any sort.*

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700

Phone: (07) 4931 8600 Fax: (07) 4921 3877 Free Call: 1800 776 727

[admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

### **QIFVLS: Queensland Indigenous Family Violence Legal Service**

QIFVLS is a Family Violence Prevention Legal Service funded to assist Aboriginal and/or Torres Strait Islander people who are victims of domestic and/or family violence and /or sexual assault. They provide free legal advice and representation as well as ongoing case management for their clients. The teams at QIFVLS comprise of a Solicitor and Client Support Officer, who is Indigenous, to ensure that service is delivered in a culturally appropriate way.

They are also able to assist non-Indigenous clients in circumstances where the child involved in the proceedings is the person who is indigenous and/or the victim of the family violence and/or sexual assault.

The Rockhampton office services the local government areas of Rockhampton and Mt Morgan, Yeppoon, Gladstone, Woorabinda, Biloela, and Blackwater. Rockhampton Office also assists clients in Emerald with advice over the telePh.one. For more information or to access service please Ph.one 4927 6453.

### **Queensland Transport and Main Roads – privacy protection**

Transport and Main Roads (TMR) have introduced a new feature which may provide some peace of mind to victims of domestic violence who are conscious of their online safety. Customers may choose to apply an additional level of security so that it is more difficult for someone else to access online services without their authorisation to view, change or request changes to their information held by the Department.

Currently, when a customer uses any TMR online services, they need to provide certain passwords or other identity confirming information before conducting their business online.

Depending on the services accessed (Licence renewal, registration certificate infringement notice ) , customers may need to provide extra details in addition to their CRN, name and date of birth. By applying additional security, the customer will always be required to enter extra details when they login to selected TMR online services.

For an individual, you will need your:

- customer reference number ( <https://www.qld.gov.au/transport/crn> )
- first name
- last name
- date of birth.

Customers can apply or cancel an additional level of security online, over the phone, or at a customer service centre.

Find out more: [https://www.qld.gov.au/transport/authenticate #additionalsecurity](https://www.qld.gov.au/transport/authenticate/#additionalsecurity)

### **Rockhampton Women's Shelter**

Emergency accommodation for women and their families escaping domestic violence.  
Ph. 4926 5603

### **Victim Assist Queensland**

Victim Assist Queensland provides assistance for victims of crime in Queensland to help them to recover from the effects of a violent crime and get their lives back on track. Victim Assist Queensland is part of the Queensland Government's Department of Justice and Attorney-General.

First floor, East Street, Rockhampton QLD 4700

(07) 4938 6518 <https://www.qld.gov.au/law/court/victim-coordination-program>

### **EARLY CHILDHOOD**

#### **Allies Early Learning Centre**

Child Care Centre · Upper Dawson Rd

(07) 4921 2112 <http://www.alliesearlylearning.com.au/>

#### **Archer Street Child Care Centre**

Child Care Centre · Archer St. PH (07) 4927 6872

Open until 6:00 pm <http://centralqldchildcare.com.au/>

### **Australian Red Cross**

#### **HIPPY, Mount Morgan**

Home Interaction Program for Parents and Youngsters (HIPPY) is a two year home based early childhood parenting and enrichment program for pre-school aged children and their parents/carers. Home tutors schedule regular weekly or fortnightly visits with parents to work through the program activities in the family's home. Parents are also encouraged to participate in regular parent group meetings. The program activities are designed to be integrated into the daily life of the family.

The HIPPY approach develops the foundations for learning in the home during children's crucial early years. HIPPY fosters social inclusion, contributes to successful school participation and offers parents, a supported pathway to employment, training and local level community leadership. HIPPY seeks to build a



sense of belonging for families and children and actively equip parents to support their children and other parents. Ph: 0466 428 139 Email [mblake@redcross.org.au](mailto:mblake@redcross.org.au)

### **Capricornia Family Day Care Scheme**

Child Care Centre · Bolsover St Fees: \$7-\$10ph 6 weeks to 6 years  
Ph. (07) 4927 9577 <https://www.careforkids.com.au/child-care/kww10/capricornia-family-day-care-scheme-rockhampton-4700>

### **Cedar Avenue Early Learning**

Child Care Centre · 20 Cedar Av Yeppoon  
(07) 4926 5728 Open 6:30am - 6:30 pm  
0 - 12yrs – Long Day Care, Kindergarten  
Email [cedaravenue@gskyedu.com.au](mailto:cedaravenue@gskyedu.com.au)  
Website <https://www.cedaravenueearlylearning.com.au/>  
Facebook <https://www.facebook.com/cedaraveearlylearning/>

### **C&K Bundara Kindergarten**

Kindergarten · Honour St PH (07) 4928 2882 <http://www.candk.asn.au/bundara>

### **C&K Leichhardt Community Kindergarten**

Kindergarten - 19-21 West St, The Range ,  
Phone:(07) 4922 5077 <http://www.candk.asn.au/leichhardt>

### **C&K Narnia Community Kindergarten**

Kindergarten · Robinson St PH (07) 4928 5316  
Open until 4:07 pm <http://www.candk.asn.au/narnia>

### **C&K nGundaroo Imbabee Community Childcare Centre**

Child Care Centre · Building 63, CQUniversity, Darambal Rd  
(07) 4936 2748 <http://www.candk.asn.au/ngundaroo>

### **C&K Tarumbal Kindergarten & Preschool**

Kindergarten 100 Water St · PH (07) 4928 5350 <http://www.candk.asn.au/tarumbal>

### **Children's Contact Service: Relationships Australia Qld**

CCS provides a safe and neutral place for children of separated parents to establish and maintain a relationship with their other parent and family members. The main functions of the program are facilitated changeovers and supervised contact. The service is short-term process aimed at supporting families to transition to self-managed post-separated parenting. The general timeframe for service is aimed at 4-8 months though this may be extended depending on individual families' needs and the best interests of children. Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277

### **Child Safety (Department of Child Safety, Seniors and Disability)**

Contact: 4<sup>th</sup> Floor, 36 East Street, Rockhampton Q 4700, PO Box 108,  
Rockhampton Q 4700  
T: 07 4848 4305 (office)

## **Crescent Lagoon State School**

School · North Street Extended. 101-109 North St, West Rockhampton QLD 4700

Phone: (07) 4999 3333

### **DDs Playtime**

0429393681

[ddsplaytimetherapy@gmail.com](mailto:ddsplaytimetherapy@gmail.com)

[www.ddsplaytime.com](http://www.ddsplaytime.com)

### *EARLY CHILDHOOD INTERVENTION (ECI)*

*Early Childhood Intervention* is the process of providing specialised support and services for infants and young children with disability and/or developmental delay, between the ages of 0-7, and their families in order to promote development, wellbeing and community participation.

*The role of ECI is to support and assist parents and carers to:*

- Enjoy their child and family.
- Help their child develop skills & abilities to participate and enjoy daily life.
- Understand the kinds of experiences which can assist their child's growth and development, and what they can do to assist their child.

*Autism is a complex neurodevelopment condition. Early intervention is key to helping children with autism. The Early Start Denver Model, or ESDM, is an intervention for young children with autism. Donna is a certified ESDM therapist and proud to be able offer this early intervention to all our families.*

*The ESDM is an early intervention model for young children with autism. It targets the key features of autism, and has as strong evidence base for very young children. The ESDM involves intensive teaching in play-based sessions. It uses a curriculum that has strong focus on building interactions and relationship in everyday routines. The ESDM uses the teaching principles of Applied Behaviour Analysis. These principles have been researched and are the best way to teach children with autism.*

### *What is the Early Start Denver Model?*

The Early Start Denver Model (ESDM) is a behavioural therapy for children with autism between the ages of 12-48 months. It is based on the methods of applied behaviour analysis (ABA).

Parents and therapists use play to build positive and fun relationships. Through play and joint activities, the child is encouraged to boost language, social and cognitive skills.

- Based on understanding of normal toddler learning and development
- Focused on building positive relationships
- Teaching occurs during natural play and everyday activities
- Uses play to encourage interaction and communication

ESDM therapy can be used in many settings, including at home, at a clinic, or in school. Therapy is provided in both group settings and one-on-one.

It has been found to be effective for children with a wide range of learning styles and abilities. ESDM can help children make progress in their social skills, language skills, and cognitive skills. Children who have significant learning challenges can benefit just as much as those without learning challenges.

Parent involvement is a key part of the ESDM program. Therapists should explain and model the strategies they use so that families can practice them at home.

### **Department of Child Safety, Seniors and Disability Services**

Address: 36 East St, Rockhampton City QLD 4700

Phone: (07) 4848 4500

### **Department of Communities, Housing and Digital Economy**

Address: Level 3 209 Bolsover Street, Rockhampton QLD 4700

Phone:(07) 4938 6996

### **Elfin House**

Day Care Centre

Address: 132 Elphinstone St, Berserker QLD 4701

Phone:(07) 4928 3944

### **Family and Child Connect (FaCC)**

FaCC is an early intervention referral service that works with families, who have children under the age of 18 in their care, that are facing challenges and could benefit from supports. The aim of FaCC is to connect families with the right service at the right time to ensure the safety of children in the family home.

Once a referral is received FaCC will:

- make contact with the referrer to discuss the concerns listed in the referral
- make contact with the family to discuss the concerns and explore what supports would be beneficial for the family
- connect families to support services that will meet their needs
- exit the family once the appropriate supports have been arranged

In order to refer a family to FaCC it is necessary for non-mandatory reporters, such as early education providers and non-government organisations, to obtain consent from the family to do so. Mandatory reporters, such as schools, health, police and Child Safety are able to make a referral without consent however it is still recommended, where possible, to obtain consent from the family prior to referrals being made. There is no cost involved or limit to the number of times a family can access this service.

You can make a referral to FaCC by using the [Online Referral Form](#), calling 13 FAMILY (13 32 64), or by email to [facc.cq@uccommunity.org.au](mailto:facc.cq@uccommunity.org.au). If you are after further information about FaCC please call or see our website <http://familychildconnect.org.au/>.

In CQ our offices locations are as follows:

- 229 Musgrave Street, Rockhampton
- 25 Off Street, Gladstone
- 124 Borilla Street, Emerald

**Farm Street Early Learning Centre**

Child Care Centre Address: 188 Farm St, North Rockhampton QLD 4701  
Phone:(07) 4926 7188 <http://www.farmstreetchildcare.com.au/>

**Frenchville Childcare**

Kindergarten · 337 Dean St PH (07) 4926 7222  
<http://www.frenchvillechildcare.com.au/>

**Goodstart Early Learning - Rockhampton**

Child Care Centre- 245 Campbell St ·PH 1800 222 543  
Open until 6:30 pm <http://www.goodstart.org.au/centres/rockhampton/overview>

**Goodstart Early Learning Gracemere**

Child Care Centre · Stover St – PH 1800 222 543  
Open until 6:00 pm <http://www.goodstart.org.au/centres/rockhampton/overview>

**Guppy's Early Learning Centre**

Kindergarten · 55-57 Edward St, Berserker Phone:(07) 4921 1730  
<http://www.guppys.com.au/centres/berserker>

**JAC's Learning World**

Child Care Centre · Ranger Dr Yeppoon. Open until 6:00 pm Ph 4939 2010 E.  
[jacslearning@westnet.com.au](mailto:jacslearning@westnet.com.au) <http://www.jacslearningworld.com.au/>

**Le Smileys Early Learning Centre**

Day Care Centre

58 Lucas St, Gracemere, 0-5yrs, Long Day Care and Kindergarten Program  
77 Johnson Rd Gracemere, 3-5yrs, Long Day Care Standalone Kindergarten  
Phone:(07) 4933 3553 <http://www.lesmileys.com.au/>

**Mt. Archer Early Learning**

Child Care Centre · 202 Thozet Rd, Koongal  
Ph (07) 4926 5728 Open 6:30am - 6:30 pm  
0 - 12yrs – Long Day Care, Kindergarten and OSHC  
Email [mtarcher@gskyedu.com.au](mailto:mtarcher@gskyedu.com.au)  
Website <https://www.mtarcherearlylearning.com.au/>  
Facebook <https://www.facebook.com/mtarcherearlylearning/>

**Office of Early Childhood and Education Care**

Early Childhood Information Service Free Call 13 7468  
Kindy Hotline 1800 45 4639 Website: [www.deta.qld.gov.au](http://www.deta.qld.gov.au)

**Parkhurst Early Learning Centre**

Day Care Centre 16 Bean Ave, Parkhurst  
Phone:(07) 4936 2216 <http://www.parkhurstelc.com.au/>

### **Play Your Way Around The World: *new multicultural Playgroup!***

Come discover the exciting cultures, games, foods and languages from our multicultural community as we play our way around the world. Each week, 'visiting' a different country and culture.

When: Thursdays 9.30am-11.30am during school term, starting February 11th

Where: Building 41 (CQMA Office) Room 41, Buzacott Circle, CQUniversity, Northside Campus, North Rockhampton

FREE playgroup for families with children aged birth – 5 years

Questions? Call Play Matters Qld on 1800 171 882 or Theresa Stanke 0401 623 706

Free parking on site. All welcome.

### **Play Matters Qld**

Playgroups are informal and relaxed weekly get-togethers of mums, dads, grandparents, carers, children and babies.

Playgroup helps children:

- participate in new experiences
- develop and increase their social skills
- learn about sharing, cooperating and routines
- interact with other families in a safe environment
- discover more about their world
- and have fun!

Playgroup helps adults:

- meet other local families and develop friendships
- relax and talk in a safe environment
- share experiences and ideas
- play with and nurture their child's development
- make connections within their local community
- and have fun!

With over 1000 playgroup sessions each week, you are sure to find a playgroup to suit your needs. Playgroups all over Queensland have vacancies for new families just like you. Before you join, have a taste of what playgroup is all about by taking advantage of our two free play sessions.

1800 171 882 Website: <https://playmatters.org.au/about/queensland>

To find a playgroup near you click on [Find a playgroup](#) and put in you post code.

### **Queensland Government Rebates and Financial Assistance for Childcare.**

All early childhood services charge fees which vary depending on the service provided. [Search for a service](#) and contact them to discuss their fees.

*Please note: you will still need to pay fees on public holidays—talk to your provider if you have any concerns.* To find out about rebates and financial assistance available from the Queensland Government please click on [Queensland Government Childcare Rebates](#)

### **Rockhampton North Early Learning**

Child Care Centre · 21 Bruigom St Norman Gardens

Ph (07) 4928 8528 Open 6:30am - 6:30 pm

0 - 12yrs – Long Day Care, Kindergarten and OSHC

Email [rockhamptonnorth@gskyedu.com.au](mailto:rockhamptonnorth@gskyedu.com.au)

Website <https://www.rockhamptonnortheearlylearning.com.au/>

Facebook <https://www.facebook.com/rockhamptonnorthEL/>

### **Rockhampton South Kindergarten**

Kindergarten: 12 Phyllis Street, Rockhampton. Phone:(07) 4922

5129 <http://www.candk.asn.au/rockhamptonsouth>

### **St Joseph's Kindergarten Park Avenue**

18 Haynes St (07) 4994 9302

### **Strong Communities**

Strong Communities Ltd. Is a not-for-profit organisation which supports regional communities' wellbeing through the provision of services for children, families and organisations.

Programs offered include evidence based, early intervention programs to support parents, respectful relationship education programs for youth, grief, loss and resilience programs. Facilitators are based in Rockhampton, Gladstone and Boyne Valley with outreach programs across Queensland.

Programs currently available:

- Circle of Security® Parenting™
- Engaging Adolescents™
- Seasons for Growth Child and Young People
- Seasons for Growth Parenting
- Seasons for Growth facilitator training
- 1-2-3 Magic® & Emotion Coaching
- Tuning in to Kids Parenting
- LOVE BiTES and LOVE BiTES Junior
- Drumbeat - Building resilience through rhythm
- Cultural Awareness Training

For more information: [info@strongcommunities.org.au](mailto:info@strongcommunities.org.au) or: 0404 722 553

### **Taranganba Early Learning**

Child Care Centre: 83 Taranganba Road, Taranganba

P: 07 4925 0881 Open 6:30am - 6:30 pm

0 - 12yrs – Long Day Care, Kindergarten and OSHC

Email [taranganba@gskyedu.com.au](mailto:taranganba@gskyedu.com.au)

Website <https://www.taranganbaearlylearning.com.au/>

Facebook <https://www.facebook.com/taranganbaearlylearning/>

## **The Smith Family**

Saver Plus is a matched savings and financial education program funded by the Australian Government. It is delivered by Community organisations in 61 communities across Australia and is supported by the ANZ bank. The program is designed to assist families on lower incomes to:

- Improve their levels of financial education
- Develop a long term savings habit
- Purchase educational items for themselves, if they are studying as an adult, or children at school or starting Prep next year.

Participants attend 4 “MoneyMinded” financial skills workshops and remain on the program for 10 months. Participants are encouraged to save up to a maximum of \$500 and as an incentive, the ANZ rewards their savings by matching them dollar for dollar (up to \$500) to purchase education items.

To be eligible, Participants must:

- Have a Centrelink Health Care or Pensioner Concession Card
- Be at least 18 years old
- Have some regular income (paid) from work (themselves or their partners) including casual, part time, fulltime, seasonal employment or cash in hand.
- Be a parent or guardian of a child at school OR Prep next year, be attending or returning to vocational education themselves.

Communities for Children FP Capricorn works with local organisations to empower and support a strong, child friendly community to enhance the wellbeing of children and families. Communities for Children FP Capricorn fund Community Partners to deliver early intervention and prevention services within the Capricorn Region (Rockhampton Regional and Livingstone Shire Council areas) for children aged birth to 12 years and their families.

All projects are aligned with one of the following priority areas:

- Children and their families lead healthier lifestyles
- Parents and carers are better able to support their child’s development
- Young children are better prepared for school and have increased school engagement
- Aboriginal and Torres Strait Islander children have improved health and learning
- Community Connectedness

The Learning for Life program works in partnership with families to support their children’s education and increase their chances of success at school. *Learning for Life* provides support from a dedicated Family Partnerships Coordinator, access to programs for the whole family and scholarship money to help with the costs of schooling. To be eligible, families must have a Health Care or Pensioner Concession Card, have a child in a primary school we partner with and support their children to attend school regularly.

*Learning for Life* also offers educational programs to enhance students' literacy and numeracy skills, reading, mentoring and careers, transition to high school and learning clubs. *Learning for Life* also offers training for professionals in the early years learning programs Let's Count and Let's Read.

For more information, please contact:

Karen Mulligan  
Family Partnerships Coordinator - Learning for Life  
The Smith Family  
M 0481905240 E [karen.mulligan@thesmithfamily.com.au](mailto:karen.mulligan@thesmithfamily.com.au)

Tracey Blok-Earl  
Programs Coordinator - Learning for Life  
The Smith Family  
M 0434780077 E [tracey.blok.earl@thesmithfamily.com.au](mailto:tracey.blok.earl@thesmithfamily.com.au)

### **Uniting Church Illoura Child Care Centre Rockhampton**

Day Care Centre : 321 Berserker Street,  
Frenchville. Phone:(07) 4920 1700

### **EMERGENCY ACCOMMODATION**

#### **AnglicareCQ**

Rockhampton Address: 160 - 164 Musgrave St,  
North Rockhampton  
Phone: 1800 769 814  
Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)  
Office Hours 8:30am – 5:00pm Monday – Friday  
Website: <https://anglicarecq.org.au/>

Service Types:

- Financial Support
- Homelessness Services

### **Australian Red Cross**

*Accommodation/Wellbeing Centre* – for people from outside the region

Rockhampton Accommodation/Wellbeing Centre offers support to visiting relatives of patients in hospital, or to those accessing medical appointments. It provides a welcome home away from home for patients and their carers, who travel from some of the most remote part of Queensland to receive medical treatment in Rockhampton.

Current accommodation rates and conditions can be obtained by contacting us on 07 3367 4746 or 0466 516 085 after hours, or [qldrockhamptonbranch@redcross.org.au](mailto:qldrockhamptonbranch@redcross.org.au)

### **Buderoo House Youth Shelter. Darumbal Community Youth Services. Youth Shelter**

Young people 16 -21 years old who are homeless or at risk of homelessness. 24 hrs a day, 7 days a week. PH: 4927 5715



### **Capricornia Training Company - (YHARS)**

The objective of Youth Housing and Reintegration Services (YHARS) is to assist young people transition to greater stability and independence. YHARS is a free, confidential service for young people aged 12-21 who are experiencing homelessness, or are at risk of becoming homeless. Young people are assisted to obtain safe accommodation and develop skills to live independently.

YHARS provides support to address a range of key life domains such as: Relationships Education, training and job related qualifications and employment, income support, health and personal development.

Contact Information: Located at 38 Armstrong St, Nth Rockhampton. Business hours Ph. 1300 999 CTC (282) After Hours 1800 616 289 Email: [yhars@ctcql.com.au](mailto:yhars@ctcql.com.au)

### **Homeless Persons Information Queensland (HPIQ) - 1800 474 753**

#### **Neville Bonner Hostel - Aboriginal Hostels Limited**

5 Bridge Street, The Common QLD 4701 (07) 4927 3656 [Website](#) Aboriginal and Torres Strait Islander Clients • 5 Bridge Street, North Rockhampton • Cost includes 3 meals/day • Cost is per/bed not per/room (2beds/room) • Referral via walk in or agency

#### **Rockhampton Women's Shelter**

Emergency accommodation for women and their families escaping domestic violence. Ph. 4926 5603

#### **Roseberry Qld**

Roseberry Qld is a community based organisation providing a variety of services to meet the identified needs of young people and families who are experiencing difficulties as well as accommodation services.

#### *Housing Services*

Contact Information: 21 Dawson Road, Gladstone

Tel: 4972 0047; Fax: 4972 0917; email: [admin@roseberry.org.au](mailto:admin@roseberry.org.au)

#### *Community Housing*

Community Housing provides accommodation for low to medium income earners. Referrals for long term accommodation are provided through the Department of Housing.

#### *Crisis Housing*

Roseberry Qld manages crisis accommodation, which is available for singles, couples or families who are aged 16 years to 25 years. Call Roseberry Qld to enquire about availability.

#### *Long Term Housing*

Roseberry manages a portfolio of long-term community housing units and houses. As a community housing provider we operate under the One Social Housing System. All applications are made through the Department of Housing. Tel: (07) 48992400.

*Youth Shelters*  
*Jacks House – Rockhampton*

Contact Information: *Jack's House*: 122 Kent Street Rockhampton  
Tel: 4922 2453; Fax: 4922 2054; email: [jackshouse@roseberry.org.au](mailto:jackshouse@roseberry.org.au)

*Jack's House* is a 24/7 crisis shelter for young people aged 16 - 19 years, who are homeless or at risk of homelessness in the Rockhampton region. Jacks House is staffed 365days a year. Jacks House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

*Roseberry House – Gladstone*

Contact Information: Roseberry House: 20 Rollo Street, Gladstone, Qld Tel: (07) 4972 5383. Email: [RoseberryHouse@roseberry.org.au](mailto:RoseberryHouse@roseberry.org.au)

Roseberry House is a 24/7 crisis shelter, for youth aged 16 – 25 years, experiencing homelessness, or at risk of homelessness. Roseberry House is staffed 365days a year. Roseberry House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

*Dignity Hub*

Contact Information: 20 Rollo Street, Gladstone, Qld Tel: 0427 751 639

The Roseberry Dignity Hub provides community members and families experiencing homelessness (of any age bracket) access to free:

- laundry facilities
- bathroom facilities
- kitchenette (tea and coffee making facilities)
- access to perishable food items for those experiencing crisis
- information and referral to other services
- Adaptable Living Program

**St Vincent De Paul Homeless Men's Hostel (Ozanam House)** (formerly Ozcare)

Vinnies Men's Hostels are staffed 24 hours a day and provide short term crisis accommodation, support and meals to men aged 18 years and over.

Contact Information: St. Vincent De Paul Society Qld. 233 Alma Street: P O Box 81: ROCKHAMPTON 4700: Ph.: 49993207

**EMERGENCY FOOD RELIEF**  
**Food Relief Capricorn Coast**

You choose the grocery items you like, with one item from each of the 24 shelves. Choice of meats plus you choose Fruits & Vegetables, Breads, Dairy & Eggs. No eligibility criteria. Recipients will receive around \$120-\$150 worth of basic groceries.

Pick up Day: Friday 9.30am

33 William St, Yeppoon until 1pm.  
&  
Emu Park Corner Archer and Hunter Sts Friday 9.30am until 12pm.

Handling fee \$50. No EFTPOS  
Please bring your bags.

You are welcome to attend every week

For more information call in or contact us on: 0468 799 843: email  
[frcapcoast@gmail.com](mailto:frcapcoast@gmail.com) or check us out at [Food Relief Capricorn Coast](#)  
Powered by volunteers

### **Rockhampton Food Bank.**

The Hands of Compassion Food Bank offers a wide variety of products available to the whole community. For a handling fee of \$60, you can put together your own hamper. Take your pick from a wide range of items. There is a variety of frozen meats, dairy products, eggs, bread, tinned and packaged foods, fresh fruit and vegetables, toiletries, household cleaners, baby food, pet food, and so much more. The selection of items depends on what is available on the day, however the options are always plentiful. Come along and take a look at the free thrift shop that offers clothes, blankets, manchester and more!

No Eftpos.

Thursday and Friday 9.30am until 2pm

Free barbecue breakfast until 11am on Friday only.

No appointment needed.                      No criteria checks.                      Foodbank does not deliver

See [Rockhampton Food Bank](#)

16 Robison st Park Avenue Rockhampton, Queensland 4701

[Get Directions](#) 0412 380 511

[Send Message](#) Typically replies within minutes

[www.hoc.org.au](http://www.hoc.org.au)

[Double check when we are open](#)

### **Sacred Heart Conference St Vincent de Paul Conference Yeppoon**

By arrangement, support provided for emergency situations including food and clothing and furniture when available.

Support Office:                      74 John Street Yeppoon

Phone Number:                      4939 3141

Postal Address:                      P.O. Box 628 Yeppoon Qld 4703

Email:                                      [sh4703@svdpqld.org.au](mailto:sh4703@svdpqld.org.au)

## **Vinnies Support Centre**

The Support Centre seeks to reach out and support those in need, offering a hand-up based on individual needs.

This is done by supporting and listening to all during difficult times and providing services, such as Food Hampers and Assistance for special requirements. These special situations include:- Children's Educational Funding, Christmas Hampers, assistance with completion and the submission of NILS Applications.

The Centre also assists Schools and Agencies with food to support those in need, as required.

We can be reached by calling 4927 6026, best call between 9.00 and 9.30am, to make an appointment to visit us at 233 Alma St, Rockhampton.

We are open on Tuesday, Thursday, and Friday from 9.00 am to Midday.

Please bring hard copy of Income Statement to Interview.

## **EMPLOYMENT SERVICES**

### **APM Employment Services**

*APM successfully provides Disability Employment Services (DES) to job seekers. Disability Employment Services (DES) is a government funded program to help people, who because of an injury, disability, or health condition, find getting into work difficult.*

APM work with their job seekers to support them into gaining long term, sustainable employment and can offer several incentives to employers for employing clients. APM also pride themselves in providing essential Post Placement Support to both job seekers and employers at no cost.

APM Employment Services 171 Bolsover Street, Rockhampton & 50 James St

Yeppoon QLD – Shae Eades – Business Manager 0447 021 573 -  
[Shae.Eades@apm.net.au](mailto:Shae.Eades@apm.net.au)

APM Employment Services 204 Musgrave St, Berserker QLD –  
Sally Jasperson – Business Manager 0438 467 455 –  
[Sally.Jasperson@apm.net.au](mailto:Sally.Jasperson@apm.net.au)

### **Career Employment Australia**

Assistance comes in the form of benevolent relief through services including rehabilitation; counselling; assistance in obtaining accommodation; personal assistance and support including material and non-material relief; assistance with work and development of work skills.

Ph:4925 0033. 20 James Street Yeppoon [info@ceagroup.com.au](mailto:info@ceagroup.com.au)

### **Career Linker**

Multi Services in Employment Support and Careers Consultancy. Servicing Job Seekers and Employers (Business and Industry)

PH: 0401 953 589 [admin@careerlinker.com.au](mailto:admin@careerlinker.com.au)

### **CIM Employment**

CIM Employment works with people who have temporary barriers to employment. They may have sustained an injury or an illness which makes it more challenging to find employment, or to remain in employment. Clients are referred by Centrelink.

PH: 1300 133 758 . Suite 7 & 8, 190 Bolsover Street Rockhampton

### **Community Solutions**

*A CoAct Accredited Employment Service Partner*

*Disability Employment Services | Workforce Australia*

If you want to find work then Community Solutions is the place for you.

Open the door to a world of opportunity and be supported by a team who believe in you.

When you register with Community Solutions, our dedicated local team in Yeppoon, Emerald and Rockhampton, invests in you from the start. You'll get one - on - one support with staff who listen to your needs, give you options to reach your goals and build your confidence and skills to help you on your road to success.

Community Solutions is a leading specialist employment agency with over 20 years' experience in helping Queenslanders with disability, health conditions, injuries or mental illness to find rewarding and satisfying work. Our team can help you overcome any challenges to finding a job so that you can enjoy the benefits of being part of the workforce.

#### Get in touch

To find out more about Community Solutions contact your local team on:  
48671591

<https://communitysolutions.org.au/>

- Shop 6A / 18-22 Anzac Parade, YEPPOON
- 189 Musgrave Street, ROCKHAMPTON
- Shop 1/112 Egerton Street, EMERALD
- 167 Auckland Street, GLADSTONE

### **CQID: Central Queensland Indigenous Development**

Provides a range of employment and training services. (07) 4920 0000

### **CQROC: Regional Jobs Committee**

Cassie Brophy

CQROC Project Manager

P:0458787132

E: [pmrjc@cqroc.org.au](mailto:pmrjc@cqroc.org.au)

The Regional Jobs Committee (RJC) is part of the Queensland Government's commitment to working with stakeholders in regions around Queensland to create more jobs, improve training pathways, drive economic activity and attract investment. RJC's are established as part of the [Skills for Queensland – Great Training for Quality Jobs Strategy](#).

### **Employment Services Queensland**

ESQ is a Job Service Australia Provider and provides a wide range of quality specialised employment, training and education services to a diverse range of jobseekers, including the most disadvantaged. 4925 0033. Shop 20B James St Yeppoon.

### **Epic Employment Service Inc**

PH: 4921 0236 10 99 Musgrave St, North Rockhampton

### **For NDIS participants**

*CPL – Mylestones Solutions* – Rockhampton & Gladstone Garden crew offers Supported Employment for NDIS participants on a Permanent part time employment basis.

CPL Mylestones Solutions – NDIS participants can see out employment opportunities using their NDIS funding to help achieve your goals in employment or self employment, part time and full time employment using their Core support funding for 1:1 assistance in achieving their goals. This program is called Individual Employment Support (IES).

CPL Mylestones Solutions – offers School Leaver Employment Support (SLES) funded by NDIS to school leavers

For all the CPL Mylestones Solutions above please contact Melinda Cameron on 0436 621 141 or email [Melinda.cameron@cpl.org.au](mailto:Melinda.cameron@cpl.org.au)

For participants with a disability and/or NDIS participants interested in direct open employment and none of the above please contact: Mylestones Disability Employment Services (DES) Manager on Sharyn McCluskey 0456 406 287

### **MAX Solutions: Employment, Disability & Training Service ...**

We provide jobactive, disability *employment* services (DES), NDIS SLES, health assessments and training.

Phone: 1800 603 503

<https://www.maxsolutions.com.au>

### **MRAEL**

You can speak to an MRAEL Representative right now on 1300 4 MRAEL (1300 467 235). If you would prefer, send an email to [people@mrael.com.au](mailto:people@mrael.com.au) Or, connect via the Website [here](#)

**Multicultural Australia** (formerly Multicultural Development Association – MDA)  
Provides employment assistance for young people and adults from culturally & linguistically diverse backgrounds. 4921 2222

### **National Job Link (NJL)**

NJL deliver the Transition to Work (Federally Funded Program) that assists 15-21 years who have left school and want to undertake training and employment. We have offices in Rockhampton City, Berserker and Gladstone and welcome young people to come in and have a chat with us about how we can assist them into work.

- Berserker office: 4926 1678 – 173 Berserker Street, Berserker (Cnr of Elphinstone and Berserker Streets)
- Rockhampton City : 4921 3107 – 44a William street, Rockhampton City (Cnr of Bolsover and William streets)
- Gladstone : 4926 1678 – 2/175 Goondoon Street, Gladstone

### *NJL Parents Next.*

ParentsNext is a Federally funded, pre-employment program that assists parents with young children to identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community.

NJL will be delivering ParentsNext in the following locations Berserker, Rockhampton City, Gladstone, Emerald, Woorabinda and Yeppoon.

For more information please contact our Rockhampton office on 07 4921 3107 located at: Normanby House, 44A William Street, Rockhampton 4700

### **OCTEC Employment Service**

OCTEC Employment Service are a Disability Employment Service Provider who specialize in mature age (over 50 years of age) and Indigenous clients who are effected by medical conditions and seeking employment. Our main office is at 72 Elphinstone Street, Rockhampton but we also service Yeppoon. The best contact is either:

- Karyn Stockdale, 0411314949, [k.stockdale@octec.org.au](mailto:k.stockdale@octec.org.au) (Rockhampton/Woorabinda)
- 4845 6949 Yeppoon

### **The Salvation Army Employment Plus**

PH: 4921 7500. 223 Musgrave Street, Cnr Miles Street, North Rockhampton

### **FAMILY SUPPORT SERVICES**

#### **Achieving Balance**

Achieving Balance is now taking referrals, and there is currently *no waitlist* for Child and Family Counselling.

There is availability for families in the Rockhampton area for face to face or telehealth and can be arranged between practitioners.

For all referrals or information please email me on [achievingbalance.cq@gmail.com](mailto:achievingbalance.cq@gmail.com), visit the website [www.achievingbalance.com.au](http://www.achievingbalance.com.au) or call me on 0432 044 773.

Alternatively please pass my details on to your clients for them to contact me directly.

Tamara Wickham  
Child and Family Counsellor and Psychotherapist  
0432 044 773

### **Act for Kids – Intensive Family Support (IFS)**

38 Armstrong Street, North Rockhampton  
Phone: 4860 8100

The Act for Kids Intensive Family Support (IFS) Program works with families who have consented to accept case management support to strengthen their families to keep their children safe. Referrals can be received from all community agencies, health services and education settings and self-referrals.

IFS services can take referrals without consent from the Department of Child Safety and other prescribed entities. Referrals into this service must demonstrate the referred family has multiple and complex needs, has a child/ren under 18, are at risk of entering the child protection system if support is not obtained and would benefit from a case management service.

Referrals can be received via

On Line: <https://qld-families-referrals.infoxchangeapps.net.au/> (preferred)

Email: [rockhamptonintake@actforkids.com.au](mailto:rockhamptonintake@actforkids.com.au) Phone: 4860 8100

### **AnglicareCQ**

Rockhampton Address: 160 - 164 Musgrave St,  
North Rockhampton

Phone: 1800 769 814

Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

### **Service Types**

- Family Support
- Counselling

### **Australian Red Cross**

#### **HIPPY, Mount Morgan**

Home Interaction Program for Parents and Youngsters (HIPPY) is a two year home based early childhood parenting and enrichment program for pre-school aged children and their parents/carers. Home tutors schedule regular weekly or fortnightly visits with parents to work through the program activities in the family's home. Parents are also encouraged to participate in regular parent group meetings. The program activities are designed to be integrated into the daily life of the family.



The HIPPY approach develops the foundations for learning in the home during children's crucial early years. HIPPY fosters social inclusion, contributes to successful school participation and offers parents, a supported pathway to employment, training and local level community leadership. HIPPY seeks to build a sense of belonging for families and children and actively equip parents to support their children and other parents.

Phone: 0466 428 139

Email: [mblake@redcross.org.au](mailto:mblake@redcross.org.au)

#### Accommodation/Wellbeing Centre

Rockhampton Accommodation/Wellbeing Centre offers support to visiting relatives of patients in hospital, or to those accessing medical appointments. It provides a welcome home away from home for patients and their carers, who travel from some of the most remote part of Queensland to receive medical treatment in Rockhampton.

Current accommodation rates and conditions can be obtained by contacting us on 07 3367 4746 or 0466 516 085 after hours, or [qldrockhamptonbranch@redcross.org.au](mailto:qldrockhamptonbranch@redcross.org.au)

#### Medical Equipment Hire Service

Rockhampton Branch assists people in times of need by providing a low cost mobility equipment and personal care aids for short term hire, to assist people in their home environment. All items are hired on a weekly basis and identification is required at the time of hire.

Clients should seek advice from their health professional as to the aid and the duration of use.

Phone: 07 3367 4736

Monday to Friday 9.30am – 4.30pm [qldrockhamptonbranch@redcross.org.au](mailto:qldrockhamptonbranch@redcross.org.au)

#### Rocky Range Shop

The Rocky Range Shop provides a treasure trove of pre-loved, and vintage clothing, homewares and accessories for the fashion conscious and budget shopper alike. Red Cross Shops rely on the generosity of the public to donate quality pre-loved items, you can donate by dropping off your items to your local shop.

The money raised will help fund our work in vulnerable communities across Australia and our region.

Phone: 07 3367 4736

#### Trauma Teddies

Rockhampton Branch has a core group of volunteers across Central Queensland who knit Trauma Teddies. These teddies play such a vital comforting role in the hospital, calming down children in stressful situations, and in times of natural disasters. They also provide a happy face in a lonely time for aged care residents.

Phone: 07 3367 4736

### Bushfire Recovery Project Office

The role of the Bushfire Recovery Officer is to work with communities as directed to implement sustainable and effective community disaster preparedness and recovery initiatives. BRPO works with the Coordinator to increase community capacity to support a strong, positive recovery from drought and bushfires and to better prepare for future disaster events.

Emergency Activation Officer Phone: 0403 251 226

Red Cross, Milton, Brisbane Phone: 1800 733 276

### **Basic Rights Queensland 1800 358 511(**

Basic Rights Qld provides free advice, advocacy and legal services for people with problems with social security or disability discrimination.

### **Capricorn Coast Community Health Services (Women and Family Health)**

Mental health and counselling, podiatry, indigenous services, drug and alcohol services, disability services, diabetes and nutrition, community nursing, child and youth health services, aged care, stroke and optical services. Office hours : Mon to Fri 8.30 a.m. – 4.30 p.m.

*Women and Family Health* : Mon to Fri 8.30 a.m. – 4.30 p.m. 49133000

[www.health.qld.gov.au/cq/](http://www.health.qld.gov.au/cq/)

### **Capricorn Community Literacy Inc**

Capricorn Community Literacy Inc (CCL) is a free service for anyone who would like to improve their reading and writing skills. Volunteer tutors assist members of the community in Groups or one on one learning activities. Everyone is welcome to join in the CCL group sessions, which are a lot of fun and currently held every Monday from 9.00am to 12 midday at Yeppoon State School, Tucker Street Entrance – past the Dental Clinic on the right and take the path to the building downstairs. Ph: 0439 877 003 or email [carol.gorton@bigpond.com](mailto:carol.gorton@bigpond.com)

### **CatholicCare Rockhampton, Gladstone, Yeppoon**

#### Family relationship counselling

CatholicCare Central Queensland Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this serviceMental starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated.

Appointments can be made by phoning 1300 523 985.

#### Family and Relationship Community Education

The Family and Relationship Community Education program provides education to groups, individuals and professionals to strengthen relationships, support families, improve the wellbeing of children and increase participation within

communities. These services are provided to families, children, young people, communities and professionals. Topics include:

- Behaviour Management
- Self Esteem
- Budgeting
- Coping with Depression and Anxiety
- Parenting Workshops including 123 Magic
- Bullying
- Wheel of Wellbeing

To find out what workshops and/or education is coming up in your area, visit the CatholicCare website at [www.Catholiccarecq.com](http://www.Catholiccarecq.com) or call our friendly Client Contact Team on 1300 523 985.

### **Child Development Service**

The Child Development Service is to provide a trans-disciplinary early intervention developmental service for children experiencing complex multi-dimensional developmental conditions. The service focuses on children under six years of age who have challenges in multiple areas of development. Referrals are accepted from General Practitioners and paediatricians. Enquiries accepted from parents and a referral form can be provided to support a GP referral.

Contact information; Child Development Service / Division of Family, Women & Children. CQ Hospital & Health Service Qld Gov. Sub-acute, Ambulatory & Community Services 82-86 Bolsover Street PO Box 501 Rockhampton Qld 4700 Phone (07) 4920 6900 Fax (07) 4920 6871

### **Central Queensland Indigenous Development Ltd (CQID)**

CQID assists Indigenous people and their families with referring to support services such as; early childhood, education, training, employment, financial management, housing, health and legal requirements.

To find out more about the *CQID Drug and Alcohol Treatment program (NGO-TGP)* go to [Central Qld Indigenous Development](#) in the Alcohol, Drugs and Gambling Services section of this directory

Contact Information: CQID, Community Enterprise and Inclusion Centre, Building 26, Darumbal Road, Central Queensland University. Ph. 4920 0000 Fax 4920 0010 [enquiries@cqid.com.au](mailto:enquiries@cqid.com.au) <http://cqid.com.au>

### **Family Drug Support Australia**

*Family Drug Support* is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- Website: [www.fds.org.au](http://www.fds.org.au)
- 24/7 Phone Support line – 1300 368 186
- One on one support: face to face support or by telephone

## **Family Relationship Centre**

Provides information and referrals to assist strengthening families and dealing with relationship difficulties. Where families separate, the FRC provides information, intake and assessment, education programs and family dispute resolution (mediation) with qualified practitioners to help them reach agreement on parenting matters without going to court. This agreement occurs in the form of a parenting plan. The FRC strives to provide culturally appropriate service.

### *Services*

Family Dispute Resolution (mediation) is offered on children's issues. The process consists of Intake and Assessment, Group Child Focus session (individual or telephone by assessment) and mediation which is booked for 3 hours. We offer FDR (mediation) outreach services to Gladstone, Emerald, Biloela, Yeppoon, Blackwater and Mount Morgan by appointment. We can offer telephone FDR (mediation) where necessary.

### *Costs*

The first three hours of service (Intake & Assessment, Child Focus session and first hour of FDR) are free. The second and third hour of the mediation plus any further sessions are charged at \$30 per hour per person. Exemptions apply - please check with your practitioner.

*Contacts:* 16 Bolsover St, Rockhampton: Ph: 1300 783 544

Email: [fcrockhampton@Catholiccarecq.com](mailto:fcrockhampton@Catholiccarecq.com) Website: [www.Catholiccarecq.com](http://www.Catholiccarecq.com)

## **Foundations Care**

Children / Young People 0-18 years with complex needs that are referred by the Dept. Of Communities Child Safety. Foundations Care is an Intensive fostering agency that is currently supporting carers and children / Young People in the CQ region. PH:49273196 Unit 1/ 28 Bolsover St Rockhampton

## **Gambling Help Service**

UnitingCare

*Central Queensland*

*We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:*

- In person at our office in Rockhampton*
- Via Zoom (video call) or phone*

*For more information please see [Gambling Help Service](#) in this directory*

*Ray Abdy*

*Counsellor/Community Educator*

*Mobile: 0498 000 325*

*Email: [ray.abdy@ucommunity.org.au](mailto:ray.abdy@ucommunity.org.au)*

*Tamara McDougall*

*Community Educator*

*Mobile: 0498 000 817*

*Email: [tamara.mcdougall@ucommunity.org.au](mailto:tamara.mcdougall@ucommunity.org.au)*

After hours contact Gambling Helpline

Phone: 1800 858 858

Website: [www.gamblinghelpqld.org.au](http://www.gamblinghelpqld.org.au)

### **Girls Time Out – Young Womens Support Service Inc.**

GTO Young Women's Support Service Inc provides a range of programs to young women, including parents across the Rockhampton Local Government Area.

Ph: 07 4922 7236 Ph: 0457 005 794 (After hours)

[www.girlstimeout.com.au](http://www.girlstimeout.com.au) - website

girls.time.out – Instagram

Girls Time Out – Facebook

@: [admin@girlstimeout.com.au](mailto:admin@girlstimeout.com.au)

### **Head Start Children's Therapy Services**

Head Start Children's Therapy Services is a locally owned and operated private occupational therapy practice offering services to children and adolescents in the CQ Area. We work in collaboration with families to support development and participation in self-care, leisure, school and play activities. We are registered as a FASchia Helping Children with Autism provider in addition to having medicare and private health rebates available.

Contact Information: 2/28 Bolsover Street Rockhampton.

Phone: 4921 1224 Mobile: 0476046024. Fax: 4921 2487

### **Helem Yumba CQ Healing Centre:**

Works with Indigenous families to address issues of family and domestic violence. Provides counselling and support to families and individuals experiencing or at risk of domestic and family violence; group therapy, workshops and legal services. See also

*Helem Yumba does not condone violence of any sort.*

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700

Phone: (07) 4931 8600

Fax: (07) 4921 3877

Free Call: 1800 776 727

[admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

### **Homestay**

The purpose of the service is to provide early intervention support to people at risk of homelessness, in order to maintain their tenancies. Works with over 18s, assists clients maintain & sustain accommodation. Provides information, advocacy, mentoring, group work and refers onto appropriate services. PH: 48904603 or PH: 48904600 . 87 Alma Street, Rockhampton

### **Integrated Family and Youth Service**

IFYS provides specialist support and intervention programs for children, young people and families. Across Queensland from Toowoomba to Cairns, IFYS provides a range of accommodation, support and counselling services.

- [Child Protection](#)
- [Support Programs](#)

- [Community Centres](#)
- [Disability / NDIS](#)
- [Accommodation](#)

Contact Information: 5438 3000  
admin@ifys.com.au

### **Kids Helpline**

1800 55 1800

### **Livingstone Shire Council Community Centre**

The Community Centre is a place for the community to access supportive information and to meet, learn and share each others skills and knowledge.

The Community Centre is partly funded through the Department of Communities, Child Safety and Disability Services. The centre provides Capricorn Coast residents with a public community hubspace that is safe, welcoming, vibrant, accessible, available to all and offers:

- General Information and referral assistance;
- Outreach services;
- Enhanced choices;
- Networking and social and social events;
- Participation in programs and activities that build skills;
- Affordable meeting spaces on a permanent or casual basis , and
- Life long learning opportunities.

We also provide important linkages, capacity building educational and partnership opportunities for:

- Individuals requiring support;
- Community services providers;
- Community organisations, clubs and groups, and
- Community development staff and council

Contact Information: 80 John Street Yeppoon: Ph.one: 4913 3840

### **Lotus Place CQ**

Lotus Place is a dedicated support and resource centre for people who experienced abuse in an institutional setting including out of home care.

Lotus Place supports people who as children were in the care of church and state-run institutions, foster care and detention centres. It offers integrated peer support, advocacy, counselling, and other support services, including Find and Connect Services and assistance with applying to the National Redress Scheme. We can assist you by phone, email with information or referral to services, resources, and entitlements within your local area.

You can access individual advocacy and support to:

- ❖ Seek access to government and community services
- ❖ Seek redress of past abuse through the criminal justice system, civil processes or internal church or religious institutional processes

- ❖ Obtain personal records, reconnect with family and trace your history
- ❖ Access professional support and counselling services

Phone: 4999 4300

Address: 10 Albert Street, Rockhampton Q 4701

### **Our Children Australia**

([www.ourchildren.com.au](http://www.ourchildren.com.au)) an online communication portal for separated parents; a place for parents to communicate and store information regarding their children. We provide parents with access to their own online communication book 24/7. A fee for this service applies to each parent – please check the website for the current rates.

### **Our Space All Abilities Club**

Our Space is a community connection point located in Stockland Rockhampton. It is a place for community to connect to services, and services to connect to community, with a focus on improving health and wellbeing for children, youth, and families.

We are located opposite ANZ in Stockland Rockhampton and are open Wednesday to Friday (with some Saturdays). We also have a facebook and Instagram page for information about upcoming events and Our Space news.

If you have information (such as flyers or brochures) for our target group please feel free to drop them off! If you would like to operate an activity from the space please contact [ourspacecoordinator@gmail.com](mailto:ourspacecoordinator@gmail.com) or phone 0498 319 116 for a booking form and booking guidelines. Also see:

<https://www.facebook.com/OurSpaceRockhampton/>

### **Parentline**

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm.

1300 30 1300

To find out more, please visit: [parentline.com.au](http://parentline.com.au) or check out *Parentline Qld + NT* on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: [admin@parentline.com.au](mailto:admin@parentline.com.au)

## **Relationships Australia (Qld)**

Children's Contact Service: CCS provides a safe and neutral place for children of separated parents to establish and maintain a relationship with their other parent and family members. The main functions of the program are facilitated changeovers and supervised contact. The service is short-term process aimed at supporting families to transition to self-managed post-separated parenting. The general timeframe for service is aimed at 4-8 months though this may be extended depending on individual families' needs and the best interests of children. Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277

Parenting Orders Program (POP): Provides psycho-education around post-separation parenting, the impact of conflict on children, communicating with an ex-partner, and boundaries. It is an eight-week program delivered via group or one-on-one. Service users can register for the program by contacting Ph: 1300 364 277.

Family Dispute Resolution: Family Dispute Resolution is a forum that provides parents the opportunity to discuss and come to arrangements regarding the care and wellbeing of their children. Family Dispute Resolution occurs when each party has met with the mediator, and it has been assessed as suitable to proceed. In instances where it is not suitable to proceed then the parties may be eligible for a s60i certificate. This program conducts parenting and property mediations. Ph: 1300 364 277.

Relationship Counselling - Counselling provides an opportunity to discuss and be supported to work through couples' issues, conflicts with friends, relationship breakdown (family, intimate partner, parental, social etc). People may choose to attend counselling as an individual, couple or family. There is a charge for this service which is provided out of our Rockhampton and Gladstone venues. Ph.: 1300 364 277

## **Rockhampton Specialist Therapy Services- Act for Kids**

Rockhampton Specialist Therapy Services- Act for Kids is a free therapeutic service that adopts evidence- based interventions to children and young people that have been impacted by unwanted sexual experiences (aged 0 to 18 years) or those who display harmful sexual behaviours (aged 10 to 17 years).

Our services are tailored to meet the individual needs of children, young people and their families in Rockhampton, Gracemere, Capricorn Coast and Mt Morgan.

### *We can help:*

Develop responses to unwanted sexual experiences or to those that display harmful sexual behaviours by:

- Providing a safe place to express and process difficult thoughts and feelings
- Giving children and young people the opportunity to explore the impact of their experiences
- Supporting children and young people to develop skills for managing unpleasant physical sensations
- Empowering parents and care givers to help them deal with the complexity of the situation and any challenging behaviours of the child or young person.



Address: 38 Armstrong Street  
Phone 07 4860 8100 Email: [referralsrockysva@actforkids.com.au](mailto:referralsrockysva@actforkids.com.au)

### **Sacred Heart Conference St Vincent de Paul Conference Yeppoon**

By arrangement, support provided for emergency situations including food and clothing and furniture when available.

Support Office: 74 John Street Yeppoon  
Phone Number: 4939 3141  
Postal Address: P.O. Box 628 Yeppoon Qld 4703  
Email: [sh4703@svdpqld.org.au](mailto:sh4703@svdpqld.org.au)

### **Salvos**

The Salvation Army Capricorn Region. Offering a range of services for the regional area. PH: 49235600 131 - 137 Park Street NORTH ROCKHAMPTON QLD 4701. Emergency Relief program I Rockhampton hours will be Wednesday and Fridays (excluding Public Holidays) 9.00am to 11:00am

People requiring assistance will need to ring our Phone Assessment Line on 07 3001 6288 Monday to Friday between 9am and 4pm. (This line gets very busy of a morning and people tell us that late morning to early afternoon is perhaps the best time to ring)

- Assessment of eligibility and level of assistance to be given is determined over the phone.

- 

If assistance is approved, a gift card that operates as an EFTPOS card may be assigned.

- Once approved, SAL Connect cards can be collected on a Wednesday or Friday between 9am and 11.00. Two identification documents must be provided. One of them being photo ID.

### **Red Shield Family Stores**

Rockhampton North: 414-434 Yaamba Rd, Norman Gardens QLD 4701 Red Hill Homemaker Centre, just down from BCF. This store is open Monday to Friday 9am to 4.30pm and Saturday 9am to 3pm

**Doorways Case Work:** The Doorways casework service supports people who want to make positive changes in their lives. The Salvation Army believes everyone has the capacity to change. A caseworker will walk alongside you, as you develop a plan together to achieve your goals.

Doorways case workers can help with · Living Skills · Advocacy · NILS Loans · Budgeting Skills · Sper Debts WDO · Connecting with community and interest groups · Relationships · Positive Lifestyle Program · Spiritual matters · Referrals to specialist service If we are not able to provide you with the right support, we will endeavour to put you in contact with people who can. Call Kristine on 0438 144 502 or email [kristine.fry@salvationarmy.org.au](mailto:kristine.fry@salvationarmy.org.au)  
Monday, Wednesday, Friday 8.00-4.00

CQ Service Directory September 2024

## Services Australia

Services Australia: we deliver government payments and services

### Shared Mailbox for DHS Social work Team based in Rockhampton.

Social Workers no longer have an access phone line, which used to be 49385467. Due to new telephony it has gone. Each social worker now has their own direct number.

This mail box is not for customers, but for agencies to ask for contact by social worker regarding DHS business ROK.SW.Team@humanservices.gov.au

### *Centrelink*

Centrelink delivers a range of payments and services which can be accessed online, via the Phone and face-to-face through Customer Service Centres, Agents and Access points. Information is also available in a number of languages, with access to free interpreters for Centrelink business. Forms and Information sheets are also available online.

Contact Information : 190 - 194 Musgrave St: P O Box 53: ROCKHAMPTON 4700  
Ph.: 132 717 (disability): Ph.: 132 316 (drought): Ph.: 132 850 (family): Ph.: 136 380 (Indigenous). – or click on [Centrelink](#)

### *Child Support*

Child Support can help you with your child support choices, which are designed to work for both parents and non-parent carers (for example, grandparents, legal guardians or other family members) while maintaining the welfare and best interest of the children involved.

Before you contact us, it may be faster for you to read more about:

- The [parent's guide to child support](#)
- our [Child Support estimators](#)
- updating your [personal details](#)
- a [Child Support assessment](#)
- [Child Support when parents and children live overseas.](#)

If you can't find what you're looking for, you can [contact us](#).

New Customers can apply online for a [Child Support assessment](#). If you have a general question that you can't find the answer to, and it's not urgent, you can make a [general Child Support enquiry online](#). Don't include sensitive information. If you require immediate assistance or you're facing crisis or hardship, [call us](#).

Before you contact us, read the information other people found useful:

- [Child Support online accounts](#)
- [help for online accounts and mobile apps](#)
- check for [scheduled outages](#) if you receive an error.

If you still need help with your online account, our [online account guides and video demonstrations](#) may help. Also see [Services Australia](#)

\*Please note Child Support customers that present at the Rockhampton Services Australia Service Centre located at Musgrave Street will be directed to a self-service terminal or advised to contact Child Support via Phone.

## **Strengthening Family Connections**

Strengthening Family Connections (SFC) embraces a holistic approach utilising a strength's based framework to support families/individuals, with children/young people (0 - 18 years) on the Capricorn Coast. We recognise that all individuals have their own natural resources, strengths, knowledge, and life experiences to draw from.

SFC services include; Family and individual counselling/support (across a wide range of issues), education, parenting support, information, advice and referrals to other agencies and support services. Individuals/families can self-refer or be referred by other agencies with the individuals/family's consent.

SFC services are offered to individuals/families who are not currently subject to statutory child protection intervention and at no cost.

Strengthening Family Connections was proudly established by Livingstone Shire Council in partnership with the Livingstone Community Action Group (LCAG), and is funded by the Department of Child Safety, Youth and Women.

Phone: (07) 4913 3830

Address: 35 William Street, Yeppoon (behind the Library)

Email: [sfc@livingstone.qld.gov.au](mailto:sfc@livingstone.qld.gov.au)

Open Hours: Monday – Friday 8:30am – 5:00pm

## **Strong Communities**

Strong Communities Ltd. Is a not-for-profit organisation which supports regional communities' wellbeing through the provision of services for children, families and organisations.

Programs offered include evidence based, early intervention programs to support parents, respectful relationship education programs for youth, grief, loss and resilience programs.

Facilitators are based in Rockhampton, Gladstone and Boyne Valley with outreach programs across Queensland.

Programs currently available:

- Circle of Security® Parenting™
- Engaging Adolescents™
- Seasons for Growth Child and Young People
- Seasons for Growth Parenting
- Seasons for Growth facilitator training
- 1-2-3 Magic® & Emotion Coaching
- Tuning in to Kids Parenting
- LOVE BiTES and LOVE BiTES Junior
- Drumbeat - Building resilience through rhythm
- Cultural Awareness Training

For more information: [info@strongcommunities.org.au](mailto:info@strongcommunities.org.au) or: 0404 722 553

### **Time for Grandparents**

Time for Grandparents 1300 135 500. Support for grandparents raising grandchildren. [www.grandparentsqld.com.au](http://www.grandparentsqld.com.au)

### **The Smith Family**

Saver Plus is a matched savings and financial education program funded by the Australian Government. It is delivered by Community organisations in 61 communities across Australia and is supported by the ANZ bank. The program is designed to assist families on lower incomes to:

- Improve their levels of financial education
- Develop a long term savings habit
- Purchase educational items for themselves, if they are studying as an adult, or children at school or starting Prep next year.

Participants attend 4 “MoneyMinded” financial skills workshops and remain on the program for 10 months. Participants are encouraged to save up to a maximum of \$500 and as an incentive, the ANZ rewards their savings by matching them dollar for dollar (up to \$500) to purchase education items.

To be eligible, Participants must:

- Have a Centrelink Health Care or Pensioner Concession Card
- Be at least 18 years old
- Have some regular income (paid) from work (themselves or their partners) including casual, part time, fulltime, seasonal employment or cash in hand.
- Be a parent or guardian of a child at school OR Prep next year, be attending or returning to vocational education themselves.

Communities for Children FP Capricorn works with local organisations to empower and support a strong, child friendly community to enhance the wellbeing of children and families. Communities for Children FP Capricorn fund Community Partners to deliver early intervention and prevention services within the Capricorn Region (Rockhampton Regional and Livingstone Shire Council areas) for children aged birth to 12 years and their families.

All projects are aligned with one of the following priority areas:

1. Children and their families lead healthier lifestyles
2. Parents and carers are better able to support their child’s development
3. Young children are better prepared for school and have increased school engagement
4. Aboriginal and Torres Strait Islander children have improved health and learning
5. Community Connectedness

The Learning for Life program works in partnership with families to support their children’s education and increase their chances of success at school. *Learning for Life* provides support from a dedicated Family Partnerships Coordinator, access to programs for the whole family and scholarship money to help with the costs of schooling. To be eligible, families must have a Health Care or Pensioner Concession

Card, have a child in a primary school we partner with and support their children to attend school regularly.

*Learning for Life* also offers educational programs to enhance students' literacy and numeracy skills, reading, mentoring and careers, transition to high school and learning clubs. *Learning for Life* also offers training for professionals in the early years learning programs Let's Count and Let's Read.

For more information, please contact:

Karen Mulligan  
Family Partnerships Coordinator - Learning for Life  
The Smith Family  
M 0481905240 E [karen.mulligan@thesmithfamily.com.au](mailto:karen.mulligan@thesmithfamily.com.au)

Tracey Blok-Earl  
Programs Coordinator - Learning for Life  
The Smith Family  
M 0434780077 E [tracey.blok.earl@thesmithfamily.com.au](mailto:tracey.blok.earl@thesmithfamily.com.au)

### **True Relationships and Reproductive Health (Clinic)**

True (formerly FPQ) provide expert reproductive and sexual health services to women. Clients do not need a referral to visit True however referrals from GPs and hospitals are welcome. Clinics are staffed by female GPs and all services are totally confidential. *For an appointment phone 4927 3999 or online [www.true.org.au/clinic](http://www.true.org.au/clinic)*

### **True Relationships and Reproductive Health (Community Education)**

True has been trusted by schools, families and community groups to deliver relationships and sexuality education for over 40 years. True's approach to education involves respectful facilitation, free of discrimination and mindful of the diversity that exists in different relationships and families. True also offers education programs tailored to meet the needs of people with a disability as well as their families and carers. A range of resources are also available to purchase through the website.

For further information phone 4921 3655 or visit [www.true.org.au/education](http://www.true.org.au/education)

### **Vinnies Support Centre**

The Support Centre seeks to reach out and support those in need, offering a hand-up based on individual needs.

This is done by supporting and listening to all during difficult times and providing services, such as Food Hampers and Assistance for special requirements. These special situations include:- Children's Educational Funding, Christmas Hampers, assistance with completion and the submission of NILS Applications.

The Centre also assists Schools and Agencies with food to support those in need, as required.

We can be reached by calling 4927 6026, best call between 9.00 and 9.30am, to make an appointment to visit us at 233 Alma St, Rockhampton.

We are open on Tuesday, Thursday, and Friday from 9.00 am to Midday. Please bring hard copy of Income Statement to Interview.

## **FINANCIAL COUNSELLING AND SUPPORT**

### **Anglicare CQ**

Rockhampton Address: 160 - 164 Musgrave St,  
North Rockhampton

Phone: 1800 769 814

Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Service Types:

- Financial Resilience
- Emergency Relief

### **CQ Financial Counselling Service**

The CQ Financial Counselling Service offers free financial counselling for areas that include:

- Credit/Debt Law
- Bankruptcy
- Budgeting
- Advocacy
- Consumer Law
- Finance Industry Practice
- NILS Loans

*CQ Financial Counselling Service* is now an agent for No Interest Loans Scheme through Foresters Group. If you have any clients who are seeking a No Interest loan of up to \$1200, please ask them to call CQ Financial Counselling Service on 49281844 to make an appointment. We will be conducting outreach for NILS to Yeppoon, Gracemere, Mount Morgan & Marlborough. Items include White goods, Health items, Technology, Outdoor Equipment, Education, Repairs & Maintenance, Household Furniture.

Must have a pension or health care card. We do not provide loans for Bond & Rent, rent arrears, Living expenses such as food, Gas electricity or phone bills. Loans are not approved for: Cash advances, debt repayment and consolidation.

If any organisation wish CQFCS staff to attend and explain NILS more fully please contact the office on 49281844 or email: [info@cqfcs.com](mailto:info@cqfcs.com)

Contact Information: Shop 4/72 High Street ((on the corner of High and Ford Street, next to Northside Plaza - the office faces Ford Street) North Rockhampton. Phone. 07 4928 1844.

For emergencies contact the Financial Counsellor on 0408 761 311.

## **Money Smart**

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: To find teaching resources – then please click on [Money Smart](#)

## **Relationships Australia Qld's Senior Financial Protection Service (SFPS)**

SFPS aims to improve the financial resilience of Older Persons through the provision of:

- Information, advice, and referrals to Older Persons experiencing, or at risk of experiencing, financial abuse
- Information, advice, and referrals to Older Persons who are in the process of making financial decisions for later on in life
- Financial counselling and case management in some instances

Who is the service for?

Older persons aged 60+ (non-Indigenous) and 50+ (Aboriginal and Torres Strait Islanders) who are experiencing, or at risk of experiencing, financial abuse and reside within one of the following areas:

- Gold Coast
- Sunshine Coast
- Mackay
- Rockhampton
- Gladstone

If you would like more information or are interested in accessing this free service please call 1300063232

## **Rural Financial Counselling Service (RFCS)**

RFCS provides free, confidential and impartial rural financial counselling to farmers, fishing enterprises, forestry growers and harvesters & small related businesses who are experiencing financial hardship or are at risk of financial hardship.

We can help:

- To prepare cash flows for finance loans (including government concessional loans), bank reviews or farm planning
- Negotiate and meet with lenders
- Identification of appropriate business options & development of an action plan
- Develop a Business Plan
- To prepare for succession planning
- To prepare for retirement
- To assist farmers to access the *Farm Household Allowance (FHA)* - this is Federal Government assistance for farmers experiencing hardship (drought, flood, or other issues effecting the financial capability of the business)
- To provide information about government (State and Federal) and other assistance schemes
- Referral to other appropriate agencies for personal or business support within the government & private sectors

**Contact:** John Lacey | Rural Financial Counsellor

Rural Financial Counselling Service Southern Queensland (Rockhampton Office)  
C/- QDAF Building 25 Yeppoon Road Parkhurst QLD 4701  
Tel 0429 894 474 | Fax 07 4622 3699 [www.rfcssq.org.au](http://www.rfcssq.org.au) | [Facebook](#)

### **Salvos: Moneycare Financial Counselling Services**

Moneycare is The Salvation Army's free financial counselling service for individuals, couples and families. Our qualified staff provide information and support to help you deal with your current financial situation and learn how to manage money well in the future. Phone 1800 722 363

### **Small Business Financial Counselling**

Small Business Financial Counselling is funded by the Government to assist, support, and empower Small to Medium Businesses – Our service is free of charge, confidential, impartial and independent.

We are able to:-

- One-on-one consultation to discuss options that are available, funding and grants and support in completing applications,
- Support in understanding situations and compliance obligations
- Confidentially assess and prepare reports on current financial position, cash flow and viability
- Identify appropriate business options, help develop an action plan.
- Help Prepare for meetings with financiers.
- Help identify the need for advice from, and to prepare for meetings with professional service providers.
- Help with preparation and management of natural disasters.
- Provide referrals to additional assistance from other professionals and services from within both government and private sectors.

*Contact:* Sharon Kingston | Small Business Financial Counsellor  
Small Business Financial Counselling Service Southern Queensland  
Capricorn Region: Mob 0436 122 381 | Head Office 1300 732 777 |  
[www.rfcssq.org.au](http://www.rfcssq.org.au) | [Facebook](#)

### **UnitingCare - Financial Resilience and Wellbeing Services**

UnitingCare's Financial Resilience and Wellbeing Services provides free, independent and confidential financial counselling and education, empowering individuals and communities to build financial resilience.

UnitingCare's financial counsellors provide face-to-face or phone financial counselling and advocacy to individuals within the community. They provide tailored support in relation to financial wellbeing, debt management and explore options available for individuals in financial crisis. They explain complex financial issues, for example bankruptcy, mortgage stress, debt waivers and payment arrangements. Financial counsellors ensure you are informed on your rights and responsibilities relating to credit and debt collection and can connect you with appropriate community agencies, Government Departments and resources to ensure you can make informed decisions around your financial situation.



UnitingCare delivers free education sessions and workshops to individuals or community groups, providing essential financial literacy skills and tools that enable them to manage and improve their finances.

To book a Financial Counselling appointment or enquire about financial education sessions please contact the Rockhampton office on 07 4930 7346 or the National Debt Helpline on 1800 007 007.

## **GOVERNMENT SERVICES**

### **Adult Restorative Justice Conferencing (ARJC)**

The Department of Justice and Attorney General has expanded its Adult Restorative Justice Conferencing (ARJC) network and has commenced operations in Rockhampton and surrounds.

Restorative Justice Conferencing can take place at any stage of the criminal justice process (pre-charge, diversionary, pre-hearing/sentence, post-sentence) and is designed to address the harm caused by criminal behaviour. Crime is more than the breaking of a law - it harms people and the wider community. Where the person responsible for harm and the person or people harmed are willing and able, they may benefit from participating in a restorative justice process. The process allows each person to talk about what happened, explain the impact it has had and make decisions about ways to repair or reduce the harm. The ARJC process is voluntary, confidential, privileged, and free.

People harmed by crime may want to get answers from the person who harmed them. They may want to tell that person how their behaviour impacted them. They may want an apology, or to have that person do something meaningful to make things right. A person responsible for causing harm may want an opportunity to explain themselves to the person they hurt. They may want to apologise for their behaviour and make amends. Restorative justice provides people with a space to have their needs met and to move forward with their lives.

Any offence against a person which has caused harm can be referred to ARJC. Common referrals include (but are not limited to) common assault, assault occasioning bodily harm, grievous bodily harm, sexual assault, child complainants, fraud, wilful damage, and stealing. Offences where there is no readily identifiable victim, such as driving under the influence and most drug offences, are unlikely to be suitable for restorative justice conferencing.

Police and Police Prosecutions can refer matters to ARJC. Defence solicitors or barristers may initiate a referral by discussing the matter with Police Prosecutions or a Magistrate. People who have been the victims of crime can also self-refer. For further information or to discuss potential referrals, please contact [ARJC.Rockhampton@justice.qld.gov.au](mailto:ARJC.Rockhampton@justice.qld.gov.au) or phone (07) 4887 1759.

### **Centrelink**

*Skip the queue — make an appointment*

You don't have to wait in line for Centrelink services.

Let us know if you need an interpreter and we'll arrange one for free.

CQ Service Directory September 2024

To make an appointment:

- call your regular payment line
- |                            |              |
|----------------------------|--------------|
| Job seekers.....           | 132 850      |
| Students and trainees..... | 132 490      |
| Families.....              | 136 150      |
| Disability and carers..... | 132 717      |
| Older Australians.....     | 132 300      |
| My Aged Care .....         | 1800 227 475 |

To speak to us in languages other than English call..... 131 202

For more information go to:

<https://www.servicesaustralia.gov.au/appointments>

### **CQ Dispute Resolution Centre**

Established by the Queensland Government as a free, confidential and impartial mediation service to the community, the Dispute Resolution Centre's provide an alternative way of settling dispute without going to court. Large organisations may be charged a fee.

The Central Queensland Dispute Resolution Centre mediates a wide range of dispute including neighbourhood, trees and fences, workplace, commercial, family (property, elder and intergenerational) and court-ordered matters. The Centre also facilitates multi-party meetings and facilitations for larger groups. Around 90% of matters that are mediated result in agreement with high satisfaction rates.

The Central Queensland Dispute Resolution Centre is situated in the Rockhampton Courthouse and can provide mediations over the phone, MS Teams and through various Central Queensland venues. Office hours are 8.30am-4.30pm Mon-Fri. After hours mediations are conducted by appointment.

To apply for mediation online, visit [www.qld.gov.au/applymediation](http://www.qld.gov.au/applymediation). For more information on the full scope of Dispute Resolution and Training services visit [www.qld.gov.au/disputeresolutionbranch](http://www.qld.gov.au/disputeresolutionbranch)

Address: Virgil Power Building, 46 East Street, Rockhampton Qld 4700

Telephone: (07) 4887 1760 or 1800 817 927 (toll free outside Rockhampton)

Email: [drc.central@justice.qld.gov.au](mailto:drc.central@justice.qld.gov.au)

### **CQ Hospital & Health Service *Child Development Service***

The Child Development Service is to provide a trans-disciplinary early intervention developmental service for children experiencing complex multi-dimensional developmental conditions. The service focuses on children under eight years of age who have challenges in multiple areas of development. The service focuses on empowering families with a shared diagnostic understanding of their child's developmental and medical presentation and how they can best support their child across the life course. Referrals are accepted from General Practitioners, Child Health Nurses and Paediatricians. Enquiries accepted from parents and a referral form can be provided to support a GP referral.

Queensland Health provide other paediatric allied health services (e.g. dietetics, occupational therapy, physiotherapy, podiatry, speech pathology) for young people up to 18 years of age relating to medical conditions that are likely to result in deterioration of health status or hospitalisation if not treated. Referral processes and eligibility criteria differ across allied health departments.

Contact information; Child Development Service / Division of Family, Women & Children. CQ Hospital & Health Service Qld Gov. Sub-acute, Ambulatory & Community Services 82-86 Bolsover Street PO Box 501 Rockhampton Qld 4700 Phone (07) 4920 6900 Fax (07) 4920 6871

*Child & Youth Mental Health Service (CYMHS)*

Assessment and intervention for children and adolescents with severe or complex mental health issues and illness.

*Contact:* Quarry Street: ROCKHAMPTON 4700: Ph. 4920 5700

**Department of Child Safety, Seniors and Disability Services**

Address: 36 East St, Rockhampton City QLD 4700

Phone: (07) 4848 4500

**Department of Communities, Housing and Digital Economy**

Address: Level 3 209 Bolsover Street, Rockhampton QLD 4700

Phone:(07) 4938 6996

**Department of Aboriginal and Torres Strait Islander Partnerships**

The Rockhampton office covers the local government (regional and shire council) areas of Central Highlands, Gladstone, Rockhampton, Banana, Barcardine, Barcoo, Blackall Tambo, Diamantina, Longreach, Winton and Woorabinda.

Address: Level 2, 209 Bolsover Street, Rockhampton Qld 4700

Postal address: PO Box 883 Rockhampton Qld 4700

Phone: 07 4887 1600

**Department of Youth Justice, Employment, Small Business and Training**

Level 3, State Government Building, 209 Bolsover Street

ROCKHAMPTON QLD 4700

With support from the Lady Bowen Trust It may be possible for organisational program participants to obtain one of the below certificates without paying the application fee, when experiencing financial hardship.

- birth
- change of name
- marriage or civil partnership
- death
- For more information, please click [here](#).
- If you would like more information or require any assistance:
- *Phone:* 1800 210 210
- *Email:* [cqdesbt@desbt.qld.gov.au](mailto:cqdesbt@desbt.qld.gov.au)

### **Housing Assistance, Bond Loans, RentConnect Services**

Department of Housing & Public Works, Rockhampton Housing Service Centre  
PH: 4848 7000

### **Family Court of Australia**

Family Law Court and Federal Magistrates Court  
Ph: 1300 352 000

### **National Emergency Management Agency (formerly National Recovery and Resilience Agency)**

David Mazzaferri

[david.mazzaferri@nema.gov.au](mailto:david.mazzaferri@nema.gov.au) ph 0448 046 436). or

National Emergency Management Agency

Ph 0417632018

[Recovery Support Officers | National Recovery and Resilience Agency](#)

### **Office of Early Childhood and Education Care**

Early Childhood Information Service Free Call 13 7468

Kindy Hotline 1800 45 4639 Website: [www.deta.qld.gov.au](http://www.deta.qld.gov.au)

### **Public Guardian Office Of The**

1300 65 3187 [adult@publicguardian.qld.gov.au](mailto:adult@publicguardian.qld.gov.au) [www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)

### **Queensland Human Rights Commission Queensland**

James Larcombe Place, Level 1, 209 Bolsover St. Rockhampton. Phone: 07 4933

5104 or toll free on 1300 130 670 Email: [enquiries@qhrc.qld.gov.au](mailto:enquiries@qhrc.qld.gov.au) Web:

[www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au)

### **Rockhampton Community Corrections (formerly Probation and Parole)**

209 Bolsover Street, Ground Floor, James Larcombe Building, Rockhampton Qld  
47001 Office phone number – 07 4999 4500

### **Rural Financial Counselling Service (RFCS)**

See [Rural Financial Counselling Service \(RFCS\)](#) in this Directory

Contact: John Lacey | Rural Financial Counsellor

Rural Financial Counselling Service Southern Queensland (Rockhampton Office)

C/- QDAF Building 25 Yeppoon Road Parkhurst QLD 4701

Tel 0429 894 474 | Fax 07 4622 3699 | [www.rfcssq.org.au](http://www.rfcssq.org.au) | [Facebook](#)

### **Services Australia**

Services Australia: we deliver government payments and services

*Centrelink*

Centrelink delivers a range of payments and services which can be accessed online, via the Phone and face-to-face through Customer Service Centres, Agents and Access points. Information is also available in a number of languages, with access to free interpreters for Centrelink business. Forms and Information sheets are also available online.

Contact Information : 190 - 194 Musgrave St: P O Box 53: ROCKHAMPTON 4700

Ph.: 132 717 (disability): Ph.: 132 316 (drought): Ph.: 132 850 (family): Ph.: 136 380 (Indigenous). – or click on [Centrelink](#)

### *Child Support*

Child Support can help you with your child support choices, which are designed to work for both parents and non-parent carers (for example, grandparents, legal guardians or other family members) while maintaining the welfare and best interest of the children involved. For more information on child support see [Services Australia](#) in this Directory and the [Services Australia](#) website.

### *My Aged Care*

Services Australia now provides a new [face-to-face service](#) to support older Australians and their representatives or nominees to access and navigate My Aged Care.

Staff in all our service centres can help with general information about My Aged Care. For more specialised assistance we also have Aged Care Specialist Officers (ACSO) available for face-to-face appointments in some service centres. From December 2022, there will be 70 ACSOs and 10 outreach ACSOs around the country.

Jill Griffiths is the new Aged Care Specialist Officer for Rockhampton service centre and is available for face-to-face appointments. Appointments can be made by calling our Aged Care Line [1800 227 475](#) or by visiting any service centre.

## **GRIEF AND BEREAVEMENT COUNSELLING (including for suicide)**

### **Calm C-A-R-E Suicide Awareness Program – 3.5 hours duration**

The Calm C-A-R-E Suicide awareness program can be delivered to organisations or community groups to ensure our community has members who are suicide aware, and recognise when someone may be thinking about ending their life. This course will educate to recognise the subtle warning signs that are often missed or overlooked, how to approach them, make a connection, and know what to say. Above all, it will instil confidence to put your hand up to assist, when someone may be signalling they are in crisis.

For enquiries contact Scharryn Kneen, a qualified facilitator, on 0407 147 778 or email [kalmerwaters@bigpond.com](mailto:kalmerwaters@bigpond.com)

### **CQ Centre for Change**

Family Therapist: Psychotherapist/Counsellor

Are you struggling with any of these issues?

- Relationship Problems
- Family Conflict
- Depression/Anxiety
- Trauma
- Eating Disorders
- Suicidal Thoughts
- Parenting Problems

- Grief and Loss Issues

CQ Centre for Change supports people to develop a better understanding of themselves and others by addressing difficulties and to make changes in their lives. Nola specializes in working with families to resolve conflicts and working with adolescents with mental health issues.

With no wait time you can be certain your needs will be addressed promptly.

Services are provided to Rockhampton and Yeppoon, and surrounding areas.

Where necessary home visits are available.

CQ Centre for Change will provide a safe, non-judgmental, confidential, respectful environment.

Medicare rebates are available with your Mental Health Caré Plan through your GP. Other referral options are Self Referral. Paediatrician, School, or Allied Health Provider.

Contact: Nola Radel: Phone 0408 736 078 : Email [nolaradel@bigpond.com](mailto:nolaradel@bigpond.com)  
 BSOCWK, Master of Mental Health (Psychotherapy). Accredited Mental health social Worker. Accredited Member of AASW.  
 Accredited Member of Qld Association of Family Therapy ((QAFT). ABN: 7885 1012 074  
 NDIS Provider No: 4220883T & 4220882F & 4220884B

### **StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast**

STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide.

Many people are impacted by each suicide death including family members, close friends, kinship groups, colleagues and whole communities.

We can help with:

- Understanding and responding to your needs
- Contactable 24/7 to arrange face to face or telephone support
- Locally tailored community workshops
- Information and referrals to other local organisations.
- Free books and resources are also available

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support  
 Ph: 1300 727 247

Email: [standby.cqwbsc@uccommunity.org.au](mailto:standby.cqwbsc@uccommunity.org.au)

Web: [www.standbysupport.com.au](http://www.standbysupport.com.au)

### **Suicide Call Back Service**

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.  
 1300 659 467

## **Telehealth Bereavement Counselling**

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service.

The Service is the first of its kind in Australia. It gives clients access to a specialist bereavement counsellor in a virtual setting, via a computer, iPhone or smart phone, or a tablet. Now, all Australians, regardless of location or circumstance, can access the Centre's services and can maintain control over the setting and context of their own counselling. The telehealth counselling service can be accessed through (03) 9265 2100 or [info@grief.org.au](mailto:info@grief.org.au).

## **HEALTH**

### **ashar health.**

ashar health is a specialist mental health and addiction practice providing assessment, treatment, interventions and planning for people 14 and older via in person and telehealth service. The first private Nurse Practitioner service for Mental health and addiction in Central Queensland. This service is mixed billing and clients do not require a referral.

The practice is ran by Stacey Styles, Nurse Practitioner.  
Phone: 0456 925 795 Email: [asharhealth1@gmail.com](mailto:asharhealth1@gmail.com)

### **CQUniversity Rockhampton Health Clinic**

The CQUniversity Rockhampton Health Clinic is a public access clinic with state-of-the-art health facilities. It allows a practical learning environment for students and a range of health services which are available to CQUniversity staff and students as well as the general public. This facility is a working partnership with the Central Queensland Hospital and Health Service (CQHHS).

Health Services offered at the clinic include:

Physiotherapy  
Oral Health  
Podiatry  
Speech Pathology

*Book an appointment today.*

Benefits of booking an appointment with CQUniversity health students:

- Very competitive pricing.
- CQUniversity students are studying latest practice in the areas of allied and oral health.
- A registered clinical supervisor oversees all work done by the students.
- You will be supporting CQUniversity students as the work to gain full qualifications/accreditation.

Email: [RockhamptonHealthClinic@cqu.edu.au](mailto:RockhamptonHealthClinic@cqu.edu.au)

For oral health appointments phone 07 4930 9031, for all other appointments phone 07 4930 9030.

### *Central Queensland Hospital and Health Services*

- Occupational therapy
- Social Work
- Pharmacy

For appointments with *Queensland Health Sub-acute Chronic Care Rehabilitation, (SACCR)* phone: 07 4930 9009

### **Expand Health – mobile physiotherapist**

Leigh Besch mobile physiotherapist providing an in your own home service.

Phone number: 0459 889 359

Email: [Leigh.expandhealth@gmail.com](mailto:Leigh.expandhealth@gmail.com)

### **Kiah Hostel**

Kiah Hostel is a service for Indigenous patients undergoing medical treatments in Brisbane and their families/carers. Hostel is able to provide accommodation, transport and meals and is located 10 minutes from the airport and 15 minutes from the Royal Brisbane Hospital.

Contact [Email this business](mailto:0400273044) 0400 273 044 (07) 3314 8330 24 hours

### **Maternal and Child Health Services**

The Maternal and Child Health Service provides a range of community health and support services for children and their parents/carers to give every child the best possible start in life. By providing support, early intervention and prevention services at the right time, the service aims to ensure children and their families are nurtured, safe and able to realise their full potential. Services are delivered in Child Health Centres or in the home. We have a dedicated team of Child Health Nurses, Indigenous Health Workers and Early Intervention Clinicians (Social Worker or Psychologist)

Our Team Offer:

- Feeding and nutritional support/information
- Parent support groups
- Indigenous Immunisation clinic
- Parenting intervention to enhance parenting
- Health, growth and developmental checks including sight, hearing, sleep, behaviour and any other parental concerns

Services provided include:

- Drop-in Clinics
- Extended Midwifery Service
- Well Baby Clinics
- Early Intervention Clinicians
- Parenting Groups
- Home Visiting
- Hearing Tests for 4-18 years age group
- Aboriginal and Torres Strait Islander Specific Maternal and Child Health Services:



- Immunisation Clinic
- Paediatric Clinic
- Hospital Liaison
- Well Baby Clinics at The Children and Family Centre

Our Maternal and Child Health Service is available in Community Health Centres in Rockhampton, Gracemere and Mount Morgan.

For more information or to book a free appointment please call us on Phone: 07 49206900

Email: [MACHS.Rockhampton@health.qld.gov.au](mailto:MACHS.Rockhampton@health.qld.gov.au)

**National Health Services Directory:** *Download the healthdirect app*

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia’s free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

**Pregnancy, Birth and Baby** 1800 882 436 [www.pregnancybirthbaby.org.au](http://www.pregnancybirthbaby.org.au)

Visit Pregnancy, Birth and Baby is a phone and online service for all Australians, providing information, advice and support through pregnancy, childbirth and the first year of parenthood

**Queensland Government: Find a medical Service**

<https://www.qld.gov.au/atsi/health-staying-active/find-medical-service>

**INDIGENOUS KNOWLEDGE SPECIALISTS**

**Darumbal People Aboriginal Corporation**

Darumbal People Aboriginal Corporation Registered Native Title Body (DPAC RNTBC) is a non-profit organisation that acts on behalf of Darumbal people. We take real action for the benefit of our people. We promote our [culture](#), our [language](#) and [customs](#). We are advocates for [traditional land management](#) and are the traditional custodians of Darumbal country.

CONTACT: [\(07\) 4926 0026](tel:0749260026) [admin@darumbal.com.au](mailto:admin@darumbal.com.au)

Contact hours: 8.30am – 5.00pm Monday to Friday

<https://darumbal.com.au/>

**DBS Group**

DBS Group are excited to now be working in the NDIS space.

Our family owned & operated business believes in working towards brightening the future for indigenous people and those with significant and permanent disability by creating a safe and liveable household environment with our services.

We do this by making personal connections with the traditional owners and elders of the land on which we are working and encourage them to engage the young members of their community in our workforce.

We are a 100% Indigenous owned and operated organisation, servicing Central Queensland and Central Highlands areas. Principal Director, Neil Berry, is also a Traditional Owner of the Gugu-Badhun mob in North Queensland.

Our values:

- Integrity
- Loyalty
- Quality
- Family
- Fun

Our services for NDIS:

- Building maintenance and renovations
- Home repairs and fit outs
- Yard and lawn maintenance
- Landscaping

Contact us:

1800 DBSQLD | [projects@dbsqld.com.au](mailto:projects@dbsqld.com.au)  
dbsqld.com.au | 155 East St, Rockhampton  
37 Macaulay Road, Emerald

**Ev Carte. Aboriginal Broker, Capricorn Coast** Abn: 93204944261

*Aboriginal & Torres Strait Islander Peoples engagement specialist/facilitator  
Proud Gooreng Gooreng Woman: Part of the "Bringing them Home Policy":  
Long term local to Capricorn Coast*

- .Available to provide tailor-made Education Sessions, to assist in embedding Aboriginal and Torres Strait Islander Perspective's (including on Country)
- Supporting organisations until trust/engagement is established with clients.

Please contact if you feel I may assist with anything [evcarte@gmail.com](mailto:evcarte@gmail.com) 041 8755434

**Hookoli Arts and Design**

Sharon Schneider

FB: Hookoli Arts and Design IG: chocolate bunyah

**Indigenous Knowledge Centre (IKC)**

Address: 122 Carbine Street, Woorabinda QLD 4713

Email: [ikc1@woorabinda.qld.gov.au](mailto:ikc1@woorabinda.qld.gov.au)

Phone: (07) 4935 073

[Follow us on Facebook](#)

The Woorabinda IKC is a place to research, read and relax. We are 1 of 25 Indigenous Knowledge Centre across the state of Queensland from Cherbourg (South Burnett, Qld) to the Torres Strait Islands (Far North Qld).

These IKCs provide access to knowledge such as books and records, as well as a range of other reading and study material and free internet access. Specific Indigenous knowledge material are also available.

Indigenous Knowledge Centres (IKCs) are a Queensland public information hub and library owned and operated by Indigenous Shire Councils, with assistance provided by the Library Board of Queensland (Library Board)

### **Kerryanns Art**

Kerryann Rostron – Aboriginal Artist

Traditional and Modern

Authentic and Original

Ph: 0413 692 555

FB: Kerryanns Art

### **Melissa Mills Studio**

Rockhampton's Award Winning Photographer

Melissa is a proud First Nation Woman and has been capturing people since 2015 and she is a pretty inspirational speaker too.

Born and raised in Rockhampton, Qld, Australia, Melissa first love has always been crafting art that her clients love.

Our studio is class and exceptional service for gorgeous portrait (fine art) and boudoir sessions!!

You deserve this experience and we make it all about you.

With our extensive high-key professional knowledge and experience in photo sessions, we take on all the pressure, so you have an incredible time with a copious amount of fun!

Our entire experience is purposely designed specifically to you and provide stunning wall art that you and your family will adore forever!

*My job is to capture you. How do you want to be seen? Who is the person within?  
Fine Art Portraits are our speciality.*

*All you need to do arrive, and let me worry about the rest."*

*- Melissa Mills*

Phone: 0450 781 007

Appointments: [melissamillsstudio.com.au](https://melissamillsstudio.com.au)

176 Campbell Street, Rockhampton Qld 4700

<https://melissamillsstudio.com.au/>

### **Six Sister Girls – Jo Burgen – Waanyi Artist**

Monto, Queensland Ph: 0467184646 Email: [Info@sixsistergirls.com.au](mailto:Info@sixsistergirls.com.au)

### **Wade Mann – Darumbal Elder: Indigenous Cultural Awareness Training.**

Group training sessions run at regular intervals. Cost 181.50pp with morning tea and lunch provided. This training is open to everyone – Indigenous and Non-Indigenous (businesses, non-profit organisations, TAFE Colleges, hospitals, sporting clubs and individuals).

Participants will be welcomed with a traditional Welcome To Country and performances by traditional Darumbal dancers.

Topics covered include: Darumbal history pre-European settlers; Structure of Darumbal land and Darumbal tribes; Cultural practices; Massacres around Central Queensland; History of removal from land; Issues in community – and much, much more.

For bookings contact Wade Mann on 0429 395 840 : [wademann@hotmail.com](mailto:wademann@hotmail.com)

### **INFANTS**

**Mandy Dexter** MAPS Neonatal Behavioural Observations accredited practitioner, working with all infants, including high risk infants and parents. 28 Bolsover Street, PO Box 540 Rockhampton Q 4700.  
Phone 4921 1224; 0437827164.

### **LEADERSHIP**

#### **Leadership Development**

Trudy Graham is a leadership mentor, trainer and speaker. She offers programs for government, NGOs and businesses who are interested in

- Growing leadership capability, including middle managers
- Developing stronger teams to deliver results
- Investing in leadership development for women
- Facilitating communities of practices, leaders learning circles or professional learning groups
- Providing executive coaching for leaders.

Trudy has over 30 years of leadership experience in education, including 8 years as an Assistant Regional Director with Dept of Education in Central Queensland. She has a Bachelor of Education and holds a Solution-Focus Business Professional certificate in coaching. She lives in Rockhampton and her entire career has been in rural, regional and remote areas, so she knows first-hand the challenges for leaders across Central Qld.

Website: [www.trudygraham.com.au](http://www.trudygraham.com.au)

Email: [trudy@trudygraham.com](mailto:trudy@trudygraham.com)

Mobile: 0400 830 400

### **LEGAL PRIVATE: CQFLPN Network members**

**Braithwaite Legal.** Family Law. Shop 3, 54 James Street, Yeppoon, 07 49392600  
**Duffield and Associates: Solicitors.** Level 1/212 Quay St. Family Law and Divorce.  
Peter Duffield. Gemma Smith. Ph. 4994 0725 [www.duffieldsolicitors.com.au](http://www.duffieldsolicitors.com.au)

**Everyday Lawyers.** 75 Elphinstone Street. Areas of law: family, general civil, employment, wills and estates, immigration, conveyancing, traffic matters. Mitch Jamieson: Wendy Maitland. PO Box 258 Rockhampton 4700. Ph.: 1300 655 215  
Email: [admin@everydaylawyers.com.au](mailto:admin@everydaylawyers.com.au)

**Gerald T Byrne Barrister at Law.** Mediation; Relationship; Counseling and any Family Law matters. Gerald Byrne. Ph. 4921 0010

**Grant and Simpson Lawyers & Notary.** Ross McLellan. Katherine Lord. 226 Quay St. Family Law Ph. 4999 2000 [www.grantsimpson.com.au](http://www.grantsimpson.com.au)

**Joanne Madden Solicitors.** *Rockhampton:* First Floor (upstairs) 18 East Street, Rockhampton - Ph.one: 4939 8955  
*Yeppoon:* Shop 1 / 11 Hill Street, Yeppoon – Ph.one: 4939 895  
Joanne Madden and Katina Perren: Family Law, Divorce

**Jordon Ahlstrand. Barrister.** 42-48 East St. Jordon Ahlstrand. Ph. 4927 2272

### **Journey Family Lawyers**

Journey Family Lawyers are a Queensland based Law Firm who specialises in Family Law. Journey Family Lawyers offers a one (1) off free 15-minute consultation over the phone regarding all of your Family Law inquires including, Property Settlement, Children's Matters, Grandparent's Rights and Divorce. Should you require further information, Journey Family Lawyers offer a one (1) off one (1) hour consultation with one of our lawyers for a reduced rate of \$143.00 this can either be done at one of our three offices or over the phone.

Opening Hours: 8:30am to 5:00pm Monday to Friday

Contact Details:

- Brisbane CBD: 07 3832 5999
- North Lakes: 07 3448 2199
- Strathpine: 07 3205 9000

### *Mediator and Arbitrator*

*Lynette Galvin*

Lynette has over 30 years' experience in Family Law, she is an Accredited Family Law Specialist who also is a nationally recognised Mediator, Family Dispute Resolution Practitioner and Arbitrator. She offers face to face, video and telephone mediations.

Accepting instructions for mediation in property and children's matters and 60(i) certificates. She also conducts Arbitration in property matters.

Opening hours: 8:30 to 5:00pm Monday to Friday

Contact Details: 07 3832 5999 [Lynette@journeyfamilylawyers.com.au](mailto:Lynette@journeyfamilylawyers.com.au)

**Maree Willey Barrister.** 1/67 East St. Maree Willey Ph. 4922 3200

**Rees R and Sydney Jones Solicitors** Level 1, 55 Denham St. Paula Phelan Family Law Solicitor. Ph. 4927 6333. [www.reesjones.com.au](http://www.reesjones.com.au)

**Tom Polley Barrister.** 10/67 East St. Tom Polley 4922 2266.

**Therese Ryan Barrister:** Family Law. Nationally Accredited Mediator, Rockhampton Chambers, Level 1, 130 East St. Ph. 07 49214334 | Fax 0749214334 | Mobile 0408 925 420 | Email: [-tryan34@live.com.au](mailto:-tryan34@live.com.au)

**Wayne Dale Howard, Solicitor: KCHL Lawyers.** Level 1, 99 Bolsover Street, Rockhampton Tel: 4927 9477 Fax: 4922 1440 Email: [whoward@kchl.com.au](mailto:whoward@kchl.com.au)

Areas of law:

Parenting and financial matters, Divorce, Domestic Violence and all other areas of family law

Wills and Estate Administration      Conveyancing      Commercial  
General Law

**Yeppoon Lawyers.** 2/15 Hill St. Yeppoon. Ph. 4925 0229

Email is: [reception@yeppoonlawyers.com.au](mailto:reception@yeppoonlawyers.com.au)

Website: [www.yeppoonlawyers.com.au](http://www.yeppoonlawyers.com.au)

## **LESBIAN, GAY, BISEXUAL and TRANSEXUAL (LGBT) SERVICES**

### **Blood Born Viruses and Sexual Health Services (BBV\SHS)**

BBV\SHS provides sexual health screen including HIV rapid testing Monday - Friday appointments preferred.

Contact information - 92 Bolsover Street Rockhampton PH 49325400

### **Capricornia LGBTQIA+ Collective**

The Capricornia LGBTQIA+ collective is a local community collective within the Rockhampton and Livingstone region. We are a collective of individuals within the LGBTQIA+ community (and allies), aiming to reduce isolation, discrimination and loneliness within our queer community.

We are a new collective, and welcome all individuals who identify as part of the LGBTQIA+ community, allies or family members who wish to support us. We welcome people from diverse backgrounds who identify as part of our community, including people with disability, multicultural identities and our first nations people. We meet regularly as a collective to offer peer support, catch up's within the community and information sessions.

If you wish to be involved or are seeking LGBTQIA+ information and support, please do not hesitate to reach out.

Lauren Beecroft - Capricornia LGBTQIA+ collective

E: [capricornia.collective@outlook.com](mailto:capricornia.collective@outlook.com) Facebook: Capricornia lgbtqia+ collective

**Diverse Voices** previously Gay and Lesbian Welfare Association Queensland (GLWA)

Diverse Voices is a non-profit organization with a focus on the wellbeing of the LGBTI community in conjunction with QLife: they operate a free telephone counselling service. To Contact Qlife Call 1800 184 527;

(This service operates between 3pm and Midnight 365 days)

For administrative and non-peer support related calls please phone our office during the hours of 9am-5pm on 0402 109 337 (Monday – Thursday)

<https://www.diversevoices.org.au>

### **PFLAG (Parents and Friends of Lesbian and Gays)**

PFLAG CQ is a peer support group, mostly directed towards family and friends who are finding it hard to cope with their loves ones or family members who identify as LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning) Community.

PFLAG is not a counselling service: referrals can be made to the Rainbow counsellors at RAQ or to headspace.

Contact – 0409 363 335

Brisbane PFLAG contact information - PH: 3017 1739

[pflagbris@hotmail.com](mailto:pflagbris@hotmail.com)

### **Rainbow Counselling – Relationships Australia (Qld)**

Rainbow Counselling - Relationships Australia provides support and face to face counselling to individuals, couples, families and the LGBTI community with particular focus on LGBTI specific issues.

Contact Information. Cnr 119 High St and Berseker St.

Ph.: 1300 364 277

## **LITERACY SUPPORT**

### **What is the Alternative Learning Space Program?**

The Alternative Learning Space (ALS) is a program offered through Capricornia School of Distance Education (CSDE) to support students in Years 10 - 12, who are not coping in a mainstream learning environment. The ALS program offers a safe and flexible learning environment, where students can engage in Senior School subjects, Vocational Education and Work Experience to move towards their intended pathway.

The courses and programs offered within the Alternative Learning Space Program assist students to increase their skills in the core subjects of literacy and numeracy. These two core subjects are essential for students who would like to reintegrate back into mainstream schooling, are looking to further their education or are seeking greater employment opportunities. The ALS program does not offer an ATAR pathway. Students attend face-to-face ALS sites to engage in their learning. We have sites located in Rockhampton, Yeppoon and Mackay.

Contact: Marnie Bertoli, A/Head of Department - Alternative Learning  
*Capricornia School of Distance Education*  
241-259 Farm Street, Kawana Qld 4701  
Ph: 07 4931 4836 Mobile: 0467 771 217  
Email: [mbert35@eq.edu.au](mailto:mbert35@eq.edu.au)

### **Australian Government Department of Education and Training**

The Australian Government Department of Education and Training funds a programme called Skills for Employment and Education. The local provider is Career Employment Australia. Either Centrelink or a jobactive provider can refer students into this programme. For more information please call 3457 1234

### **Dyslexia Assessment**

Provision of comprehensive assessment for dyslexia. Analysis of results often yields useful pointers to remedial strategies. Two assessment sessions are involved – can be completed in one extended session. Total cost is \$500.00 for children, \$600.00 for adults. Having a formal diagnosis can be advantageous in respect of institutional support. I can be contacted on [grahamking@westnet.com.au](mailto:grahamking@westnet.com.au), or on mobile 0407 279 841.

### **Reading Writing Hotline 1300 6 555 06**

*A free national referral service for adults.*

Want help with reading, writing, or with basic maths?

Call now on 1300 6 555 06 or [email](mailto:) for more information – or see our website

<https://www.readingwritinghotline.edu.au/>

### **TAFE Queensland English Language and Literacy Services**

TAFE offers programs across a range of locations in Central Queensland.

For further information please contact TAFE Queensland English Language and Literacy Services call **1300 308 233** or click on the link below:

<https://tafeqld.edu.au/courses/tells/index.html>

### **MEDIATION (PRIVATE)**

#### **Cheiron Services**

Cheiron Services offer online fee for service Dispute Resolution and Family Focussed Support. Payment arrangements may be negotiated.

Cheiron Services meet the ethical and clinical standards of the AASW and the Resolution Institute. Quality processes are utilised which respect your privacy, prioritise safety and meet the standards for registration with the Federal Attorney General's office.

We will listen deeply to your concerns so that a plan can be developed to meet the many competing issues that you may be juggling at this time. We understand that after agreements are reaching – healing is essential to attain long term stability.

To find out more about the full range of services and support we can provide – and to make quick contact please click on [Cheiron Services](#)



[Childrenbeyonddispute.com](http://Childrenbeyonddispute.com) showcases the works of Prof. Jennifer McIntosh, specifically the Child-Inclusive Mediation & Counselling (CIMC) program that she used to run in person, as well as the 90-minute Young Children in Divorce & Separation (YCIDS) parent education program aimed at those with very young children (0-4 years), addressing all evidence-based complexities and developmental imperatives in post-separation parenting arrangements.

For more information about the *CIMC* program click [here](#)  
For more information about the *YCIDS* program click [here](#).

### **Journey Lawyers**

*Mediator and Arbitrator, Lynette Galvin*

Lynette has over 30 years' experience in Family Law, she is an Accredited Family Law Specialist who also is a nationally recognised Mediator, Family Dispute Resolution Practitioner and Arbitrator. She offers face to face, video and telephone mediations.

Accepting instructions for mediation in property and children's matters and 60(i) certificates.

She also conducts Arbitration in property matters. Opening hours: 8:30 to 5:00pm Monday to Friday.

Contact Details: 07 3832 5999 [Lynette@journeyfamilylawyers.com.au](mailto:Lynette@journeyfamilylawyers.com.au)

### **Mediation Solutions Central Queensland**

Private Mediation services specialising in Family Law (parenting arrangements and property). Rosemary Farnsworth, the Principal, is an accredited Family Dispute Resolution Practitioner, and also a Solicitor with extensive Family Law experience. We are based in Gladstone but mediations can be arranged in Rockhampton, Biloela, Agnes Water and Monto by appointment. Telephone mediations also available.

Telephone: 04 2223 1015. Email: [mediation@farnsworthgroup.com.au](mailto:mediation@farnsworthgroup.com.au) Website: <http://farnsworthgroup.com.au/>

### **Mediate it**

'*Mediate it*' is a boutique mediation practice focusing on delivering quality and affordable mediation and alternative dispute resolution services specialising in Family Law (including separation, child and property matters, same-sex and de facto couples). We believe that most disputes can be resolved, as the best decision makers are the parties themselves. We provide guidance to work through issues and to assist parties to hear and understand each other. The result is an outcome which is owned by the parties, this often helps their relationship to move forward in a positive way.

If you have a conflict that you want resolved sooner rather than later, '*Mediate it*' can help you. Being able to provide mediation services which are easily accessible is one of our major objectives. We deliver mediations in a variety of formats including single mediator and co-facilitated mediations as well as video and telephone conferences.

Joanna Lezanski is the Principal Mediator and Owner and has worked predominately in family law for the past 10 years. Joanna is a Nationally Accredited Mediator with the Australian Mediation Association and is presently completing her training as a Family CQ Service Directory September 2024

Dispute Resolution Practitioner. Having gained invaluable experience in property and parenting matters, Joanna is now dedicated to using her knowledge and skills to assist parties to resolve matters using mediation, without needing to engage in protracted and often expensive litigation. For more information or to make contact please go to [www.mediateit.com.au](http://www.mediateit.com.au)

## **MENTAL HEALTH SUPPORT**

### **Achievable Wellbeing**

Over the last 9 years, I have worked as an Accredited Mental Health Social Worker, and 14 years as a Social Worker across the life span in acute and sub-acute cases, community and project settings, plus delivering training in the mental health sector. In recent years I've focused on providing psychotherapy and counselling to children, young people and families, as well as delivering training.

I enjoy working with parents and carers in supporting their child/ren. I have extensive experience working with vulnerable adolescents (and their greater support networks) presenting with mental illness and risky behaviours. I use evidence-based therapeutic approaches tailored to the individual needs of the client.

#### *How will psychotherapy and counselling help?*

I provide a safe space to unload, to help you understand your thoughts and feelings, and how they become actions and habits. We also discover ways to overcome unwanted thoughts and behaviours to overcome difficult times.

You can expect to feel better about yourself and become confident in improving the quality of your life in every way. Just like the cells in a beehive, each side needs to be in balance. We'll find how to reach balance for you.

#### *How does psychotherapy and counselling work?*

During our first meeting, I'll ask lots of questions – to get to know you and understand how best to help you. I'm curious about the unique person you are, and what you'd like to achieve.

In the following counselling sessions together, we may apply cognitive behavioural therapy or any of a range of evidence-based therapies that I have used successfully. None of them are painful, scary or weird! Professionals use psychotherapy to help people identify and change unwanted thought patterns, emotions and behaviours. Change can take a little time and effort, but I've seen wonderful outcomes. People of all ages and stages can discover new ways to balance their lives and build wellbeing.

I'm experienced with:

- Anxiety disorders
- Depression
- Disordered Eating
- Self-esteem and confidence building
- Grief and loss
- Stress management
- Mental health disorders
- Emotional dysregulation
- Coaching
- Adjustment Disorders

- Trauma
- Non-suicidal self-Injury
- Problem Solving
- Changes in life circumstances
- Positive parenting

*It's never too late to get started.*

I work with youth, adults, families or NDIS participants, with clients from GP referrals on a current Medicare care plan, or Workcover referrals.

Or you're welcome to pay or use private health cover, with no referral needed (please check your cover level first).

Face-to-face not possible? No problem, we can work via phone or video chat.

Call for a no-obligation chat

Kelly Whitaker

Accredited Mental Health Social Worker

*Achievable Wellbeing*

0481 59 1133 [www.achievablewellbeing.com.au](http://www.achievablewellbeing.com.au)

PO Box 811 Rockhampton QLD 4700

### **Anglicare CQ**

Rockhampton Address: 160 - 164 Musgrave St,  
North Rockhampton

Phone: 1800 769 814

Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

### **Bridges Community Health Services.**

Bridges is Wide Bay's longest established, leading provider of community-based mental health and drug and alcohol services, with a strong commitment to providing new initiatives and evidence-based processes to enhance and deliver for people at risk and facing adversity within the services catchment.

Bridges have expanded their footprint through Central Queensland to deliver services in Rockhampton, Gladstone, Agnes Water and surrounding towns in the Central Queensland Region. Our team provides services as far south as the Sunshine Coast, West to Dalby, Miles, Cherbourg, and through both the South and North Burnett Regions.

Our Services include allied health, psychological services, community-based mental health services, counselling and support programs for children, youth, adults, families and carers. Bridges offer a disability employment and NDIS support services in several areas in Regional Queensland.

Bridges delivers innovative projects to increase awareness and understanding of mental illness, drugs, and alcohol to reduce stigma and discrimination and improve models of service delivery.

The organisation provides justice and advocacy services for people with experiences of correctional facilities, as well as a Youth Bail Support Service to help young people get on the right track. We provide individualised support for people with mental illness released from Central Queensland Correctional Centres, as well as pre and post transition support services in the North Coast Queensland Corrective Services Catchment.

Contact Bridges on phone: 1300 707 655, find us online at: [www.bridgeshcc.org.au](http://www.bridgeshcc.org.au), follow us on Facebook, LinkedIn and YouTube.

### **Calendar of Suicide Prevention Training**

The CQ Rural Health Website provides information on, and a schedule of upcoming suicide prevention training.

<https://www.cqruralhealth.com.au/projects/central-queensland-suicide-prevention-program/suicide-prevention-training-landing/available-suicide-prevention-training/>

### **Calm C-A-R-E Suicide Awareness Program – 3.5 hours duration**

The Calm C-A-R-E Suicide awareness program can be delivered to organisations or community groups to ensure our community has members who are suicide aware, and recognise when someone may be thinking about ending their life. This course will educate to recognise the subtle warning signs that are often missed or overlooked, how to approach them, make a connection, and know what to say. Above all, it will instil confidence to put your hand up to assist, when someone may be signalling they are in crisis.

For enquiries contact Scharryn Kneen, a qualified facilitator, on 0407 147 778 or email [kalmerwaters@bigpond.com](mailto:kalmerwaters@bigpond.com)

### **Central Queensland Mental Health Alcohol and Other Drug Services**

**1300 MH CALL      1300 64 2255**

One number for 24hr specialist mental health care for anyone anywhere in Queensland. Referrals/ crisis/ support

*In an emergency always dial Triple Zero*

**Central Queensland Rural Health (CQRH) –** is a not for profit service providing quality mental health care within Central Queensland local Government areas (Rockhampton, Gladstone, Livingstone, Banana and Central Highlands) and the North Burnett regions. We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral

Contact: CQRH on 4992 1040 or [referrals@cqrdgp.com.au](mailto:referrals@cqrdgp.com.au) for all referral enquiries.

**Centrelink** Ph. 4983 7000

### **Change Ahead Mental Health Service**

Kate Coulson: Accredited Mental Health Social Worker.

0456 559 202

[Admin@ChangeAheadMHS.com](mailto:Admin@ChangeAheadMHS.com)

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Change Ahead MHS works from a Trauma informed recovery model and specialises in mental health Tele- health and Face to Face service for:

- Private fee for service (No MHTP required)
- Medicare (MHTP required)
- NDIS Services (Self or Plan managed participants)
- Work Cover
- Clinical Supervision and Debriefing

Change Ahead MHS has a special interest in, but not limited to, the treatment of:

- Grief and Bereavement
- Palliative care/ End of life
- Veterans / PTSD
- Family Violence
- Mental illness

### **Coffee & Couch Therapy Services**

Lee Valentine is an experienced local Accredited Mental Health Social Worker who provides telehealth services to individuals aged 16+ in areas such as:

- anxiety
- depression
- trauma
- exploring sexuality and gender identity
- relationship problems
- adjustment issues

Rebates are available with a valid Mental Health Care Plan.

For more information please go to: [coffeandcouch.com.au](http://coffeandcouch.com.au)

Or reach out at: [admin@coffeandcouch.com.au](mailto:admin@coffeandcouch.com.au)

### **Compass House**

Our vision is to assist individuals in achieving their best possible version of personal and emotional wellbeing, whilst living with, or recovering from psychosocial disability.

#### *Our mission*

Compass House Pty Ltd is committed to the wellness of individuals through guidance, friendship, encouragement, intervention and education.

#### *Our Core Values:*

- To deliver a wide variety of programs and services to support individuals impacted by mental health conditions and to improve the quality of their lives.
- To promote mental health and well-being for individuals through education and training.
- To educate the public about mental health and mental illness; working to eliminate stigma, labels and prejudice.
- To provide a safe, inclusive space at COMPASS HOUSE for individuals impacted by mental health conditions.

- To celebrate the achievements of people with mental health conditions.

Compass House

116 Elphinstone Street

Berserker Rockhampton Qld 4701

[info@compasshouse.com.au](mailto:info@compasshouse.com.au) 0484 721 913 [www.compasshouse.com.au](http://www.compasshouse.com.au)

**CQ Community Suicide Prevention Network Inc** - The network meets in Rockhampton on the 2<sup>nd</sup> Monday of the month from 4.30PM at Community Health Building, Bolsover Street. All interested community members and service providers are welcome to join. Email: [cqcspn@gmail.com](mailto:cqcspn@gmail.com) for more details. The network also holds a reflection gathering for those bereaved by suicide on the fourth Saturday of each month at the northern end of Huish Drive at our reflection space. Email: [camelia.perkins@gmail.com](mailto:camelia.perkins@gmail.com) for information.

### **CQ Centre for Change**

*Family Therapist: Psychotherapist/Counsellor*

Are you struggling with any of these issues?

- Relationship Problems
- Family Conflict
- Depression/Anxiety
- Trauma
- Eating Disorders
- Suicidal Thoughts
- Parenting Problems
- Grief and Loss Issues

CQ Centre for Change supports people to develop a better understanding of themselves and others by addressing difficulties and to make changes in their lives. Nola specializes in working with families to resolve conflicts and working with adolescents with mental health issues.

With no wait time you can be certain your needs will be addressed promptly.

Services are provided to Rockhampton and Yeppoon, and surrounding areas.

Where necessary home visits are available.

CQ Centre for Change will provide a safe, non-judgmental, confidential, respectful environment.

Medicare rebates are available with your Mental Health Caré Plan through your GP. Other referral options are Self Referral. Paediatrician, School, or Allied Health Provider.

Contact: Nola Radel: Phone 0408 736 078 : Email [nolaradel@bigpond.com](mailto:nolaradel@bigpond.com)

BSOCWK, Master of Mental Health (Psychotherapy). Accredited Mental health social Worker. Accredited Member of AASW. Accredited Member of Qld Association of Family Therapy ((QAFT). ABN: 7885 1012 074  
NDIS Provider No: 4220883T & 4220882F & 4220884B

## **CQ Creative Connections**

### *Culinary Art and Creative Craft Classes*

CQ Creative Connections offers Culinary art and craft classes that cater to a person's needs and ability, servicing Yeppoon and the surrounding areas of CQ. CQ Creative Connections has a multitude of different projects for ages 5 years and over and has a creative class to suit private clients and service organisations alike. In the short span of time we have been operating, we have helped people of all different ages, disabilities and backgrounds gain back a positive outlook on life through being productive, learning new skills and enjoying social interaction with others in a safe and fun environment.

CQ Creative Connections is a Private NDIS Service Provider. Class charges will change according to the client's plan, funding or other contributing factors. Please contact us with any questions you may have.

Contact: 0437 92 0410 [cqcreativeconnections@gmail.com](mailto:cqcreativeconnections@gmail.com)

<https://www.facebook.com/cqcreativeconnections/>

## **CQ Mental Health Interagency Stakeholder Meetings (formally Local Network Groups LNG's) Monthly meeting:**

- Banana Shire – 1<sup>st</sup> Monday – 12pm to 2pm at Biloela Hospital
- Rockhampton – 2<sup>nd</sup> Tuesday – 2.30pm to 4.30pm at Community Health on the corner of Bolsover and Cambridge Street
- Capricorn Coast – 2<sup>nd</sup> Wednesday – 9.30am to 10.30am at Capricorn Coast Hospital
- Gladstone – 2<sup>nd</sup> Thursday – 1pm to 3pm at Gladstone Mental Health

Contact –4920 5500 or 0447 511 927 :

[CQHHS\\_CQMHAODS\\_ServiceIntegrationCoordinator@health.qld.gov.au](mailto:CQHHS_CQMHAODS_ServiceIntegrationCoordinator@health.qld.gov.au)

**CQ Supports for Adult Survivors of Childhood Trauma. 2<sup>nd</sup> Wednesday of the month, 1pm – 3pm.** The meeting is for all those interested in supporting adult survivors of Childhood Trauma. Everyone Welcome. Venue alternates so please contact Aaron Kenney on [AKenney@raq.org.au](mailto:AKenney@raq.org.au) for more information.

## **Dianne McDowell**

Social Worker (Private Practice) – AASW 436518

NDIS Provider – specialising in Capacity Building including Support Coordination and Therapy Support

Email: [dianneNDISprovider@gmail.com](mailto:dianneNDISprovider@gmail.com)

Phone: 0412315691

## **Dog Therapy walking and social group**

Going forward, the walk will be held monthly in Yeppoon on the first Wednesday of the month and in Rockhampton on the first Thursday. Both start at 8.30am

- Yeppoon meets Anderson Park Ross Creek Boat-ramp carpark.

- Rockhampton meets at Yeppen Lagoon carpark opposite Rugby Park .

Open to people with certified assistance therapy dogs, any well behaved dogs and anyone who enjoys the company of dogs.

Contact 0408 577 403 or [navigate\\_ndis@outlook.com](mailto:navigate_ndis@outlook.com)

### **Dr Kenneth J. O'Brien**

*Intergenerational Trauma Specialist / Mental Health Social Worker*

Defence / Emergency Services / Security / NDIS / Corrections / Employment / Child Safety

Mobile: 0423 893 911 Email: [morethannormalptsd@gmail.com](mailto:morethannormalptsd@gmail.com)

CQUniversity Campus, Level 1 / Building 33  
554 - 700 Yaamba Road, Norman Gardens Darumbal Country, Qld 4701

### **Helena Hammer**

Mental Health Social Worker

0493552542

[helena@attuneandbloom.com.au](mailto:helena@attuneandbloom.com.au)

Telehealth available to CQ and beyond.

Based in Yeppoon

Specialising in Perinatal and Infant Mental Health - preconception pregnancy, birth trauma, postpartum, perinatal/Infant grief and loss, motherhood, children 0-5 years.

Medicare rebates available.

### **Grow – mental health and personal growth**

Grow meetings are based on the learned experience of people who have come through significant mental and emotional challenges to a healthier and happier life. They provide acceptance, encouragement, friendship, inspiration and mutual support for participants.

Some of the problems Grow has helped people to manage are depression, anxiety, relationship breakdown, isolation, grief, compulsions and diagnosed mental illnesses. People using the program describe a more connected, meaningful and happier life with greater resilience (emotional muscle) to meet life's challenges.

*CQ Grow meetings:*

YEPPOON. Every Wednesday at 6.15 for 6.30pm start, in John St Community Centre Yeppoon. First Contact Vicki 0421 209 620 - backup 0408 577 403.

Visit the website [www.grow.org.au](http://www.grow.org.au)

E-Grow online meetings are also available <https://grow.org.au/our-programs/>

And facebook <https://www.facebook.com/growau/>

### **Head to Health**

The Head to Health model is based on a 'no wrong door' philosophy and will provide an information and referral pathway for any people in the Central Queensland, Wide Bay, and Sunshine Coast community in need of mental health support. The purpose

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of the Head to Health model will be to ensure people can be referred to the most appropriate level of support based on their mental health needs.

Anyone can contact Head to Health as it is free to contact the national intake service. This includes referrals from GPs and other mental health providers, friends, or family members.

The provider/consumer can start by calling 1800 595 212. A trained mental health professional will ask them a range of questions to ensure their needs are appropriately identified, and from there they can be directed to the right service.

You can call 1800 595 212 Monday to Friday, 8.30am to 5pm (except public holidays).

Please note: This is not a crisis service. If immediate help is required or they are at risk of harm to themselves, or others call 000.

## **headspace**

*headspace Rockhampton and Gladstone*

Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. To see what other support is available from Roseberry, please go to [Roseberry Qld](#) in this Directory.

## **Let's Talk Suicide: Feel the Magic. Support program for youth bereaved by suicide.**

Let's Talk Suicide is our virtual suicidal grief program. This program focuses on the specific needs of kids grieving the death of a parent and/or sibling due to suicide, including the heightened emotions of guilt, shame and blame. It has been collaboratively designed with clinical psychologists and those with lived experience of suicidal grief.

We aim to empower children with coping skills and tools to understand and manage their grief, which will build their resilience. Children will also find different ways to share their grief story in a healthy way with other kids in the program, inviting them to talk more openly, reducing the pain they are experiencing.

### **ELIGIBILITY**

The child is aged 7-17

Their loved one has died by suicide

The death occurred more than six months ago

Step 1 Visit [www.letstalksuicide.org.au](http://www.letstalksuicide.org.au) and register your interest.

Step 2 Hang tight and wait for our call.

Step 3 Know that things are going to get better.  
For resources to help you NOW, visit our Grief Resource Hub

### **Lifeline Telephone Crisis Support**

13 11 14 24 hours crisis support helpline.

### **Mental Health Occupational Therapy Services in Rockhampton and Yeppoon**

Hi, my name is Lauren, lovely to meet you. I am a Mental Health Occupational Therapist providing psychological services in offices in Rockhampton and Yeppoon. I also provide comprehensive, and timely, Functional Capacity Assessments for NDIS participants with Mental Health illnesses.

I see clients from ages 10 and up, and my approach is very gentle caring, person-centred and evidence-based. I use a range of therapeutic techniques, including sensory regulation, neuropsychotherapy, sound therapy, nature based therapy, art therapy, body based therapies (formally known as somatic therapy), behavioural regulation and counselling (among others).

I am really passionate about working with clients who are neurodivergent, and I have been working in this field for 10 years. My website has more information about my style [www.thehealingweave.com.au](http://www.thehealingweave.com.au)

I also run nature based groups in Yeppoon (and hopefully soon Rockhampton), Nature-based therapy, often known as ecotherapy, plays a vital role in the therapeutic landscape for clients with autism, offering a soothing and enriching alternative to traditional therapeutic environments. The gentle embrace of nature can significantly enhance therapeutic outcomes for individuals with autism by providing a serene backdrop that fosters emotional and sensory integration in profound ways.

If you would like any information about anything listed above, please feel free to send me an email or give me a bell, I would love to catch up.

With care,

Lauren Beaumont  
Mental Health Occupational Therapist & Psychotherapist

I am in the office on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays. Please note I am often in sessions so may take a few days to respond to calls

*The Healing Weave operates on the land of the Darumbal Peoples. Sovereignty never ceded. We acknowledge the People who are the traditional custodians of this land. We pay respect to the Elders past and present, and extend that respect to all First Nations' Peoples.*

*The Healing Weave*  
*info@thehealingweave*  
[www.thehealingweave.com.au](http://www.thehealingweave.com.au)

*Offices in Rockhampton and Yeppoon*  
Rockhampton, QLD  
0401775413

## **MS Queensland**

We are the only Queensland provider with specialised services, dedicated to supporting people with MS and other neurological conditions. We tailor our services, offering caring, coordinated, and high-quality outcomes to support people living with Multiple Sclerosis (MS), Motor Neurone Disease (MND) and other related progressive neurological diseases, to live their best quality lives.

Related diseases: [Multiple Sclerosis and Related Disorders | MS Queensland \(msqld.org.au\)](https://msqld.org.au)

Our services and supports include:

- Employment Support
- NDIS Support Coordination
- Accommodation- SIL, SDA and Short-term (certain areas only)
- NeuroAssist Info Line
- MS Support Groups
- Workshops and Webinars
- Physiotherapy

Services Link: [Services & Support for People with Multiple Sclerosis | MS Queensland \(msqld.org.au\)](https://msqld.org.au)

Please refer to our website for further information:

[MS Queensland | Ensuring no Queenslanders face MS alone \(msqld.org.au\)](https://msqld.org.au)

*For any referrals or enquiries please contact our Customer Service team on: 1800 177 591 or email: [infomsqld.org.au](mailto:infomsqld.org.au)*

## **mindhealthconnect**

[www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)

Visit mindhealthconnect to access a range of mental health resources and content from leading health organisations in Australia.

## **My-Art Therapy**

I have facilitated people's personal development and helped raise their self-awareness in different ways and for different organizations for over 20 years. I am now offering my services as a qualified and ANZACATA registered art therapist.

I have a PhD in cross-cultural education/communication, a Master in Education Studies, and an Advanced Diploma in Transpersonal Art Therapy. My 7 years of undergraduate studies in the Netherlands (where I was born and raised) comprise of social work, primary school teacher training, and teaching expression and communication. I have also worked with a Maori Tohunga for 14 years; his StrataQuest work has deeply impacted my work.

For people experiencing challenging situations, being resilient, self-aware and responsible for themselves and their environment, are central to managing those situations successfully. But recognizing those important qualities can be a challenge in itself.

Transpersonal Art therapy is a gentle intervention that helps address spiritual, psychological and existential challenges in a non-verbal manner. It allows people to travel within themselves in search of healing and strength.

*Frontline workers and other Care Professionals, as well as self- or plan-managed NDIS clients* can contact me to discuss the concept of transpersonal art therapy and how this may help them. A capacity and willingness to self-reflect is essential.

Contact: Ph 0429 547515 Email: [myarttherapy2015@gmail.com](mailto:myarttherapy2015@gmail.com)

Refer to website for further information - <https://myarttherapy.com.au/>

### **NICRS: National Indigenous Critical Response Service : (*Thirilli*)**

The National Indigenous Critical Response Service has been funded by the Commonwealth Government of Australia through the Department of Prime Minister and Cabinet to:

1. Provide a critical response to support individuals, families and communities affected by suicide-related or other trauma that is culturally responsive to their needs
2. Strengthen community capacity and resilience in communities where there have been high levels of suicide to better recognise and respond to critical incidents and strengthen service system coordination.

See [NICRS National Indigenous Critical Response Service](#) in this service directory.

To contact a Critical Response Support Advocate call 1800 805 801

### **PHN Central Queensland Mental Health Service**

For informational on primary care mental health services available in the Central Qld Region please click on <https://www.ourphn.org.au/mental-health/>

## **PSYCHOLOGY WELLNESS CENTRE**

### **PROVIDING ASSESSMENT AND THERAPY SERVICES TO THE COMMUNITY**

The CQUniversity Psychology Wellness Centre, provides a range of psychology assessment and therapy services to children (6+yrs), adolescents and adults in the Central Queensland community. The CQUniversity Psychology Wellness Centre is a psychology training centre staffed by registered and provisionally registered psychologists who are completing their Master of Clinical Psychology, under the supervision of registered clinical psychologists.

### **THERAPY SERVICES**

- Anxiety and related disorders
- Depression and bipolar disorders
- Trauma and related disorders
- Adjustment issues
- Grief and loss
- Stress management
- Interpersonal Issues
- Social skills development
- Coping with attention difficulties
- Managing challenging behaviour
- Sleep difficulties
- Pain management
- Health related issue

### **SESSIONS**

Typically, therapy clients are seen once a week for a 50 minute consultation with the psychologist. The number of sessions may vary depending on the situation, with most people attending between 6 – 10 sessions.

## ASSESSMENT SERVICES

- Cognitive/Intellectual
- Academic/Achievement Testing
- Learning Disorder
- Autism Spectrum Disorder (ASD)
- Attention Deficit Hyperactivity Disorder
- Personality (Adolescent and Adults only)
- Memory
- Neuropsychological (Adults only)

## OUR CENTRE HOURS

The CQUniversity Psychology Wellness Centre operates by appointment from 9 am to 4.30 pm on weekdays. Days are subject to change. Please contact the centre administration to discuss bookings.

## OUR FEES

The CQUniversity Psychology Wellness Centre operates as a low-cost service to clients.

Therapy \$30 per session/Concession Card \$15 per session. Assessment Costs are available on our website or by contacting the centre.

## CLIENT REFERRALS

Clients can be referred by their doctors, other mental health agencies and schools, or may refer themselves to the service.

## REFERRAL PROCESS

Wellness Centre Referral forms are available online at: [CQU Psychology Wellness Centre](#)

Referrals can be made via the following options:

Post: CQUniversity Psychology Wellness Centre  
Building 32, Ground Level 32  
550-700 Yaamba Road  
Rockhampton Qld 4701

Phone: 07 4923 2233

Fax: 07 4930 6999

Email: [wellness-admin@cqu.edu.au](mailto:wellness-admin@cqu.edu.au)

## **QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma)**

Brisbane contact: QPASTT on 3391 6677 for further information or alternatively refer to the QPASTT website: [www.qpast.org.au](http://www.qpast.org.au)

## **Queensland Health Victim Support Service (QHVSS)**

The Queensland Health Victim Support Service (QHVSS) is a specialist counselling and support service for victims and their families during the Mental Health Court process. We provide specialised counselling, support and information to victims of crime when the person charged has been assessed as having a mental illness or intellectual disability. We provide support throughout the Mental Health Court process, help victims to prepare Victim Impact Statements and attend Mental Health Court. We also provide after court support and assist with Information Notices under the Mental Health ACT 2016. We have offices in Brisbane, Cairns and Townsville and we outreach to our clients in other parts of Queensland. More information about our service is also available at: [www.health.qld.gov.au/qhvss](http://www.health.qld.gov.au/qhvss)

Please feel free to contact our service any time by phoning [1800 208 005](tel:1800208005) or you can email us at: [victim.support@health.qld.gov.au](mailto:victim.support@health.qld.gov.au)  
Cath McCormack covers the Rockhampton region for the QLD Health Victim Support Service (QHVSS). For Rockhampton region she is the best contact PH 0437 149 925

### **Recovery group**

A friendly, weekly meeting where people can share any personal challenges and learnings for the purpose of helping themselves and others to learn and grow.

- Thursdays 10.45 am for an 11.00am start. Meetings last 1.5 hours followed by a cuppa and informal chat.
- At Rocky Baptist Centre, Norman Rd (brick building at back of main building).

Aim is to turn a breakdown into a breakthrough, to explore together the balance for mental and emotional wellbeing, to work to become truer and stronger versions of ourselves.

Contact 0408 577 403 or [navigate\\_ndis@outlook.com](mailto:navigate_ndis@outlook.com)

### **Renew Psychology and Rehabilitation**

At Renew Psychology and Rehabilitation we have three core values which define us as practitioners:

- Firstly, there is no judgement - we want you to feel accepted and at home
- Secondly, we are inclusive of all people and believe that everyone has the potential to move
- Finally, we are authentic to the core - we are genuine, straight-forward and passionate about what we do

We don't guide from the sidelines - we get in the game with you.

We provide a local, responsive service that is proactive and outcome focused. We have strong community connections and work collaboratively with a range of other professionals and organisations to achieve your results.

*We will be providing the following to CQ – NDIS, Disability Services, Positive Behaviour Support Plans*

People who have complex support needs and/or mental health diagnoses can also exhibit challenging behaviours which can cause harm to themselves and/or others. These behaviours of concern more often also create distress and upheaval in home, workplace and community environments. At Renew, we implement a 5 stage model that is person-centred and collaborative in approach. These are:

- Data gathering and assessment
- Hypothesis formulation and testing
- Plan development
- Training and implementation
- Review and ongoing follow-up

As we are outcome focused, we work with people in their homes, workplaces and community settings in which the behaviours of concern occur. At Renew, we believe that for a positive behaviour support plan to be successfully implemented, particularly with people with complex needs, requires the time and commitment that is outlined in our comprehensive stages of development.

Please feel free to contact us directly via our email [admin@renewrehab.com.au](mailto:admin@renewrehab.com.au) phone (07) 4659 9133 Mobile 0447 674 765 or have a look on our website for more information [www.renewrehab.com.au](http://www.renewrehab.com.au)

### **Rockhampton Mental Health Services**

Rockhampton Mental Health Services offer a free and confidential service specialising in the treatment of individuals who have or are at risk of developing moderate to severe mental illness. A team of mental health professionals offers medical and psychiatric assessment of existing or possible mental health problems, design and implementation of therapy, case management, counselling crisis intervention, and community liaison and education. The full range of mental health problems is catered for including severe emotional disturbance, anxiety disorders, depression, eating disorders and psychotic illnesses. For afterhours treatment of an acute mental illness episode or psychiatric crisis contact the Emergency Department of the nearest Hospital.

Contact Information: Ph.one: 4920-6100. Fax: 4921-1500:  
Quarry Street, Rockhampton QLD 4700

### **Rural Health Connect**

Rural Health Connect is an online platform that connect with a psychologists over video calls or phone call. Medicare subsidies available.

A referral from a bushfire related program does not require a GP referral.  
All other referrals require GP and MHCP.

To refer just send an email or fax the consumer's name, brief spiel and contact details. [referrals@ruralhealthconnect.com.au](mailto:referrals@ruralhealthconnect.com.au) or fax 07 4573 1100.

### **SANE Free Digital & Telehealth Complex Mental Health Services in Central Queensland**

Our friends at SANE offer a range of free digital and telehealth support services for people over 18 years of age with complex mental health needs, and their family, friends and carers. They also provide mental health support to people with intellectual disability, autism or acquired brain injury.

Referrals for their Guided Service program, which includes a personalised support plan, 1:1 counselling or peer support sessions, mental health recovery groups, and more, are open to residents in Central Queensland. The service is also offered in the Wide Bay, Sunshine Coast, Brisbane North, Darling Downs and West Moreton regions.

Referrals can be self-initiated or submitted by a health professional, close family member, carer, or referral organisation using SANE's online form.

To learn about the [guided service](#) or submit a referral visit <https://www.sane.org/referral>

SANE Support line: available Monday to Friday, 10am - 8pm (AEST/AEDT).

Call [1800 187 263](tel:1800187263). Free Translating and Interpreting Service (TIS) available on [131 450](tel:131450).

[SANE Forums](#) Mental Health Support Forum In Australia - Sane forums

Email: [info@sane.org](mailto:info@sane.org)

[SANE Services Flyer](#)

[Allservices\\_flyer\\_V2\\_DIGITAL.pdf](#) | Powered by Box

### **selectability**

selectability is proudly one of regional Queensland's largest and leading providers of mental health services and contributes to suicide prevention.

selectability is a Carer Gateway regional delivery partner. As part of this, selectability deliver respite and counselling services to carers across regional Queensland, including Rockhampton.

selectability is also an NDIS service provider, including providing NDIS mental health services. selectability Rockhampton currently provides both individual support in the home and community, as well as services to build capacity.

In your home we can develop your skills to empower you to live independently and make positive choices to improve your wellbeing via:

- Assistance with daily living
- Personal activities
- Supported independent living

Within the Rockhampton selectability can improve your confidence accessing our community via transport and to engage in the activities that will help you achieve your goals. selectability Rockhampton can help you build your capacity, independence, knowledge and resilience to provide you with the tools and resources to better understand the services and support that will get you closer to achieving your NDIS goals. As an NDIS provider we have helped hundreds of people access and implement their NDIS plans via:

- Support coordination
- Psychosocial recovery coach
- Counselling and therapeutic supports

Contact selectability Rockhampton today and let us connect you with the support you need:

Email: [rockhampton@selectability.com.au](mailto:rockhampton@selectability.com.au) or [JoanneLeonard@selectability.com.au](mailto:JoanneLeonard@selectability.com.au)

Phone: 07 4999 2100 Address: 2/233 Musgrave Street, Berserker 4701



## **StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast**

STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support

Ph: 1300 727 247

Email: [standby.cqwbsc@uccommunity.org.au](mailto:standby.cqwbsc@uccommunity.org.au)

Web: [www.standbysupport.com.au](http://www.standbysupport.com.au)

## **Suicide Awareness Training - Calm C-A-R-E (1/2 day).**

Please see Eventbrite for scheduled training in September and October in Yeppoon. Workplace workshops can also be facilitated by arrangement.

Contact Scharryn Kneen PH. 0407147778 or [scharryn@gmail.com](mailto:scharryn@gmail.com)

## **Suicide Call Back Service**

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

1300 659 467

## **Suncare Community Services Limited (Auspicing the Commonwealth Respite Centre for Carers (CRC))**

Suncare Community Services is a not for profit organisation that provides frontline services to people in the Rockhampton, Yeppoon, Mt Morgan, Gracemere and Gladstone area including:

- Respite Care (including in-home, out-of-home and cottage options)
- Personal Care
- Aged Care Support
- Mental Health Support
- Disability Support (including package case management)
- Carer Support
- Domestic Assistance
- Home and Garden Maintenance
- Community Access
- Social Support
- Your Life Your Choice
- CHSP - Flexible Respite

Contact Information:

102 Denham Street (Cnr Denham & George Street)

Phone: 1800 786 227

Email: [rockinfo@suncare.org.au](mailto:rockinfo@suncare.org.au) Website: [www.suncare.org.au](http://www.suncare.org.au)

### *Commonwealth Respite Centre - CRC*

The Commonwealth Respite Centre is a federally funded Carer Respite and Support Program that provides emergency assistance and support to carers who need a break from their caring role for a short period of time.

The CRC service area encompasses Rockhampton, Yeppoon, Mt Morgan, Gracemere, Gladstone, Biloela, Emerald and surrounding areas.

The CRC Team provide the following:

- Respite care in emergency and short term care situations. (eg. If a carer becomes ill, or is unable to maintain their caring role due to stress and burnout, the centre can provide extra help to support the carer for a short period of time).
- Information and options about respite care and other support services for carers.
- Referral to appropriate local and regional service providers.
- Assistance in booking residential respite.
- Access to a 24 hour per day emergency respite service.
- Tutor / educational support to Young Carers.

Don't wait until an emergency arises to register with CRC.

Call the CRC team and they will provide advice and assistance to register the carer for the most appropriate program that fits their care needs and support in case they require this assistance in the future at a time of emergency or severe stress.

Contact Information: Phone: 24 hour carer support 1800 059 059

### **Tedoo – Behavioural Support and Therapeutic Services**

Owned and operated by Jodie Logan

Behavioural & Therapeutic Support, Wherever You Are.

Improve your quality of life and gain positive new strategies.

Call us on [0408 682 287](tel:0408682287)

Also see: <https://www.tedoo.com.au/>

### **Telehealth Bereavement Counselling**

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or [info@grief.org.au](mailto:info@grief.org.au).

### **Rockhampton Mental Health Interagency Community of Practice (MHICOP)**

The MHICOP meetings are on the third Thursday of the month via Zoom or face to face at CatholicCare Central Queensland or via Zoom.

CatholicCare is at 16 Bolsover St Rockhampton.

The MHICOP meetings are on the third Thursday of the month via Zoom or face to face at Catholic Care or via Zoom. <https://catholiccarecq.zoom.us/j/3828224366>  
Catholic Care is at 16 Bolsover St Rockhampton.  
Time is 10am to 11.30pm

The Zoom information will remain constant, so you can put it in your calendar and then have it repeat for all the third Thursdays until the end of 2023.

*Any person with and interest in improving mental health is welcome*

For more information or to RSVP please contact: Sandy on [sandypaton@bigpond.com](mailto:sandypaton@bigpond.com)  
Reminders and meeting notes will be circulated via the CCDA email list monthly.

### **Virtual Psychologist**

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

### **Women's Health Information and Referral Service CQ Inc.**

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ) aims to enhance people's quality of life by providing a holistic service, contributing to the empowerment of individuals and improving the health and well-being of all women and their families throughout Central Queensland. WHIRSCQ works from a feminist perspective that values gender equality, acknowledges cultural diversity and provides a person-centred service delivery model. WHIRSCQ encompasses strength-based philosophies through open, honest and transparent therapeutic sessions with clients.

WHIRSCQ provide Free and confidential counselling and support in a safe, supportive, non-judgmental and non-discriminatory environment. This service can be accessed face-to-face, by phone or video counselling.

#### *General Counselling and Support:*

- Women 14 years and over
- Any issue affecting the well-being of the client
- Historical domestic and family violence
- Information and Referral

#### *Sexual Assault Counselling & Support:*

- Women, men & youth 12 years and over

- Recent or historical sexual assault

*Outreach Services:*

North Rockhampton, Yeppoon, Gracemere, Mount Morgan, Emerald, Blackwater.

*For further information and referral or enquiries, please contact the Centre:*

225 Bolsover Street Rockhampton

PH. 4922 6585 or 1800 017 382

[reception@whccq.org.au](mailto:reception@whccq.org.au)

**Well Mob – Healing Our Way**

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People. Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma. See: [Well Mob](#)

**MICROFINANCE**

**Many Rivers**

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE. Contact: 0439 785 225 | [donna.burton@manyrivers.org.au](mailto:donna.burton@manyrivers.org.au) or 1300 626 974

**MULTICULTURAL**

**Australia South Sea Islander Organisations**

Queensland United Australian South Sea Islander United Council Inc.

President: Clacy Fatnowna

Vice President: Imelda Miller

Treasurer: Dennis Bobongie

Secretary: Joanne Warkill

Postal Address: PO Box 5444 MACKAY MAIL CENTRE QLD 4741

Email: [secretary@quassic.org.au](mailto:secretary@quassic.org.au)

Website: [www.quassic.org.au](http://www.quassic.org.au)

Facebook: [Queensland United Australian South Sea Islander Council Inc - Quassic Inc | Facebook](#)

QUASSIC Inc. is the state peak body for the Australian South Sea Islander community here in Queensland. Their objectives are:

- ❖ To liaise with and advise government agencies on protocols and expectations pertaining to Queensland Australian South Sea Islander (ASSI) communities.
- ❖ Cooperate and collaborate with other groups or individuals in promoting good community relations, harmony and advancing the outcomes of ASSI's community objectives.

- ❖ To develop policy to influence state and federal government in core curriculum development around ASSI history.
- ❖ To include identification of Australian South Sea Islander people as a distinct identity group in government policy.
- ❖ To improve access for ASSI community to services and programs (in areas of Education, Health, Housing, Sports, Financial Literacy, Tourism, History and Heritage, Recreation, Environment, Science, Arts, Culture, Justice, Social Welfare).
- ❖ To identify, document, and preserve ASSI culturally significant heritage and historical sites.
- ❖ To preserve ASSI identity and heritage through collections, conservation, and dissemination of oral histories, photographs, archival documents, films, and digital media.
- ❖ To improve employment opportunities, lifestyles, cultural capabilities, and professional aspirations of all Australian South Sea Islanders including social, mental, physical, and spiritual.

*Australian South Sea Islander United Council - Independent Rockhampton and District Inc.*

President: Kerry Warkill  
 Vice President: Christine Evans  
 Treasurer: Nicole Leo  
 Secretary: Raeleen Willie  
 Postal Address: P.O. Box 788 Rockhampton Qld 4700  
 Email: [assiucrockhamtpon@gmail.com](mailto:assiucrockhamtpon@gmail.com)  
 Phone Contact: 0473 594 154  
 Facebook: [Australian South Sea Islander United Council | Rockhampton QLD | Facebook](#)  
 Website: [www.assiuc.com.au](http://www.assiuc.com.au)

*Joskeleigh Community Association Inc*

President: Tricia Brown  
 Treasurer: Tricia Brown  
 Secretary: Aunty Dos (Doris) Leo  
 Phone: 07 4934 4854  
 Email: [dorisleo@bigpond.com](mailto:dorisleo@bigpond.com)  
 Facebook: [Joskeleigh Community Association | Facebook](#)

*Joskeleigh South Sea Islander Museum*

The tiny community of Joskeleigh on the Capricorn Coast has a fascinating past, with links to the South Sea Islanders who were blackbirded and brought to Queensland in the nineteenth century. The small museum at Joskeleigh ensures this history is not forgotten.

Address: 356 Joskeleigh Road, Joskeleigh QLD 4702

Phone: 07 4934 4996

Hours: Normally open with a volunteer staff Monday, Wednesday, Friday, Saturday, and Sunday from 11:00 am - 4:30 pm, Tuesday and Thursday by appointment only.

*Rockhampton Australian South Sea Islander Community Association Inc*

President: Dallas Fewquandie

Vice President: Sam Kawane Jnr

Treasurer and Secretary: Reegan Bickey and Leonie Bickey

Address: 70-72 Simpson Street, Berserker QLD 4701

Postal Address: PO Box 501 Red Hill MC QLD 4701

Facebook: <https://m.facebook.com/southseaislander>

Email: [rassic.inc@gmail.com](mailto:rassic.inc@gmail.com)

*Australian South Sea Islander Movement Inc.*

President: Stacey Malamoo

Vice President: Geraldine Yow Yeh

Treasurer: Wilma Warcon

Secretary: Karla Pinkerton

Email: [assimi.4702@gmail.com](mailto:assimi.4702@gmail.com)

Address: Hitchcock Lane, Keppel Sands QLD 4702

Facebook: [Australian South Sea Islander Movement Incorporated - QLD | Facebook](#)

*Bridging Health Inc. Charitable organisation*

President: Riccardo Yasso

Treasurer: Niseika Yasso

Secretary: Renee Rieson

Address: 147 Codd Street, Koongal QLD 4701

Phone: 0475 245 163

Email: [infobridginghealth@gmail.com](mailto:infobridginghealth@gmail.com)

Facebook: [Bridging Health Inc. | Rockhampton QLD | Facebook](#)

Website: [TANNA DISASTER RECOVERY | Bridging Health Inc \(square.site\)](#)

**Bangladeshi Community**

4936 1612

**Brasileiros em Rockhampton**

Please click on the [Brasileiros em Rockhamptom](#) Facebook page to find out more.

**Central Queensland Multicultural Association (CQMA)**

Multiculturalism and community harmony enhanced and achieved through advocacy, representation, education, research, consultation, social activities, and program development management and delivery.

*“Leading and managing in a world of cultural connectivity, and creating a space to live, work and play in harmony”*

## Activities, Events, Programs and Courses

### CQMA Social Activities:

- One-to-one social support and advocacy
- Various cultural community get-togethers
- End of year celebrations
- Monthly CQMA Management Committee Meetings
- CQMA actively participate in other community celebrations e.g. Chinese New Year, Sri Lankan Christmas

### CQMA Events and Projects:

- Annual Taste of the World Festival: running since 2009 and showcasing our cultural diversity and includes traditional food, entertainment, dress.
- Harmony Day: celebrating cultural diversity and inclusiveness, respect and a sense of belonging for everyone.
- Cross-Cultural Community Sports Carnival

### CQMA delivered programs:

CQMA are proud to support these government initiatives

- *My Health for Life (MH4L) program:* supporting small steps to achieve great health results.
- *CAMS (Community Action for a Multicultural Society) program:* building a united, harmonious and inclusive Qld.

Sessions include

- Everyday English, IELTS support
- Women's programs in Rockhampton and Yeppoon involving monthly cultural-themed activities
- Driving
- Swimming & Water Safety
- Partnership sessions with Umbrella Network and Berserker Street State School

Courses: Proudly funded and supported by the Queensland Government through its *Skilling Queenslanders for Work Initiative*. CQMA partner with registered training organisations to manage and deliver these courses.

- *Skilling Queenslanders for Work:*
  - Certificate II in Skills for Work and Vocational Pathways
  - Certificate III in Individual Support

### Location

CQMA are located on the grounds of the CQUniversity Nth Rockhampton campus, and are grateful for the University's ongoing support. We can be found in Building 41, Room 31, Buzacott Circle (off Blair Drive).



### Contacts:

Darren Mundie (Program Manager)

Phone: 0401 645 571  
Email: [manager@cqma.org.au](mailto:manager@cqma.org.au);  
Postal Address: PO Box 5535, Redhill; Nth Rockhampton Qld, 4701  
Website: <http://cqma.org.au> Facebook: <https://www.facebook.com/CQMAInc>

### **Capricorn Coast Multicultural Group**

Contact: Sandy Djafar [sandy@ozzievisaservices.com.au](mailto:sandy@ozzievisaservices.com.au) 0423 920 498

### **Central Queensland Filipino-Australian Association, Inc.**

Please click on [Central Queensland Filipino-Australian Association, Inc.](#) to contact or find out more

### **Community Connectors**

Community Connectors support people from culturally and linguistically diverse and non-English speaking backgrounds to access the NDIS.

They help by acting as a liaison between you and the NDIS.

Your Community Connector can support you to:

- apply for the NDIS
- connect you with your local NDIS contacts
- provide support for you to understand and use NDIS services better.

Contact: Christie Green-Williams Mobile: 0403 860 667

Email [Christie.green-williams@acsl.org.au](mailto:Christie.green-williams@acsl.org.au)

Web: <https://fecca.org.au/communityconnectors/>

### **Indian Association of Central Queensland**

IACQ was formed in 1997. As of today, there are more than 600 people of Indian origin residing in Central Queensland (CQ). IACQ endeavours to connect people living in Rockhampton, Yeppoon, Gracemere, Gladstone, Biloela, Emerald and Mackay areas of CQ. IACQ represents and enriches Indian culture in CQ's communities by celebrating different regional festivals, sports activities and various get together. IACQ also engages in a variety of programs to promote cultural diversity with other Multicultural Organisations.

Please click on [Email](#) to contact through *My Community Directory*.

### **Islamic Society of Central Queensland (ISCQ)**

ISCQ is a registered community based organisation providing social and cultural services to Muslims of Central Queensland. All ISCQ affairs are managed by an Executive Committee. All Executive Committee members are volunteers. ISCQ works closely with various stakeholders to promote love, peace, compassion and interfaith harmony among CQ communities. ISCQ arranges for community events on a regular basis eg Mosque open days, cricket matches, food festivals, Iftar (share a meal) parties, special lectures, kids' festivals and kids' schools. These events are open to the general public and mostly no prior invitation is required.



Contacts:

PH: [0451 974 937](tel:0451974937) Email: [president.iscq@gmail.com](mailto:president.iscq@gmail.com)

ISCQ Masjid & Islamic Centre, 132 Kent Street, Rockhampton City 4700

**Multicultural Australia** (formerly Multicultural Development Association – MDA)

Multicultural Australia is committed to delivering a Queensland that is welcoming and where all new arrivals have the opportunity to fully contribute to and participate in a multicultural society where our diversity is recognised as a strength. The skills and experience of new arrivals reinvigorate the economic and social fabric of local communities. They are highly motivated to establish themselves professionally and socially in their new communities.

We are an independent settlement organisation committed to achieving the best settlement outcomes for our clients and working actively to promote multiculturalism. Multicultural Australia settles every newly arrived refugee in Brisbane, Rockhampton and Toowoomba.

Through our presence in metropolitan and regional Queensland, we work in partnership with our clients, other service providers, government agencies and the private sector to achieve quality service delivery through advocacy, client service delivery, community development and multicultural sector development.

As we work towards an inclusive and united multicultural society, which values cultural diversity, we know and welcome safety and pathways to full participation that we provide for new arrivals is vital to continuing successful multiculturalism. Making this happen is a two way street for both the new arrivals, in the effort they make to settle into the community, and for the rest of us in the positive and supportive welcome we give them in their new home.

Contact Information: 108 Alexandra St., Kawana, Rockhampton.

Ph: (07) 4921 2222, Fax: (07) 3337 5444

**Play Your Way Around The World:** *new multicultural Playgroup!*

Come discover the exciting cultures, games, foods and languages from our multicultural community as we play our way around the world. Each week, 'visiting' a different country and culture.

When: Thursdays 9.30am-11.30am during school term, starting February 11th

Where: Building 41 (CQMA Office) Room 41, Buzacott Circle, CQUniversity, Northside Campus, North Rockhampton

FREE playgroup for families with children aged birth – 5 years

Questions? Call Play Matters Qld on 1800 171 882 or Theresa Stanke 0401 623 706

Free parking on site. All welcome.

## **QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma)**

QPASTT Brisbane 3391 6677 or alternatively refer to the QPASTT website:

[www.qpast.org.au](http://www.qpast.org.au)

## **Rockhampton Chinese Association**

Please see the [Rockhampton Chinese Association](#) Facebook page to contact or find out more.

## **Rocky Kiwis.**

This Facebook page is a private group especially for Kiwi's living in Rockhampton and CQ area. Our rules are few, treat others as you would like them to treat you. We will not tolerate bullying or ratbag behavior. To find out more please see [Rocky Kiwis](#) on Facebook

## **Tu Te Awaroa - Local Rockhampton Kapahaka Group**

TU TE AWAROA PRESENTS: MATARIKI FNQ KAPA HAKA FESTIVAL  
ROCKHAMPTON 2023

Since end of June 2022, TTA were given the 'baton' from previous hosts 'Nga Hau E Wha Roopu Mackay 2022', to host this years 'Matariki FNQ Kapa Haka Festival' right here in our community! Needless to say, it has certainly amped things up and the committee have been in preparations for this huge event!

## **MURRI SUPPORT**

### **AICRA (Aboriginal and Islander Community Resource Agency)**

Public Intoxication Program Provides a mix of prevention, training, community development, assessment, treatment and work with related services, specific to the public drunkenness needs within the Rockhampton indigenous community.

*Contact:* Shop 2, 6 East Street: ROCKHAMPTON 4700: Ph.: 4921 2999: Fax: 4922 8631

### **Aboriginal and Torres Strait Islander Legal Service (ATSILS) Ph. 4927 5711**

### **Bidgerdii Community Health Service (*'Bidgerdii' means healing plant.*)**

Bidgerdii Community Health Services provide comprehensive primary health and well-being services to the Aboriginal and Torres Strait Islander community in the Rockhampton and surrounding regions. The organisation is a bulk billing community controlled health service. Bidgerdii advocate for, and involve, the Aboriginal and Torres Strait islander community in primary health and well-being care. Bidgerdii collaborate with health and well-being partner agencies to enable integrated continuity of care for the community, and continue to work to contribute to Aboriginal and Torres Strait Islander health policy and program reform in Queensland.

Services provided include:

- Medical Clinic
- Social and Emotional Wellbeing Program

- Chronic Disease Unit
- Maternal Child and Welfare Unit (Mums and Bubs)
- Children and Family Centre
- Binbi Meta (Healthy Dwelling)
- Partners in Recovery
- Services and Home Visits
- Transportation

Four locations:

- Medical Centre 88 High St Berserker 1800 224 700 - press #1
- Wellness Hub Elphinston St Berserker 1800 224 700 - press #3
- Medical Centre, Morgan Street, Mount Morgan 1800 224 700 - press #2 4835 4200
- Rockhampton Children & Family Centre, cnr Bawden & Charles Street 4928 5043  
<http://www.bidgerdii.com.au/>

### **Central Queensland Indigenous Development Ltd (CQID)**

Assists Indigenous people and their families with referring to support services such as; early childhood, education, training, employment, financial management, housing, health and legal requirements.

To find out more about the *CQID Drug and Alcohol Treatment program (NGO-TGP)* go to [Central Qld Indigenous Development](#) in the Alcohol and Other Drugs section of this directory.

Contact Information: CQID, Community Enterprise and Inclusion Centre, Building 26, Darumbal Road, Central Queensland University. Ph. 4920 000 Fax 4920 0010  
[enquiries@cqid.com.au](mailto:enquiries@cqid.com.au)      <http://cqid.com.au/>

### **CQUiversity – Office of Indigenous Engagement**

Developing partnerships within the community and a holistic approach to supporting Indigenous VET students where learning and educational development issues and barriers are identified. Contact: 49806818 John Fitzgerald – Community Development Support Officer [j.k.fitzgerald@cqu.edu.au](mailto:j.k.fitzgerald@cqu.edu.au)

### **Darumbal Community Youth Services**

Darumbal Community Youth Services Inc is a not-for-profit organisation providing a broad range of youth and family services in Rockhampton and across Central Queensland. We manage a number of programs aimed at providing assistance and support to young people and their families. We have a variety of current programs as well as information on completed programs and the outcomes that have been achieved for young people in the community.

- .Budaroo House Youth Shelter
- Regional Youth Support Services
- Darderrhi: Youth Substance Misuse Treatment Service
- Parent and Community Engagement Program

*Hours of Operation:*

- Darumbal Office: Monday to Friday 8.30am – 4.30pm
- Budaroo House Youth Shelter: 24hrs 7 days a week

*Contact Information:*

- Darumbal Office – 703 – 751 Yaamba Rd, Parkhurst PO Box 266, Rockhampton QLD 4700. Office Phone: 07 4922 6180
- Budaroo House: 07 4927 5715

<http://www.darumbal.org.au/>      [admin@darumbal.org.au](mailto:admin@darumbal.org.au)

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP)**

Address: Level 2 209 Bolsover Street Rockhampton  
Telephone: 07 4887 1600

**Drug ARM**

CREATING OPTIONS

Creating Options is a twelve week treatment program for Aboriginal and Torres Strait Islanders who want help to address issues related to their alcohol or other drug use.

Our team of specialist provide non-judgemental and confidential support through weekly counselling sessions and case management. We can help in areas such as relapse prevention, coping strategies, relationship skills, anger management, emotional regulation, mental health, and other life skills support.

Creating Options can also help to coordinate care by engaging with existing healthcare and social services providers, or connecting to new providers.

Our holistic approach means we help with all of the issues that might be contributing to, and maintaining alcohol and other drugs use.

We work with each person to identify their goals, and provide practical solutions to make progress towards them.

Creating Option is free, voluntary and no referral is required. Our flexible program delivery approach means that you can access support in our office, your home, a safe community space or via telephone.

Drug ARM Rockhampton

Unit 7, 190 Bolsover Street – entry via Denham St

Clinical Worker P 0407 633 790 *Intake number 07 3620 8880*

*Intake email:* [intake@drugarm.com.au](mailto:intake@drugarm.com.au)

*Website* <http://drugarm.com.au>

### **Gumbi Gumbi Aboriginal and Torres Strait Islander Corporation**

We offer support, individual counselling, group therapy, health and hygiene, and education programs to our clients to encourage clients to confront and resolve past issues such as loss of identity and grief and loss counselling to minimise the risk of alcohol, drug and other substance abuse and encourage a lifestyle that promotes a more social, emotional wellbeing for our clients.

Contact Information: 25 George Street: ROCKHAMPTON 4700: Ph.: 4922 8355: Fax: 4927 9889 [admin@gumbi.com.au](mailto:admin@gumbi.com.au) <http://www.gumbigumbirockhampton.com/>

### **Helem Yumba CQ Healing Centre:**

Works with Indigenous families to address issues of family and domestic violence. Provides counselling and support to families and individuals experiencing or at risk of domestic and family violence; group therapy, workshops and legal services. See also

*Helem Yumba dos not condone violence of any sort.*

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700 Phone: (07) 4931 8600 Fax: (07) 4921 3877 Free Call: 1800 776 727 [admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

### **Indigenous (Legal Aid) Hotline on 1300 650 143**

### **Juwarki Kapu-Lug Aboriginal and Torres Strait Islander Corporation**

Head office for the organisation which provides drug and alcohol support services to the indigenous community in liaison with local law enforcement. Includes diversionary centre, cell watch/visitor service, prison liaison program, with education and training support (vocational and diversionary).

Contact Information: 27 East Street: P O Box 1249: ROCKHAMPTON 4700: Ph.: 4927 7508: Ph.: 0418 985 849: Fax: 4927 7058: <http://juwarki.org.au/>

### Murri Court Coordination

Laurel Mason

Coordinator - Murri Court and Yoombooda gNujeena CJG

Juwarki Kapu Lug Ltd

27 East Street

ROCKHAMPTON QLD 4700

PH: 07 4927 7508

MOB: +61 429 271 652 EMAIL; [lmason@juwarki.org.au](mailto:lmason@juwarki.org.au)

### **New Endings Men's Program**

The New Endings Men's Program provides health awareness and access to services to empower men towards better health and lifestyle choices. All Aboriginal and Torres Strait Islander Men over 18 years of age can access the service. The service also supports men transitioning from prison to the community. Referral to the service can be self, family member or other organisations.

The New Endings Men's program Outreach workers assist you with health and support needs which may include:

- GP appointments
- Social Emotional & Wellbeing support
- Cultural support
- Culturally appropriate health promotion and education
- Referral to organisations like housing or Centalink
- Domestic violence support and or referral to appropriate services
- Support to access specialist health services
- Men's Yarning Group

*Contact/Referral Information*

New Endings Men's Program Coordinator Ph. 0428 379 814

New Endings Men's Program Outreach Workers Ph. 0439 227 521 Ph. 0427 551 799

*Office hrs: Mon-Fri 8:00 am – 4:30 pm*

*Email: [CQHHS\\_Newendingsprogram@health.qld.gov.au](mailto:CQHHS_Newendingsprogram@health.qld.gov.au)*

**NICRS: National Indigenous Critical Response Service : (*Thirilli*)**

The National Indigenous Critical Response Service has been funded by the Commonwealth Government of Australia through the Department of Prime Minister and Cabinet to:

1. Provide a critical response to support individuals, families and communities affected by suicide-related or other trauma that is culturally responsive to their needs
2. Strengthen community capacity and resilience in communities where there have been high levels of suicide to better recognise and respond to critical incidents and strengthen service system coordination.

Upon notification of a loss of an Aboriginal and Torres Strait Islander person to suicide or other traumatic incident, the National Indigenous Critical Response Service will assess whether there is a need for provision of immediate support to affected families, either directly or indirectly.

The NICRS does not seek to replace the valued work of local services on the ground, but rather seeks to work with local service providers in assessing the need for involvement and to compliment the local responses where required.

For more information please see the website: <https://thirrili.com.au/nicrs/>

*To contact a Critical Response Support Advocate call 1800 805 801*

The 1800 805 801 number is available 24 hours, 7 days a week.

Generally, the phone is answered by one of our Aboriginal Support Advocates. If for some reason the call is diverted to an answering machine, we ask callers to leave their best contact number, and the Support Advocate will call them back as soon as possible.

### **Reconnect**

The Reconnect program is a government funded initiative auspiced by Fitzroy Basin Elders Committee (FBEC) that specifically targets 12 to 18 year old Aboriginal, Torres Strait and South Sea Islander young people who are homeless or at risk of homelessness, and their family.

The objective of the program is to improve the level of engagement of homeless young people, or those at risk of homelessness, with family, work, education, training and the community.

Contact Information:

#### *Rockhampton Reconnect*

The Rockhampton Reconnect program is temporarily closed due to changes to service delivery. It will resume in coming months, however all contact details and address will change.

Please contact Greg Lawton for further information [greglawton1@hotmail.com](mailto:greglawton1@hotmail.com)

#### *Gladstone Reconnect*

The Gladstone Reconnect program is auspiced by Roseberry Community Services located at 39 Flinders Parade, Gladstone 4680. Ph.: 4972 0047 Fax: 4972 0917.

### **QIFVLS: Queensland Indigenous Family Violence Legal Service**

QIFVLS is a Family Violence Prevention Legal Service funded to assist Aboriginal and/or Torres Strait Islander people who are victims of domestic and/or family violence and /or sexual assault. They provide free legal advice and representation as well as ongoing case management for their clients. The teams at QIFVLS comprise of a Solicitor and Client Support Officer, who is Indigenous, to ensure that service is delivered in a culturally appropriate way.

They are also able to assist non-Indigenous clients in circumstances where the child involved in the proceedings is the person who is indigenous and/or the victim of the family violence and/or sexual assault.

The Rockhampton office services the local government areas of Rockhampton and Mt Morgan, Yeppoon, Gladstone, Woorabinda, Biloela, and Blackwater. Rockhampton Office also assists clients in Emerald with advice over the telePh.one. For more information or to access service please Ph.one 4927 6453. Also see [Queensland Indigenous Family Violence Legal Service](#) in this Directory.

## **Well Mob – Healing Our Way**

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People. Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma. See: [Well Mob](#)

## **Wakai Waian Healing**

Wakai Waian Healing offers direct and focused *psychology and counselling services*. We also collaborate with communities and other organisations to run family and community oriented initiatives for *enhanced wellbeing*.

In delivering its services Wakai Waian Healing focuses on the following:

- The encouragement of *holistic healing*
- Maintaining a *strength*-based focus
- Giving consideration to factors relevant across *generations* (our children are literally our future, and our elders hold much of our wisdom)
- Promotion of the principles of *social justice* and *human rights*
- Ensuring the centrality of *cultural competency* and *safety*
- The promotion of *individual, family and community safety*

For Wakai Waian Healing, our ways of knowing, being and doing are founded upon our [principles and ways of working](#). As a dynamic, committed & *motivated organization*, we deliver a range of services, in Government, non-Government, community (Aboriginal and Torres Strait Islander *Community Health Centres* and *specialist services*), and private settings. We understand the importance of *healing* for all, and its for this reason we reach out to communities in *regional, rural and remote locations* to help those at *high risk*.

As an *organization* we regularly provide support to Aboriginal and Torres Strait Islander community members who may have contact with or involvement with the Child Safety and welfare system, Corrective Services, and the NDIS.

A key aspect of Wakai Waian Healing work is:

- Developing *Partnerships*
- Collaborations
- Building *Relationships*

Phone: [1800 732 850](tel:1800732850) Email: [enquiries@wakai-waian.com.au](mailto:enquiries@wakai-waian.com.au) Fax: (07) 4829 4011

## **NO INTEREST LOANS (NILS)**

The *No Interest Loan Scheme (NILS)* provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months. To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans



cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

*Banana Shire Support Centre provides NILS services statewide  
Shop 2b /58 Kariboe St. Biloela 4992 3322*

*St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.  
1800 846 643  
Local Phone numbers are: Rockhampton 4927 6026  
2,000*

*CQ Financial Counselling Services are also an agent for NILS  
and may be contacted on 49281844 or email: [info@cqfcs.com](mailto:info@cqfcs.com)  
To find out more about what CQFCS can offer, please click on  
[CQ Financial Counselling Service](#) to see their entry in this directory.*

## **OCCUPATIONAL THERAPIST (OT) – travelling**

### **Kate Daniels**

Are you, or your participant\*, in need of a NDIS Report to be completed?

Report services include:

- Functional capacity assessments
- Complex home modifications
- Assistive technologies
- Supported disability accommodation and/or
- Supported independent living

My name is Kate Daniels. I am an OT based in Townsville but visiting Rockhampton regularly.

I have capacity to take up to 20 appointments

- Participants require to be plan or self managed (I am not NDIA registered).

For more information you are welcome to email or call me.

Contact: Kate Daniel: Occupational Therapist

Mobile: 0483 030 683

Email: [kate@katedot.com.au](mailto:kate@katedot.com.au)

## **PSYCHOLOGISTS**

### **Berserker Clinical Practice**

Regulation 7 Family Law Counsellors; Family Reports, Psychologists. Around two month wait time for Court Reports – book early. Ph.: 4921 0510

**Central Queensland Rural Health (CQRH)** – is a not for profit service providing quality mental health care within Central Queensland. Psychologists are available in the Central Highlands, Banana and North Burnett Local Government areas. We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral

Contact: CQRH on 4992 1040 or [referrals@cqrdgp.com.au](mailto:referrals@cqrdgp.com.au) for all referral enquiries.

### **CQ Allied Health**

CQ Allied Health offer services for adults, adolescents, couples, families and children for psychological interventions. Our practitioners are able to support recovery ranging from everyday issues to the more complex mental distress issues.

- Mandy Dexter - Registered Psychologist
- Helen Madell - Clinical Psychologist
- Keera Ross - Clinical Psychologist
- Joanne Bell - Registered Psychologist
- Megan Olive - Registered Psychologist
- Megan Humpris - Social Worker
- Alliance Rehabilitation - Speech Therapy

28 Bolsover Street, Rockhampton 4700. Ph.: 4921 1224 Fax: 4921 2487

### **CQUniversity Psychology Wellness Centre**

Master of Clinical Psychology students (registered or provisionally registered psychologists under supervision of Clinical Psychologists) provide therapy and assessments to children (6yrs and above) and adults at the Psychology Wellness Centre on the CQUniversity North Rockhampton campus. Our centre is open from the end of April to the end of October.

Therapy sessions are \$30 per 50-minute individual session or \$15 for CQUniversity Students or concession cardholders.

Testing ranges from \$330 per individual (full fee) for complex assessment i.e.; Neuropsychological assessment or Autism spectrum testing to \$240.00 per individual (full fee) for standard assessment i.e.; cognitive assessment. This fee includes all appointments, testing, report and feedback appointment. Concession cardholder fees

reduce to half the full fee. In extenuating situations, fee reduction can be requested and may be approved by our Director if deemed appropriate.

Discussions on Group therapy workshops and organisational arrangements are welcomed.

The Website provides further information and the referral form.

<https://www.cqu.edu.au/industry-and-partnerships/services/wellness-centre>

### **Jaime Parnell, Clinical Psychologist.**

Special interest in children with anxiety; children with behavioural difficulties; children with ADHD and Autism. I am a provider under the HCWA and Better Start funding. Children can access a mental health care plan from their doctor for a rebate. Servicing Rockhampton and Biloela.

Contact details: 0749140977 or [admin@jaimeparnell.com](mailto:admin@jaimeparnell.com) [www.jaimeparnell.com](http://www.jaimeparnell.com)

### **Karren Scholz of Karren Scholz Psychology**

Credentials: *Clinical Psychology Registrar*

Available every second Monday and Saturdays.

Online booking via HealthKit:

<https://www.healthkit.com/book/ms-karren-scholz/psychologist/371591/366161/select-time>

Co-located with Cognition Psychology 55 Painswick Street Berkserker QLD.

Phone: 07 4927 1242

<https://www.localsearch.com.au/profile/cognition-psychology/berserker-qld/IPnU>

### **Nurture and Thrive Psychology Rockhampton**

Nurture and Thrive Psychology Rockhampton are a team of registered psychologists who offer a holistic range of evidence-based interventions. It is our objective to tailor therapy to the client's needs, considering developmental stages and presenting problems. We support children, adolescents, adults and families in Rockhampton through a range of psychological services including assessment, psycho-education, individual counselling, family counselling and group sessions.

#### *Our Team:*

- Kaylene Paradine
- Emma Richards
- Angylene Woltmann
- Stephen Braun
- Katelyn Beacroft

Suite 2, 28 Bolsover Street, Rockhampton 4700

☎ Ph.: 4921 1224 📠 Fax: 4921 2487

✉ [admin@nurtureandthrive.com.au](mailto:admin@nurtureandthrive.com.au) 🌐 [www.nurtureandthrive.com.au](http://www.nurtureandthrive.com.au)

**Phillippa Stunzner, Dr.** MAPS: APS College of Clinical Psychologists. APS College of Forensic Psychologists. 230 Canning Street:

PO Box 4187, Rockhampton, Q. 4700.

Ph.: 0407226195 Fax: 07 49229319

**Psychologist – Kristie Schirmer. One Psychology**

22 Kirkellen Street, Berserker Q 4701.

PO Box 5427, Red Hill Q 4701.

Phone 0447b 447b655;

Fax 4928 2898;

Email – [kristie.schirmer@onepsychology.com.au](mailto:kristie.schirmer@onepsychology.com.au)

Experience and expertise in providing Psychological Services –

- Individual therapy with children, adolescents and adults experiencing general mental health conditions including (but not limited to) Stress, Depression, Anxiety, Panic, Obsessive Compulsive Disorder, Post-Traumatic Stress and Adjustment Disorders.
- Behaviour Management and Social Skills training (particularly for children and adolescents).
- Parenting Skills training.
- Services accepted under Mental Health Treatment Plans including education, skills training (e.g., stress, anxiety, relaxation, and anger management training), cognitive behaviour therapy, and interpersonal therapy.

Appointments are available Monday to Thursday. One Psychology operates on a fee for service basis – please call for current rates. Current Health Care Card Holders are offered a discounted fee. Clients referred under a Mental Health Treatment Plan are eligible for a rebate from Medicare. Members of Private Health funds may be eligible for a rebate through their fund.

**Rockhampton City Psychology**

*Cherie Haig, Bachelor of Psychology (Honours) MAPS*

Member of: Australian Psychological Society, Australian Association for Cognitive and Behaviour Therapy Ltd, and Association for Contextual Behavior Science.

- Works with children, adolescents and adults.
- Trained in Sand Play therapy.
- Trained in Behaviour Management Program for parenting.
- Accredited Medicare pregnancy support counsellor.

*Dr Vanessa Ghea PhD*

Member of: Australian Psychological Society, Australian Association for Cognitive and Behaviour Therapy Ltd

Special interest in:

- Mood disorders (depression; bipolar disorder)
- Anxiety disorders (PTSD; generalized anxiety; etc.)
- Addictions
- Trauma therapy

Suite 6, Tannachy Centre, 49 Bolsover Street, Rockhampton. 4700  
Post Office Box 4123, Rockhampton Hospital 4700.  
Phone: 0749 226 266 Fax: 0749 226 299  
E-mail: [admin@rockycitypsych.com](mailto:admin@rockycitypsych.com)  
[www.rockycitypsych.com](http://www.rockycitypsych.com)

### **Tilly's Yumba – a place to connect.**

Loretta George psychologist. ABN 32881146599. Psych Board reg. PSY0000946642.:  
Specialising in Domestic Violence, Workplace issues, Sexual Assault and welcoming to  
our Indigenous and LGBTI community members. 29 Granville Street Emu Park  
Bulk Billing for health care card holders.  
Ph.: 0408 950 773 [tillysyumba@gmail.com](mailto:tillysyumba@gmail.com)

### **Tedoo – Behavioural Support and Therapeutic Services**

Owned and operated by Jodie Logan  
Behavioural & Therapeutic Support, Wherever You Are.  
Improve your quality of life and gain positive new strategies.  
Call us on [0408 682 287](tel:0408682287) Also see: <https://www.tedoo.com.au/>

### **Virtual Psychologist**

Australia's first text counselling service delivered by qualified mental health professionals.  
We offer a select range of text based psychological and counselling support services to  
individuals and those in the corporate, rural and remote settings. Whether it be in the  
workplace, out on the mine site or in the home, you can reach us anywhere, any time and  
on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and  
WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

### **Wakai Waian Healing**

Ed Mosby B Psych (Hons) Associate Member Australian Psychologists Society  
10//99 Musgrave St. Rockhampton 4701  
Mobile 0477 012 836 *Free Call 1800 732 850*

### **SMALL BUSINESS FINANCIAL COUNSELLING**

#### **Small Business Financial Counselling Southern Queensland**

Small Business Financial Counselling Service Southern Queensland is a state  
government funded service available to support, enable and empower Small Business  
Owners.

Our Service is free, impartial, confidential, and non-judgemental.

We are able to:-

- One on one consultation to discuss options that are available including funding, grants including assistance with applications.
- Support in relation to understanding situations and compliance obligations.
- Confidentially assess and prepare reports on current financial position – including cashflow and viability.
- Identify appropriate business options, help develop an action plan.
- Help prepare for meetings with financiers.
- Help identify the need for advice from, and to prepare for meetings with professional service providers.
- Help with preparation and management of natural disasters.
- Provide referrals for additional assistance from other professionals and services from within both government and private sectors.

Contact:

Sharon Kingston

Small Business Financial Counsellor

Small Business Financial Counselling Service (SBFCS) Southern Queensland  
Capricorn Region Region

M: 0436 122 381 | P: 1300 732 777 | W: [sbfcssq.org.au](http://sbfcssq.org.au)

 [About Me](#)  [Facebook](#)

## **SOCIAL WORKERS**

### **Accredited Mental Health Social Worker / Psychotherapist**

Paul Tyler, Rockhampton Counselling Services, City Heart Medical, Shop 2, 23  
Denham Street. Rockhampton Qld 4700

Contact number is 0490 033 945

Fax 07 4922 7536

**Central Queensland Rural Health (CQRH)** – is a not for profit service providing quality mental health care within Central Queensland. Social workers are available in the Rockhampton Local Government areas. We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral

Contact: CQRH on 4992 1040 or [referrals@cqrh.com.au](mailto:referrals@cqrh.com.au) for all referral enquiries.

### **CQ Centre for Change**

Family Therapist: Psychotherapist/Counsellor

Are you struggling with any of these issues?

- Relationship Problems

- Family Conflict
- Depression/Anxiety
- Trauma
- Eating Disorders
- Suicidal Thoughts
- Parenting Problems
- Grief and Loss Issues

CQ Centre for Change supports people to develop a better understanding of themselves and others by addressing difficulties and to make changes in their lives. Nola specializes in working with families to resolve conflicts and working with adolescents with mental health issues.

With no wait time you can be certain your needs will be addressed promptly.

Services are provided to Rockhampton and Yeppoon, and surrounding areas.

Where necessary home visits are available.

CQ Centre for Change will provide a safe, non-judgmental, confidential, respectful environment.

Medicare rebates are available with your Mental Health Caré Plan through your GP. Other referral options are Self Referral. Paediatrician, School, or Allied Health Provider.

Contact: Nola Radel: Phone 0408 736 078 : Email [nolaradel@bigpond.com](mailto:nolaradel@bigpond.com)

BSOCWK, Master of Mental Health (Psychotherapy). Accredited Mental health social Worker. Accredited Member of AASW. Accredited Member of Qld Association of Family Therapy ((QAFT). ABN: 7885 1012 074  
NDIS Provider No: 4220883T & 4220882F & 4220884B

### **Dianne McDowell**

Social Worker (Private Practice) – AASW 436518

NDIS Provider – specialising in Capacity Building including Support Coordination and Therapy Support

Email: [dianneNDISprovider@gmail.com](mailto:dianneNDISprovider@gmail.com) Phone: 0412315691

### **Helena Hammer**

Mental Health Social Worker  
0493552542

[helena@attuneandbloom.com.au](mailto:helena@attuneandbloom.com.au)

Telehealth available to CQ and beyond.

Based in Yeppoon

Specialising in Perinatal and Infant Mental Health - preconception pregnancy, birth trauma, postpartum, perinatal/Infant grief and loss, motherhood, children 0-5 years. Medicare rebates available.

## **Margie Newton**

Clinical social worker

Working with individuals, couples, family and children

Areas of expertise: Mental health issues, family conflict, trauma management, work based stress, relationship issues. *Medicare rebate available.*

Contact : 0412951153

## **TENANCY SUPPORT**

### **Homestay**

St Vincent de Paul Society QLD Rockhampton Housing and Homelessness Programs are specialist homelessness services that and within Vinnies this service is known as Homestay.


Supporting people throughout the Banana, Gladstone, Rockhampton and Livingstone Shires to maintain and establish accommodation tenancies. This service is available to people over the age of 18 years, who have a tenancy:- private, social, community and public rentals.

 Support is available for people who:

- ✓ Are having difficulty in maintaining their existing tenancy
- ✓ Have received rental breaches or eviction notices
- ✓ Having difficulty to manage the expectations for property maintenance
- ✓ Support with tenancy skills - lease, rights and responsibilities

? Are moving into accommodation after experiencing homelessness, to establish a successful tenancy?

- ✓ Filling out forms
- ✓ Setting up rent, power and gas payments
- ✓ Assistance to source essential household items

 Homestay is a service delivered in the community which works to empower participants through support, information, skilling and linking in with services. Support staff work with people in their home environments in a confidential and individualised basis. Access to this service can be by self-referral or referral from other organisations with your consent. Referrals can be made 5 days per week between 8:30am and 4:00pm.

Local Contact for all CQ Homestay services:

- Phone: (07) 4890 4603
- Email: [rockhamptonprograms@svdpqld.org.au](mailto:rockhamptonprograms@svdpqld.org.au)



## **RentConnect**

The RentConnect service helps Queenslanders find and apply for a place to rent. This service may help you if you're struggling to access the private rental market due to non-financial barriers, such as:

- 
- limited rental history
- a lack of skills, knowledge or understanding of how the private rental market works
- a lack of documents required for private rental applications.

RentConnect provides a range of information and practical assistance to help you overcome these barriers.

### *RentConnect Advisory Service*

[Housing Service Centre](#) staff across Queensland can provide general advice and information on private rental and other housing assistance products. RentConnect is available in 18 Housing Service Centres.

Staff can provide one-on-one assistance and referrals for people who need more tailored information and advice to find and secure a home in the private rental market. They can also help people strengthen their skills to maintain their private rental tenancy.

RentConnect officers will work out what help you may need, including helping you to:

- find a home to rent
- understand the rental application process
- fill out rental application forms
- contact local real estate agents.

To receive specialised, one-on-one assistance from RentConnect, you need to:

- meet income eligibility requirements
- be facing non-financial barriers to renting in the private market
- be able to successfully manage a private rental tenancy.

### *RentConnect Tenancy Assistance*

RentConnect Tenancy Assistance helps capable tenants overcome short-term tenancy problems and strengthen their skills to maintain their private rental home.

Officers work one-on-one with private rental market tenants to help them *maintain their existing tenancy*.

They help eligible clients:

- identify tenancy issues
- develop tenancy plans
- improve their ability to maintain their tenancy in the future.

To receive this assistance, you need to be a tenant who either:

- is experiencing a short-term financial setback and needs assistance to overcome this hurdle

- needs help to find more affordable housing.

Additionally, you must:

- meet income eligibility requirements
- live in the premises where tenancy assistance is required.

#### *Templates for tenant references*

Sometimes it can be difficult to move into private housing if you don't have references from previous landlords and housing providers.

To help with this, we've developed several templates that you can ask a landlord or provider to use to provide a reference when you leave a property.

[Access the reference templates.](#)

#### *Where to find RentConnect*

See our [list of RentConnect offices \(PDF, 155KB\)](#).

Make an appointment with a RentConnect officer via:

- phone 13 QGOV (13 74 68) or [Housing Service Centre](#).

Read more information about [renting in the private market](#).

Contact: Rockhampton Housing Service Centre, State Government Building Level 3,  
209 Bolsover Street Rockhampton QLD 4700  
Phone: 4848 7000 Toll free: 1800 801 176

### **Tenancy Skills Institute**

The Tenancy Skills Institute is delivering Skillsets for Successful Tenancies - Dollars and Sense, a free, competency-based training program which up skills people who are wanting to enter the private rental market. The program is designed to help tenants successfully secure and keep a rental tenancy. Because of this, if you are at risk of losing a current tenancy, but unsure where you're going wrong or how to steer your rental journey back on track, this program will equip you with skills and knowledge that are key to taking control in a positive way. Upon completion, graduates receive a certificate which may be recognised by real estate agents when applying for a private rental tenancy. The 10-hour training covers four key skillsets that are vital for a successful tenancy including communication skills, tenant rights and responsibilities, cleaning and maintaining a property and budgeting.

This course is delivered over multiple sessions, sessions begin and end at the same time each day. To find out about training in your area, please contact 07 3413 6997 : [info@tenancyskills.com.au](mailto:info@tenancyskills.com.au) or make contact through [www.tenancyskills.com.au/contact/](http://www.tenancyskills.com.au/contact/)

### **Tenants Queensland.**

QSTARS program can assist you with:

- Advice and assistance to understand your tenancy rights and responsibilities.
- Support to resolve your tenancy issue
- Helping you talk to your lessor or agent
- Help you to write a letter or fill in tenancy forms

- Help to attend or prepare for a QCAT tenancy tribunal hearing
- Referral to other services if needed.

QSTARS is a free advice service for all Queensland renters.  
 You will receive expert advice and assistance.  
 Tenants Queensland 240 Quay Street Rockhampton QLD 4700  
 1300 744 263

## **TRAINING**

### **Be Change**

Be Change is an organisation determined in ensuring that those suffering from addiction receive the best possible support, in the best possible way, by the best possible people. Be Change does this in 3 specific and targeted ways. Training, Coaching, and Consultancy.

Firstly, Be Change provides **training** and **workshops** to individuals and organisations in:

- Motivational Interviewing.
- Addiction Treatment.
- Be Change also believes in prevention and provides positive mental health and wellbeing workshops to Primary and Secondary Schools.
- <https://www.bechange.com.au/training-workshops>

Secondly, Be Change provides **direct coaching support** to those suffering from addiction, or with a loved one suffering from addiction.

- High quality, best practice, 1 on 1 Recovery Coaching.
- Service Navigation and Referral Support for those struggling to navigate the system and find the right support.
- <https://www.bechange.com.au/services>

And thirdly, Be Change provides **consultancy to organisations** who are providing care, assisting with:

- Program Content development.
- Policy and Procedure development.
- Workforce Capability plans.
- Audit preparation, and a variety of other aspects of your business.
- <https://www.bechange.com.au/consultancy>

Mikel Gellatly is the Owner Operator of Be Change – Behaviour Change Consultancy. In his ‘day-job’ he is also the Clinical Services Manager for Lives Lived Well’s Central Queensland Clinical Services. Mikel is a qualified Social Worker and has a background

in Psychotherapy. Mikel is also a member of the Motivational Interviewing Network of Trainers (MINT), delivering MI training across a variety of social and health support domains in both Australia and Singapore. Having worked in clinical and leadership roles within Alcohol and Other Drug sector for the past 13 years, Mikel's career has largely focussed on program development, workforce capability, and the implementation of evidence-based practice within these settings, ensuring those accessing services are receiving the most effective support possible.

Mikel has an in-depth knowledge of the complexities and challenges involved in treating individuals with substance use disorders, as well as the various theories and models that can be employed to support their recovery. In addition to his professional experience, Mikel also brings a personal perspective to his training, workshops, coaching, and consultancy, having gone through his own journey of addiction and recovery. This lived experience has provided Mikel with a unique insight into the emotional and psychological aspects of addiction, and how to best support clients through the recovery process. Those receiving our services can therefore be assured that they are learning from someone with both a substantial theoretical underpinning and practical experience in the field.

Contact Be Change today on 0432 664 982 or via [mikel.gellatly@gmail.com](mailto:mikel.gellatly@gmail.com)  
Or visit our website <https://www.bechange.com.au/>

### **Dispute Resolution Branch - training:**

Become a dispute resolution practitioner by completing training courses with the Dispute Resolution Branch. Help others to resolve their disputes and develop your dispute resolution skills. Become a Nationally Accredited Mediator and gain professional recognition of your skills. For more information, visit [www.qld.gov.au/disputeresolutiontraining](http://www.qld.gov.au/disputeresolutiontraining) or email [trainingdrb@justice.qld.gov.au](mailto:trainingdrb@justice.qld.gov.au)

### **Five Bridges**

Five Bridges is a not-for-profit led by the local community for the local community. Our organisation is passionate about assisting individuals with barriers to education and employment and local Aboriginal and Torres Strait Islander communities. We are also extremely proud of our work facilitating the Queensland Governments Skilling Queenslanders for Work program which allows disadvantaged Queenslanders to gain skills, qualifications and experience to enter and stay in the workforce.

Five Bridges offers a range of *training programs* designed to equip local community members with the skills and knowledge needed to gain employment opportunities. Our programs are open to Indigenous and Non-Indigenous participants. The program is being run by Five Bridges in partnership with Look Now Training RTO 31827. *This training is proudly funded and supported by the Queensland Government through its Skilling Queenslanders for Work initiative.*

Five Bridges is proud to partner with CoAct to deliver *employment support* through the Australian Government's new *Workforce Australia program* in Rockhampton, Gladstone and Woorabinda.

Rockhampton Contacts:

Skilling Queenslanders for Work – Sonja 0457 219 941 / [sonja@fivebridges.org.au](mailto:sonja@fivebridges.org.au)

Ready for Work – Joanne 0412 248 609 / [Joanne@workstars.com.au](mailto:Joanne@workstars.com.au)

WFA – Angela 0458 521 339 / [angelaj@fivebridges.org.au](mailto:angelaj@fivebridges.org.au)

The entire Five Bridges team is dedicated to our joint vision, as best expressed in our purpose statement: *To provide a range of culturally sound activities and initiatives that build capacity, supporting the social norms and behaviors that constitute a positive, proud and responsible Indigenous community.*

Our organisations values are *Integrity, Relationships, Passion, Respect, Innovation and Professionalism.*

#### **IT Tutor**

Judi Blanchard

Digital Skills Tutor

P O Box 754

Rockhampton Qld 4700

Mobile: 0447 227 630

Email: [judiblanchard@gmail.com](mailto:judiblanchard@gmail.com)

ABN: 94197358059

#### **TRANSPORT**

##### **CatholicCare Community Transport**

CatholicCare Central Queensland provides affordable, safe, and convenient transport to ensure all members of our community can get out and about. CatholicCare welcomes the aged, those living with disability and socially disadvantaged members of the public, to make use of this convenient and affordable Transport Service.

Some passengers may be eligible for subsidies under the following programs:

- Home Support Program
- Queensland Community Care
- Home Care Packages
- Disability Support Program

Where a person is not eligible for any of the above subsidies, they may still be eligible as a private passenger.

Transport and booking available 7am -5pm Monday to Friday. The modern cars and buses are built for comfort and for safety and convenience. All buses have wheelchair lifts, easy-access steps and extra standing height.

All CatholicCare Transport Drivers are experienced, qualified Community Care staff and hold Queensland Driver Authorisations, as per Transport regulations. Fees are calculated to suit individual needs. One carer may travel free of charge with each passenger. For more information or a TOLL FREE booking please call 1800 374 772

### **LiveBetter**

*Transport.* At LiveBetter, we understand that as the years go by it becomes harder for our aged community members to get around. We can provide a personalised, door-to-door service to give you the support you need. If you are frail, have a disability or are a carer, then LiveBetter's transport service can make it easier for you to get around. Call us today on 1300 952 273 to start accessing our personalised transport service.

## **UNION**

### **The Services Union – Your Union for Social and Community Sector Workers**

The Services Union is committed to supporting Queensland workers and communities. Our members work everyday to build our community and to provide high-quality public and community services.

#### *Our Social & Community Sector Workers Work In:*

- Disability services
- Child protection, youth and family services
- Health, mental health and alcohol and other drug services
- Community and neighbourhood servicesMigrant and settlement services
- Homelessness, housing and tenancy services
- Community legal services
- Aboriginal & Torres Strait Islander services
- Women's services
- Policy, advocacy and campaigning;
- Employment services
- Community transport

#### *Our Values*

Fairness, Justice, Democracy, Dignity, Equality and Collectivism.

#### *Our Vision*

All members have the right to the dignity of safe and secure work. Our vision is for a strong, courageous and collective voice to continually improve our conditions and the culture of our workplaces and communities. We will achieve this *together*.

Join us, support us and make a difference – *The Services Union is always by your side.*

### *Your Local Organiser*

With 5+ years experience working in the Social & Communities Sector – I would love for you to get in contact for a chat or to arrange a workplace visit to introduce myself and the many benefits of joining your Union or to hold an information session.

#### Wayne Inman

**P:** 0499 072 334 **E:** [wayne.inman@theservicesunion.com.au](mailto:wayne.inman@theservicesunion.com.au) **A:** 178 Quay Street, Rockhampton <https://www.theservicesunion.com.au/member-information/join/>

## **WORKERS' MENTAL HEALTH SUPPORT**

### **Workers' Psychological Support Service (WPSS)**

WPSS is a free, independent and confidential support service for Queenslanders experiencing a work-related psychological injury.

The WPSS will provide Queensland workers with practical advice and connect and engage them with existing community and support services, aiming to minimise the impact that a work-related psychological injury can have across other areas of people's lives.

This independent, confidential and free service is available state-wide to Queensland workers who:

- have experienced a work-related psychological injury, or
- are experiencing psychological symptoms linked to a physical workplace injury

The WPSS can be contacted on a toll-free telephone number 1800 370 732 between the hours of 9AM to 5PM Monday to Friday, by email at [info@wpss.org.au](mailto:info@wpss.org.au), or through the website at [www.wpss.org.au](http://www.wpss.org.au).

Karina Maxwell, an experienced social worker with the WPSS will collaborate with you to provide support, guidance, and advice connecting you with the community services you need.

## **YARD MAINTENANCE & NDIS BUILDER**

### **Capricorn Care Services**

Providing disability support for Plan Managed and Self-Managed participants, and now offering Support coordination. We also can offer Lawn and Yard Maintenance to privately funded clients.

Our Support Workers have a current Blue Card, First Aid and CPR Certificate, Yellow Card and Vaccination

Servicing Rockhampton and Surrounding areas.

0482 978 856 Email: [capcareservices@gmail.com](mailto:capcareservices@gmail.com) ABN: 4458 136

## **DBS Group**

DBS Group are excited to now be working in the NDIS space.

Our family owned & operated business believes in working towards brightening the future for indigenous people and those with significant and permanent disability by creating a safe and liveable household environment with our services.

We do this by making personal connections with the traditional owners and elders of the land on which we are working and encourage them to engage the young members of their community in our workforce.

We are a 100% Indigenous owned and operated organisation, servicing Central Queensland and Central Highlands areas. Principal Director, Neil Berry, is also a Traditional Owner of the Gugu-Badhun mob in North Queensland.

Our values:

- Integrity
- Loyalty
- Quality
- Family
- Fun

Our services for NDIS:

- Building maintenance and renovations
- Home repairs and fit outs
- Yard and lawn maintenance
- Landscaping

Contact us:

1800 DBSQLD | [projects@dbsqld.com.au](mailto:projects@dbsqld.com.au)  
dbsqld.com.au | 155 East St, Rockhampton  
37 Macaulay Road, Emerald

## **LiveBetter**

*Yard Maintenance* We offer a yard maintenance service to those living in our community who are unable to complete these tasks on their own. Our yard maintenance service is performed by a professional mowing man and/or gardener. To access our yard maintenance service, please contact LiveBetter on 1300 952 273

## **Love Ya Lawn – Grounds and Garden Maintenance**

Delivering quality services whilst providing employment pathways for young people.

Services:

- Lawn care
- Garden Maintenance
- Hedge management
- Weeding and pruning



- Rubbish removal
- Yard maintenance

Call Now! 0438 884 629. Email: [info@lovelylawn.com.au](mailto:info@lovelylawn.com.au) Web: [www.lovelylawn.com.au](http://www.lovelylawn.com.au)

### **TFT Mowing**

Hi! My name is Tyler Foster – Tout and I am 17 years old. I have found it difficult to find a job due to my ASD and so, with the help of my family I have started my own mowing business. I am currently in grade 12 of high school so my availability is limited to weekends but can service Yeppoon, Emu Park, Rockhampton and areas in between on request.

I have applied for my blue and yellow cards so that I can work with NDIS plan managed participants and can also do private work. I currently also work with the support of my dad until I can drive and am comfortable with solo customer interaction. He has a blue and yellow card.

Please if you have any questions contact me on Ph 0407 998 518 or [ftmowing@gmail.com](mailto:ftmowing@gmail.com)

### **Trevor Boswood - NDIS Registered Builder**

Trevor has been in the trade for 42 years and has a wealth of experience in modification and maintenance in domestic and commercial properties including renovation to ensure accessibility for aged or those with a disability.

*T.G. & J. Boswood Pty Ltd* P: 07 4926 2787 M: 0418 792 657 F: 07 49265730

E: [tgboswood@bigpond.com](mailto:tgboswood@bigpond.com) Bld Lic No 72882

## CENTRAL HIGHLANDS

### **Amica**

*amica* is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information [www.amica.gov.au](http://www.amica.gov.au) or watch this [explainer video](#)

### **Adis 24/7 Alcohol and Drug Support**

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) in this directory

### **Alzheimer's Association of Queensland Inc**

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

### **AnglicareCQ**

#### *Emerald*

Address: 44 School Lane, Emerald

Phone: 1800 769 814

Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

#### *Blackwater*

Address: AnglicareCQ c/o Community Centre, Wey St, Blackwater

Phone: 1800 769 814

Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

#### Service Types:

- Mental Health Support
- Youth Services for children & young people
- Foster and Kinship Care
- Housing

### **AQ (Autism Queensland)**

Our specialist therapy and teaching team deliver services for autistic children, adolescents and adults living in Central Queensland including Rockhampton, Central Highlands, The Gemfields (including Emerald), Yeppoon and surrounding areas. AQ Rockhampton is located at the John Villiers Centre of Excellence Central Queensland 373 Lakes Creek Rd, Koongal. [rockhampton@autismqld.com.au](mailto:rockhampton@autismqld.com.au). Ph. 4923 4800

[Find/Contact Us](#) | [Our Services](#) | [Other Centres](#)

*Please note that fees apply to AQ services and supports*

### Autism Connect

[Autism Connect](#) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time.

Webchat and email are also available via [www.amaze.org.au/autismconnect/](http://www.amaze.org.au/autismconnect/)

### **Basic Rights Queensland 1800 358 511**

Basic Rights Qld provides free advice, advocacy and legal services for people with problems with social security or disability discrimination.

### **Calvary Care:**

We are the outreach arm of Calvary Christian Church in the Emerald / Blackwater location. We have 9 Calvary church locations across Australia and 2 overseas.

People from within our church donate finances that Calvary Care directors have access to, we then use this to assist those in need. To receive support, people can refer directly to us or through an agency and do not need to attend church to receive this support. In fact – Calvary Care exists to help the community!

Our goal is to support agencies already doing amazing work, so do our best to point people in the right direction for where they can receive appropriate support however we know sometimes there are gaps in funding and service provision. Calvary Care can step in at these times so please let us know where you may have needs.

### Calvary Church:

Calvary Church also runs many mid-week social groups in Emerald and Blackwater as well as our Playcentre as well as many events throughout the year. These are open for anyone to attend. These mid-week groups run the duration of the school term. These include but are not limited to:

- Mothers & Parents groups including Music & Play
- Social Groups for different ages, life stages & demographics including a 50yr + social group
- Junior Youth & Youth groups
- Red Frogs support & school programs

We run a 9am Sunday Service in Emerald and a 5pm Sunday Service in Blackwater.

The main supports of Calvary Care:

At the moment, we are mainly supporting people through our Food Bank and Crisis Funding however I have listed a brief description of projects we do throughout the year and supports we have provided in the past. We unfortunately cannot support people in an ongoing week by week basis but can help people get back on their feet, get through a crisis or provide some relief when things are tough.

Food Bank – Helping individuals and families with Food Bags:

We provide around 2 bags per family – we aim to have meat and meal ingredients for up to 3 meals plus some snack / school lunch and dry food. We can also provide nappies, formula, hygiene items, toilet paper and washing powder. We also have Single Person bags made up especially for someone experiencing homelessness and these have easy to make items and non-perishable foods that someone can have on the go.

Vouchers - In some cases we also have Woolworths, Big W and Fuel vouchers but no longer give these out to direct referrals and need to receive a referral from an agency as we are limited in how many we can give out. We have a limit of one per person and use these when someone is facing significant need or crisis.

Donations – We receive A LOT of community donations and will do our best to pass these on to those who need it quickly. We have often donated to agencies who need for clients. If we know of a family either starting over or escaping Domestic Violence, we will do a donation call out and get items needed for their home and deliver them as well.

Blessing Bags - We can also support families who have just had a baby or have welcomed a foster child into their home who do not have the needed supplies.

Crisis Funding – We have a small budget available for those facing eviction or fleeing domestic violence; however due to the limitation of finances, this funding is reserved for those facing significant crisis and we prefer referrals will need to be made through agencies.

Projects:

On a needs by needs basis we have provided personally made up donations, hampers and gifts to:

- Schools (period packs, lunch packs)
- Hospitals (gifts & necessary emergency items, maternity packs) and
- Agencies (with gifts for those who would otherwise not receive anything on Mothers day, Fathers day, Easter, Christmas etc as well as supplied necessary items for tough times including our Winter appeal)

If you have an idea or need in mind please get in touch.

Referrals:

Service Provider Referral is preferred

Email: [amie.coop@calvarycc.global](mailto:amie.coop@calvarycc.global)

*Church Phone:* 49822821 Whilst we do not have a volunteer to man this phone daily, we do check it between Tue – Thur and get back to people as soon as we can.

### **DBS Group**

DBS Group are excited to now be working in the NDIS space.

Our family owned & operated business believes in working towards brightening the future for indigenous people and those with significant and permanent disability by creating a safe and liveable household environment with our services.

We do this by making personal connections with the traditional owners and elders of the land on which we are working and encourage them to engage the young members of their community in our workforce.

We are a 100% Indigenous owned and operated organisation, servicing Central Queensland and Central Highlands areas. Principal Director, Neil Berry, is also a Traditional Owner of the Gugu-Badhun mob in North Queensland.

Our values:

- Integrity
- Loyalty
- Quality
- Family
- Fun

Our services for NDIS:

- Building maintenance and renovations
- Home repairs and fit outs
- Yard and lawn maintenance
- Landscaping

Contact us:

1800 DBSQLD | [projects@dbsqld.com.au](mailto:projects@dbsqld.com.au)  
dbsqld.com.au | 155 East St, Rockhampton  
37 Macaulay Road, Emerald

### **BUSHKids Rockhampton and Central Queensland**

BUSHkids has been chosen as the National Disability Insurance Scheme (NDIS) Partner

in the Community to deliver Early Childhood Early Intervention (ECEI) Services to Rockhampton and Central Queensland.

Phone: 38707288

Email: [info@bushkids.org.au](mailto:info@bushkids.org.au)

Web: <http://www.bushkids.org.au/>

## **Carer Gateway**

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

## **CatholicCare Central Queensland**

### Family Support Service

CatholicCare assists families, children, parents and individuals gain knowledge, skills and resources to enhance their wellbeing and create a safe and caring family environment. The purpose of the program is to support vulnerable children, young people (unborn to 18) and their families to improve their safety and wellbeing, and to preserve the family. Our aim is to respond to the needs of children, young people and their families. This includes single and two parent families, kinship carers, guardians and extended family members with children 0 -18 years living in the same house. Sessions last approximately one hour. The number of sessions will depend on your needs, and they will proceed at your pace. This is a free service for eligible clients. Appointments can be made by phoning CatholicCareCQ on 1300 523 985.

### Family relationship counselling

CatholicCare Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated. Appointments can be made by phoning 1300 523 985.

### Family and Relationship Community Education

The Family and Relationship Community Education program provides education to groups, individuals and professionals to strengthen relationships, support families, improve the wellbeing of children and increase participation within communities. These services are provided to families, children, young people, communities and professionals. Topics include:

- Behaviour Management
- Self Esteem
- Budgeting
- Coping with Depression and Anxiety
- Parenting Workshops including 123 Magic
- Bullying
- Wheel of Wellbeing

To find out what workshops and/or education is coming up in your area, visit the CatholicCare website at [www.Catholiccarecq.com](http://www.Catholiccarecq.com) or call our friendly Client Contact Team on 1300 523 985.

### **Central Queensland Mental Health Alcohol and Other Drug Services**

**1300 MH CALL**

**1300 64 2255**

One number for 24hr specialist mental health care for anyone anywhere in Queensland.

Referrals/ crisis/ support

*In an emergency always dial Triple Zero*

**Central Queensland Rural Health (CQRH)** – is a not for profit service providing quality mental health care within Central Queensland local government area of the Central Highlands (and Rockhampton, Gladstone, Livingstone and Banana LGAs and the North Burnett regions). We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral

Contact: CQRH on 4992 1040 or [referrals@cqrdgp.com.au](mailto:referrals@cqrdgp.com.au) for all referral enquiries.

**Centrelink** Ph. 4983 7000

### **Children's Contact Service – Relationships Australia (Qld)**

Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 See [Children's Contact Service](#) in this Directory.

### **Community Solutions**

*A CoAct Accredited Employment Service Partner*

**Disability Employment Services | Workforce Australia**

If you want to find work then Community Solutions is the place for you.

Open the door to a world of opportunity and be supported by a team who believe in you.

When you register with Community Solutions, our dedicated local team in Yeppoon, Emerald and Rockhampton, invests in you from the start. You'll get one - on - one support with staff who listen to your needs, give you options to reach your goals and build your confidence and skills to help you on your road to success.

Community Solutions is a leading specialist employment agency with over 20 years' experience in helping Queenslanders with disability, health conditions, injuries or mental illness to find rewarding and satisfying work. Our team can help you overcome any challenges to finding a job so that you can enjoy the benefits of being part of the workforce.

*To find out more please see [Community Solutions](#) in this Directory*

### Get in touch

To find out more about Community Solutions contact your local team on:

1300 621 499

<https://communitysolutions.org.au/>

Shop 6A / 18-22 Anzac Parade, YEPPOON

189 Musgrave Street, ROCKHAMPTON | Shop 1/112 Egerton Street, EMERALD

### **.Counselling Notes Protect (CNP)**

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records.

To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

### **CQID (Central Queensland Indigenous Development).**

CQID Aboriginal and Torres Strait Islander Family Support Service is an indigenous organisation that provides support to indigenous families through direct support within the family home and local community.

44 Ruby Street, PO Box 2639, EMERALD Q 4720

Phone: (07) 4987 4792 Fax: (07) 4987 4928

**CQ Rural Health** Ph. 4992 1040

**Community and Primary Health Service: Child Protection Liaison** Ph. 4983 9700

**Department of Communities, Disability Services and Seniors** Ph. 4983 7500

### ***Domestic and Family Violence Response Program***

*Domestic and family violence is at significant levels across Australia, and the CatholicCare and Helem Yumba service response program will address the critical support needs of the Central Queensland Community.*

CatholicCare, in partnership with Helem Yumba Healing Centre, is the new domestic & family violence service provider for Central Queensland.

The CatholicCare and Helem Yumba Domestic & Family Violence Service provides a range of *collaborative* and *person-centered support* interventions to adults, children, and



young people who are experiencing, or who are at risk of experiencing, domestic and family violence.

*CatholicCare* is an established and well-respected community services agency that have been providing domestic and family violence services to our local communities for many years (previously as Centacare CQ). Helem Yumba is CatholicCare's service delivery partner.

*Helem Yumba* are a healing centre that provides a range of therapeutic domestic and family violence supports to Aboriginal, Torres Strait Islander, or Indigenous people, all while upholding the indigenous values, protocols, and preferred ways to engage.

*The CatholicCare and Helem Yumba partnership is an innovative first for the Central Queensland region.*

Providing services to:

Rockhampton Yeppoon Blackwater Emerald Longreach

To access services or provide referrals please contact:

CatholicCare  
Central Queensland  
Call (07) 4977 4107 or email  
[referral@catholiccarecq.com](mailto:referral@catholiccarecq.com)

Helem Yumba  
Healing Place  
Call (07) 4931 8600 or email  
[admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

### **DV Connect**

Women's Line 1800 811 811

Men's Line

1800 600 636

### **Emerald Neighbourhood Centre.**

Emergency relief; crisis intervention; Information; Referral; Community Visitor.  
Ph. 4982 1696

### **Family Drug Support Australia**

*Family Drug Support* is an Australian wide not for profit, non –religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- Website: [www.fds.org.au](http://www.fds.org.au)
- 24/7 Phone Support line – 1300 368 186
- One on one support: online or by telephone
- Online Family Support Meetings, Third Thursday of every month, 5:30-7:30pm,
- RSVP Paula 0491091630 or Belinda 0490536976.

- Check our website for further details. <https://www.fds.org.au/meetings-and-events/family-support-meetings>

### **Gambling Help Service**

UnitingCare  
Central Queensland

*We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:*

- In person at our office in Rockhampton*
- Via Zoom (video call) or phone*

*For more information please see [Gambling Help Service](#) in this directory.*

*Ray Abdy  
Counsellor/Community Educator  
Mobile: 0498 000 325  
Email: [ray.abdy@uccommunity.org.au](mailto:ray.abdy@uccommunity.org.au)*

*Tamara McDougall  
Community Educator  
Mobile: 0498 000 817  
Email: [tamara.mcdougall@uccommunity.org.au](mailto:tamara.mcdougall@uccommunity.org.au)*

*After hours contact Gambling Helpline  
Phone: 1800 858 858  
Website: [www.gamblinghelpqld.org.au](http://www.gamblinghelpqld.org.au)*

### **Grow – mental health and personal growth**

Grow meetings are based on the learned experience of people who have come through significant mental and emotional challenges to a healthier and happier life. They provide acceptance, encouragement, friendship, inspiration and mutual support for participants.

Some of the problems Grow has helped people to manage are depression, anxiety, relationship breakdown, isolation, grief, compulsions and diagnosed mental illnesses. People using the program describe a more connected, meaningful and happier life with greater resilience (emotional muscle) to meet life's challenges.

Emerald Grow meeting: Every Thursday 7.30pm to 9.30 pm at the Neighbourhood Centre, 17 Yamala St, Emerald.  
Please ring 0408 577 403 or 0413 449 008 for any further information.  
[www.grow.org.au](http://www.grow.org.au)

### **Gryphon Psychology**

Psychologist in Emerald, Queensland

Address: 132A Opal St, Emerald QLD 4720

Phone: (07) 4953 5499

<https://www.gryphonpsychology.com/our-services.php>

### **headspace**

headspace Emerald is part of a National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds. We support young people with mental health, physical health, alcohol and other drug services, as well as work and study support. We accept referrals from everyone by phone, email and in person. We are located at 65 Hospital Road, Emerald. Our contact number is 1800 950 722.

### **Homeless Persons Information Queensland (HPIQ)**

1800 474 753

### **Kids Helpline**

1800 55 1800

### **LAC in Community Emerald - Carers Queensland**

*Emerald* Neighbourhood Centre. 17 Yamala Street *Emerald*, QLD 4720

Phone: (07) 4843 9200 to schedule one on one appointments to find out more about the National Disability Scheme. Or book online

<https://carersqld.com.au/organiser/carers-queensland-ndis/>

**Legal Private (Network member) Anne Murray & Co.** 17 Opal St. Ph. 4982 4236

### **Lifeline Telephone Crisis Support**

13 11 14 24 hours crisis support helpline.

### **Limitless Capabilities**

We exist to inspire purpose, explore possibilities, and create an inclusive community. If you truly believe there are limitless possibilities in life, you see no limit to what people can achieve with the right supports.

NDIS services and supports offered by Limitless Capabilities:

- Support Coordination
- Household Tasks
- Community Participation
- Group Programs
- Yard and garden Maintenance

Phone: 0481 837 990

Email: [ndis@limitlesscapabilities.com.au](mailto:ndis@limitlesscapabilities.com.au) <http://www.limitlesscapabilities.com.au/>

## **Many Rivers**

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE. Contact: 0439 785 225 | [donna.burton@manyrivers.org.au](mailto:donna.burton@manyrivers.org.au) 1300 626 974

## **Money Smart**

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – then please click on [Money Smart](#)

## **NDIS Appeals Support – Qld Advocacy Inc.**

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

### *NDIS Decision Support Pilot – Qld Advocacy Inc.*

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

### ***To be eligible for assistance through the Decision Support Pilot you must:***

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

### *Qld Advocacy Inc.*

**Phone:** (07) 3844 4200 or 1300 130 582 (cost of a local call)

**Fax:** (07) 3844 4220

**Email:** [qai@qai.org.au](mailto:qai@qai.org.au)

**Location:** Level 2, South Central  
43 Peel Street, South Brisbane  
QLD, 4101

**Postal Address:** PO Box 3384,  
South Brisbane Qld 4101

**National Health Services Directory:** *Download the healthdirect app*

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia’s free health app that helps you make informed decisions about your health. You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

**NICRS: National Indigenous Critical Response Service : (*Thirilli*)**

The National Indigenous Critical Response Service has been funded by the Commonwealth Government of Australia through the Department of Prime Minister and Cabinet to:

1. Provide a critical response to support individuals, families and communities affected by suicide-related or other trauma that is culturally responsive to their needs
2. Strengthen community capacity and resilience in communities where there have been high levels of suicide to better recognise and respond to critical incidents and strengthen service system coordination. See NICRS National Indigenous Critical Response Service in this service directory. To contact a Critical Response Support Advocate call 1800 805 801

**NJL Parents Next.**

ParentsNext is a Federally funded, pre-employment program that assists parents with young children to identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community.

NJL will be delivering ParentsNext in the following locations Berserker, Rockhampton City, Gladstone, Emerald, Woorabinda and Yeppoon.

For more information please contact our Rockhampton office on 07 4921 3107 located at: Normanby House, 44A William Street, Rockhampton 4700

**No Interest Loans (NILS)**

The No Interest Loan Scheme (NILS) provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months.

To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide  
Shop 2b /58 Kariboe St. Biloela 4992 3322*

❖ *CQ Financial Counselling Services may be contacted on 49281844 or email:  
[info@cqfcs.com](mailto:info@cqfcs.com). To find out more about what CQFCS can offer, please click on  
[CQ Financial Counselling Service](#) to see their entry in this directory.*

*Does not cover Banana Shire or Woorabinda*

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.  
1800 846 643*

*Local Phone numbers are:*

*Rockhampton 4927 6026*

*Gladstone 4972 2662*

## **Parentline**

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm.

1300 30 1300

To find out more, please visit: [parentline.com.au](http://parentline.com.au) or check out *Parentline Qld + NT* on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: [admin@parentline.com.au](mailto:admin@parentline.com.au)

## **Psychologist: Gryphon Psychology.**

Anger Management; Stress and Conflict; Couples Counselling; Family and parenting issues; Children's emotional and behavioural problems; Anxiety and depression (post natal depression); Drug and Alcohol problems; Fatigue management; Sleep assessment; Pain Management; Quit smoking programs; Critical incident; Psychological trauma and stress related conditions; Mentoring and coaching for self esteem, assertiveness; Work stress: work life balance; Adjustment difficulties; Loss and bereavement; General psychological issues; Anger Management; Stress and Conflict; Couples Counselling; Family and parenting issues; Children's emotional and behavioural problems; Anxiety and depression (post natal depression); Drug and Alcohol problems; Fatigue management; Sleep assessment; Pain

Management; Quit smoking programs; Critical incident; Psychological trauma and stress related conditions; Mentoring and coaching for self esteem, assertiveness; Work stress: work life balance; Adjustment difficulties; Loss and bereavement; General psychological issues. 132A Opal St. PH. 1800 056 076.

### **Queensland Community Care Services**

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk. For more information please see [Queensland Community Care Services](#) in this directory.

### **Reading Writing Hotline 1300 6 555 06**

*A free national referral service for adults.*

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or [email](#) for more information – or see our website <https://www.readingwritinghotline.edu.au/>

### **Renew Psychology and Rehabilitation**

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [Renew Psychology and Rehabilitation](#) in this directory. Contacts: Email [admin@renewrehab.com.au](mailto:admin@renewrehab.com.au) PH 4659 9133 Mobile 0447 674 765 Website: [www.renewrehab.com.au](http://www.renewrehab.com.au)

### **Rural Health Connect**

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply.

Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info: <https://www.ruralhealthconnect.com.au/#/rural-home>

### **Salvos: Moneycare Financial Counselling Services**

Moneycare is The Salvation Army's free financial counselling service for individuals, couples and families. Our qualified staff provide information and support to help you deal with your current financial situation and learn how to manage money well in the future. Phone 1800 722 363

### **Southern Cross Support Services**

Bundaberg - Fraser Coast - *Emerald* - Rockhampton - Brisbane - Kingaroy  
Head Office: 07 4153 5887 *Emerald: 0484 399 347*

Southern Cross Support Services is an organisation that exists for the sole purpose of providing Purpose, Belonging, Security for people with a disability, subject child protection orders and/or mental health issues and/or people who may be experiencing other social barriers.

Our support services include life skills support/training, community participation, in-home support and supported accommodation, respite, animal care programs through our farm, opportunities to participate in lawn mowing, day programs that include life skills & social activities.

SCSS is a Registered NDIS Provider, we offer services for children and adults that meet your needs and supports funded in your NDIS Plan. We can help you understand the NDIS, your Plan and your future support needs, support you by providing you with services, with Plan Management and Support Coordination.

**StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast** .STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support  
Ph: 1300 727 247 Email: [standby.cqwbsc@uccommunity.org.au](mailto:standby.cqwbsc@uccommunity.org.au)  
Web: [www.standbysupport.com.au](http://www.standbysupport.com.au)

### **Suicide Call Back Service**

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.  
1300 659 467

### **Telehealth Bereavement Counselling**

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or [info@grief.org.au](mailto:info@grief.org.au).

### **UnitingCare Queensland - Rural Family Support – Central Highlands**

Family support is funded to strengthen the capacity of families with children and young people (unborn to under 18) who find themselves in vulnerable circumstances. The service uses a case management model to prevent crises or problems within families arising or escalating and to stabilise or maintain family wellbeing.

Rural Family Support aims to improve the wellbeing and safety of families in our community by:

- building the capacity of parents to care for, protect and raise their children,
- providing links to local support services,
- advocating at community and parenting groups,
- providing resources to families to deal with and manage family issues, and
- providing parenting tips, workshops and opportunities to meet with other parents



I can work with:

- families with children aged 0 to 18 who live in the Central Highlands region
- schools
- service providers
- self referrals

To chat, get more information or to refer:

- Drop in to 124 Borilla St Emerald
- Call 0417 400 354
- Email [Lorretta.Aisthorpe@uccommunity.org.au](mailto:Lorretta.Aisthorpe@uccommunity.org.au)
- 8.30 am to 4.30 pm Monday to Friday

### **Virtual Psychologist**

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

### **Women's Health Information and Referral Service CQ Inc.**

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ) aims to enhance people's quality of life by providing a holistic service, contributing to the empowerment of individuals and improving the health and well-being of all women and their families throughout Central Queensland. WHIRSCQ works from a feminist perspective that values gender equality, acknowledges cultural diversity and provides a person-centred service delivery model. WHIRSCQ encompasses strength-based philosophies through open, honest and transparent therapeutic sessions with clients.

WHIRSCQ provide Free and confidential counselling and support in a safe, supportive, non-judgmental and non-discriminatory environment. This service can be accessed face-to-face, by phone or video counselling.

#### *General Counselling and Support:*

- Women 14 years and over
- Any issue affecting the well-being of the client
- Historical domestic and family violence
- Information and Referral

#### *Sexual Assault Counselling & Support:*

- Women, men & youth 12 years and over
- Recent or historical sexual assault

### *Outreach Services:*

North Rockhampton, Yeppoon, Gracemere, Mount Morgan, Emerald, Blackwater.

*For further information and referral or enquiries, please contact the Centre:*

225 Bolsover Street Rockhampton

PH. 4922 6585 or 1800 017 382

[reception@whccq.org.au](mailto:reception@whccq.org.au)

### **Well Mob – Healing Our Way**

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People. Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma. See: [Well Mob](#)

### **Yumba Bimbi Support Services**

*Yumba Bimbi* Support Services provides specialist disability services across the rural ...

*Yumba Bimbi* operates on the premise that everyone's needs, preferences and aspirations are unique and different. 65 Anakie St, *Emerald* QLD 4720

Just contact us on 4987 7933 or at [admin@yumbabimbi.com.au](mailto:admin@yumbabimbi.com.au)

<https://yumbabimbi.com.au/>

### **GLADSTONE AND BILOELA**

#### **Amica**

*amica* is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information [www.amica.gov.au](http://www.amica.gov.au) or watch this [explainer video](#)

#### **Adis 24/7 Alcohol and Drug Support**

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) in this directory

#### **Alcoholics Anonymous (AA)**

Alcoholics Anonymous is a worldwide fellowship of men and women who help each other to maintain sobriety and who offer to share their recovery experience freely with other who have a drinking problem. The program AA suggests consists basically of "Twelve Steps" designed for personal recovery from alcoholism .... The only requirement to be an AA member is the DESIRE to stop drinking.

- **Gladstone - Monday 12:00pm** *Open meeting* Star of the Sea Church Hall Cnr Goondoon & Herbert St Gladstone *Open ID*
- **Gladstone - Wednesday 7:00pm** *Steps meeting* Star of the Sea Church Hall Cnr Goondoon & Herbert St Gladstone

- **Gladstone - Thursday 12:00pm** *Open meeting* Star of the Sea Church Hall Cnr Goondoon & Herbert St Gladstone *Open ID*
- **Gladstone - Tuesday 7:00pm** *Open meeting* Gladstone Region Neighbourhood Centre: Community and Neighbourhood Centre, Philip Street Communities and Families Precinct, 1 Pengelly Street West Gladstone 4680. 07 4976 6300/ 07 49700700
- **Gladstone - Sunday 10:00am** *Spiritual concept meeting* Gladstone Region Neighbourhood Centre: Community and Neighbourhood Centre, Philip Street Communities and Families Precinct, 1 Pengelly Street West Gladstone 4680. 07 4976 6300/ 07 49700700
- **Gladstone - Friday 7:00pm** Gladstone Region Neighbourhood Centre: Community and Neighbourhood Centre, Philip Street Communities and Families Precinct, 1 Pengelly Street West Gladstone 4680. 07 4976 6300/ 07 49700700

### **Alzheimer's Association of Queensland Inc**

Dementia Helpline 24 hr 1800 639 331  
National Education Helpline 1800 180 023

### **AnglicareCQ**

#### *Gladstone*

Address: 50 Young Street, Gladstone  
Phone: 1800 769 814  
Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)  
Office Hours 8:30am – 5:00pm Monday – Friday  
Website: <https://anglicarecq.org.au/>

#### *Biloela*

Address: 79 Kariboe St, Biloela  
Phone: 1800 769 814  
Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)  
Office Hours 8:30am – 5:00pm Monday – Friday  
Website: <https://anglicarecq.org.au/>  
Service Types:

- Mental Health Services
- Foster and Kinship Care
- Financial Resilience Program

### Autism Connect

[Autism Connect](#) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education

- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via [www.amaze.org.au/autismconnect/](http://www.amaze.org.au/autismconnect/)

**Banana Shire Emergency Accommodation Support Centre.**

Emergency accommodation and crisis support. Ph. 4992 3322

**Basic Rights Queensland 1800 358 511**

Basic Rights Qld provides free advice, advocacy and legal services for people with problems with social security or disability discrimination.

**Biloela : Free Counselling Service available in Biloela:** Services available : • General Counselling for Women only • Sexual Assault Counselling for victims (Women, Men & Children ages 12+) - please call *The Gladstone Women's Health Centre* 4979 1456 or [info@gladstonewomenshealth.org.au](mailto:info@gladstonewomenshealth.org.au)

**Blue Care Services Biloela**

*Community* 4 Hospital Rd. Biloela 4992 2481

*Respite* 4 Hospital Rd. Biloela 4992 1385

**Bridges Community Health Services.**

Bridges is Wide Bay's longest established, leading provider of community-based mental health and drug and alcohol services, with a strong commitment to providing new initiatives and evidence-based processes to enhance and deliver for people at risk and facing adversity within the services catchment.

Bridges have expanded their footprint through Central Queensland to deliver services in Rockhampton, Gladstone, Agnes Water and surrounding towns in the Central Queensland Region. Our team provides services as far south as the Sunshine Coast, West to Dalby, Miles, Cherbourg, and through both the South and North Burnett Regions.

Our Services include allied health, psychological services, community-based mental health services, counselling and support programs for children, youth, adults, families and carers. Bridges offer a disability employment and NDIS support services in several areas in Regional Queensland. Bridges delivers innovative projects to increase awareness and understanding of mental illness, drugs, and alcohol to reduce stigma and discrimination and improve models of service delivery.

The organisation provides justice and advocacy services for people with experiences of correctional facilities, as well as a Youth Bail Support Service to help young people get on the right track. We provide individualised support for people with mental illness released from Central Queensland Correctional Centres, as well as pre and post transition support services in the North Coast Queensland Corrective Services Catchment.

Contact Bridges on phone: 1300 707 655, find us online at: [www.bridgeshcc.org.au](http://www.bridgeshcc.org.au), follow us on Facebook, LinkedIn and YouTube.

### **BUSHKids Rockhampton and Central Queensland**

BUSHkids has been chosen as the National Disability Insurance Scheme (NDIS) Partner in the Community to deliver Early Childhood Early Intervention (ECEI) Services to Rockhampton and Central Queensland.

Phone: 38707288

Email: [info@bushkids.org.au](mailto:info@bushkids.org.au)

Web: <http://www.bushkids.org.au>

### **Capricorn Division of General Practice.**

Mental Health Nurse Initiative.

Ph. 4972 5244

### **Carer Gateway**

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

### **Carers Queensland NDIS LAC PITC Team**

Rockhampton Service Area including LGA's – Rockhampton, Livingstone, Central Highlands, Gladstone, Banana Shire: 3 offices Rockhampton, Gladstone and Emerald.

Gladstone office: Shop 8, 190 Goondoon Street, Gladstone

[GladstoneLAC@carersqld.asn.au](mailto:GladstoneLAC@carersqld.asn.au)

- Supporting Participants in Planning, Bringing their plan to life and scheduled reviews
- Providing support to people with disability to request access to the scheme
- Working with People with Disability who do not meet access to the scheme
- Skill building workshops for people with disability, participants and carers
- Information sessions for community groups, business, industry and mainstream organisations

## **CatholicCare Central Queensland**

1 Glenlyon St, Gladstone

### Family relationship counselling

CatholicCare Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated. Appointments can be made by phoning 1300 523 985.

### Family and Relationship Community Education

The Family and Relationship Community Education program provides education to groups, individuals and professionals to strengthen relationships, support families, improve the wellbeing of children and increase participation within communities. These services are provided to families, children, young people, communities and professionals. Topics include:

- Behaviour Management
- Self Esteem
- Budgeting
- Coping with Depression and Anxiety
- Parenting Workshops including 123 Magic
- Bullying
- Wheel of Wellbeing

To find out what workshops and/or education is coming up in your area, visit the CatholicCare website at [www.Catholiccarecq.com](http://www.Catholiccarecq.com) or call our friendly Client Contact Team on 1300 523 985.

### **Central Queensland Mental Health Alcohol and Other Drug Services**

**1300 MH CALL**

**1300 64 2255**

One number for 24hr specialist mental health care for anyone anywhere in Queensland. Referrals/ crisis/ support

*In an emergency always dial Triple Zero*

**Central Queensland Rural Health (CQRH)** – is a not for profit service providing quality mental health care within Central Queensland local government areas of Gladstone and Banana (and the Central Highlands, Rockhampton and Livingstone and the North Burnett regions). We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

**Referrals:** GP referral with MHCP or self-referral

**Contact:** CQRH on 4992 1040 or [referrals@cqrdgp.com.au](mailto:referrals@cqrdgp.com.au) for all referral enquiries.

**Centrelink** Ph. 132 850 – general: 136 150 – Families Assistance

### **Chameleon SC**

My name is Tracey Williams and I am the founder of Chameleon SC, support coordination services working with clients to implement their NDIS plans , we also offer clients in the Gladstone , Biloela and Agnes Waters areas all the support they require to gain access to the NDIS from the initial phone contact to the gathering of evidence and report writing , this service is free of charge.

Contact: *Tracey Williams*: Independent Support Coordination Services  
Mob: 0447 277 742 Email: [TraceyWilliams@Chameleon-SC.com](mailto:TraceyWilliams@Chameleon-SC.com)

### **ChaplainWatch**

ChaplainWatch is a Safe Night Precinct Support Service working in the community to ensure the safety of its young people and to establish a vibrant and safe nightlife precinct within the Gladstone Region.

ChaplainWatch has a long history of engaging with key stakeholders that directly affect the experience of those who are vulnerable in the regions we work in. ChaplainWatch recognises that its NightWatch service is essentially a first response service. Because we are the only community services organisation on the ground in the public sphere on Friday and Saturday night, we intervene in a diverse number of situations that include but are not limited to: domestic violence, mental health, suicide, self-injury, drug and alcohol addiction, youth, and aggression. Often the people we assist in these situations require further ongoing assistance that our service cannot provide. If you are a local provider of any of these services we encourage you to contact us so that we can refer individuals who need ongoing support after their point of crisis.

*NightWatch Chaplaincy Patrols* – Vehicle and foot patrols in the entertainment precinct, engaging with all late night patrons and stakeholders (venues, taxi, security, police and ambulance etc.) to ensure the safety and wellbeing of the community. This service can be anything from problem solving to ensure people get home safely, providing care and support to those who are distressed or seeking guidance, de-escalation of aggression, mental health first aid and first aid for intoxication, accident or injuries.

Contact: Email at [dylan@chaplainwatch.org.au](mailto:dylan@chaplainwatch.org.au) Phone 0478817000

### ***Children's Contact Service – Relationships Australia (Qld)***

Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 See [Children's Contact Service](#) in this Directory.

### **CPL : Choice, Passion : Life**

#### ***Community Care***

At CPL, we provide disability support for people of all ages, helping them grow beyond expectations, seize new opportunities and do amazing things with their lives. From early intervention, to education, personal growth and employment, CPL provides the solutions, services and support to help you create the life you really want.

One-size-fits all solutions aren't what we're about at CPL – we work alongside you and your family to understand your goals. We're here to help you chase your best life.

Call us today on **1800 275 753**

CPL is a NDIS registered, not for profit organisation that provides frontline services to people in the Rockhampton

- [Home Support](#)
- [Creative, Recreational & Life Skills Programs](#)

**Group Activities in the community**

**After hours Day Centre Activities and fun.**

· [Employment Services](#) – Supported Employment, Individual Employment Support, Disability Employment services, Individual Employment support (IES) and School Leaver Employment support (SLES)

- [Equipment & Aids](#)
- [Therapies](#)
- [Housing Options](#)
- [Getting Into Your Community](#)
- [Online programs](#)
- [Aged Care](#)

CONTACT: Choice Passion Life – Area Manager – Rockhampton - Janita McLeod –  
Area Manager - 0436 647 836

Address: 62 Toolooa St Gladstone 4976 9929

CPL – Mylestones Solutions – Rockhampton Garden crew offers Supported Employment for NDIS participants on a Permanent part time employment basis.

CPL Mylestones Solutions – NDIS participants can see out employment opportunities using their NDIS funding to help achieve your goals in employment or self employment.

CPL Mylestones Solutions – offers School Leaver Employment Support (SLES) funded by NDIS to school leavers

For all the CPL Mylestones Solutions above please contact Melinda Cameron on 0436 621 141 or email [Melinda.cameron@cpl.org.au](mailto:Melinda.cameron@cpl.org.au)

### **Counselling Notes Protect (CNP)**

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts.

See [Counselling Notes Protect Service](#)



You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

**CQID (Central Queensland Indigenous Development).**

CQID Aboriginal and Torres Strait Islander Family Support Service is an indigenous organisation that provides support to indigenous families through direct support within the family home and local community.

Contact: 32 Tank Street, PO Box 5005, GLADSTONE Q 4680 Phone: (07) 4972 8332 Fax: (07) 4972 7708

**CQ Mental Health Interagency Stakeholder Meetings (formally Local Network Groups LNG's).**

*Biloela:* Monthly meetings: 1<sup>st</sup> Monday – 12pm to 2pm at Biloela Hospital

*Gladstone:* Monthly meetings: 2<sup>nd</sup> Thursday – 1pm to 3pm at Gladstone Mental Health

Contact – Susie Cameron [susan.cameron@health.qld.gov.au](mailto:susan.cameron@health.qld.gov.au) 4920 5500 or 0447 511 927

**DV Connect**

Women's Line 1800 811 811

Men's Line 1800 600636

**Endeavour Foundation**

Learning and Lifestyle Centres.

Biloela – 68 Valentine Plains Road. Phone 4992 6298

Gladstone – 673 Glenlyon Road. Phone 4979 1677

**Family and Child Connect (FaCC)**

FaCC is an early intervention referral service that works with families, who have children under the age of 18 in their care, that are facing challenges and could benefit from supports. The aim of FaCC is to connect families with the right service at the right time to ensure the safety of children in the family home.

Once a referral is received FaCC will:

- make contact with the referrer to discuss the concerns listed in the referral
- make contact with the family to discuss the concerns and explore what supports would be beneficial for the family
- connect families to support services that will meet their needs
- exit the family once the appropriate supports have been arranged

In order to refer a family to FaCC it is necessary for non-mandatory reporters, such as early education providers and non-government organisations, to obtain consent from the family to do so. Mandatory reporters, such as schools, health, police and Child

Safety are able to make a referral without consent however it is still recommended, where possible, to obtain consent from the family prior to referrals being made. There is no cost involved or limit to the number of times a family can access this service.

You can make a referral to FaCC by using the Online Referral Form, calling 13 FAMILY (13 32 64), or by email to [facc.cq@ucommunity.org.au](mailto:facc.cq@ucommunity.org.au). If you are after further information about FaCC please call or see our website <http://familychildconnect.org.au/>.

In CQ our offices locations are as follows:

- 229 Musgrave Street, Rockhampton
- 25 Off Street, Gladstone
- 124 Borilla Street, Emerald

### **Family Drug Support Australia**

*Family Drug Support* is an Australian wide not for profit, non –religious organisation. Family Drug Support provides information and support to families who are impacted by someone else’s drug and/or alcohol dependency, with family referring to ‘anyone who cares’. We offer a number of services to assist family members;

- Website: [www.fds.org.au](http://www.fds.org.au)
- 24/7 Phone Support line –1300 368 186
- One on one support: online or by telephone
- Online Family Support Meetings, Third Thursday of every month, 5:30-7:30pm, RSVP Belinda 0490 536 976 or Mona 0491 091 630 or Check our website for further details. <https://www.fds.org.au/meetings-and-events/family-support-meetings>

#### Family Support Meetings Gladstone (Face to face)

Family Drug Support offers a non-religious, open meeting for family members affected by drugs and alcohol.

Open to anyone and providing opportunities to talk and listen to others in a non-judgmental, safe environment.

Gladstone Support Groups is on the first Wednesday of each month at the Gladstone City Library 5:30pm – 7:30pm

Online Support Group is on the third Thursday of each month, 5:30pm – 7:30pm  
Check our website for further details <https://www.fds.org.au/meetings-and-events/family-support-meetings>

COST: Free

RSVP ESSENTIAL: Belinda: 0490 536 976 or Mona 0491 091 630

## **Gambling Help Service**

UnitingCare  
Central Queensland

*We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:*

- In person at our office in Rockhampton*
- Via Zoom (video call) or phone*

*For more information please see [Gambling Help Service](#) in this directory.*

Ray Abdy  
Counsellor/Community Educator  
Mobile: 0498 000 325  
Email: [ray.abdy@uccommunity.org.au](mailto:ray.abdy@uccommunity.org.au)

Tamara McDougall  
Community Educator  
Mobile: 0498 000 817  
Email: [tamara.mcdougall@uccommunity.org.au](mailto:tamara.mcdougall@uccommunity.org.au)

*After hours contact Gambling Helpline*  
*Phone: 1800 858 858*  
*Website: [www.gamblinghelpqld.org.au](http://www.gamblinghelpqld.org.au)*

## **Gladstone Community Engagement Service**

Gladstone Regional Council's Community Engagement Service provides a diverse range of community services that are responsive, effective, equitable and supportive of the members of our community, with the aim to build social cohesion for a connected and empowered community. The Programs currently running from our centre include advice and referral, Regional Volunteering and visiting services: Tax Help and Financial Counselling.

*Contact Information:* 142 Goondoon St, 4976 6300

## **Gladstone Community Linking Agency**

Provides housing support and assistance for people with disabilities.  
1/13 Herbert St. Phone 4972 8855

## **Gladstone Aboriginal & Islanders Co-Operative Society Ltd**

Assistance with Housing, Tenancy and Welfare, Community Information  
[Shop 2, 35 Off Street, Gladstone QLD 4680](#)  
(07) 4972 2699

## **Gladstone Mindcare**

Gladstone Mindcare is a not-for-profit organisation that is supporting our local community with challenges relating to mental health, alcohol and other drugs. At Gladstone Mindcare our mission is to promote improved mental health and wellbeing by empowering our community through education, information and connectivity. Gladstone Mindcare is a safe and inclusive community gateway for the people of the Gladstone region to obtain information and referral to support for mental health, alcohol and other drugs concerns as well as social connection and health promotion activities.

Our work is comprised of:

### *Connecting people to support*

Gladstone Mindcare eases the way for community members to access information and referral to support for mental health, alcohol and other drug challenges, reducing the feelings of stress and vulnerability that can be associated with accessing support. The diversity of our network enables the right fit of service to each individual's need.

### *Co-Locating Partners*

Gladstone Mindcare is home to a number of organisations who work to improve the mental health and wellbeing of our community. This means that you can access a range of services in the one place.

### *Training Room Hire*

The Sunflower Training Room is a beautiful, comfortable and well-appointed training room configured in a traditional boardroom style and seats up to 20 people. It's the perfect place to hold your next support group, board meeting, strategic planning session, training course, off-site confab, seminar or launch.

The room has a dedicated entry/exit, audio-visual equipment, and has its own kitchenette.

### *Social Connection Activities*

Individuals and families impacted by mental health, alcohol and other drugs may experience isolation which in turn can contribute to escalating mental health concerns. Having a community of like-minded people can be an important part of your wellbeing and recovery. At Gladstone Mindcare, we hold regular social connection activities throughout the week, to provide a safe place to build connections.

### *Collective Impact*

We operate in a collective impact model as a backbone organisation underpinned by principles of community engagement and partnership. As a collective impact initiative we bring together research, government and non-government organisations and the community to work collaboratively on initiatives that empower the Gladstone community to achieve measurable improvements in wellbeing.

### *Contact information:*

Address: 147 Goondoon Street Gladstone Phone: (07) 4837 7170

Email: [info@gladstonemindcare.org.au](mailto:info@gladstonemindcare.org.au) Website: [www.gladstonemindcare.org.au](http://www.gladstonemindcare.org.au)

### **Gladstone Reconnect**

The Gladstone Reconnect program is auspiced by Roseberry Community Services located at 39 Flinders Parade, Gladstone 4680. Ph.: 4972 0047 Fax: 4972 0917.

For more information see [Reconnect](#) in this directory.

### **Gladstone Women's Health Service**

Phone 4979 1456 9 Derby Street Gladstone

<https://www.facebook.com/GladstoneWomensHealthCentre/>

Also offers service in Biloela : Services available : • General Counselling for Women only • Sexual Assault Counselling for victims (Women, Men & Children ages 12) - please call The Gladstone Women's Health Centre 4979 1456 or [info@gladstonewomenshealth.org.au](mailto:info@gladstonewomenshealth.org.au)

### **Grow – mental health and personal growth**

Grow meetings are based on the learned experience of people who have come through significant mental and emotional challenges to a healthier and happier life. They provide acceptance, encouragement, friendship, inspiration and mutual support for participants.

Some of the problems Grow has helped people to manage are depression, anxiety, relationship breakdown, isolation, grief, compulsions and diagnosed mental illnesses. People using the program describe a more connected, meaningful and happier life with greater resilience (emotional muscle) to meet life's challenges.

Please ring 0408 577 403 or 0413 449 008 for any further information. [www.grow.org.au](http://www.grow.org.au)

### **headspace**

*headspace Rockhampton and Gladstone*

Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. To find out about what other support Roseberry can offer, please click on [Roseberry Qld](#).

### **Homeless Persons Information Queensland (HPIQ)**

1800 474 753

## **HopeLINK**

HopeLINK uses an holistic approach to respond to the needs of people in the Gladstone community with a broad range of programs to support and empower people.

Contact: [contact@hopelink.com.au](mailto:contact@hopelink.com.au) : [webadmin@hopelink.com.au](mailto:webadmin@hopelink.com.au) Phone: 4979 3626  
HopeLINK is a community care division of Churches of Christ in Gladstone

## **Integrative Wellbeing Solutions**

Family Reports, Psychologists. Phone 0400 739489

*Sylvia Smith* (B.A. (Hons) Psychologist, MAPS: 94 Glenlyon Street: PO Box 813, Gladstone, Q. 4680. Ph.: 0400 739489 Fax: 07 49721555

[www.integrativewellbeingsolutions.com.au](http://www.integrativewellbeingsolutions.com.au)

[solve101@tpg.com.au](mailto:solve101@tpg.com.au)

## **Integreat Queensland Inc. (Gladstone & Biloela)**

Opens up opportunities for everyone from everywhere to get involved, feel welcome, learn new things, and contribute to a strong, thriving local community. For over 10 years we've been supporting new and existing residents to integrate confidently into their communities, to enrich their lives through new connections, and to increase their social, economic, and civic participation.

### *Healthy Community Programs (Expressions of interest welcome for all programs)*

- Circle of Security®
- 1-2-3 Magic® & Emotion Coaching
- Seasons for Growth (children)
- Little Steps Multicultural Playgroup, Tuesday and Friday mornings during the school term 9.30-11.30am, bringing parents and children from all cultures together through organised and facilitated activities and play. Held at Phillips Street Precinct.
- Safer Pathways
  - Sister-Life Circle, a woman's circle with women supporting women . The group meets fortnightly with a life or issue topic then share time of celebration and challenge. All women welcome.
  - Raising the awareness of domestic and family violence facing migrant communities through information, referral and support.
  - Available for group presentations on DFV and other abuse. Please contact us.

### *Learning for the Future Programs*


- Skilling Queenslanders for Work – provides skills development, training, and job opportunities to unemployed, disengaged, or disadvantaged Queenslanders through a suite of targeted skills and training programs. Funded in 2023 to deliver

a Certificate III Early Childhood Education and Care, Certificate III in Individual Support and a Certificate III in Hospitality.

- English language classes – conversation classes, workplace English classes, and a professional speaking course.

### Regional Participation Programs

- Community Services – providing new and existing residents with resources to learn about their community, connect with others, and integrate confidently into the Gladstone Region. Walk-ins are welcome. Activities include: Picnic in the Park - a monthly social event held at Spinnaker Park on the first Sunday of the month.
- Cultural Awareness Program – building cultural awareness through community education programs. Activities include: Culture Café - held bimonthly on the first Wednesday of the month at the Gladstone Library.
- Flourish Gladstone – celebrating the diversity of cultures through costumes, music and food.
- Flavours of the World – Pop Up Restaurant – Please check out the events on our website for dates. If you would like to be part of this social enterprise phone or email us

Our office located 1a Manning Street, South Gladstone, open 9 – 5pm Monday - Friday. For further information and referrals: ☎ 4903 1931 or ✉ [contactus@integreatqld.org.au](mailto:contactus@integreatqld.org.au) or check out our events on 🌐 <https://integreatqld.org.au/> or follow us on  @integreatqldgladstone


### NEW Integreat Queensland Inc in Biloela

#### Healthy Community Program

- Little Steps Multicultural Playgroup, Wednesday mornings during the school term 9.30-11.30am, bringing parents and children from all cultures together through organised and facilitated activities and play. Held at the Community Resource Centre.

#### Regional Participation Program

- Coffee Mornings - Enjoy some morning tea, meet new people, and make new connections. The program also offers information about the services and facilities available within the Banana Shire.
- Flourish Biloela – celebrating the diversity of cultures through costumes, music and food.

For further information and referrals: ☎ 4903 1931 or ✉ [contactus@integreatqld.org.au](mailto:contactus@integreatqld.org.au) or check out our events on 🌐 <https://integreatqld.org.au/> or follow us on  @integreatQLDBilo

## **Kids Helpline**

1800 55 1800

## **Lifeline Telephone Crisis Support**

13 11 14 24 hours crisis support helpline.

## **Legal Private (CQFLPN Network Members)**

- **Appleton Krebs Lawyers.** Suite 4/37 Goonoon St. Gladstone 4680. Brad Krebs Ph. 4972 7766
- **Farnsworth Legal. Family Law, Wills and Estates and Property.** PO Box 7376 Kin Kora Qld 4680. Tel: Rosemary Farnsworth 04 2223 1015  
Email: [legal@farnsworthgroup.com.au](mailto:legal@farnsworthgroup.com.au)  
Website: [farnsworthgroup.com.au/](http://farnsworthgroup.com.au/)
- **Tony Godwin and Co.** 3/100 Goonoon St. Gladstone 4680. Ph. 4972 4100
- **Sanderson & Parks Solicitors. ADDS Building, Gladstone Road; PO Box 1 Biloela Qld 4715.** Ph. 4992 3377 email [info@sandersonparks.com](mailto:info@sandersonparks.com)

## **Lifeline Telephone Crisis Support**

13 11 14 24 hours crisis support helpline.

## **Lionheart Care**

### *Inclusion: Training: Support*

We are family owned and operated, committed to supporting individuals and families living with disability in our local community. As a client, our team of professionals will work with you to achieve your goals, and live your best life, according to you.

Our business name is Lionheart because fierce advocacy is at the heart of everything we do. Those living with disability know that the life they deserve – the community, the purpose, the belonging – does not come on a silver platter. It is something that has to be fought for with fearless passion. We emphasise inclusion because this is the right of every person we work with, and an inclusive world is what we dream of for our daughter.

Our team of highly qualified inclusion support staff know that a full and meaningful life looks like many different things to many different people. We take a collaborative approach to understand the barriers that exist in each of our client's unique circumstances. It is through this understanding that we tailor our support to best meet the needs of each individual, creating the inclusion and belonging that we all deserve.

Contact Us: [info@lionheart.care](mailto:info@lionheart.care): PH: (07) 4910 8777

1 Manning Street, GLADSTONE QLD 4680

<https://lionheart.care/> : <https://www.facebook.com/LionheartITS/>

CQ Service Directory September 2024



### **Literacy Support Group Gladstone**

For Primary School students (5-12 years old), with Autism Spectrum Disorder

For more information and bookings call 07 4977 9600 or email

[gladstone@autismqld.com.au](mailto:gladstone@autismqld.com.au)

### **LiveBetter Gladstone**

We're for people - not for profit. It's time to LiveBetter.

We are a registered NDIS and Aged Care Provider delivering Aged, Carer, Child & Family, Allied Health and Disability services across regional New South Wales and Queensland.

Shop 3, 6 Barry St. 4938 8400

### **Lives Lived Well**

Lives Lived Well Gladstone offers free alcohol and other drug counselling and support for adults. You can find us at Gladstone Mindcare Hub, 147 Goondoon Street Gladstone Qld 4680. Inquiries to 1300 727 957 or check us out at [www.liveslivedwell.org.au](http://www.liveslivedwell.org.au)

### **Magenta Community Services**

We provide Support Services (NDIS & My Aged Care), Plan Management and Coordination of Supports in Qld and NSW.

We services the Central Queensland region in Gladstone, Agnes Water, Biloela and surrounding areas.

Please see our website with more info <https://www.mcsnsw.com.au/> or call 4899 0261.

**Magistrates Court** 14 Yaroon St, Gladstone 4680. Ph. 4971 2423

### **Money Smart**

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – then please click on [Money Smart](#)

### **Many Rivers**

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE.

Contact: 0439 785 225 | [donna.burton@manyrivers.org.au](mailto:donna.burton@manyrivers.org.au) 1300 626 974

### **Mercy Community Services**

Contact : Regional Manager Sarah Watson

Address : Richardson Road Kawana Rockhampton

Contact number is 0455 965 293-

Areas – all of CQ with offices in Rockhampton , Gladstone, Mackay , Fraser Coast and services out to Longreach and surrounds

Services- support coordination, specialist support coordination.

### **NDIS Appeals Support – Qld Advocacy Inc.**

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

### NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

### **To be eligible for assistance through the Decision Support Pilot you must:**

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

### Qld Advocacy Inc.

*Phone:* (07) 3844 4200 or 1300 130 582 (cost of a local call)

*Fax:* (07) 3844 4220

*Email:* qai@qai.org.au

*Location:* Level 2, South Central  
43 Peel Street, South Brisbane  
QLD, 4101

*Postal Address:* PO Box 3384,  
South Brisbane Qld 4101

### **National Health Services Directory: *Download the healthdirect app***

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia’s free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

### **NICRS: National Indigenous Critical Response Service : (*Thirilli*)**

The National Indigenous Critical Response Service has been funded by the Commonwealth Government of Australia through the Department of Prime Minister and Cabinet to:

1. Provide a critical response to support individuals, families and communities affected by suicide-related or other trauma that is culturally responsive to their needs
2. Strengthen community capacity and resilience in communities where there have been high levels of suicide to better recognise and respond to critical incidents and strengthen service system coordination. See [NICRS National Indigenous Critical Response Service](#) in this service directory. [To contact a Critical Response Support Advocate call 1800 805 801](#)

### **National Job Link (NJL)**

NJL deliver the Transition to Work (Federally Funded Program) that assists 15-21 years who have left school and want to undertake training and employment. We have offices in Rockhampton City, Berserker and Gladstone and welcome young people to come in and have a chat with us about how we can assist them into work.

- Berserker office: 4926 1678 – 173 Berserker Street, Berserker (Cnr of Elphinstone and Berserker Streets)
- Rockhampton City : 4921 3107 – 44a William street, Rockhampton City (Cnr of Bolsover and William streets)
- Gladstone : 4926 1678 – 2/175 Goondoon Street, Gladstone

### ***NJL Parents Next.***

ParentsNext is a Federally funded, pre-employment program that assists parents with young children to identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community.

NJL will be delivering ParentsNext in the following locations Berserker, Rockhampton City, Gladstone, Emerald, Woorabinda and Yeppoon.

For more information please contact our Rockhampton office on [07 4921 3107](tel:0749213107) located at: Normanby House, 44A William Street, Rockhampton 4700

## **Nhulundu Health Service**

Indigenous Health Organisation (**Nhulundu Health Service**) has a charter to provide an integrated, comprehensive primary care health service to the whole Gladstone Community from birth through to old age. 1 Manning St, Gladstone 4680. Ph. 4979 0992

The **No Interest Loan Scheme (NILS)** provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months.

To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide  
Shop 2b /58 Kariboe St. Biloela 4992 3322*

❖ *CQ Financial Counselling Services may be contacted on 49281844 or email:  
[info@cqfcs.com](mailto:info@cqfcs.com). To find out more about what CQFCS can offer, please click on  
[CQ Financial Counselling Service](#) to see their entry in this directory.  
Does not cover Banana Shire or Woorabinda*

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.  
1800 846 643  
Local Phone numbers are:  
Rockhampton 4927 6026  
Gladstone 4972 2662*

## **Parentline**

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm.

1300 30 1300

To find out more, please visit: [parentline.com.au](http://parentline.com.au) or check out Parentline Qld + NT on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: [admin@parentline.com.au](mailto:admin@parentline.com.au)

**Parent to Parent Association Qld Inc.**

Disability Support Service: brings together parents and family members for mutual support and to share practical information, skill enhancement opportunities and planning activities.

Contact: 1 Uniting Place, Telina. Ph: 4979 2777 : email [gladstone@p2pqld.org.au](mailto:gladstone@p2pqld.org.au) :  
web address <https://p2pqld.org.au>

**Psychologist - Private****Sylvia Smith Counselling Services**

Psychologist 94 Glenlyon St 0400 739 489

**Public Guardian Office Of The**

1300 65 3187 [adult@publicguardian.qld.gov.au](mailto:adult@publicguardian.qld.gov.au) [www.piublicguardian.qld.gov.au](http://www.piublicguardian.qld.gov.au)

**Public Trustee of Queensland**

Trustee House 66 Goondoon St. 4962 1100

Local call charge: 1300 36 0044

Email: [pt\\_gladstone@pt.qld.gov.au](mailto:pt_gladstone@pt.qld.gov.au)

Website: [www.pt.qld.gov.au](http://www.pt.qld.gov.au)

**Queensland Community Care Services**

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk.

For more information please see [Queensland Community Care Services](#) in this directory.

**Reading Writing Hotline 1300 6 555 06**

*A free national referral service for adults.*

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or [email](mailto:email) for more information – or see our website <https://www.readingwritinghotline.edu.au/>

**Regional Health and Mobility** *previously Central Queensland Mobility*

*Owned by the community, for the community.*

Serving the Central Queensland community with a great range of health, rehab and mobility equipment. We're part of the CQ Friendly Society Pty Ltd and were formally Daniel's Surgical, CQ Mobility and Regional Rehab & Mobility.

As an experienced rehabilitation equipment hire and sales business, we can proudly claim over 75 years of staff experience.

As part of a long standing, local community owned organisation (est 1894) our charter is to provide quality healthcare equipment with exemplary after sales service.

Needs covered include:

- Mobility equipment
- Surgical recovery
- Sleep diagnostics
- Compression therapy
- Bedroom and bathroom aids

Suppliers for:

- Medical Aids Subsidy Scheme (MASS)
- Department of Veteran Affairs (DVA)
- National Disability Insurance Scheme (NDIS)

Contact:

101 Hanson Road Gladstone: Phone:4972 4449 Email: [enquiries@regionalrehab.com.au](mailto:enquiries@regionalrehab.com.au)

### **Relationships Australia**

1 Pengelly Street, West Gladstone (Phillip Street Precinct)

*Relationships Australia QLD's Elder Abuse Prevention and Support Service (EAPSS)* is a case management service providing assistance to those at risk or experiencing elder abuse through individualized support and referral. The current Service Locations are in both Rockhampton, Gladstone. This is a free service.

Clients are encouraged to contact us on 1300 364 277 to arrange an appointment. General opening hours for the venues is 9am – 5pm, however this may vary by venue and from time to time. After hours appointments are available for some of our services.

*Relationship Counselling* - Counselling provides an opportunity to discuss and be supported to work through couples' issues, conflicts with friends, relationship breakdown (family, intimate partner, parental, social etc). People may choose to attend counselling as an individual, couple or family. There is a charge for this service which is provided out of our Rockhampton and Gladstone venues. Ph.: 1300 364 277

*Contact:* We ask new clients to register for services using 1300 364 277. Alternatively stakeholders can send referrals and enquiries to: [rockhamptonadmin@raq.org.au](mailto:rockhamptonadmin@raq.org.au)

Existing clients and stakeholders may contact us on (07) 4926 9726

### **Renew Psychology and Rehabilitation**

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [\*Renew Psychology and Rehabilitation\*](#) in this

directory. Contacts: Email [admin@renewrehab.com.au](mailto:admin@renewrehab.com.au) PH 4659 9133 Mobile 0447 674 765 Website: [www.renewrehab.com.au](http://www.renewrehab.com.au)

### **RentConnect**

The RentConnect service helps Queenslanders find and apply for a place to rent. This service may help you if you're struggling to access the private rental market due to non-financial barriers, such as:

- limited rental history
- a lack of skills, knowledge or understanding of how the private rental market works
- a lack of documents required for private rental applications.

RentConnect provides a range of information and practical assistance to help you overcome these barriers. To find out more please click [RentConnect](#) on in this Directory.

Contact: Gladstone Housing Service Centre Level 2, 20-22 Herbert Street Gladstone QLD 4680 Phone: 4899 2400 Toll free: 1800 266 80

### **Roseberry Qld**

Roseberry Qld is a community based organisation providing a variety of services to meet the identified needs of young people and families who are experiencing difficulties as well as accommodation services.

#### *Housing Services*

Contact Information: 21 Dawson Road, Gladstone

Tel: 4972 0047; Fax: 4972 0917; email: [admin@roseberry.org.au](mailto:admin@roseberry.org.au)

#### *Community Housing*

Community Housing provides accommodation for low to medium income earners. Referrals for long term accommodation are provided through the Department of Housing.

#### *Crisis Housing*

Roseberry Qld manages crisis accommodation, which is available for singles, couples or families who are aged 16 years to 25 years. Call Roseberry Qld to enquire about availability.

#### *Long Term Housing*

Roseberry manages a portfolio of long-term community housing units and houses. As a community housing provider we operate under the One Social Housing System. All applications are made through the Department of Housing. Tel: (07) 48992400.

#### *Youth Shelters*

##### *Jacks House – Rockhampton*

Contact Information: Jack's House: 122 Kent Street Rockhampton

Tel: 4922 2453; Fax: 4922 2054; email: [jackshouse@roseberry.org.au](mailto:jackshouse@roseberry.org.au)

*Jack's House* is a 24/7 crisis shelter for young people aged 16 - 19 years, who are homeless or at risk of homelessness in the Rockhampton region. Jacks House is staffed 365days a year. Jacks House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

*Roseberry House – Gladstone*

Contact Information: Roseberry House: 20 Rollo Street, Gladstone, Qld Tel: (07) 4972 5383. Email: [RoseberryHouse@roseberry.org.au](mailto:RoseberryHouse@roseberry.org.au)

Roseberry House is a 24/7 crisis shelter, for youth aged 16 – 25 years, experiencing homelessness, or at risk of homelessness. Roseberry House is staffed 365days a year. Roseberry House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

*Dignity Hub*

Contact Information: 20 Rollo Street, Gladstone, Qld Tel: 0427 751 639

The Roseberry Dignity Hub provides community members and families experiencing homelessness (of any age bracket) access to free:

- laundry facilities
- bathroom facilities
- kitchenette (tea and coffee making facilities)
- access to perishable food items for those experiencing crisis
- information and referral to other services
- Adaptable Living Program

*Transition to Independent Living (TIL)*

Contact Information:

*Rockhampton: 122 Kent Street, Rockhampton. Tel: 4922 2453; Fax: 4922 2054*  
*Gladstone: 20 Rollo Street, Gladstone. Tel: (07) 4972 5383*

*Transition to Independent Living (TIL)* TIL service provides Mobile support to young people aged 16-25 who are living independently, in Gladstone and Rockhampton. The program aims to provide practical support for the emotional well-being of the young person. As well as guiding young people to maintain and sustain their tenancies. This includes: referrals to appropriate service, information provision, advocacy, transport to appointments and practical assistance.



### *ParentsNext*

Contact Information: 20 William Street, Rockhampton. Tel: 4923 7700.

Our ParentsNext team is based in Rockhampton and visits Gladstone, Biloela, Emerald, Woorabinda and Emu Park/Yeppoon.

*ParentsNext Program* is designed to assist and support parents in receipt of parenting payment, with a youngest child under the age of six, to overcome challenges and barriers to build their individual pathway to education and employment goals.

The program offers support to participants experiencing barriers such as homelessness, mental health issues, substance misuse, lack of support networks, parenting skills, access to counselling services, information provision, education, mentoring and advocacy.

### *Youth Enhanced Support Services (YESS)*

Contact Information:

Rockhampton : 20 William Street, Rockhampton Tel: 4923 7700

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917

Youth Enhanced Support Services (YESS) is a primary mental health assertive outreach service for 12 – 25 year-olds who have, or are at-risk of developing, a serious mental illness. Through provision of wrap around clinical and psychosocial mental health supports, we provide a service to the ‘missing middle’ – young people who require a more intensive wrap around service than our headspace Primary Care model, but who do not meet the Qld state mental health services criteria. Operating under a recovery orientated, strengths based approach, our team of mental health clinicians and mental health support workers provide supports through holistic care planning and a stepped care approach.

### *Family Support*

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: [yfs@roseberry.org.au](mailto:yfs@roseberry.org.au)

Providing supports to families with children under 18 years of age (children in utero included)

- Referral and advocacy
- Therapeutic and practical supports to reconnect and strengthen families –
- Parenting programs Triple P Teens, 123 Magic and Engaging Adolescence, FERP (Family Emotional Regulation Program 8 -11yrs)

### *Reconnect –*

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: [yfs@roseberry.org.au](mailto:yfs@roseberry.org.au)

- Supporting youth aged 12 -18 homeless or at risk of homelessness or disconnection from family/education/community or positive social networks
  - Referral and advocacy
  - Therapeutic supports, brief intervention supports
  - Practical supports to reconnect or remain connected with housing services, specialist health services, education services, employment readiness and strengthen protective family connections

#### *Youth Support –*

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: [yfs@roseberry.org.au](mailto:yfs@roseberry.org.au)

- Supporting youth aged 12 – 21 vulnerable and at risk of homelessness or disconnection from family/education/community or social networks as well as; Special consideration for siblings of Youth Support participant, aged 8 -11 years.
- Referral and advocacy linking youth with pathways to supports within community.
- Outreach services providing individual case management, practical supports to secure stable accommodation, develop life skills, connect with education and employment opportunities, develop positive social connections, link with medical and mental health professionals.

#### *headspace Rockhampton and Gladstone*

Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.

#### **Rural Health Connect**

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply. Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info: <https://www.ruralhealthconnect.com.au/#/rural-home>

## **Salvation Army Moneycare Gladstone**

We offer a free, non judgmental and confidential service that is available to all community members.

Assistance includes:

- Help and support with budgeting and saving
- Identify spending leaks and propose remedies
- Suggest strategies to increase income
- Support with accessing utility or telco hardship programs
- Help in accessing government concessions and services
- Individual and Group Information Sessions - "Your the Boss" Program
- Referral to financial counselling/ other community services

Our hope is to improve your money management skills and/or help you recover from financial difficulty.

Please contact Sonya 0427 504 651 or [sonya.wawrzyniak@ae.salvationarmy.org](mailto:sonya.wawrzyniak@ae.salvationarmy.org) or Gladstone Office (07) 4972 6878

*Please note that Moneycare does not provide funds, vouchers or emergency relief.*

If you wish to contact Salvation Army Emergency Relief Assistance, their contact number is 1300 371 288.

## **Senior Financial Protection Service (SFPS) Relationships Australia (Qld)**

*The Senior Financial Protection Service (SFPS)* aims to improve the financial resilience of Older Persons through the provision of:

- Information, advice, and referrals to Older Persons experiencing, or at risk of experiencing, financial abuse
- Information, advice, and referrals to Older Persons who are in the process of making financial decisions for later on in life
- Financial counselling and case management in some instances

Who is the service for?

Older persons aged 60+ (non-Indigenous) and 50+ (Aboriginal and Torres Strait Islanders) who are experiencing, or at risk of experiencing, financial abuse and reside within one of the following areas:

- Gold Coast
- Sunshine Coast
- Mackay
- Rockhampton
- Gladstone

If you would like more information or are interested in accessing this free service please call 1300063232

## **StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast**

STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support

Ph: 1300 727 247

Email: [standby.cqwbsc@uccommunity.org.au](mailto:standby.cqwbsc@uccommunity.org.au)

Web: [www.standbysupport.com.au](http://www.standbysupport.com.au)

## **Strong Communities**

Strong Communities Ltd. Is a not-for-profit organisation which supports regional communities' wellbeing through the provision of services for children, families and organisations.

Programs offered include evidence based, early intervention programs to support parents, respectful relationship education programs for youth, grief, loss and resilience programs.

Facilitators are based in Rockhampton, Gladstone and Boyne Valley with outreach programs across Queensland.

Programs currently available:

- Circle of Security® Parenting™
- Engaging Adolescents™
- Seasons for Growth Child and Young People
- Seasons for Growth Parenting
- Seasons for Growth facilitator training
- 1-2-3 Magic® & Emotion Coaching
- Tuning in to Kids Parenting
- LOVE BiTES and LOVE BiTES Junior
- Drumbeat - Building resilience through rhythm
- Cultural Awareness Training

For more information: [info@strongcommunities.org.au](mailto:info@strongcommunities.org.au) or: 0404 722 553

## **St Vincent De Paul Society, Biloela & Gladstone**

21/23 Dawson Highway, Biloela. Ph. 4992 2909

*St Vincent De Paul Society, Gladstone* 185 Goondoon St Gladstone 4680

- General Community and Support Services

- Welfare Assistance Crisis & Emergency Support

Contact : Welfare 4972 3916 BH

Shop 4972 2662 [gladstone.shop@svdpqld.org.au](mailto:gladstone.shop@svdpqld.org.au)

### **St Vincent De Paul Counselling and Support Service (Was Ozcare)**

Provides unbiased counseling for men and women effected by domestic and family violence. Provides information, referrals and community education. Service is confidential and free of charge. Mon – Wed 8.30am -5pm. Ph. 4979 6200

#### *Domestic and Family Violence Court Support Service*

Assistance to either take out or respond to a Domestic and Family Violence Protection Order. Support during the court process and information and referral as required. Free and confidential face to face or telePh.one assistance available. Services operates: Mon.; Thurs.; Fri.

#### *Women's Refuge*

24 hour service for women escaping family violence. Offers safe secure short term accommodation for women, or women and children escaping domestic violence

#### *Homestay Early Intervention program*

Helping people to maintain their tenancy by giving support and assistance with:

- Housing applications
- Transport to appointments
- Communication
- Budgeting
- Hygiene
- Nutrition (developing weekly menu)
- Parenting skills.

Contact Information; Support Worker - Melodi Simpson: Ph.one 07 49374318: Mobile 0439085214: Fax 07 4979 6209. Email [melodi.simpson@svdpqld.org.au](mailto:melodi.simpson@svdpqld.org.au)  
Shop 1/174 Goondoon Street, Gladstone. PO Box 1194, Gladstone, Qld, 4680  
[www.ozcare.org.au](http://www.ozcare.org.au)

### **Suicide Call Back Service 1300 659 467**

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

### **Telehealth Bereavement Counselling**

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or [info@grief.org.au](mailto:info@grief.org.au).

### **UnitingCare Queensland.**

UnitingCare Queensland is one of the state's largest community service providers, offering Lifeline services, child and family care, counselling, disability support and social inclusion programs throughout Queensland.

PH. 4972 6076 Telephone No: 131 114 (Lifeline 24 hour crisis counselling) Free call from mobile Phones

#### *Financial Counselling UnitingCare Queensland Outreach*

Unitingcare is now able to offer a telephone service to clients who reside in the following towns: Rockhampton; Yeppoon; Mount Morgan; Gladstone; Emerald; Blackwater; Biloela and Moura.

Clients can self-refer by ringing the 1800 007 007 line, or the Rockhampton office 4930 7300, and will be booked in for a counsellor to ring them at a time that suits them. Agencies can also support clients to be referred, on their behalf with their permission, by ringing the same telephone numbers or calling into the Rockhampton office. There are referral forms available from that office and resource packs that can be given to the client when they engage in financial counselling.

### **Unique Quality Care – Gladstone**

Unique Quality Care assists people with disabilities to learn independent life skills, or provide domestic assistance, respite for families in home, personal care assistance or whatever the family feel they need from their support service. The support package is tailored to the individual.

*Contact:* Unit 2, 17 Dawson Highway, West Gladstone QLD 4680. Phone: 0473 052 900

### **Virtual Psychologist**

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

### **Well Mob – Healing Our Way**

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma. See: [Well Mob](#)

## **LONGREACH, BARCALDINE and CENTRAL WEST**

### **Amica**

*amica* is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information [www.amica.gov.au](http://www.amica.gov.au) or watch this [explainer video](#)

### **Adis 24/7 Alcohol and Drug Support**

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) in this directory

### **Alcohol and Drug Foundation Queensland**

Alcohol and Drug Foundation Queensland is a Non-Government Organisation (NGO) dedicated to reducing the individual and social harms associated with alcohol and drug use and to promoting health enhancing behaviour change. Ph. 0400 022 906

### **Alzheimer's Association of Queensland Inc**

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

### **AnglicareCQ**

#### *Longreach*

Address: 124c Eagle Street, Longreach

Phone: 1800 769 814

Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

#### *Barcaldine*

Address: 82 Ash Street, Barcaldine

Phone: 1800 769 814

Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

#### *Service Types:*

- Housing
- Mental Health Support
- Homelessness services
- Foster and Kinship Care

### **Autism Connect**

[Autism Connect](#) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via [www.amaze.org.au/autismconnect/](http://www.amaze.org.au/autismconnect/)

### **Basic Rights Queensland 1800 358 511**

Basic Rights Qld provides free advice, advocacy and legal services for people with problems with social security or disability discrimination.

### **BUSHKids Rockhampton and Central Queensland**

BUSHkids has been chosen as the National Disability Insurance Scheme (NDIS) Partner

in the Community to deliver Early Childhood Early Intervention (ECEI) Services to Rockhampton and Central Queensland.

Phone: 38707288 Email: [info@bushkids.org.au](mailto:info@bushkids.org.au) Web: <http://www.bushkids.org.au/>

### **Carer Gateway**

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

### **Central Queensland Indigenous Development (CQID)**

Central Queensland Indigenous Development 39 Duck St. CQID is committed to generating and leading positive social change for Indigenous Australians and other people in our communities. PH. 4658 1855. <http://cqid.com.au/>

### **Central Queensland Mental Health Alcohol and Other Drug Services**

**1300 MH CALL**

**1300 64 2255**

One number for 24hr specialist mental health care for anyone anywhere in Queensland. Referrals/ crisis/ support *In an emergency always dial Triple Zero*

### **Children's Contact Service – Relationships Australia (Qld)**

Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 See [Children's Contact Service](#) in this Directory.



## **Community Health Longreach**

Community Health Centre Duck St. This service is part of the central West Health Service District (Qld Health) and routinely assists separating and separated families with counseling and other assistance. The service covers all ages and both males and females. It also provides a wide range of other counselling and support services to the community. Ph.: 4652 5500

## **Counselling Notes Protect (CNP)**

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

## **Domestic and Family Violence Response Program**

*Domestic and family violence is at significant levels across Australia, and the CatholicCare and Helem Yumba service response program will address the critical support needs of the Central Queensland Community.*

CatholicCare, in partnership with Helem Yumba Healing Centre, is the new domestic & family violence service provider for Central Queensland.

The CatholicCare and Helem Yumba Domestic & Family Violence Service provides a range of *collaborative* and *person-centered support* interventions to adults, children, and young people who are experiencing, or who are at risk of experiencing, domestic and family violence.

CatholicCare is an established and well-respected community services agency that have been providing domestic and family violence services to our local communities for many years (previously as CentacareCQ). Helem Yumba is CatholicCare's service delivery partner.

Helem Yumba are a healing centre that provides a range of therapeutic domestic and family violence supports to Aboriginal, Torres Strait Islander, or Indigenous people, all while upholding the indigenous values, protocols, and preferred ways to engage.

*The CatholicCare and Helem Yumba partnership is an innovative first for the Central Queensland region.*

Providing services to:

Rockhampton Yeppoon Blackwater Emerald Longreach

To access services or provide referrals please contact:

CatholicCare  
Central Queensland  
Call (07) 4977 4107 or email

Helem Yumba  
Healing Place  
Call (07) 4931 8600 or email

### **DV Connect**

Women's Line 1800 811 811

Men's Line

1800 600636

### **Family and Child Connect (FaCC)**

FaCC is an early intervention referral service that works with families, who have children under the age of 18 in their care, that are facing challenges and could benefit from supports. The aim of FaCC is to connect families with the right service at the right time to ensure the safety of children in the family home.

Once a referral is received FaCC will:

- make contact with the referrer to discuss the concerns listed in the referral
- make contact with the family to discuss the concerns and explore what supports would be beneficial for the family
- connect families to support services that will meet their needs
- exit the family once the appropriate supports have been arranged

In order to refer a family to FaCC it is necessary for non-mandatory reporters, such as early education providers and non-government organisations, to obtain consent from the family to do so. Mandatory reporters, such as schools, health, police and Child Safety are able to make a referral without consent however it is still recommended, where possible, to obtain consent from the family prior to referrals being made. There is no cost involved or limit to the number of times a family can access this service.

You can make a referral to FaCC by using the Online Referral Form, calling 13 FAMILY (13 32 64), or by email to [facc.cq@uccommunity.org.au](mailto:facc.cq@uccommunity.org.au). If you are after further information about FaCC please call or see our website <http://familychildconnect.org.au/>. In CQ our offices locations are as follows:

- 229 Musgrave Street, Rockhampton
- 25 Off Street, Gladstone
- 124 Borilla Street, Emerald

### **Family Drug Support Australia**

*Family Drug Support* is an Australian wide not for profit, non –religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'. We offer a number of services to assist family members;

- Website: [www.fds.org.au](http://www.fds.org.au)
- 24/7 Phone Support line –1300 368 186
- One on one support: online or by telephone
- Online Family Support Meetings, Third Thursday of every month, 5:30-7:30pm, RSVP Paula 0491091630 or Belinda 0490536976. Check our website for

further details. <https://www.fds.org.au/meetings-and-events/family-support-meetings>

### **Gambling Help Service**

UnitingCare  
Central Queensland

*We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:*

- In person at our office in Rockhampton*
- Via Zoom (video call) or phone*

*For more information please see [Gambling Help Service](#) in this directory.*

*Ray Abdy  
Counsellor/Community Educator  
Mobile: 0498 000 325  
Email: [ray.abdy@uccommunity.org.au](mailto:ray.abdy@uccommunity.org.au)*

*Tamara McDougall  
Community Educator  
Mobile: 0498 000 817  
Email: [tamara.mcdougall@uccommunity.org.au](mailto:tamara.mcdougall@uccommunity.org.au)*

*After hours contact Gambling Helpline  
Phone: 1800 858 858  
Website: [www.gamblinghelpqld.org.au](http://www.gamblinghelpqld.org.au)*

**Homeless Persons Information Queensland (HPIQ)**  
1800 474 753

**Lifeline Telephone Crisis Support**  
13 11 14 24 hours crisis support helpline.

**Longreach Regional Council: Community Development**  
PH. 4658 0431

**Kids Helpline**  
1800 55 1800

**Lifeline Telephone Crisis Support**  
13 11 14 24 hours crisis support helpline

**Lives Lived Well: Alcohol and Drug Counselling**

Covers Longreach, Barcaldine, Winton, Blackall, and Boulia. Provide individual and group drug and alcohol counselling support. All referrals accepted with individual consent. Appointments can be made via phone (1300 727 957) or email:

[longreach@liveslivedwell.org.au](mailto:longreach@liveslivedwell.org.au)

### **Mental Health, Alcohol and Other Drugs Service**

- *Adult Mental Health Service*. Provides specialist services for adults over 18 experiencing severe and complex mental illness. Afterhours support provided by a Consultant Psychiatrist in Rockhampton (4620 6111)
- *Child and Youth Mental Health Service*. Provides specialist services for Consumers under 18 with complex needs and their families. Afterhours support provided by Child and Adolescent Consultant Psychiatrist in Brisbane (3068 2555)
- *Alcohol and Other Drugs Service*. Provides drug and alcohol counselling and assessment (including the Queensland Illicit Drug Diversion Initiative), coordinate rehabilitation and detoxification, and promote harm minimisation strategies and events

Referral Details: All teams cover the Central West district (RAPAD shires) and are supported by Indigenous Health Workers. Any source can refer via phone (4652 7951), fax (4652 7959), or email: [cw.mhaods.referral@health.qld.gov.au](mailto:cw.mhaods.referral@health.qld.gov.au)

### **Money Smart**

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – then please click on [Money Smart](#)

### **NICRS: National Indigenous Critical Response Service : (*Thirilli*)**

The National Indigenous Critical Response Service has been funded by the Commonwealth Government of Australia through the Department of Prime Minister and Cabinet to:

1. Provide a critical response to support individuals, families and communities affected by suicide-related or other trauma that is culturally responsive to their needs
2. Strengthen community capacity and resilience in communities where there have been high levels of suicide to better recognise and respond to critical incidents and strengthen service system coordination. See [NICRS National Indigenous Critical Response Service](#) in this service directory. *To contact a Critical Response Support Advocate call 1800 805 801*

### **National Health Services Directory: Download the healthdirect app**

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone.

The healthdirect app is Australia's free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

### **NDIS Appeals Support – Qld Advocacy Inc.**

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

### NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

### ***To be eligible for assistance through the Decision Support Pilot you must:***

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

### Qld Advocacy Inc.

**Phone:** (07) 3844 4200 or 1300 130 582 (cost of a local call)

**Fax:** (07) 3844 4220

**Email:** [qai@qai.org.au](mailto:qai@qai.org.au)

**Location:** Level 2, South Central  
43 Peel Street, South Brisbane  
QLD, 4101

**Postal Address:** PO Box 3384,  
South Brisbane Qld 4101

The **No Interest Loan Scheme (NILS)** provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months.

To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide  
Shop 2b /58 Kariboe St. Biloela 4992 3322*

❖ *CQ Financial Counselling Services may be contacted on 49281844 or email:  
[info@cqfcs.com](mailto:info@cqfcs.com). To find out more about what CQFCS can offer, please click on  
[CQ Financial Counselling Service](#) to see their entry in this directory.  
Does not cover Banana Shire or Woorabinda*

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.  
1800 846 643  
Local Phone numbers are:  
Rockhampton 4927 6026  
Gladstone 4972 2662*

### **Outback Futures: Mental Health and Wellbeing Program**

Covers Longreach, Barcaldine, Blackall-Tambo, and Winton with face-to-face clinics. Currently also servicing Boulia, Barcoo, and Diamantina by phone while face-to-face clinics are established. Provide individual, child and family support including psychology, counselling, learning/literacy, occupational therapy, speech and language pathology, and physiotherapy via face-to-face mobile clinics, phone, and online support. All referrals accepted with individual consent. Appointments can be made via phone (0417 703 729) or email: [info@outbackfutures.org.au](mailto:info@outbackfutures.org.au)

### **Parentline**

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm. **1300 30 1300**

To find out more, please visit: [parentline.com.au](http://parentline.com.au) or check out **Parentline Qld + NT** on [FACEBOOK](#) and [INSTAGRAM](#) today!  
Service Providers can contact service management/community engagement officer via email: [admin@parentline.com.au](mailto:admin@parentline.com.au)

### **Queensland Community Care Services**

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk. To link to more information in this directory, please click on [Queensland Community Care Services](#)

### **Reading Writing Hotline 1300 6 555 06**

*A free national referral service for adults.*

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or [email](mailto:admin@readingwritinghotline.edu.au) for more information – or see our website <https://www.readingwritinghotline.edu.au/>

### **RAPAD Small Business and Individual Financial Counselling Service**

Covers the Central West district (RAPAD shires. Provides a confidential, free financial counselling to non-rural business operators who are suffering financial hardship and assistance to manage the challenges presented by the current drought and ongoing economic conditions. Available to all individuals and small non-rural businesses in the region. Available to all individuals and small non-rural businesses in the region. Appointments can be made via phoning Peter Whip (0428 581 512)

### **Renew Psychology and Rehabilitation**

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [Renew Psychology and Rehabilitation](#) in this directory. Contacts: Email [admin@renewrehab.com.au](mailto:admin@renewrehab.com.au) PH 4659 9133 Mobile 0447 674 765 Website: [www.renewrehab.com.au](http://www.renewrehab.com.au)

### **Royal Flying Doctors Service**

- *Drought and Wellbeing Service:* Covers the Central West region. Provide free clinical counselling and support to people living and working in areas impacted by drought, as well as community talks, presentations and training. Referrals can be made by individuals, family members, GP's or community support agencies. Enquiries can be made by phone (0427 288 432) or email: [infodws@rfdsqld.com.au](mailto:infodws@rfdsqld.com.au)
- *Psychology Program:* Covers the core of the Central West from Winton to Alpha and Muttaborra to Tambo, including Isisford. Provide face to face counselling for adults and children experiencing moderate to severe mental health issues.

Referrals are required from a GP, Psychiatrist, or Paediatrician. Appointments can be made via phone (4652 5800)

- *New Access program:* Covers the Longreach region. Provide low Intensity early intervention Cognitive Behaviour Therapy for individuals with mild to moderate depression and anxiety symptoms over six sessions (first session 60mins, subsequent sessions 30mins in duration). Self-referrals are accepted, with no GP referral required. Appointments can be made via phone (4652 5800), fax (4652 5899), or email: [newaccess@rfdsgld.com.au](mailto:newaccess@rfdsgld.com.au)

### **Rural Financial Counselling Service North Queensland (RFCS-NQ)**

Covers the Central West district excluding Blackall-Tambo Region. Provides confidential, free and impartial rural financial counselling service face-to-face on properties or via phone. Available to primary producers, fishers and small rural businesses seeking financial information and options. Appointments can be made by phoning Rodney Valentine (0429 158 801) or Rachel Bock (0427 583 096)

### **Rural Financial Counselling Service Southern Queensland (RFCS-SQ)**

Covers the Blackall-Tambo region of the Central West. Provides confidential, free and impartial rural financial counselling service face-to-face on properties or via phone. Available to primary producers, fishers and small rural businesses seeking financial information and options. Appointments can be made via phone (4622 4858)

### **Rural Health Connect**

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply. Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info:

<https://www.ruralhealthconnect.com.au/#/rural-home>

### **Salvos: Moneycare Financial Counselling Services**

Moneycare is The Salvation Army's free financial counselling service for individuals, couples and families. Our qualified staff provide information and support to help you deal with your current financial situation and learn how to manage money well in the future. Phone 1800 722 363

### **StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast**

STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support  
Ph: 1300 727 247

Email: [standby.cqwbsc@uccommunity.org.au](mailto:standby.cqwbsc@uccommunity.org.au)

Web: [www.standbysupport.com.au](http://www.standbysupport.com.au)



### **Suicide Call Back Service**

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

1300 659 467

### **Telehealth Bereavement Counselling**

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory. The telehealth counselling service can be accessed through (03) 9265 2100 or [info@grief.org.au](mailto:info@grief.org.au).

### **Virtual Psychologist**

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

### **Well Mob – Healing Our Way**

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma.

See: [Well Mob](#)

### **Winton Shire Council Rural Family Support.**

Family Support Worker: Jodie Gadd. 4657 1877 : 0427 571 877

### **MONTO, MOURA AND TAROOM**

#### **Amica**

*amica* is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information [www.amica.gov.au](http://www.amica.gov.au) or watch this [explainer video](#)

### **Adis 24/7 Alcohol and Drug Support**

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) in this directory

## **Alzheimer’s Association of Queensland Inc**

Dementia Helpline 24 hr 1800 639 331  
National Education Helpline 1800 180 023

## **AnglicareCQ; Moura**

Address: St Augustine Hall, 17 Young St, Moura  
Phone: 1800 769 814  
Email: [Web-enquiries@anglicarecq.org.au](mailto:Web-enquiries@anglicarecq.org.au)  
Office Hours 8:30am – 5:00pm Monday – Friday  
Website: <https://anglicarecq.org.au/>

### Service Types:

- Youth services
- Emergency Relief

## **Autism Connect**

[Autism Connect](https://www.amaze.org.au/autismconnect/) (1300 308 699) is Australia’s first national autism helpline and aims to be “a first step and a one-stop-shop for anyone seeking information, support and guidance about autism,” and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via [www.amaze.org.au/autismconnect/](http://www.amaze.org.au/autismconnect/)

## **Basic Rights Queensland 1800 358 511**

Basic Rights Qld provides free advice, advocacy and legal services for people with problems with social security or disability discrimination.

## **Blue Care Respite Services**

22 Shirley St. 4997 3383

## **Central Queensland Mental Health Alcohol and Other Drug Services**

**1300 MH CALL**

**1300 64 2255**

One number for 24hr specialist mental health care for anyone anywhere in Queensland.

Referrals/ crisis/ support

*In an emergency always dial Triple Zero*

## **Boutique Care Pty Ltd**

Lee Pratt 0432776961

Sherene Treeby 0456901313

Email [lee.boutique.care@outlook.com](mailto:lee.boutique.care@outlook.com)

Email. [boutique.care@outlook.com](mailto:boutique.care@outlook.com)

Email [sherene.boutique.care@outlook.com](mailto:sherene.boutique.care@outlook.com)

## **Carer Gateway**

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

**Central Queensland Rural Health (CQRH)** – is a not for profit service providing quality mental health care within North Burnett and the Central Queensland local government areas of Gladstone and Banana, the Central Highlands, Rockhampton and Livingstone. We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral

Contact: CQRH on 4992 1040 or [referrals@cqrdgp.com.au](mailto:referrals@cqrdgp.com.au) for all referral enquiries.

## **Counselling Notes Protect (CNP)**

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

## **DV Connect**

Women's Line 1800 811 811

Men's Line 1800 600636

## **Family and Child Connect (FaCC)– UnitingCare Queensland - Moura**

You can make a referral to FaCC by using the Online Referral Form, calling 13 FAMILY (13 32 64), or by email to [facc.cq@ucommunity.org.au](mailto:facc.cq@ucommunity.org.au). If you are after further information about FaCC please call or see our website <http://familychildconnect.org.au>

### **Family Drug Support Australia**

Family Drug Support Australia –Supporting families affected by alcohol and other drugs in Australia.

*Family Drug Support* is an Australian wide not for profit, non –religious organisation. Family Drug Support provides information and support to families who are impacted by someone else’s drug and/or alcohol dependency, with family referring to ‘anyone who cares’. We offer a number of services to assist family members;

- Website: [www.fds.org.au](http://www.fds.org.au)
- 24/7 Phone Support line –1300 368 186
- One on one support: online or by telephone
- Online Family Support Meetings, Third Thursday of every month, 5:30-7:30pm, RSVP Belinda 0490 536 976 or Mona 0491 091 630
- Check our website for further details. <https://www.fds.org.au/meetings-and-events/family-support-meetings>

### **Gambling Help Service**

UnitingCare  
Central Queensland

*We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:*

- In person at our office in Rockhampton
- Via Zoom (video call) or phone

For more information please see [Gambling Help Service](#) in this directory.

Ray Abdy  
Counsellor/Community Educator  
Mobile: 0498 000 325  
Email: [ray.abdy@ucommunity.org.au](mailto:ray.abdy@ucommunity.org.au)

Tamara McDougall  
Community Educator  
Mobile: 0498 000 817  
Email: [tamara.mcdougall@ucommunity.org.au](mailto:tamara.mcdougall@ucommunity.org.au)

After hours contact Gambling Helpline  
Phone: 1800 858 858  
Website: [www.gamblinghelpqld.org.au](http://www.gamblinghelpqld.org.au)

### **Homeless Persons Information Queensland (HPIQ)**

1800 474 753

## **Kids Helpline**

1800 55 1800

## **Lifeline Telephone Crisis Support**

13 11 14 24 hours crisis support helpline.

## **Many Rivers**

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE.

Contact: 0439 785 225 | [donna.burton@manyrivers.org.au](mailto:donna.burton@manyrivers.org.au) 1300 626 974

## **Money Smart**

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – then please click on [Money Smart](#)

## **Monto Neighbourhood Centre ([LiveBetter Australia Inc](#))**

Ph 1300 952273 7 Huxley St Monto.

## **NDIS Appeals Support – Qld Advocacy Inc.**

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

### *NDIS Decision Support Pilot – Qld Advocacy Inc.*

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

### ***To be eligible for assistance through the Decision Support Pilot you must:***

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

## Qld Advocacy Inc.

*Phone:* (07) 3844 4200 or 1300 130 582 (cost of a local call)

*Fax:* (07) 3844 4220

*Email:* [qai@qai.org.au](mailto:qai@qai.org.au)

*Location:* Level 2, South Central  
43 Peel Street, South Brisbane  
QLD, 4101

*Postal Address:* PO Box 3384,  
South Brisbane Qld 4101

### **NICRS: National Indigenous Critical Response Service : (Thirilli)**

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1. Provide a critical response to support individuals, families and communities affected by suicide-related or other trauma that is culturally responsive to their needs
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Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm.

1300 30 1300

To find out more, please visit: [parentline.com.au](http://parentline.com.au) or check out **Parentline Qld + NT** on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: [admin@parentline.com.au](mailto:admin@parentline.com.au)

## **Queensland Community Care Services**

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk. To link to more information in this directory, please click on [Queensland Community Care Services](#)

## **Reading Writing Hotline 1300 6 555 06**

*A free national referral service for adults.*

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or [email](mailto:) for more information – or see our website <https://www.readingwritinghotline.edu.au/>

## **Renew Psychology and Rehabilitation**

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [Renew Psychology and Rehabilitation](#) in this directory. Contacts: Email [admin@renewrehab.com.au](mailto:admin@renewrehab.com.au) PH 4659 9133 Mobile 0447 674 765 Website: [www.renewrehab.com.au](http://www.renewrehab.com.au)

## **Rural Health Connect**

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STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support

Ph: 1300 727 247

Email: [standby.cqwbsc@uccommunity.org.au](mailto:standby.cqwbsc@uccommunity.org.au)

Web: [www.standbysupport.com.au](http://www.standbysupport.com.au)

## **Suicide Call Back Service**

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1300 659 467

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If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

## **Well Mob – Healing Our Way**

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma.

See: [Well Mob](#)

## **WOORABINDA**

**Amica amica** is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information [www.amica.gov.au](http://www.amica.gov.au) or watch this [explainer video](#)

### **Adis 24/7 Alcohol and Drug Support**

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) in this directory

**AODS – Sober up shelter** Ph. 49132840

### **Alzheimer’s Association of Queensland Inc**

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

### **Autism Connect**

[Autism Connect](#) (1300 308 699) is Australia’s first national autism helpline and aims to be “a first step and a one-stop-shop for anyone seeking information, support and guidance about autism,” and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time.

Webchat and email are also available via [www.amaze.org.au/autismconnect/](http://www.amaze.org.au/autismconnect/)

**Baralaba State School.** Ph.: 49982333

### **Basic Rights Queensland 1800 358 511**

Basic Rights Qld provides free advice, advocacy and legal services for people with problems with social security or disability discrimination.

### **Carer Gateway**

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

**Cathy Freeman Foundation changed its name to Community Spirit Foundation on 30 June 2022. See [Community Spirit Foundation](#) below in this section of the directory.**

**Central Division of General Practice**  
*Counselling services.* Ph.: 49350038

**Central Queensland Mental Health Alcohol and Other Drug Services**  
**1300 MH CALL**  
**1300 64 2255**

One number for 24hr specialist mental health care for anyone anywhere in Queensland.  
Referrals/ crisis/ support  
*In an emergency always dial Triple Zero*

**Centrelink Agent.** Ph.: 49350489

***Children's Contact Service – Relationships Australia (Qld)***

Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 See [Children's Contact Service](#) in this Directory.

**Community Justice Group**

The Community Justice Group Program (the CJG Program) provides essential support and services to Aboriginal and Torres Strait Islander victims and offenders within the criminal justice system. 11 Saunders Lane Woorabinda Phone 4935 0259

**Community Spirit Foundation** *formerly the Cathy Freeman Foundation*

Community Spirit Foundation will continue Cathy Freeman Foundation's dedication to create long-term, sustainable programs led by First Nations staff in Queensland, communities Palm Island and Woorabinda and in the Northern Territory, communities Galiwin'ku and Wurrumiyanga.

In addition to existing programs, over the coming years Community Spirit Foundation will look to evolve programs to support community needs and expand operations into additional First Nations remote communities in a sustainable and impactful way.

The organisation has built a strong legacy, one that will live on in communities for the next generation as Community Spirit Foundation.

For more information, please contact  
0447 376 817 : [Deborah@communityspiritfoundation.org.au](mailto:Deborah@communityspiritfoundation.org.au);

**Counselling Notes Protect (CNP)**

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides

advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

**CQID (Central Queensland Indigenous Development).**

CQID Aboriginal and Torres Strait Islander Family Support Service is an indigenous organisation that provides support to indigenous families through direct support within the family home and local community.

141 Munns Drive, Mimosa Creek Healing Centre, WOORABINDA Q 4713  
Phone: (07) 4913 2100

**Darumbal Community Youth Services**

Darumbal Community Youth Services Inc is a not-for-profit organisation providing a broad range of youth and family services in Rockhampton and across Central Queensland, including Woorabinda.

*Contact Information:*

- Darumbal Office - 79b Bolsover Street: PO Box 266, Rockhampton QLD 4700.  
Office Phone: 07 4922 6180

<http://www.darumbal.org.au/>      [admin@darumbal.org.au](mailto:admin@darumbal.org.au)

**Helem Yumba CQ Healing Centre:**

Works with Indigenous families to address issues of family and domestic violence. Provides counselling and support to families and individuals experiencing or at risk of domestic and family violence; group therapy, workshops and legal services. Helem Yumba services the Woorabinda community.

*Helem Yumba dos not condone violence of any sort.*

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700 Phone: (07) 4931 8600 Fax: (07) 4921 3877 Free Call: 1800 776 727 [admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

**DV Connect**

Women's Line    1800 811 811  
Men's Line        1800 600636

**Family and Child Connect (FaCC)– UnitingCare Queensland**

To access the Family and Child Connect Service please phone 133 264

## **Family Drug Support Australia**

*Family Drug Support* is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'. We offer a number of services to assist family members;

- Website: [www.fds.org.au](http://www.fds.org.au)
- 24/7 Phone Support line – 1300 368 186
- One on one support: face to face support or by telephone

## **Gambling Help Service**

UnitingCare

Central Queensland

*We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:*

- In person at our office in Rockhampton
- Via Zoom (video call) or phone

For more information please see [Gambling Help Service](#) in this directory.

Ray Abdy

Counsellor/Community Educator

Mobile: 0498 000 325

Email: [ray.abdy@ucommunity.org.au](mailto:ray.abdy@ucommunity.org.au)

Tamara McDougall

Community Educator

Mobile: 0498 000 817

Email: [tamara.mcdougall@ucommunity.org.au](mailto:tamara.mcdougall@ucommunity.org.au)

After hours contact Gambling Helpline

Phone: 1800 858 858

Website: [www.gamblinghelpqld.org.au](http://www.gamblinghelpqld.org.au)

## **Homeless Persons Information Queensland (HPIQ)**

1800 474 753

**HUB** – Housing Qld: Youth Justice: Child Safety\_ Ph.: 49259024

## **Indigenous Knowledge Centre (IKC)**

Address: 122 Carbine Street, Woorabinda QLD 4713

Email: [ikc1@woorabinda.qld.gov.au](mailto:ikc1@woorabinda.qld.gov.au)

Phone: (07) 4935 073

[Follow us on Facebook](#)

The Woorabinda IKC is a place to research, read and relax.

We are 1 of 25 Indigenous Knowledge Centre across the state of Queensland from Cherbourg (South Burnett, Qld) to the Torres Strait Islands (Far North Qld).

These IKCs provide access to knowledge such as books and records, as well as a range of other reading and study material and free internet access. Specific Indigenous knowledge material are also available.

Indigenous Knowledge Centres (IKCs) are a Queensland public information hub and library owned and operated by Indigenous Shire Councils, with assistance provided by the Library Board of Queensland (Library Board)

### **Kids Helpline**

1800 55 1800

### **Lifeline Telephone Crisis Support**

13 11 14 24 hours crisis support helpline.

### **Local Area Coordination (LAC) – National Disability Insurance Agency (NDIA)**

Phone 49385338

### **Many Rivers**

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE.

Contact: 0439 785 225 | [donna.burton@manyrivers.org.au](mailto:donna.burton@manyrivers.org.au) 1300 626 974

### **Mercy Community Services**

Contact : Regional Manager Sarah Watson

Address : Richardson Road Kawana Rockhampton

Contact number is 0455 965 293-

Areas – all of CQ with offices in Rockhampton , Gladstone, Mackay , Fraser Coast and services out to Longreach and surrounds

Services- support coordination, specialist support coordination.

### **Money Smart**

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – then please click on [Money Smart](#)

**Multipurpose Health Service/Hospital-doctor** Ph.: 49132800

### **NDIS Appeals Support – Qld Advocacy Inc.**

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral

to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

**NDIS Decision Support Pilot – Qld Advocacy Inc.**

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

*To be eligible for assistance through the Decision Support Pilot you must:*

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

**Qld Advocacy Inc.**

*Phone:* (07) 3844 4200 or 1300 130 582 (cost of a local call)

*Fax:* (07) 3844 4220

*Email:* qai@qai.org.au

*Location:* Level 2, South Central  
43 Peel Street, South Brisbane  
QLD, 4101

*Postal Address:* PO Box 3384,  
South Brisbane Qld 4101

**NICRS: National Indigenous Critical Response Service : (*Thirilli*)**

The National Indigenous Critical Response Service has been funded by the Commonwealth Government of Australia through the Department of Prime Minister and Cabinet to:

3. Provide a critical response to support individuals, families and communities affected by suicide-related or other trauma that is culturally responsive to their needs
4. Strengthen community capacity and resilience in communities where there have been high levels of suicide to better recognise and respond to critical incidents and strengthen service system coordination. See [NICRS National Indigenous](#)

Critical Response Service in this service directory. To contact a Critical Response Support Advocate call 1800 805 801

**National Health Services Directory:** *Download the healthdirect app*

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia’s free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

**NJL Parents Next.**

ParentsNext is a Federally funded, pre-employment program that assists parents with young children to identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community.

NJL will be delivering ParentsNext in the following locations Berserker, Rockhampton City, Gladstone, Emerald, Woorabinda and Yeppoon.

For more information please contact our Rockhampton office on 07 4921 3107 located at: Normanby House, 44A William Street, Rockhampton 4700

The **No Interest Loan Scheme (NILS)** provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months.

To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide  
Shop 2b /58 Kariboe St. Biloela 4992 3322*

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.  
1800 846 643*

*Local Phone numbers are:  
Rockhampton 4927 6026  
Gladstone 4972 2662*



## **Parentline**

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm. 1300 30 1300

To find out more, please visit: [parentline.com.au](http://parentline.com.au) or check out *Parentline Qld + NT* on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: [admin@parentline.com.au](mailto:admin@parentline.com.au)

**Police Station.** Ph.:49350155

**Post Office.** Ph.: 49350144

## **Queensland Community Care Services**

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk. T

## **Reading Writing Hotline 1300 6 555 06**

*A free national referral service for adults.*

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or [email](mailto:admin@readingwritinghotline.edu.au) for more information – or see our website <https://www.readingwritinghotline.edu.au/>

## **Renew Psychology and Rehabilitation**

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [\*Renew Psychology and Rehabilitation\*](#) in this directory.

Contacts: Email [admin@renewrehab.com.au](mailto:admin@renewrehab.com.au) PH 4659 9133 Mobile 0447 674 765

Website: [www.renewrehab.com.au](http://www.renewrehab.com.au)

## **Rural Health Connect**

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply.

Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info: <https://www.ruralhealthconnect.com.au/#/rural-home>

### **Salvos: Moneycare Financial Counselling Services**

Moneycare is The Salvation Army's free financial counselling service for individuals, couples and families. Our qualified staff provide information and support to help you deal with your current financial situation and learn how to manage money well in the future. Phone 1800 722 363

### **StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast**

STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support

Ph: 1300 727 247

Email: [standby.cqwbsc@uccommunity.org.au](mailto:standby.cqwbsc@uccommunity.org.au)

Web: [www.standbysupport.com.au](http://www.standbysupport.com.au)

### **St Vincent De Paul Society, Biloela**

21/23 Dawson Highway, Biloela.

Ph. 4992 2909

### **Suicide Call Back Service**

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

1300 659 467

### **Telehealth Bereavement Counselling**

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or [info@grief.org.au](mailto:info@grief.org.au).

**Undoonoo Day Care Centre.** Ph.: 49350500

### **Virtual Psychologist**

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?  
[Rural & Remote](#) [Corporate Sector](#) [Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

**Wadja Wadja High School.** Ph.:49350158

**Well Mob – Healing Our Way**

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma.

See: [Well Mob](#)

**Woorabinda Multipurpose Health Service**

Woorabinda Multipurpose Health Service provides a range of health services to the community, including emergency, inpatients and outpatients, and residential aged care.

1 Munns Drive Woorabinda Phone 07 4913 2800 8am -5pm Monday to Friday

**Woorabinda Primary School.** Ph.:4913 2222

**Woorabinda Shire Council**

112 Munns Drive. Phone 4925 9800

**Yoonthalla Services Woorabinda**

164 Munns Drive, Woorabinda, QLD, Australia 4713  
0436 621 122

*Gumbi Gonyah Women & Children's Well-being Centre* phone 0408 785 032 (on call number)

Supporting Women and Children that maybe be fleeing from Domestic & Family Violence requiring supported accommodation or assistance and provide relevant programs and activities which focusing on strength base framework.

Bill Thaiday Centre 166 Munns Drive, Woorabinda, phone 4935 0219.

**Yumba Binda Aged Hostel.** Ph.:49350069

## **LINKS TO ONLINE DIRECTORIES**

### **ADA Australia Seniors Guide to Qld Help app**

The app, [Seniors Guide to Qld Help](#), is designed specifically for older Queenslanders and those who support them. The free resource provides information about a broad range of topics, including aged care, transport, housing and neighbour disputes, family and finances, elder abuse, consumer issues, community access, future planning and decision-making. This app is a valuable tool for support workers and health professionals working with older people. The [Seniors Guide to Qld Help](#) can be downloaded for free on the App Store or Google Play. To find out more, visit the resources page on the ADA website.

### **Ask Izzy: The A to Z directory of homeless help**

Ask Izzy is an innovative mobile website that connects people who are homeless or at risk with shelter, food, health and other essential support services. Ask Izzy helps people find important information when they need it most

<https://www.infoxchange.net.au/ask-izzy>

### **Compassionate Communities Service Directory for Rockhampton and Livingstone**

aims to provide links to strategic resources and highlight our local communities' services and assets that can assist people connect with activities, places and people that will improve their quality of life.

<https://c2coast.org.au/palliative-care-community/>

or

<https://catholiccarecq.com/compassionate-communities-directory/> or on

<https://catholiccarecq.com/ccd>

### **Country to Coast Queensland (formerly PHN) Mental Health Services**

<https://c2coast.org.au/mental-health/>

### **CQ Youth Connect Services Directory**

Designed especially for the CQ Region

[www.health.qld.gov.au/cq/cq-youth-connect](http://www.health.qld.gov.au/cq/cq-youth-connect)

### **DV Web Link**

A directory of Domestic Violence Support Services in Qld.

<http://qlddomesticviolencelink.org.au/unitingcare-community-%E2%80%93-helping-out-families/>

### **Deadly Directory**

Aboriginal and Torres Strait Islander Business Directory: Wide Bay Burnett and Central Queensland

<http://rdafcw.com.au/wp-content/uploads/2017/03/Deadly-Directory-2017.pdf>

## Find a service

Find a Service hosted by the Qld Government, **provides a link to a wide range of services providers in Queensland.**, and Women's Infolink on **1800 177 577**, Monday to Friday, 8.00 am - 6.00 pm.

## Gladstone Community Directory

<http://www.gladstonecommunitydirectory.com.au/>

## Lifeline Service Finder

The Lifeline Service Finder is a directory of free or low cost health and community services available in Australia. It includes accommodation, domestic violence, family and children's services, financial assistance and mental health services.

<https://lifeline.serviceseeker.com.au/>

## Guide for homeless women in regional Queensland

*A Handy Guide for Homeless Women in Regional Queensland.* The guide provides vital support for women who are without shelter or at risk of becoming homeless, and includes emergency phone numbers, details for accommodation services such drop-in support centres and housing information, food, health and welfare services, legal assistance, and specialist services for domestic violence and immigration support.

**Health Exchange** – supporting health professionals delivering health education and promotion activities. Free resources available in a variety of formats to adapt to use to improve the health and well-being of communities in rural and remote areas. Email [admin@cqrpg.com.au](mailto:admin@cqrpg.com.au); URL: <https://healthexchange.org.au/>

## Livingstone Community Directory

<https://www.mycommunitydirectory.com.au/Queensland/Livingstone>

## My Community Directory

Australians face a range of social, health, and welfare challenges. Solving these requires information. However good information is hard to find.

*My Community Directory* is the one place Australians find quality, online health and community information to meet these challenges now and in the future.

<https://www.mycommunitydirectory.com.au/?qclid=CNvst8-i4soCFQqAvQodFYcHNq>

**MHLaw Qld** - [www.mhlawqld.com.au](http://www.mhlawqld.com.au) - is a one-stop directory where you will find information and services that can help Queenslanders navigate legal and other issues which impact people experiencing mental health issues.

MHLaw Qld provides practical tools for legal and mental health professionals, as well as people living with a mental health condition and their supporters and decision-makers.

You can access information about:

- common legal issues, and search by topic and postcode for legal and other services in your local area who can assist

- answers to frequently asked questions by lawyers, mental health professionals and people experiencing mental health issues, along with their supporters
- navigating issues under the Mental Health Act, including step-by-step flow charts
- mental health recovery and clinical practice guidelines
- understanding capacity and rights and responsibilities involved in supported decision-making.

MHLaw Qld was developed in partnership by ADA Law and Queensland Advocacy Incorporated (QAI) and funded by the Queensland Government Department of Justice and Attorney-General.

### **National Health Services Directory: *Download the healthdirect app***

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia’s free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

### **oneplace**

*oneplace* Community Services Directory is an easily accessible directory of community services to help Queensland families to get to the right service at the right time.

From parenting groups and classes to domestic and family violence support services, *oneplace* is the go-to resource for children, families, community members and professionals looking to find local support in Queensland.

<https://www.oneplace.org.au/>

### **Queensland Government: Find a medical Service**

<https://www.qld.gov.au/atsi/health-staying-active/find-medical-service/>

### **Queensland Multicultural Resource Directory**

The Queensland Multicultural Resource Directory lists organisations that offer information, advice, support and networking opportunities.

<https://www.qld.gov.au/community/your-home-community/multicultural-resource-directory-search/index.html>

### **Rockhampton Regional Council Community Directory**

[http://www.rockhamptonregion.qld.gov.au/CommunityEvents/Community-Directory?dlv\\_OC%20CL%20Public%20Local%20Directory%20Listing=%28pageindex=2%29](http://www.rockhamptonregion.qld.gov.au/CommunityEvents/Community-Directory?dlv_OC%20CL%20Public%20Local%20Directory%20Listing=%28pageindex=2%29)

[The Handy Guide for Homeless Women in Regional Queensland \(Online Interactive PDF\)](#)

The latest version of The Guide for Regional Queensland is available online, where it is updated semi-annually (see the version number printed on the cover and inside pages). Where possible all weblinks work, opening a new window to the service provider.

[Click here to read the Regional Guide on your phone, tablet or computer.](#)

The Handy Guide for Homeless Women in Regional Queensland (Hardcopy)

Single copies for women in need or multiple copies for service providers can be ordered here. Each two years over 8,000 copies of this A5 hardcopy booklet are printed and distributed free for the recipient, thanks to the supporters of The Lady Musgrave Trust.











