

Acknowledgements

Supported by:



Department of Communities, Child Safety and Disability Services



To my family who read autism

Autism Spectrum Disorder

(ASD)

BUNDABERG

COMMUNITY

SERVICES DIRECTORY

Bundaberg & District Neighbourhood Centre

111 Targo Street

Bundaberg, QLD 4670

Ph. (07) 4153 1614

Fax (07) 4153 1586

info@kenalwynbnc.org.au

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

Our Values

Acceptance of Difference

Teamwork and Collaboration

Trustworthiness

Reliability

Respectfulness

Honesty

Accountability

Effective Communication



Positive Partnerships

www.positivepartnerships.com.au

Sue Larkey

www.suelarkey.com.au

Co-operative Research Centre for Living with Autism

www.autismcrc.com.au

Information Sites

www.autismawareness.com.au

www.autismpartnership.com.au

www.autismsa.org.au

www.mydiffability.com.au

www.raisingchildren.net.au

www.autismapps.org.au

www.health.gov.au

www.mychild.gov.au

www.rch.org.au

www.latrobe.edu.au/otarc

www.giantsteps.net.au

www.socialthinking.com.au

RESOURCE INFORMATION**Resources at Hand**

www.resourcesathand.com.au

Future Horizons Inc

www.fhautism.com

GENERAL**Sensory**

www.sensorysmarts.com/helpful_websites.html

Nelle Frances

www.aspergerchild.com

Education Queensland - Learning and Disability Support Education Queensland

www.education.qld.gov.au/asd-online-resource-kit/index.html

www.education.qld.gov.au/autismhub/index.html

www.education.qld.gov.au/schools/disability/index.html

Department of Health Helping Children with Autism Program

www.health.gov.au/internet/main/publishing.nsf/Content/autism-children

Government Assistance

www.fahcsia.gov.au

www.health.gov.au/autism

www.dss.gov.au

Bundaberg Regional Council

www.bundaberg.qld.gov.au

USEFUL WEBSITES

AUTISM SPECIFIC

Autism Queensland Inc
www.autismqld.com.au

**Asperger Services Australia
(Asperger's Syndrome Support
Network (Qld) Inc)**
www.asperger.asn.au

**Autism Spectrum Australia
(Aspect)**
www.autismspectrum.org.au

**ABIQ (Autism Behavioural
Intervention Queensland)**
www.abiq.org

**AEIOU (Autism Early
Intervention Outcomes Unit)
for children with Autism**
www.aeiou.org.au

**A4 (Autism Aspergers
Advocacy Australia)**
www.a4.org.au

Autism Help
www.autismhelp.info

**Australian Advisory Board on
Autism Spectrum Disorders
(formerly Autism Council of
Australia)**
www.autismadvisoryboard.org.au

**Autism Behavioural
Intervention Association (ABIA)**
www.abia.net.au

**Minds and Hearts - Asperger
Syndrome and Autism Clinic**
www.mindsandhearts.net

Autism Society of America
www.autism-society.org

**The National Autistic Society
(UK)**
www.autism.org.uk

Tony Attwood
www.tonyattwood.com.au

Donna Williams
www.donnawilliams.net

Temple Grandin
www.templegrandin.com

Stephen Shore
www.autismasperger.net

**Autism Research Institute
(Defeat Autism Now - DAN)**
www.autism.com

TEACCH
www.teacch.com

**Online Information Course
(Free Registration), connected
to Positive Partnerships:**
www.autismtraining.com.au

Community Services Directory

5th Edition, 2017

Introduction

Bundaberg and District Neighbourhood Centre is a not-for-profit information and referral organisation, providing a variety of community programs and services to individuals, families, groups and other organisations in the Bundaberg region. Among Centre services provided, is a Queensland Department of Education and Training funded Speech Therapy and Occupational Therapy Program. This program is a schools-based therapy service, operating within seven (7) non-government schools in Bundaberg.

This directory has been developed with assistance and contribution from the Bundaberg Autism Spectrum Disorder Support Group (BASDSG), a non-profit, volunteer association founded in 2002 by a small group of parents and interested community members with an aim to provide the opportunity for mutual support and the sharing of information.

This Community Services Directory has been designed as a local guide for parents and professionals living and working with individuals with Autism Spectrum Disorder (ASD) in the Bundaberg area. It provides contact information relating to a range of useful services and supports available locally or through state or national bodies.

The directory is an information guide only and therefore may not provide an exhaustive list of all services and supports available based upon individual needs. All effort has been made to provide a comprehensive listing of information and links to maximise opportunities for individuals and families to gain access to relevant and appropriate services within the community. To the best of knowledge, the information provided is current and accurate at the time of print.

In particular, The Bundaberg and District Neighbourhood Centre wishes to thank Dawn Murdoch, Norelle Kasberger (BASDSG), Agnes Seery and Lynne Clark for all their research work, time and commitment to this publication.

See <http://www.kenalwynbnc.org.au> for updates to this publication.

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Facebook: “Take the Plunge Coffee Shop”
 Community café and children’s play space. Affordable menu. Accessible for people with disabilities. Suspended coffees (when available), social inclusion groups and support groups run all week.

YFitness Bundaberg 24/7

Staffed Operating Hours:
 5.30am - 7.00pm Monday to Friday
 7.00am - 11.00am Saturday
 Street Address: 7 Quinn Street, Bundaberg QLD 4670
 Phone: (07) 4132 8221
 Fax: (07) 4132 8250
 Email:
yfitness.bundaberg@ymca.org.au
 Website:
www.bundaberg.ymca.org.au

Y Fitness Bargara 24/7

Staffed Operating Hours:
 6.00am - 11.00am Monday to Friday
 4.00pm -7.00pm Saturday
 Street Address: 1st Floor, Bargara Central Shopping Centre, Bargara Qld 4670
 Phone: (07) 4132 8288
 Fax: (07) 4132 8250
 Email:
yfitness.bargara@ymca.org.au
 Website:
www.bundaberg.ymca.org.au

The YMCA operates two local modern fitness centers. A morning crèche is provided at YFitness

Bundaberg from Monday to Saturday. A wide range of fitness classes are run from both centers with details to be found on the YMCA Bundaberg website.

and developing friendship skills, guides are encouraged to achieve their personal best and develop a respect for others for their community and for themselves.

Girl Guides-Hinkler

Meeting Times: Multi-aged Group
4.30pm - 6.30pm Friday

Meeting Place: Guide Hut, Totten Street, Bundaberg, QLD 4670

Phone: (07) 4152 6570

Email: katmarl@bigpond.com

The great fun of guiding is enjoying the outdoors through weekly meetings, camping, hiking, canoeing or playing games and cooking on fires.

Guiding adventures are open to girls of school age and besides having fun and developing friendship skills, guides are encouraged to achieve their personal best and develop a respect for others for their community and for themselves.

Rhee Taekwon Do Bundaberg

Contact: Nathan or Kim for available class times.

Meeting Place: 16 Electra Street, Bundaberg, QLD 4670

Postal Address: PO Box 586, Bundaberg, QLD 4670

Phone: 0422 980 607

Website:

www.rheetaekwondo.info

A non-competition style of self-defence, fitness and character development that focuses on teaching students the important lessons like how to be a good

person and really “win” in life without the trophies.

Sailability Bundaberg Inc.

Sailing Time: Thursday 9.00am - 11.30am (weather permitting)

Meeting Place: Bundaberg Sailing Club, Strathdees Road, Burnett Heads, QLD 4670

Postal Address: PO Box 9110, Burnett Heads, QLD 4670

Phone: 0421 329 935 (Derek)

Email:

sailabilitybundy@outlook.com

Website: www.sailability.com

Sailability Bundaberg provides a recreational sailing program for people with disabilities and anyone interested in sailing. A small fee applies after the first visit.

Scout Groups Bundaberg

For information, local contacts and membership enquiries phone Scouts Australia Queensland Branch on (07) 3870 7000 or free call 1800 726 887

Email: hello@scoutsqld.com.au

Website: www.scoutsqld.com.au

Take the Plunge Community Cafe

Operating Hours: 7.00am - 4.30pm
Monday to Friday

8.30am – 1.00pm Saturday and Sunday

Street Address: YMCA Building, 7 Quinn Street, Bundaberg, QLD 4670

Phone: 0468 855 449

Email:

taketheplunge@outlook.com

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SPORTS & RECREATIONAL ACTIVITIES

Bundaberg Riding for Disabled Inc

Operating Hours: First and Third Wednesday of each month

Postal Address: PO Box 5014, Bundaberg, QLD 4670

Phone: 0412 484 182

Email: bundynda@gmail.com

Bundaberg Riding for the Disabled (RDA) is a voluntary and not-for-profit organisation, which provides both therapeutic and recreational horse riding programs for children and adults with disabilities.

Chipmunks Playland & Café Bundaberg

Operating Hours: 9.00am – 5.00pm Monday to Saturday, Sunday and most Public Holidays 10am – 4.00pm

Street Address: 59 Johanna Boulevard, Bundaberg, QLD 4670

Postal Address: PO Box 1352, Bundaberg, QLD 4670

Phone/Fax No: (07) 4151 4363

Email:

bundaberg@chipmunks.com.au

Website: www.chipmunks.com.au/venues/bundaberg

Children with special needs days are every Tuesday from 1.00 - 3.00pm where mum's with children with similar needs/disabilities can meet other mums and let the children play as the afternoons are quieter for the children.

We advise that socks must be worn in the play areas at all times (including adults who are supervising) and we have a no outside food policy.

Community Connect

Meeting Time: Wednesday 5.00pm -7.00pm

Meeting Place: Carinbundi Day Service, 139 Barolin Street, Bundaberg, QLD 4670

Phone: (07) 4158 9680 (Mary)

Weekly workshop activity followed by half hour socialising over a cuppa.

Fitness Centres

Listings available in local Yellow Pages of Phone Directory: Health & Fitness Centres and Services.

Girl Guides Bundaberg

Meeting Time:

Juniors: 4.00pm - 6.00pm - Tuesday

Seniors:- 4.30pm - 6.30pm - Wednesday

Meeting Place: Bundaberg Catholic Community Centre, Cnr Barolin & Maynard Streets, Bundaberg, QLD 4670

Postal Address: PO Box 7274, Bundaberg QLD 4670

Phone: 0438 532 763

Email: ann@bundytax.com.au

The great fun of guiding is enjoying the outdoors through weekly meetings-camping, hiking, canoeing or playing games and cooking on fires. Guiding adventures are open to girls of school age and besides having fun

for children in their own home by approved carers.

This enables children to experience stability and security in their familiar family environment. Care is available for children from 0 to 16 years of age that meet the criteria.

Outside School Hours Care/School Holiday Care

Outside school Hours care provides care for school age children before and after school on pupil free days and/or during school holidays. OSHC services provide children with a variety of supervised play opportunities and recreational activities in a safe, supportive and relaxed environment.

Avoca State School: 07 4152 6674

Bargara Kids: 07 4159 1336

Bundaberg Baptist Family Day

Care Scheme: 07 4152 9233

Bundaberg North State School:
07 4150 1142

Bundaberg PCYC: 07 4154 2813

Eastside Little Learners:
07 4153 4440

Gooburrum State School:
0409 720 055

Isis Outside School Hours Care:
07 4130 4669

Oakwood State School:
07 4130 9333

St John's Lutheran Primary School:
07 4132 6888

St Joseph's Catholic Primary
School Bundaberg: 07 4153 6355
St Luke's Anglican School:
07 4132 7539

St Mary's Catholic Primary
School Bundaberg: 07 4152 2167
St Patrick's Catholic Primary
School Bundaberg: 07 4152 1380
YMCA Walkervale: 07 4132 8230

Southern Cross Support ServicesInc.

(See listing under Disability & Support Services)

Suncare Community Services

Operating Hours: 8.30am - 4.30pm
Monday to Friday

Wide Bay Office Street Address:
5/10 Liuzzi Street, Hervey Bay, QLD
4655

Phone:

Community Services: 1800 786 227

Commonwealth Respite Services:
1800 059 059

(24hrs/7 day respite)

Business Hrs. (07) 4151 6400

Fax. (07) 4151 6622

Email: info@suncare.org.au

Website: www.suncare.org.au

The Suncare Community Services team are passionate about helping people to live independently and to be active and connected in their communities. We support people of all ages, backgrounds and abilities by offering a range of home and community care services, respite for people caring for others who are aged, living with a disability, mental illness and psychiatric or intellectual disability as well as social support and connections.

DISABILITY & SUPPORT SERVICES

AEIOU Foundation for Children with Autism - Bundaberg

Operating Hours: 7:00am - 5:00pm

Monday to Friday
(48 weeks of the year)

Street/Postal Address:

6 University Drive, Branyan
(Bundaberg), QLD 4670

Bundaberg Office Phone:

(07) 4155 0399

Email: bundaberg@aeiou.org.au

Website: www.aeiou.org.au

AEIOU is a not-for-profit organisation, which was established in 2005 to deliver high-quality early intervention with a program that meets national guidelines, within a social, play-based environment. Affordability, social readiness, individual care and evidence-based practices are at the core of what we do. We offer full-time time placements in our early intervention program for children with Autism Spectrum Disorder aged 2 to 6 years. The NDIS team provides guidance throughout transition to the NDIS.

Asperger Services Australia, Ltd.

Operating Hours: 9:30am - 3:00pm
Monday to Friday

Asperger Centre Street Address:
Unit 1, 16 Yarraman Place, Virginia
(Brisbane), QLD 4014

Head Office Postal Address:
PO Box 159, Virginia, QLD 4014

December 2017

Phone: (07) 3865 2911

Fax: (07) 3865 2838

Email: Access email query form through website

Website: www.asperger.asn.au

Asperger Services Australia is a volunteer not-for-profit organisation established in 1995, to provide mutual support to people with Asperger's Syndrome (AS) and their carers, relevant up-to-date information on AS, promote awareness and engage in community education, campaign for improved educational services and equal opportunity, and encourage research into AS. Asperger Services Australia provides a monthly newsletter to members, carers respite weekends, a large lending resource library and delivers professional development conferences, seminars and workshops for parents, education staff and professionals.

Autism QLD, Inc. (AQ) Gladstone

Operating Hours: 8:30am - 4:30pm
Monday to Friday

Address: Early AQtion Services
Gladstone, 2 Joyner Close, Glen
Eden, QLD 4680

Postal Address: PO Box 1889,
Gladstone DC, QLD 4680

Phone: (07) 4977 9600

Email:

gladstone@autismqld.com.au

Website: www.autismqld.com.au

We provide a variety of services to the Gladstone and wider region, including: Customised School and Childcare services (individual intervention for students, school based professional development, targeted short-term staff support, assessments and group programing); Individualised programs for speech and occupational therapy needs (Medicare rebates now available); centre based group programing (including: literacy support, social and emotional skilling, toddler groups, sensory play, pre-prep groups, feeding programs, gross & fine motor support); intensive holiday programs and parent support programs. All age groups are covered and we accept HACWA funding for our services to eligible families.

Autism QLD, Inc. (AQ)

Operating Hours: 8:30am - 4:30pm
Monday to Friday
Brisbane Head Office Address: PO Box 354, Sunnybank, QLD 4109
Phone: (07) 3273 0000
The John Villiers Centre of Excellence Central Queensland Office (Rockhampton)
Address: 373 Lakes Road, Koongal, QLD 4700
Phone: (07) 4923 4800
Fax: (07) 4923 4848
Email:

rockhampton@autismqld.com.au
Website: www.autismqld.com.au
Autism Queensland is a community based organisation with offices throughout Queensland that is

dedicated to bringing about positive change in the lives of children and adults with ASD. Autism QLD is funded to provide the Autism Advisor service in QLD. Autism advisors can assist children aged 0-6 years who are Australian citizens or permanent residents with a diagnosis of Autism Spectrum Disorder, Autistic Disorder, Childhood Disintegrative Disorder, Asperger's Syndrome or Pervasive Developmental Disorder (PDD-NOS) to apply for a funding package through the Helping Children with Autism through the Department of Social Services, to assist with the cost of access to early intervention programs and resources. Autism QLD also provides an outreach service to the Bundaberg region through its Early AQtion Program, bi-annual multidisciplinary advisory school visits, and Early Days parent/carer workshop program.

Bundaberg ASD Support Group (BASDSG)

Postal Address: PO Box 5034, Bundaberg West, QLD 4670
Morning Group:
Coffee & Chat Day Meetings (open to all): 2nd Friday of every month, 9:30am-11:30am at Take the Plunge Café, YMCA Building, 7 Quinn Street, Bundaberg QLD 4670.
Evening meetings (open to all): 2nd Wednesday of every month, 7.00pm-9.00pm at The Spotted Dog, 217 Bourbong Street, Bundaberg QLD 4670

Carinbundi Burnett Respite Services Ltd.

Operating Hours: 8.30am – 5.00pm
Monday to Friday
Street Address: 52A Hinkler Avenue, Bundaberg, QLD 4670
Postal Address: PO Box 7011 North Bundaberg, QLD 4670
Phone: (07) 4158 9600
Fax: (07) 4158 9611
Email:
carinbundi@carinbundi.com.au
Website: www.carinbundi.com.au

Carinbundi Burnett Respite provides services to people with a disability in the Bundaberg region. These include short term respite in both adult and children's facilities, supported accommodation, post school services, older parent carer planning and respite, day activity centre and emergency response resources.

Churches of Christ Care Family Day Care

Operating Hours: 8.30am – 4.00pm Monday to Friday
Address:
Gin Gin: 6 Walker Street, Gin Gin, QLD 4671
Phone: (07) 4157 3776
Email: ggfdc@cofcqld.com.au
Torquay: 37 Tavistock Street, Torquay, QLD 4655
Phone: (07) 4325 5000
Email: hbfdc@cofcqld.com.au
Maryborough: 26 Jupiter Street, Maryborough, QLD 4650
Phone: (07) 4122 4151
Email: mbfdc@cofcqld.com.au

Churches of Christ Care is one of the leading not-for-profit providers of high quality, approved child care services in Queensland, operating 23 services for children aged 0-16 years. Our early childhood services focus on community need, and include centre based care, home based care and community based care, all with flexible support options. We have educators in Bundaberg/Monto/Gin Gin/Maryborough/Hervey Bay and areas in between. Outside school Hours care/school holidays care. Check with schools, both state and private, regarding availability of supervised play and recreational opportunities.

In Home Child Care Wide Bay

Operating Hours: Monday - Friday
8.30am to 4.00pm
Street/Postal Address: 26 Jupiter Street, Maryborough, QLD 4650
Phone: (07) 4122 4153
Mobile: 0429 632 798
Fax: (07) 4123 0270
Email: mbihc@cofcqld.com.au
Website: www.cofcql.com.au
In Home Child Care Wide Bay is a not for profit community based service providing professional, flexible childcare in the family home to families whose care needs cannot be met by mainstream services.

It is funded by the Federal Government and families are eligible to apply for the Child Care Benefit. The service provides care

RESPIRE & DAY CARE SERVICES

Blue Care Respite Services

Operating Hours: 7.30am - 4pm
Monday to Friday and 8.30am - 3.30pm Saturday

Street/Postal Address: 22 May Street, Bundaberg, QLD 4670

Phone: (07) 4152 7440

Mobile: 0417 776 434

Fax: (07) 4153 6482

Email:

Bundaberg.Re@bluecare.org.au

Website: www.bluecare.org.au

Blue Care Respite Services provides centre-based and in-home respite for younger people with disabilities, frail aged people and people with dementia. Emergency overnight accommodation may be arranged under certain circumstances.

Bundaberg Baptist Family Day Care Scheme

Operating Hours: 8.30am -3.00 pm
Monday, Tuesday, Thursday and Friday

8.30am to 12noon Wednesday

Street/Postal Address: 14 Fitzgerald Street, Bundaberg, QLD 4670

Phone: (07) 4152 9233

Email:

info@familydaycarebundaberg.com.au

Website:

www.familydaycarebundaberg.com.au

Home based childcare, including emergency care and care for

children with disabilities. Professional car seat installation and hire service.

Carers Queensland

Operating Hours: 8.30am -5,00pm
Monday to Friday

Street Address: Signature Building, 8/19-21 Torquay Road,

Pialba, QLD 4655

Phone: (07) 4124 0922

1800 242 636

Fax: (07) 4124 1266

Email: cas@carersqld.asn.au

Website: www.carersqld.asn.au

Carers Queensland provides a range of services for carers including counselling, carers support groups, NILS carers loans, CALD and specific advocacy services. Better Start program supporting parents with children with disability.

C&K Walker Street Community Child Care Centre

Operating Hours: 7.30am-5.50pm

Street/Postal Address:

134 Walker Street, Bundaberg, QLD 4670

Phone: (07) 4152 8011

Email: a.mills@candk.asn.au

C&K Walker Street Community Child Care Centre is a community run child care centre that takes children from 6 weeks to 5 years: quality care where children come first.

Email:

bundabergasd@hotmail.com

Facebook Page: Bundy's ASD Spot

The Bundaberg Autism Spectrum Disorder Support Group (BASDSG) is a non-profit, volunteer-led group founded in 2002 by parents and interested community members with an aim to provide the opportunity for mutual support and the sharing of information. BASDSG continues to provide support to families and individuals who are living with ASD. It provides access to information and referrals to local services and member access to comprehensive resources.

Bundaberg & District Neighbourhood Centre: Therapy Services to Bundaberg Independent Schools

Operates during school terms

Street/Postal Address: 111 Targo Street, Bundaberg, QLD 4670

Phone: (07) 4153 1614

Fax: (07) 4153 1586

Email: info@kenalwynbnc.org.au

Website:

www.kenalwynbnc.org.au

Speech and Occupational Therapy Services provided for verified students with disabilities at Independent Schools: St Joseph's, St Patrick's, St Mary's, Shalom, St John's Lutheran, St Luke's Anglican and the Bundaberg Christian College. Additional information is available through the Bundaberg Neighbourhood Centre and learning support staff at the schools.

December 2017

Bundaberg Disability Resource Centre Incorporating the Toy Library

Operating Hours: 10:00am - 4:00pm (Monday to Wednesday), 9:00am - 12:00pm (Saturday)

Street Address:

127 Woondooma Street, Bundaberg West, QLD 4670

Postal Address:

PO Box 2010, Bundaberg, QLD 4670

Phone: (07) 4153 2909

Email:

bundytoylibrary@bigpond.com

Established in 1986, the Disability Resource Centre incorporating the Toy Library aims to maximise a child's development through the use of educational toys and equipment, and has over 2500 resources including special needs equipment, communication devices, furniture, switch adapted toys and therapy equipment for loan. Visit the Bundaberg Toy Library Facebook page for photos. Members can borrow up to 6 items at a time for up to 4 weeks. Annual individual membership is \$70, for organisations \$100, and for families with a referral to the centre, the fee is discounted to \$50.

The toy library is open to everyone in the Bundaberg region and surrounding areas including respite services, schools, childcare centres, therapists and families. The centre offers work experience to special needs students.

**Bundaberg Region Individual
Advocacy Service
People with Disabilities
Australia**

Operating Hours:

9.00am – 5.00pm Monday to
Friday

Street Address: Unit 14, Bundaberg
Enterprise Centre, Corner of Quay
and Tantitha Streets, Bundaberg,
QLD 4670

Phone: 1800 422 015

Telephone typewriter free call:
1800 422 016

National Relay Service: 1800 555
677

We provide free disability rights
information, advice, referral and
individual advocacy support to any
person with disability who lives in
the Bundaberg Local Government
Area. Family members, carers,
disability workers and others can
also ask us to assist a person with a
disability.

See People with Disability Australia
– Advocacy Service

**Community Lifestyle
Support, Inc. (CLS)**

Operating Hours: 8:30am - 5:00pm
Monday to Friday

CLS Ability Centre Address:
Ashfield Rd, Kalkie, QLD (turn left
off Telegraph Rd)

Postal Address: PO Box 2402,
Kalkie, QLD 4670

Phone: (07) 4155 6121

Fax: (07) 4155 6240

Email: admin@cls.org.au

Website:

www.communitylsinc.com.au

Community Lifestyle Support, Inc.
(CLS) is a non-government
organisation empowering people
aged 0-65+ with a disability by
encouraging the development and
personal growth of individuals so
that they can live a lifestyle of their
choice. Programs delivered by CLS
include Early Intervention Program
(0-8yrs), Hydrotherapy Program (all
ages), Post School Services
Program (18+yrs), in-home
support, supported 24/7
accommodation and equine
therapy. CLS is a Your Life Your
Choice self-host provider.

**Department of
Communities, Child Safety
and Disability Services
Queensland**

Operating Hours: 9.00am - 5.00pm
Monday to Friday

Street Address: Ground Floor,
46 Quay Street,
Bundaberg, QLD 4670

Postal Address: PO Box 1694,
Bundaberg QLD 4670

Phone: (07) 4131 5417

Fax: (07) 4131 5405

This is the government department
responsible for funding service
providers in the disability field to
run specific programs and services.
There are also a variety of
programs and services delivered by
Disability Services Qld. itself to
meet the needs of children and
adults up the age of 65 with
intellectual impairments.

- Biggenden; Eidsvold; Gayndah;
Mundubbera; Monto – Please
call (07) 4194 2663
- Childers – Please call
(07) 4194 2663

Advice is free and all consultations
are private and confidential.

However, due to limited resources
and time there is a maximum of 15
minutes for each consultation. For
further information about the
Taylor Street Community Legal
Service please call (07) 4194 2663.

LEGAL SERVICES

Legal Aid Queensland

Operating Hours: 8.30am – 5.00pm Monday to Friday

Phone call centre to book in for a session with your name and telephone number

Street Address: 3rd Floor, WIN Tower, Cnr Quay & Barolin Streets, Bundaberg, QLD 4670

Postal Address: PO Box 967, Bundaberg, QLD 4670

Phone: 1300 651 188

Web: www.legalaid.qld.gov.au

Provides:

- Representation in legal matters where a grant of legal aid is made (means/asset/merit/guidelines tests apply)
- Duty lawyer representation in Magistrates Court/Children's Court
- Mediation conferences in family law matters on a grant of legal aid, telephone legal advice for remote areas
- General community education on Legal/Legal Aid issues
- Large range of self-help kits available free-of-charge

Public Trustee

Operating Hours: 8.15am - 5.00pm Monday to Friday

Street Address: 189 Bourbong Street, Bundaberg, QLD 4670

Postal Address: PO Box 860, Bundaberg, QLD 4670

Phone: (07) 4181 0800 or 1300 651 188

Fax: (07) 4181 0850

Email:

pt_bundaberg@pt.qld.gov.au

Web: www.pt.qld.gov.au

The Public Trustee of Queensland administers a large number of deceased estates, and manages the financial affairs of many people who require the assistance of a professional, ethical trustee. This can be due to their age or a physical, psychiatric or intellectual disability. The Public Trustee provides economical and accessible investment, legal and associated services, and acts as an independent and impartial executor, administrator, trustee and attorney. The office assists with enduring powers of attorney, making wills and advice to the public on related issues e.g. guardianship. The Public Trustee is also the trustee for unclaimed money or property in Queensland.

Taylor Street Community Legal Service

The Taylor Street Community Legal Service is a non-profit community service which provides free non-discriminatory legal advice to social-economically disadvantaged people in the Fraser Coast, Bundaberg, North Burnett and Cooloola Coast regions.

All free advice sessions are by appointment only:

- Bundaberg – Please call (07) 4194 2663 (Wednesday)
- Gin Gin – Please call (07) 4130 4630

Department of Communities, Child Safety and Disability Services Regional Office

Operating Hours:

9.00am – 5.00pm Monday to Friday

Street Address:

271 Albert Street (Cnr Adelaide), Maryborough, QLD 4650

Postal Address: PO Box 130, Maryborough, QLD 4650

Phone: (07) 4121 1432

Fax: (07) 4121 1440

Website: www.disability.qld.gov.au

Service Description: Specialist intervention and therapy, individual and family/carer support and accommodation services to eligible consumers. Disability Information Services– Disability Information and Awareness Line: (07) 3224 8444 or 1800 177120. Provides community and services resourcing, development and funding to communities and agencies to provide services for people with a disability.

Endeavour Foundation

Operating Hours:

9.00am – 5.00pm Monday to Friday

Head Office Street Address:

33 Corporate Drive, Cannon Hill, QLD 4170

Head Office Postal Address:

PO Box 3555, Tingalpa, QLD 4173

Reception Phone Number:

(07) 3908 7100

Disability Service Questions:

1800 363 328

NDIS Service Questions:

1800 112 112

Bundaberg Branch Street Address:

9 Nixon Street,

Bundaberg, QLD 4670

Bundaberg Branch Postal Address:

PO Box 1220,

Bundaberg, QLD 4670

Bundaberg Branch:

Phone: (07) 4131 9600

Website: www.endeavour.com.au

Endeavour Foundation is an independent, non-for-profit organisation supporting more than 3,300 people with a disability from more than 230 locations in QLD, NSW, VIC, and SA, and was founded in 1951 by a group of parents to provide education for their children with a disability, unwilling to accept the limitations placed upon them by society. The Bundaberg branch of the Endeavour Foundation provides a post-school option program, learning & lifestyle program, supported employment, drop-in and full-time in-home accommodation support and residential accommodation support.

Impact Community Services

Operating Hours: Monday to

Thursday 8.00am – 5.00pm

Friday 8.00am - 4.30pm

Street Address: 108 Bargara Road, Bundaberg, QLD 4670

Postal Address: PO Box 694,

Bundaberg, QLD 4670

Phone: (07) 4153 4233 or
1800 179 233

Email: mail@impact.org.au

Website: www.impact.org.au

Impact Community Services offer a wide range of support, training and employment programs to help you live life, grow your potential and prosper in your future from new and exciting opportunities. Our team is committed, compassionate and ready to support you; our full host of support services are delivered with a wrap-around approach that can be tailored to your needs. We work with each person individually in a way that suits them.

People with Disability Australia - Advocacy Service

Operating Hours:

9.00am – 5.00pm Monday to Friday

National Hotline Available:

9:00am - 5:00pm Monday-Friday
(Eastern Standard Time)

Phone: (02) 9370 3100

Free call hotline number:

1800 422 015

Telephone typewriter free call:

1800 422 016

National relay service (for hearing impaired): call 1800 555 677 and ask the relay service to call the People with Disability Australia free call national hotline number (1800 422 015) on your behalf.

Email: dris@pwd.org.au

Website: <http://www.pwd.org.au>

Providing FREE disability rights advice information, advice, referral and individual advocacy to any person with disability who lives in the Bundaberg local government area. Family members, carers, disability workers and others can also ask us to assist a person with disability.

Please call the national hotline number to make an appointment to see an advocacy worker in Bundaberg.

Queenslanders with Disability Network (QDN)

Operating Hours: 9.00am - 4.00pm
Monday to Friday

Street Address: 33 Turbot Street,
Spring Hill, QLD 4000

Phone: 1300 363 783 or
(07) 3252 8566

Email: qdn@qdn.org.au

We encourage and support ways for you to have a say and be heard on every day issues and changes to government policy. We aim to connect you with information about the things that matter to you.

Southern Cross Support Services, Inc.

Operating Hours:

8.30am – 4.30pm Monday to Friday

Bundaberg Head Office Address:
Shop 12B, 9 Maryborough Street,
Bundaberg, QLD 4670

Postal Address: PO Box 446,
Bundaberg, QLD 4670

HOUSING

Regional Housing Limited

Operating Hours: 9.00am - 4.30pm
Monday to Friday

Street Address: 30 Tantitha Street,
Bundaberg, QLD 4670

Postal Address: PO Box 540,
Bundaberg 4670

Phone: (07) 4153 1239 or
1300 642 123

After Hours – emergency only
0412 699 087

Fax: (07) 4153 4000

Email: info@regionalhousing.org.au

Website:

www.regionalhousing.org.au

Regional Housing Limited is a not-for-profit company managing emergency, transitional and long term social housing, as well as a range of complimentary support programs. Our services are currently delivered throughout the Wide Bay Burnett region. We aim to reduce homelessness and assist the most vulnerable within our community to improve their lifestyle by providing quality, secure and affordable housing.

IWC Ltd.

Operating Hours: 8.30am - 4.45pm
Monday to Friday
Street Address: 184 Barolin Street,
South Bundaberg, QLD 4670
Postal Address: PO Box 1963,
Bundaberg, QLD 4670
Phone: 1300 492 492
Email: info@iwc.org.au
Website: www.iwc.org.au

IWC offers a range of health and community services for Indigenous and non-Indigenous people across the Bundaberg and North Burnett Regions.

NDIS

IWC is the National Disability Insurance Agency Partner in the Community for Bundaberg region. In this role IWC is the local area coordinator for the NDIS roll out. Phone: 1300 492 492, Option 4, to contact the NDIS team. Phone: 1800 800 110 to check eligibility and join NDIS. The IWC team is available to help with accessing the NDIS.

Julia Carr Occupational Therapy

Operating Hours: 8.30am - 3.00pm
Monday to Thursday
Street/Postal Address: Northside Plaza, Shop 4/90 Gavin Street, Bundaberg North, QLD 4670
Phone: (07) 4152 0088
Fax: (07) 4152 0055

Lotus Psychology Services

Operating Hours: 8.00am – 5.00pm Monday to Thursday
Address: Branyan Clinic, 14 Branyan Street, Bundaberg, QLD 4670
Phone: 1300 791 156
Email: reception@branyan.org.au

Phone: (07) 4153 5887
Fraser Coast Office Address: 3/145 Old Maryborough Road, Pialba, QLD 4655
Phone: (07) 4153 5887
Rockhampton Office Address: 40 Charles Street, Berserker, QLD 4700
Phone: (07) 4153 5887
Email: admin@scss.org.au
Website: www.scss.org.au
Southern Cross Support Services is a registered NDIS provider with a range of services, including Respite, NDIS Plan Management, Support Coordination, Child Protection, 24/7 Supported Accommodation, Independent and Shared Living, Community, Social and Recreational Activities, Assistance with Daily Living/Self Care, Animal Care Program and Personal Development. Southern Cross also coordinates a Family Day Care Service with quality child care within a home-based environment and Family Day Care Educators.

YMCA Disability Services.

Operating Hours:
6.00am – 11.00 am 4.00pm – 7.00pm Monday to Friday
8.00am – 11.00am Saturday
Closed Sunday
Street Address: 7 Quinn Street Bundaberg, QLD 4670
Phone: (07) 4132 8226
Email: bundaberg.communityservices@ymca.org.au

Website: www.bundaberg.ymca.org.au
Facebook: YMCA Bundaberg page
The YMCA of Bundaberg Inc. is a local charity managed by a board of volunteer directors. YMCA Bundaberg provides health and wellbeing services to children and adults including a range of disability services, mental health support services, fitness centres, exercise programs. The YMCA also facilitates 60+ Better Seniors program plus services for vulnerable youth. Disability specific services include in-home support, assistance with daily living, learning and life skills support, social inclusion and community access programs. YMCA Bundaberg delivers a child care and kindergarten service from 39 Woondooma Street, Bundaberg.

EDUCATION & TRAINING

Bundaberg Special School

Operating Hours: 8:00am – 4:00pm

Street Address:

Dr Mays Road, Norville, QLD 4670

Postal Address:

PO Box 5688, Bundaberg West,
QLD 4670

Phone: (07) 4155 5222

Email:

admin@bundaberspecs.eq.edu.au

Website:

www.bundaberspecs.eq.edu.au

Bundaberg Special School provides a quality educational experience for students with a diagnosed intellectual impairment and possible additional disabilities (ASD, physical impairment, hearing impairment and/or vision impairment) from Prep to Year 12. They provide individual programs for learning that are aligned with the P – 12 Curriculum Framework Guidelines for Students with Disabilities and work collaboratively within a multidisciplinary team located at the school consisting of special education teachers, teacher aides, occupational, speech and physiotherapists, autism specialists, nurse, guidance officer, volunteers and administration staff.

Central Queensland University - Inclusion & Accessibility Service

Operating Hours: 8.45am –

4.45pm Monday to Friday

Student Support Centre

Street Address:

6 University Drive,
Bundaberg, QLD 4670

Postal Address:

Locked Bag 3333, Bundaberg DC,
QLD 4670

Accessibility Officer Bookings:

(07) 4930 9456 (Rockhampton
Campus)

Email: accessibility@cqu.edu.au

Website: www.cqu.c.edu.au and
<https://www.cqu.edu.au/student-life/new-students/student-support/accessibility>

If you have a disability, illness, medical or mental health condition and would like support or assistance to complete your TAFE or University studies at CQ University, the Inclusion and Accessibility service can assist you. The Inclusion and Accessibility service aims to minimise barriers and encourage participation in education and training by all students. Reasonable adjustments including exam accommodations and provision of learning materials in alternative formats can be implemented to assist students who have registered with the Inclusion and Accessibility service. All bookings with our Accessibility Officers, including our local officer, are now made through the Rockhampton number.

Phone: (07) 4151 6540

Fax: (07) 4152 8322

Email:

admin@coralcoastpsychology.com.au

Doctors, GPs and Medical Centres, Bundaberg, QLD

An extensive list of Bundaberg doctors, general practitioners and medical specialists with their contact details can be found in the local yellow pages of the telephone directory and using the internet via Google and the following specialised web sites:

www.Healthengine.com.au

www.aussieweb.com.au

These sites can be used to locate services in any regional town or capital city throughout Australia.

Friendlylies After Hours Medical Service

Operating Hours:

Saturday 12 noon – 6.00pm

Sundays and Public Holidays

9.00am-6.00pm

Street Address: 19-23 Bingera
Street, Bundaberg, QLD 4670

Postal Address: PMB 11
Bundaberg, QLD 4670

Phone: (07) 4331 1777

Freecall: 1800 333 730

Fax: (07) 4331 1778

Email:

afterHours@thefriendlylies.org.au

Website:

www.thefriendlylies.org.au

The Friendlylies AfterHours Medical Service is a general medical practitioner clinic that operates on

weekends when your private doctor's surgery is closed.

House Call Doctor

Operating Hours:

Monday to Friday: 6.00pm-8.00am

Weekends: from 12 noon Saturday

and all Sunday to 8.00am Monday

Public Holidays: 24 Hours

www.housecalldoctor.com.au

House Call Doctor is a wholly Australian owned and managed, 100% bulk billed after Hours in home doctor service for all Medicare and DVA card holders with non-life threatening conditions. The service is available in the Bundaberg region and a report is sent to your regular GP the next day. Medication can be provided to get you through the night at no cost to you.

Irlen Clinic

Reading and Dyslexia Clinic – Heather Rawlins

Operating Hours: By appointment

Street Address: 1263 Mt Perry
Road, Gin Gin, QLD 4671

Phone: (07) 4157 1031

Website: <http://www.irlen.com>

and <http://www.aaic.org.au>

The Irlen Method helps those on the autistic spectrum with sensory sensitivities that affect how they see and interact with the world around them. The Clinic provides diagnostic testing and tint selection, reading, dyslexia, migraine and perceptual assistance.

Bundaberg Speech Pathology

Operating Hours: 8.00am-5.00pm
Monday to Friday

Street Address: 93 Woongarra
Street, Bundaberg, QLD 4670

Phone: (07) 4154 2999

Fax: (07) 4152 2115

Email: bbgspeech@live.com.au

Two full time speech pathologists available to access and treat children with ASD. Registered providers for Helping Children with Autism and Medicare.

Bushkids

Operating Hours: 8am - 5pm
Monday to Friday

Street Address: 57 Maryborough
Street, Bundaberg, QLD 4670

Phone: (07) 4152 3799

Fax: (07) 4152 7022

Email:

bundaberg@bushkids.org.au

Website: www.bushkids.org.au

Bushkids is a non-Government not for profit community organisation which offers a range of free allied health services to children and families living in rural Queensland. The Bundaberg Bushkids services include family health support, occupational therapy and speech and language pathology.

Bushkids Early Start Team

Operating Hours: 8.30am - 4.30pm
Monday to Friday

Street Address: 110 Targo
Street, Bundaberg, QLD 4670

Phone: (07) 4111 1655

Email:

ndisbundaberg@bushkids.org.au

Website: www.bushkids.org.au

Bushkids is the Early Childhood Early Intervention (ECEI) partner for the National Disability Insurance Scheme (NDIS) in Bundaberg. The NDIS is a new way of providing support for people with a disability, their families and carers in Australia. Families with a child who has a disability or developmental delay aged 0-6 in the Bundaberg Region can access Early Childhood Early Intervention services through BUSHkids ECEI service.

Community Family Health

Operating Hours: 8.30am - 4.30pm
Monday to Friday

Street Address: Margaret Rose
Centre, 312 Bourbong Street,
Bundaberg, QLD 4670

Phone: (07) 4150 2700

Fax: (07) 4150 2722

Community Family Health provides assessment and information on growth and development for children 0-5 years, offering parents support and enhancing attachment between parents and their children. Hearing assessment service is provided for children 4-18 years.

Coral Coast Psychology

Operating Hours: 8.30am - 5.00pm
Tuesday to Friday

Street/Postal Address: Atlanta
House, 86 Targo Street,
Bundaberg, QLD 4670

Catholic Education Office Diocese of Rockhampton

Operating Hours: 8.00am - 4.30pm
Monday to Friday

Street Address: 143 West Street,
Rockhampton, QLD 4700

Postal Address: PO Box 524,
Rockhampton, QLD 4700

Phone: (07) 4931 3600

Fax: (07) 4931 3700

Email:

reception@rok.catholic.edu.au

Website: www.rok.catholic.edu.au

The Catholic Education Office based in Rockhampton services Bundaberg catholic schools including St. Joseph's Primary, St. Patrick's Primary, St. Mary's Primary and Shalom Secondary College. Information regarding inclusive practices and support for children with ASD can be found by contacting the office or contacting Joanne Gills, Inclusive Curriculum Regional Coordinator, joanne_gills@rok.catholic.edu.au or (07) 4155 8145. Joanne is based in Bundaberg and works across all the Bundaberg Catholic Schools.

Impact Community Services

(See Disability & Support Services Section)

Norville State School—Early Childhood Development Program (ECDP)

Operating Hours: 8:30am - 3:00pm
Monday to Friday

Street Address: Dr. Mays Road,
Norville, QLD 4670

Phone: (07) 4132 6329

Email: wgale3@eq.edu.au

Website: www.norvilless.eq.edu.au

The Norville ECDP is an early childhood development program based at the Norville State School grounds which provides an early childhood educational program to children aged 0-6 years with a disability, including hearing impairment, ASD, intellectual impairment, vision impairment, physical impairment and all medical conditions. Children are provided with assistance to transition to primary school program by the age of 6.

The program is education based and free of charge for children referred by a medical specialist eg a Paediatrician.

TAFE Queensland East Coast - Bundaberg Campus, Disability Services

Operating Hours: 8:30am - 4:00pm
Monday to Wednesday and Friday;

9:00am - 4:00pm Thursday

Street Address: 118 Walker St,
Bundaberg, QLD 4670

Postal Address: PO Box 5252
SCMC, Nambour QLD 4560

Phone: 1300 656 188

Email:

information.eastcoast@tafe.qld.edu.au

www.tafeeastcoast.edu.au

Website:

www.tafeeastcoast.edu.au

TAFE East Coast provides a range of student support services including disability services to assist the inclusion of students with ASD and other disabilities in TAFE Courses. An individual support plan can be arranged and

include access to interpreters, note takers, readers, scribes, tutors and adaptive equipment. Contact TAFE Client Services to arrange a consultation.

The Salvation Army - Tom Quinn Community Centre - Booth College & LINKS Program

Street Address: 8 Killer Street, Bundaberg, QLD 4670
Postal Address: PO Box 5315, Bundaberg West, QLD 4670
Phone: (07) 4153 3557
Fax: (07) 4151 1746
Email:

tqcc.reception@aue.salvationarmy.org

Website:
salvos.org.au/bundaberg/tqcc

Booth College is a registered training organisation (RTO) which provides courses in Hospitality, Horticulture, Retail, Furniture Making, Construction and Business Administration (office administration).

The Community Work Skills Program provides training to students aged 15 years and older in Certificate I in Furnishing, Hospitality, Conservation and Land Management, Certificate II in Furniture Making, Construction and Horticulture, Certificate III in Hospitality, Retail Operations, and Business Administration, as well as short courses in Construction White Card, Chemical Operation Certificate, Responsible Service of Alcohol and Barista.

Walkervale State School— Early Childhood Development Centre (ECDP)

Sessions –
Ages 3+
Monday/Tuesday group,
Thursday/Friday group
12.00 noon - 2.30pm
Ages 0-3
Wednesday Playgroup
8.45am - 11.15am

Operating Hours: 8.00am – 3.30pm
Monday to Friday
Street Address: 46a Hurst Street, Bundaberg, QLD 4670
Phone: (07) 4155 5666
Fax: (07) 4155 5600

Email:
admin@walkervaleless.eq.edu.au
and
the.principal@walkervaleless.eq.edu.au

Website:
www.walkervaleless.edu.au
Walkervale State School offers an ECDP educational program for children aged 0-5 years who have been referred by a paediatrician, speech and language pathologist or occupational therapist. The Head of Inclusion (HOI) is responsible for this program. Children are provided with assistance to transition to a primary school program by the age of 5

HEALTH SERVICES

Ascend Counselling & Therapeutic Services

Operating Hours: 8.30am - 3.00pm
Monday to Thursday
Street/Postal Address: Northside Plaza, Shop 4/90 Gavin Street, Bundaberg North, QLD 4670
Phone: (07) 4152 0088
Fax: (07) 4152 0055
Email:
ascendpsychservices@gmail.com

Audiologist: Astrid Clancy

Operating Hours: 9.30am-12noon
Thursday and Friday
Street & Postal Address: Based at Millbank Medical Practice, 286 Bourbong Street, Bundaberg, QLD 4670 (across the road from Bundaberg Base Hospital).
Phone: (07) 4131 9090
Fax: (07) 4153 6077
Email: astridclancy@gmail.com
Website:
<http://www.astridclancyaudiologist.com.au>

An independent audiology service providing accessible hearing assessment and advice. Hearing assessment for children (from 3 years of age) and adults is bulk billed. No referral required. Results are sent to the individual's own doctor or referrer.

Bridges Health and Community Care

Operating Hours:
8.30am – 5.00pm Monday to Friday

Street Address: 130 Bourbong Street, Bundaberg, QLD 4670
Phone: 1300 707 655 or (07) 4154 2300
Fax: (07) 4154 2699
Email: admin@bas.org.au
Website: <http://www.bas.org.au>
Service provides social, recreational and educational activities for people with mental health disorders. A monthly calendar is available on activities such as art classes, leather work, low impact social fitness and sporting activities. These activities provide an opportunity for people to socialise, have fun, provides respite and improves both physical and mental health.

Bundaberg Child & Youth Mental Health Service

Operating Hours: 8.30am – 5.00pm
Street Address: Bundaberg Base Hospital, Bourbong Street, Bundaberg, QLD 4670
Postal Address: PO Box 34, Bundaberg, QLD 4670
Phone: (07) 4150 2600
Fax: (07) 4150 2639
Website:
<http://www.health.qld.gov.au>
The service provides assessment for children and adolescents up to 18 years of age with mental health concerns, and provides treatment for children and adolescents experiencing serious and/or complex mental health disorders.

Queensland State Government

Department of Communities, Child Safety and Disability Services

Operating Hours: 9.00am – 5.00pm

Monday to Friday

Street Address: Claude Wharton Building, 1st Floor 46 Quay Street, Bundaberg, QLD 4670

Postal Address: PO Box 1047, Bundaberg, QLD 4670

Phone: (07) 4131 5517 or 1800 177 135 (Child Safety After Hours)

Fax: (07) 4131 5612

Web Site:

www.communities.qld.gov.au/childservices/support

Statutory body for child protection and shared family care providers.

Fax: (07) 4131 5405

Website:

www.communities.qld.gov.au/disability/support

Statutory body for disability support services.

EMPLOYMENT SUPPORT

APM Employment Services

Street Address: Level 1, Winn Tower, Cnr Barolin/Quay Streets, Bundaberg, QLD 4670

Phone: (07) 4153 4776

Email: shane.olive@apm.net.au

Website: www.apm.net.au

APM is a Disability Employment Service (DES) which provides services to employers, government and job seekers designed to place people into meaningful employment. They assist with job matching, pre-employment screening and assessment, preparation for work, job placement and post-placement support.

Endeavour Foundation

(See Disability & Support Services Section)

EPIC Assist

Operating Hours: 8.30am – 5.00pm Monday to Friday

Street Address: 17 Targo Street, Bundaberg, QLD 4670

Postal Address: PO Box 835 Bundaberg, QLD 4670

Phone: (07) 4151 7827

Freecall: 1300 374 256

Email: info@epicassist.org

Website: www.epicassist.org.au

EPIC Assist is an Employment Support Service (ESS) which provides employment assistance from a holistic framework. This includes individualised training, skill development and mentoring

to motivate and prepare individuals for employment.

Epic Assist is a registered NDIS provider with an employment focus.

Impact Community Services

IMPACT is a Disability Employment Service (DES) Provider through the Job Futures, Ltd. national network. Visit www.jobfutures.com.au to find out more about this network of DES providers.

(See Disability & Support Services Section for more information about IMPACT)

STEPS Group Australia: STEPS Employment Solutions (STEPS Disability QLD, Inc.)

Office Hours: 9:00am - 5:00pm Monday to Friday.

Street Address: Shop 3/2 Bourbong Street, Bundaberg, QLD 4670

Postal Address: PO Box 2059, Bundaberg, QLD 4670

Phone: (07) 4150 1900

Fax: (07) 4150 1919

Email:

bundaberg@stepsgroup.com.au

Website:

www.stepsgroup.com.au/employment/

Steps Disability Qld Inc. is a Disability Employment Service (DES) provider in Bundaberg, Childers and Gin Gin and is a not-for-profit employment and training organisation established to assist people with a disability to be active and contributing members of their communities. STEPS Employment

aims to identify and secure jobs in open employment for people with a disability and provide ongoing support on the job. If a person with a disability is interested in finding work, referral can be made by phoning 4150 1900 to arrange an interview to determine eligibility. Disability Employment Services (DES) offer a range of services to support your individual needs, including:

- help to prepare for work, including training in specific job skills
- job search support, such as resume development, training in interview skills, and help in looking for suitable jobs
- support when initially placed into a job, including on the job training, co-worker and employer support
- ongoing support in a job if required
- the purchase of vocational training and other employment-related assistance
- access to help with workplace modifications, support services, and Auslan interpreting in the workplace

There are 2 types of Disability Employment Services:

1. **Disability Management Service (DMS)**

This service is for people with disability, illness, or injury who need the help of an employment service but do not

expect to need long-term support in the workplace.

2. **Employment Support Service (ESS)**

This service is for people with a permanent disability and with an assessed need for longer term, regular, ongoing support in the workplace.

IWC Ltd

Operating Hours: 8.30am-4.45pm
Monday to Friday
Street Address: 184 Barolin Street,
South Bundaberg, QLD 4670
Postal Address: PO Box 1963,
Bundaberg, QLD 4670
Phone: 1300 492 492
Email: info@iwc.org.au
Website: www.iwc.org.au
The current Partner in the
Community delivering Local Area
Coordination (LAC) services in
Bundaberg is IWC Ltd.

Choice Passion Life

Opening Hours 8.30am-4.30pm
Street Address: 4 Adams St,
Bundaberg West, QLD 4670
Phone: 07 4153 1923 or 1800 959
823

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. Previously known as the Cerebral Palsy League, but now CPL stands for Choice, Passion and Life.

Therapy and Health Services

Receive personalised therapy services in your home, at school or work and in the community.

Our allied health services for children include:

- Occupational therapy – make daily tasks easier
- Physiotherapy – improve your movement
- Speech pathology – improve your speech and communication

- Counselling – social support and planning for you and your family
- Early intervention – vital therapy for children aged 0 – 6

Therapy and Disability Support Services for Adults

- In-Home Support & Personal Care
- Community Participation
- Life Skills & Creative Programs
- Disability Employment Services
- Speech Therapy, OT & Physio
- Equipment & Assistive Technology
- Seniors
- Payment & Funding Options
- Train Your Staff

Independent Support Management (ISM)

Opening Hours: 9am-5pm Monday to Friday

Street Address: 35 Electra St,
Bundaberg, QLD 4670

Phone: (07) 4181 1867

Appointments: ndism.com.au

Website: www.ndism.com.au

ISM is a disability services and support service organisation which provides the following:

- NDIS Support Connection
- NDIS Support Coordination
- NDIS Specialist Support Coordination
- NDIS Life Skills and Life Strategy
- NDIS Plan Management

GOVERNMENT DEPARTMENTS & STATUTORY BODIES

Australian Federal Government

Department of Human Services – Centrelink (Bundaberg office)

Operating Hours: 8.30am - 4.30pm
Monday to Friday

Street Address: 26 Woongarra Street, Bundaberg, QLD 4670

Phone: 132 468

Website:

www.humanservices.gov.au

Department of Human Services – Medicare (Bundaberg office)

Operating Hours: 8.30am - 4.30pm
Monday to Friday

Street Address: 26 Woongarra Street, Bundaberg, QLD 4670

Phone: 132 011

Website:

www.humanservices.gov.au

Department of Social Services

Phone: 1300 653 227

Website:

www.dss.gov.au/families-and-children

The Department of Social Services helps to support families and children through funded programs and services.

Scheme (NDIS National Disability Insurance)

Postal Address: GPO Box 700, Canberra, ACT 2601

TTY: 1800 555 677

Phone: 1800 800 110

Website: www.ndis.gov.au

The National Disability Insurance Scheme is being progressively rolled out across Queensland. The National Disability Insurance Agency (NDIA) has now completed its NDIA Partners in the Community Grants for Local Area Coordination (LAC) services for participants aged 7 years and over, until 30 June 2019 in service areas of Toowoomba, Ipswich, Townsville, Mackay and Bundaberg.

Bushkids Early Start Team

Operating Hours: 8.30am - 4.30pm
Monday to Friday

Street Address: 110 Targo Street, Bundaberg, QLD 4670

Phone: (07) 4111 1655

Email:

ndisbundaberg@bushkids.org.au

Website: www.bushkids.org.au

Bushkids is the Early Childhood Early Intervention (ECEI) partner for the NDIS in Bundaberg. NDIS is a new way of providing support for people with a disability, their families and carers in Australia. Families with a child who has a disability or developmental delay aged 0-6 in the Bundaberg Region can access Early Childhood Early Intervention services through BUSHkids ECEI service.

FAMILY SUPPORT & COUNSELLING SERVICES

Bundaberg & District Neighbourhood Centre Inc.

Operating Hours: 9am - 4pm
Monday to Friday

Street/Postal Address:

111 Targo Street,
Bundaberg, QLD 4670

(PARKING AT REAR OF BUILDING)

Phone: (07) 4153 1614

Fax: (07) 4153 1586

Email: info@kenalwynbnc.org.au

Website:

www.kenalwynbnc.org.au

Bundaberg & District Neighbourhood Centre provides a central point for families to access information and referrals. The Centre is a base for many community support groups. Meeting room hire and access to the centre is available 7 days a week. A range of programs to assist families includes the Therapy Services to Bundaberg Independent Schools Program (providing Speech and Occupational Therapies), Bundaberg Migrant Settlement Services, Community Action for a Multicultural Society Program (CAMS), Adult Literacy/Numeracy Program, No Interest Loan Scheme (NILS), Tax Help (tax season only) and Community Outreach Playvan. Contact the Centre for details about other visiting support services.

Bundaberg Family Relationships Centre

Operating Hours: 9am - 5pm;
Monday to Friday. Out of Hours may be negotiated by appointment.

Street/Postal Address: 5 Bingera Street, Bundaberg, QLD 4670

Phone: 1300 885 373 or
(07) 4130 7500

Fax: (07) 3250 4772

Email:

Bundaberg.frc@uccommunity.org.au

Website:

www.familyrelationships.gov.au

Qualified practitioners provide family dispute resolution services to separating parents. The staff will work with parents to help them focus on the children's needs, provide information about the impact of conflict on children, work out parenting arrangements, help families to access information and family relationship services.

We have a library available and a conference room for hire including whiteboard and OHP facilities. Outreach services are available to Hervey Bay, Maryborough and Kingaroy.

Centacare CQ

Operating Hours: 9.00am - 5.00pm
Monday to Friday

Street Address: 79 Woongarra Street, Bundaberg, QLD 4670

Postal Address: PO Box 819
Rockhampton, QLD 4700

Phone: 1300 523 985

Fax: (07) 4927 9209

Email: bundaberg@centacare.net

Website: www.centacare.cq.com
Centacare provides counselling programs and offers therapeutic counselling provided by qualified and experienced counsellors. Services include relationship, family, group and individual counselling, working with children, adolescents and adults, school counselling, early intervention services, community education and employee assistance programs. A free family support service for parents and carers of young people aged 0-17 years and pre-marriage education to all couples from any denomination planning to be married. Community care services offer support for frail aged clients, young people with a disability and their carers. Services include: aged care packages, domestic assistance, social support, respite, transport, assessment and home maintenance.

Community Family Health *(See Health Services Listing.)*

Family and Child Connect

Covers the Bundaberg, Fraser Coast and North Burnett Region
Operating Hours: Monday to Friday 8.30am - 5.30pm
Street Address: 37 Tavistock Street, Hervey Bay, QLD 4655
Phone: 133 264 or (07) 4325 5050
Family and Child Connect is a free community based intake and referral service that provides information and advice to people seeking assistance for children and families where there are concerns

about their wellbeing. The service aims to connect families to the right service at the right time. Families who find themselves in need of support are also welcome to call Family and Child Connect.

Family Law Pathways Network Bundaberg

Operating Hours: 9.30am – 3.00pm Monday to Friday

Street Address:

5 Bingera Street,

Bundaberg, QLD 4670

Phone: (07) 4130 7500

Email:

Bundaberg.frc@uccommunity.org.au

Website:

www.familyrelationships.gov.au

Wheelchair Accessible: Yes

The Bundaberg Family Law Pathways Network covers the broader Wide Bay/Burnett region and aims to foster strong links with local services/providers that operate as part of or alongside the family law system. The Network's role is to enhance collaboration and improve assistance to separated and separating families. We do this through hosting training and professional development events, information sharing and practical delivery of priority projects as identified by the family law sector in the region. All professionals and services operating within the family law system are welcome to become part of the network. Current membership is made up of over 380 individuals, organisations and

families, family care service, domestic violence, financial counselling, gambling help service, training programs and workshops as advertised. Family and relationship service supporting children after separation.

Phone: (07) 4153 6038
Fax: (07) 4153 6052
Email:
patsy.birznieks@sdpqld.org.au

Website: www.vinnies.org.au
Sometimes things come up which make family life challenging. The St. Vincent de Paul Society Child & Family Program provides a Family Intervention Service (FIS) which is committed to helping parents deal with these challenges and learn how to be the best parent they can be. Referral to our service is by the Department of Communities, Child Safety and Disability Services.

STEPS Group Australia— STEPS Care for Carers

Street Address:
3/2 Bourbong Street, Bundaberg,
QLD 4670
Phone: (07) 4150 1900
Email:
janinem@stepsgroup.com.au

STEPS host a Care for Carers program which is open to anyone caring for someone with a disability, mental health or age related illness. A peer support network is provided in a relaxed and confidential and caring atmosphere with fun activities, resilience building workshops and guest speakers. Individual counselling is available free of charge to carers enrolled in the program and can be accessed by appointment in Bundaberg, Childers and Gin Gin.

Bundaberg Parent Carers Group
Meets at The Spotted Dog Tavern –

3rd Monday each month 9.30am-
11.30am

Bundaberg ASD Social for parents of children with ASD to link with peers

Meets at Take the Plunge
Community Café 2nd Friday of each
month 9.30am-11.30am

Childers Group

Meets at Forest View Community
Centre 1st Wednesday 9.30am-
11.30am

Gin Gin Group

Meets at Gin Gin Golf Club 3rd
Monday 9.30am-11.30am

Supported Playgroups

Information available from
Playgroup Queensland:
Phone: 1800 171 882
Fax: (07) 3855 9699
Email: info@playgroupqld.com.au
Website:
www.playgroupqld.com.au

Uniting Care Community (Lifeline)

Operating Hours: Face to Face
Counselling Services– 8.00am –
5.00pm Monday to Friday
Street Address: 3a River Terrace,
Bundaberg, QLD 4670
Phone: 24 Hour Tel. Counselling –
131 114
Office: (07) 4153 8400
Fax: (07) 4153 4949
Email:
bundaberg@ucommunity.org.au
Website:
www.ucommunity.org.au
Uniting Care Community offers
face to face counselling, men and

networks spread right across the
Wide Bay/ Burnett region.

Families Together Intensive Family Support Bundaberg

Operating Hours: 9.00am –
5.00pm Monday to Friday
Street Address: 61 Barolin Street,
Bundaberg, QLD 4670
Phone: 1300 918 857
Families Together is a free service
that provides intensive family
support and helps families to
connect to other support services
to meet their needs. The aim of the
service is to strengthen families to
enable them to thrive as a family
unit. This may be through practical
supports, community connection,
personal support and development
and access to specialist support
services. This may include:
developing parenting skills,
managing children's behaviours,
budgeting and managing money,
managing alcohol, drug and
gambling problems as well as
accessing housing, health care or
other community or government
services.

Supporting Grandparents Qld.

Operating Hours: 9.00am –
5.00pm Monday to Friday
Street Address:
Level 1,
766 Gympie Road,
Chermside, QLD 4032
Postal Address:
PO Box 2376,
Chermside, QLD 4032

Phone: 1300 135 500 (free call)
Email:
grandparentsinfo@lccq.org.au
Website:
www.grandparentsqld.com.au
Grandparents Information is a
Queensland wide confidential and
personalised telephone
information service that provides
information and referrals to
grandparents. Information can be
provided over the phone or posted
to callers from our wide selection
of facts sheets. Grandparents can
be supported to contact services in
their local community.
Information Support Officers
provide information and/or
referrals relating to any topic of
concern including parenting, legal,
financial, social and leisure
activities, family conflict, health,
childcare, aged care, counselling
support.

Horses in Lives

Operating Hours: 7.00am – 5.00pm
Monday to Friday and Saturdays by
arrangement
Postal Address: PO Box 2547,
Bundaberg, QLD 4670
Phone: 0429 623 707
Email: horsesinlives@gmail.com
FB Page:
www.facebook.com/HorsesInLives
Website:
www.horsesinlives.com.au
Horses in Lives provides
counselling to people with the help
of Horses. No riding involved.

Participants practice or learn useful life-skills: can benefit people diagnosed with ASD and/or their carers.

IWC Ltd

Operating Hours: 8.30am-5.00pm
Monday to Friday
Street Address: 184 Barolin Street,
South Bundaberg, QLD 4670
Postal Address: PO Box 1963,
Bundaberg, QLD 4670
Phone: 1300 492 492
Email: info@iwc.org.au
Website: www.iwc.org.au

IWC offers a range of health and community services for Indigenous and non-Indigenous people across the Bundaberg and North Burnett regions.

NDIS

IWC is the National Disability Insurance Agency Partner in the Community for the Bundaberg region. In this role IWC is the Local Area Coordinator for the NDIS roll out. Phone: 1300 492 492, Option 4, to contact the NDIS team. Phone: 1800 800 110 to check eligibility and join NDIS. The IWC team is available to help with accessing the NDIS.

Kids Help Line

Operates 24 hour counselling service
Phone: 1800 551 800
Fax: (07) 3367 1266
Email: admin@kidshelp.com.au
Website: www.kidshelp.com.au
Provides a 24 hour confidential counselling service for 5 to 25 year

olds. The website has helpful information and a referral database to services for extra support. Web Counselling is provided Monday-Friday 10.00am to 10.00pm and Saturday 12pm to 10.00pm Queensland time. Email counselling is also provided through the website.

Parentline

Operating Hours: 8.00am – 10.00pm 7 days a week
Phone: 1300 301 300
Email:
E-parentline@yourtown.com.au
Website: www.parentline.com.au

Parentline is a confidential telephone service aimed at providing professional counselling and support to parents/guardians. 'Helping you to build a happy future for your family'.

Peirson Services

Operating Hours: 8.30am – 5.00pm
Monday to Friday
Street Address: 2 Normanby
Square, Bundaberg QLD 4670
Phone: (07) 4151 2299
Fax: (07) 4151 2247
Email:
Bundaberg@peirsontrust.org.au

Peirson Services provide counselling services to adolescence and youth for ages 5-17 and their families. Peirson Youth Service provides youth worker services to 12-18 year olds who are at danger of disengaging from school, work and family groups as well as youth

who are at risk of harming themselves.

Phoenix House Assoc. Inc.

Operating Hours: 8.30am - 4.30pm
Monday to Friday
24 hour crisis response for individuals recently sexually assaulted.
Street Address: 8 Barolin Street,
Bundaberg, QLD 4670
Postal Address: PO Box 1206,
Bundaberg, QLD 4670
Phone: (07) 4153 4299
Crisis Line: 1800 737 732
Fax: (07) 4153 4117

Email:
admin@phoenixhouse.com.au
Website:
www.phoenixhouse.com.au
Phoenix House provides a comprehensive primary, secondary and tertiary sexual violence prevention programme. Both individual and group counselling is available for children and adults affected by sexual violence. EAT (Equine Assisted Therapy) and IECD (Intensive Early Childhood Development Program) are part of this service.

Intensive Early Childhood Development Program:

The goal of IECD is to provide a multi-generational, socio-ecological, therapeutic, cultural and educational response for children aged 0-6 years, their families and/or carers, where multiple and complex needs are arising. **Bumblebees Therapeutic Preschool** is included within the

IECD program. Other parts of this program include parent education, home visits and education for service providers of young children.

Relationships Australia

Operating Hours:
9.00am – 5.00pm Monday
10.00am – 7.00pm Tuesday
10.00am – 4.00pm Wednesday
10.00am - 7.00pm Thursday
Friday closed.
Street Address:
14 Tantitha Street, Bundaberg,
QLD 4670
Postal Address: PO Box 1094,
Bundaberg, QLD 4670
Phone: 1300 364 277
Fax: (07) 4153 2955
Email:
bundabergadmin@relateqld.com.au
Website:
www.relationships.org.au

Relationships Australia provides relationship counselling, domestic violence prevention, education services and parenting mediation. Counselling fees are available on request, with concessions where applicable. FOCCUS on pre-marriage program and the post-separation parenting program.

St Vincent de Paul Child & Family Program

Operating Hours: 8.30am - 4.30pm
Monday to Friday
Street Address: 18 McLean Street,
Bundaberg, QLD 4670
Postal Address: PO Box 969,
Bundaberg QLD 4670