

Interagency Meeting

Hosted by Bundaberg & District Neighbourhood Centre
Thursday, 18th February 2016

Representatives in Attendance: Lorraine McLoughlin – Bundaberg & District Neighbourhood Centre; Edyta Gradowska - CAMS Bundaberg & District Neighbourhood Centre; David Finnis – Wide Bay Volunteers; Lester Rieschieck – DHS Centrelink; Jacinta Jowett – Jacinta Jowett; Barbara Wilson – Anglicare; Catherine Welch – Phoenix House; Julie Stiler – Phoenix House; Grace Williams – Regional Housing; Ash Tye-Johnson – Bundaberg Regional Council; Cristel Simmonds – Impact;

Apologies: Patti Webb – Settlement Grants Program; David Lawson – Finding the Light Counselling & Coaching; Michelle Newton – DETE.Qld; Andrea Bax – Bundaberg Regional Council;

BUNDABERG & DISTRICT NEIGHBOURHOOD CENTRE

Operates as an information and referral hub for the community and other support organisations. We hire rooms to individuals and organisations for meetings, seminars, training or ongoing tenancy at affordable B

Playgroups:

Fully equipped Mobile Playvan is available for use by other organisations with the goal to maximising the use of this resource for our community. Current sponsorship by Bundaberg Community Development has reduced Playvan usage charges to a small Resources Replacement fee only, and/or fuel replacement for longer trips.

Family and Baby Network host the van at Alexandra Park on the 4th Friday morning of each month. Further information phone Bundaberg Neighbourhood Centre **41531614** or email reception@kenalwynbnc.org.au.

Bundaberg Community Action for a Multicultural Society (CAMS) Program

The Bundaberg CAMS Program is funded by Multicultural Affairs Qld through the Department of Communities, Child Safety and Disability Services to provide a multicultural community worker in the Bundaberg Region to undertake systemic and group advocacy and community capacity building activities to increase the inclusion of people from culturally and linguistically diverse backgrounds in community life and to strengthen multiculturalism across Queensland.

For more information about any of these projects, or to register, **Ph. (07) 4153 1614**, email multicultural@kenalwynbnc.org.au or via the Bundaberg CAMS Program Facebook Page.

Homework Club

The After School Homework Club which provides FREE tuition and family support for primary school and high school students with appropriate support available for English as a Second Language (ESL) students. Shared Afternoon Tea is provided. Students must be accompanied by a responsible adult. Sessions will be held weekly during school terms with a break for school holidays, **3:30pm-5:30pm every Wednesday at the Bundaberg & District Neighbourhood Centre, 111 Targo St, Bundaberg**. For more information or to register a student for placement, or register interest as a volunteer tutor/support worker, please contact Edyta on **4153 1614** or multicultural@kenalwynbnc.org.au

Homework runs every Wednesday 3.30-5.30 during school terms.

Bundaberg Migrant Settlement Services Program

BMSS provides settlement services to the Bundaberg region including Childers and Gin. BMSS is a referral and advocacy service which assists new migrants in the first five years of residency with the Australian way of life and any settlement concerns they might have (formerly Bundaberg Settlement Grants Program).

BMSS is not a migration agent and refers those who require these services to the appropriate persons. However we can assist with the completion of forms for new migrants. For more info, please phone Patti on **4153 1614** or email: sgp@kenalwynbnc.org.au at the Bundaberg Neighbourhood Centre.

CALD Sewing Circle Join us for conversational English and afternoon tea. Learn sewing basics, tricks and shortcuts. How to read a pattern and tips on Getting to know your sewing machine. Places are limited and registration is essential. Please phone Patti on **4153 1614** for details. Each Thursday 12.30pm to 4.00pm.

Literacy & Numeracy Program - run by the Bundaberg & District Neighbourhood Centre for adults wishing to develop or improve their everyday skills. Training is provided by volunteer tutors. Outcomes from participation include preparation for further training, development of everyday number skills, confidence to fill out forms & paperwork, job seeking skills – communication & social skills through group activities.

We follow the school terms with 2 sessions per week Monday and Thursday 9.30am until noon. Where possible and where required we endeavour to continue to provide one-on-one tutoring with individual learning plans drafted in accordance to people's needs and goals and existing skills.

Self-referred clients: \$5.00 enrolment fee plus \$3.00 each session.

Semester based payment packages apply for clients referred by Job Network Agencies.

For more information contact the Neighbourhood Centre on **4153 1614**

Computer Courses for Beginners – Run by the Bundaberg & District Neighbourhood Centre for adults who have little or no computer knowledge but would like to learn. Classes are small and friendly and run regularly. Cost is \$30.00 for a three session course.

For more information please contact the Neighbourhood Centre on **4153 1614**.

NILS (No Interest Loans Scheme) provides interest-free loans for eligible low income earners who may not otherwise have access to a loan facility. Loans of up to \$1200 may be provided for basic appliances, furniture, educational needs or medical aids. Loan repayment is through Centrelink's Centrepay system. Loans are NOT available for bonds, bill repayments, consolidation of debts, emergency relief, car registration or car repairs. Loan application packs are available at the Centre at 111 Targo Street, Bundaberg or by calling **07 4153 1614**.

SPECTACLE SUPPLY SCHEME

Administered by Queensland Health, the service visits the Bundaberg Neighbourhood Centre fortnightly.

Free basic spectacles are available for eligible residents holding relevant concession cards. Spectacle Supply Application Forms are available at the Neighbourhood Centre. Ring the Centre on **4153 1614** for more information.

HARMONY HOUSE – FAMILY CONTACT CENTRE

The Family Contact Centre ensures the smooth changeover of children between separated parents and appropriate contact visits between children and their non-residential parents/guardians.

The service operates at the Bundaberg Neighbourhood Centre every 2nd weekend. Ring Harmony House (Hervey Bay) on **07 4124 1681** for more information.

ALZHEIMER'S AUSTRALIA (QLD)

YOUNGER ONSET DEMENTIA KEY WORKER PROGRAM

About Younger Onset Dementia Younger onset dementia is a term used to describe the onset of symptoms of dementia before the age of 65. Based on research evidence, it is estimated that more than 26,000 people in Australia have younger onset dementia.

About The Program The National Younger Onset Dementia Key Worker Program provides individualised information and support to improve the quality of life for people with younger onset dementia. The younger onset dementia key worker acts as a primary point of contact for people with younger onset dementia, their families and carers. The key worker provides information, support, counselling, advice and helps consumers effectively engage with services appropriate to their individual needs.

This program ensures that the needs of people with younger onset dementia are being met in the community by increasing awareness and education, building capacity in the disability aged care,

community and residential care sectors and improving coordination of services across agencies. Key Workers identify and address gaps in services and build capacity through consultation, networking and collaboration with service providers and consumers.

Eligibility To be eligible for the program, a person must be under the age of 65 when they first make contact with the service or enter the program. This applies to a person who has been diagnosed with younger onset dementia (all forms of), or a person with symptoms of dementia that have not yet been diagnosed.

Where a person has symptoms of dementia but has not been diagnosed, a Key Worker can assist the person in obtaining a diagnosis. People with Mild Cognitive Impairment are also eligible for the Program.

How to access key worker services The best way to access the Younger Onset Dementia Key Worker Program is to call the [National Dementia Helpline](#) on **1800 100 500**.

ANGLICARE - QIDDI

Queensland Illicit Drug Diversion Initiative (QIDDI) provide a one-off two hour session providing education and information to people who have been caught by the police in possession of a small amount of illegal drugs. Referrals are from the police or the court.

Counselling Service

Counselling appointments may be referred for Thursday afternoons and all of Friday.

Contact: Barbara Wilson – bwilson@anglicaresq.org.au – ph. **1300 114397**

AUSTRALIAN RED CROSS BUNDABERG EMERGENCY SERVICES

ARC EMERGENCY SERVICES work within the community to prepare for, respond to and recover from Emergencies. Reaching out to Culturally and Linguistically Diverse people is very important to our core function in Emergency Services.

Contact: Jan Binyon, Team Leader CALD jbinyon@redcross.org.au

BAY “SEE IT ALL”

Quantum Low Vision Clinic is an Australia Wide Organisation, supplier and distributor of equipment for the use of vision impaired and blind people. As Quantum’s Agent, I am available to visit people in their home, on a one to one basis and demonstrate equipment available for vision impaired people at no cost or obligation for the demonstration to the home owner. I also demonstrate to groups – e.g. Retirement Villages, various organisations (Blue Care, Home Care etc.) also under no obligation for the demonstration. I am able to obtain equipment for applicable vision impaired DVA recipients.

Please phone or email me for an appointment.

Margaret Vickers - margaretvickers@bigpond.com Phone: **07 4124 1883** Mobile: **0412473462**

BLUE CARE BUNDABERG ALLIED HEALTH

Blue Care hosts group information/education/support sessions for people aged 65yrs and older who have a chronic health condition such as heart disease, diabetes, COPD, asthma, arthritis or Parkinsons disease. The groups run for 6 weeks and are held at various times throughout the year. Referral from GP or other health service provider is required. Cost \$5 per session. Call **41530521** for further details

1A River Terrace Millbank (Allied Health Building is between Lifeline Counselling centre and Riverlea Nursing Home) **Phone: 41530521** - h.zigterman@bluecare.org.au

BOMNET – BUNDABERG OLDER MEN’S NETWORK

Is an organisation of Older Men Supporting Older Men in Bundaberg.

BOMNET Drop in Centre is every Tuesday between 9.00am and 12.00pm at Stadium Kitchen YMCA, 7 Quinn Street Kepnock. Join us for a cuppa and a chat. In a quiet, private, safe environment. If you're feeling lonely, isolated, depressed, or just seeking friendship, pop in and say "g'day". Find us on FACEBOOK! Phone John Balding on **41542452** for more details, or email johnbalding@bigpond.com.

BRIDGES HEALTH & COMMUNITY CARE

Bridges Health and Community Care has a range of programs including Bridges Psychology Practice, Partners In Recovery, (Bundaberg, Gin Gin and the North Burnett), Bridges Drug and Alcohol Service (Bundaberg, Fraser Coast and the North Burnett), Bridges Youth Counselling Service, Family Mental Health Services and Support (North Burnett), Bridges Mental Health Outreach Program and Bridges Mental Health, Rehabilitation and Recovery Service which is a centre based service at 341F Bourbong Street, Bundaberg For more information, please contact MHRRS on **Ph: 1300 707 655**

BUNDABERG ASD SUPPORT GROUP (BASDSG)

A volunteer group established 20 years ago by local community members, providing support to individuals with Autism Spectrum Disorder (ASD), their partners, parents / carers, siblings and other family members. The group invites you to attend their **Coffee & Chat sessions** at Take the Plunge Cafe on the 2nd Friday of every month. Community organisations are welcome to join as guest speakers or just to meet with families in the local community. For more information contact group Secretary Norelle on bundabergasd@hotmail.com, **Ph: 0432 284 700 or 4155 1683**, or via PO Box 5034, Bundaberg West Qld 4670. The group is also contactable via Facebook under Bundy's ASD Spot.

BUNDABERG BAPTIST FAMILY DAY CARE SCHEME

Child Care

Home based child care in a family environment. Bundaberg Baptist Family Day Care Educators deliver qualified professional child care and education in a family focussed environment in their own home.

- Home-based child care in a family environment
- Stimulating and developmental stage appropriate learning environments, supporting children to be confident and involved learners with appropriate levels of safety and risk.
- The service of Co-ordinators who give support and advice to FDC Educators and Families

Families are able to obtain flexibility in hours and types of care:

- Occasional care
- Regular, part-time care
- Full day care
- Extended hours for shift workers
- Before and after school care
- Vacation care
- 24 hour care
- Care for children with diverse needs
- Non-work related care

Excellent Award

The Bundaberg Baptist Family Day Care Scheme is one of two Family Day Care Services in Australia, to be awarded the 'Excellent Rating' by the Australian Children's Education and Care Quality Authority (and the only service in Bundaberg to be awarded this level). This rating is the highest rating a child care service can achieve under the National Quality Framework for Early Childhood Education and Care.

Through working with the community, our service demonstrates outstanding leadership that contributes to the development of the community, the local area and the wider education and care sector. Our service

has built strong relationships with the local community to help deliver specialist programs that empower families and strengthen learning outcomes for children.

Childcare Vacancies

Limited childcare vacancies currently exist with our service, please contact us with your child care needs.

Become a Family Day Care Educator!

Thinking about what 2016 may bring? Time for a career change or time to start working for yourself?! If you love working with children and have the drive to run your own business then being an educator with family day care may be for you! Contact us for more info or visit the website to download an information booklet and application form.

Kids in Cars

The Kids in Cars initiative is open to families living in Bundaberg and includes installation appointments on Wednesdays from 8am at the Family Day Care Office. The service includes:-

- Installing of own or loaned car restraint
- Recommending suitable positioning
- Altering restraint strap heights
- Installing accessories such as extension straps

Car restraints are also available for loan for newborn babies through to children up to 7 years of age. If you know of any families who would benefit from this service please ask them to contact our office. For more information phone me at the office, email or visit our website: www.familydaycarebundaberg.com.au.

Visit: 14 Fitzgerald Street, Bundaberg

Phone: (07) 41529233

Email: info@familydaycarebundaberg.com.au

Website: www.familydaycarebundaberg.com.au

HIPPY

At this time we are actively seeking expressions of interest for HIPPY 2016 enrolments. All families in Bundaberg with children aged 3 1/2-4 years of age are eligible to enrol, however we would love to see more ATSI families and families who are not currently engaged with early learning centres enrolled.

You can contact Jenny our Hippy Coordinator by phoning **41529233** or emailing hippy@familydaycarebundaberg.com.au

BUNDABERG CENTRAL MENS SHED ASSOCIATION INC

Generally men are reluctant to talk about health issues, the shed atmosphere encourages them to speak to other men about this topic. By encouraging this dialogue health issues which otherwise may have been hidden by the individual will be referred to a doctor.

There are a great many talents these men have and are more than willing to pass their skills on to others in the group or community. Machines such as saws, lathes, welders and many more are at the disposal of members. Training is provided on any machinery they wish to use.

Some members would rather have a chat and a cuppa than work on machinery, this is also encouraged as this gives them a reason to come along to the shed instead of falling into depression at home. Many of our members have lost their partners and live alone.

Contact: Ray Sonter – raysonter@bigpond.com – **4152 4406** – 146 Enterprise Street Bundaberg

BUNDABERG FAMILY RELATIONSHIP CENTRE

Information about the effects of family separation is one of the key services of the Bundaberg Family Relationship Centre. The professional staff at the Centre will work with separating parents to help them develop workable parenting arrangements. Staff also refer families who aren't separating but are looking for assistance such as counselling, free legal help and services to assist families

Outreach offices are in Kingaroy, Maryborough and Hervey Bay, however practitioners are able to travel to the North Burnett. A Child Consultant is available to talk and help children explore their feelings about separation.

The staff includes Registered Family Dispute Resolution Practitioners, and an Indigenous Family Support Officer. In addition, a free lending library and resources about dealing with separation, relationships, personal development and parenting are provided for parents and children with many parents stating that these resources are especially helpful. Age appropriate books, CD's and DVD'S are available for loan. Services can be provided in your community, via the phone or at our Bundaberg Office. Telephone us on **1300 885373** for further information or to make an appointment.

BUNDABERG REGIONAL COUNCIL

Sport and Recreation

The Sport and Recreation team at Bundaberg Regional Council produce a weekly E-newsletter and a Bi-monthly Newsletter called Recreate Now. These newsletters provide information on sporting events happening in the community, healthy community initiatives, and stories from sporting clubs and organisations, grants, and other items submitted by the community. If you would like to receive or provide suitable content for these newsletters please email your contact details to sportandrec@bundaberg.gov.au

Bundy Region Connect Newsletter

- Subscribe through Bundy Region Connector council's website.
- Will highlight community themes, services and programs, that month's Bundy Region Connect Learning Calendar, available council facilities and venues, events news and Funding and grants opportunities and services
- Snapshots of new resources, programs and services available in the areas of:
 - Seniors
 - Youth
 - All Abilities
 - Children & Family
 - Mental Wellbeing
 - Cultural Diversity

Bundaberg Region connect – Don't forget to update your details on our Community directory. Please [click here](#) to update. [Click here](#) to add a new listing. Learning Calendar inclusions [click here](#)

Please RSVP to: comdev@bundaberg.qld.gov.au

COMMUNITY GRANTS

The Bundaberg Regional Council provides a Financial Assistance Program to the community. Micro Grants of up to \$1000 are available monthly with the final day for applications on the last Friday of every month.

Community Grants are available three times a year with the final day for applications on the last Friday of June, October and February. We have a Community Grant round due Friday 26 February. We welcome applications from groups, networks and organisations that meet the criteria. We are available to come to you and discuss your application in person.

You will find the information regarding eligibility on the website www.bundaberg.qld.gov.au. If you have any queries please do not hesitate to phone 1300 883 699 or email:

comdev@bundaberg.qld.gov.au

BUSY AT WORK Apprenticeship & Traineeship Services

BUSY AT WORK can answer ALL questions related to Apprenticeships & Traineeships.

Shop 8 Ascot Plaza, 33-35 Takalvan Street, Bundaberg (opposite West School)

Office: **07 4153 7130** – Hours 8.00am to 5.00pm Mon-Fri

Betty Lappin Mobile: **0448 112 839** - betty.lappin@busyatwork.com.au

CENTRAL QUEENSLAND INDIGENOUS DEVELOPMENT (CQID) EMPLOYMENT SERVICES

CQID are a Job Services Australia (JSA) to the Australian Government. We are a specialist provider in that we specialise in Indigenous Employment however we are able to assist any job seeker under the JSA eligibility. Any job seeker can come to see us about getting our help to gain fulltime sustainable employment – locally or away.

We run a job search program once a month with an Indigenous focus.

CQID Employment Services office is the “home” for the artwork of Chernée Sutton – young local Indigenous artist. Contact details: **Ph. 4153 1222**

COMLINK

ComLink provide Transport & Direct Care Services which include Domestic Assistance, Respite Care, Personal Care & Social Support to eligible HACC clients 65+ or indigenous 50+ We currently have vacancies in all areas.

www.comlink.org.au - 43 Svensson Street Bundaberg - **1300 761 011**

Dawn Mathison - dawnm@comlink.org.au - Jodie Beck - jodieb@comlink.org.au

CPL BUNDABERG (CEREBRAL PALSY LEAGUE)

CPL Bundaberg is now offering more places in their Life Skills Program (LSP). This program is designed and tailored to meet the learning needs and skill levels of each individual in the small group. There is ongoing monitoring of skill development during the program with measured outcomes assessed regularly. The LSP is an educational program with the aim of providing real life context learning that ensures the best learning opportunities for each participant, thus enabling them to develop the important life skills to reach their full potential and, to live life as independently as possible within their community. Please contact Chris on **0407 357191** to discuss any aspect of this program that may be potentially of assistance to your clients.

CHURCHES OF CHRIST CARE – Children, Youth and Families (Bundaberg)

Churches of Christ Care (CofCC) provide out of home care placement options for children in need. With three specific provisions of service, aimed at meeting a child’s placement needs, being: Fostering Service, Supported Independent Living Service (SILS) and Intensive Foster Care Service (IFC).

Foster and Kinship Care Service.

This service recruits, trains, and assesses prospective Foster and Kinship Carers. When a person has been approved as a Foster or Kinship carer, CofCC provides them with ongoing support and training and assists them to become part of a larger network of trained Foster and Kinship carers who provide loving and nurturing home-based placement options for children in need.

The Foster and Kinship Care Agency is currently seeking interested applicants to provide foster care:

- Full time
- Respite
- Emergency

To find out more contact 07 4152 0709 or CofCC Website: <http://www.cofc.com.au/care>

Supported Independent Living Service (SILS).

The Supported Independent Living Service is funded for young people aged between 15 and 17 years. Young people must be referred to the program by the Department of Communities. Young people can be male or female and may reside in shared or individual accommodation. The SILS program is designed to assist young people to transition into independent living through the provision of transitional housing and support. Support is focused on the development of independent living skills.

Intensive Foster Care Service (IFC).

The Intensive Foster Care Service provides support to children and young people with complex needs. The service is funded for children and young people.

If you wish to gain more information on Pathway's provision of Services please access our website on:

<http://carepathwaysqld.com.au>
cyfbundaberg@cofcqld.com.au

Contacts: Churches of Christ Care, Child Youth and Families - Service Manager - **Melissa Clarke**
Team Leader - **Amie Joseph**
Case Manager – SILS - Charlene **Koekemoer**
Case Manger – IFC - **Corrie-Anne Gorman**
Phone contact: 07 4152 0709

CENTACARE BUNDABERG

Home maintenance Program

Centacare has funding under **Home Assist Secure** and provides Home maintenance and Home modification for people who hold a blue concession card and are in receipt of the disability or aged pension. This service is available out as far as Monto/Eidsvold.

Home Maintenance and Modification is available for clients who are eligible for the **Commonwealth Home support program** (over 65) with greater needs and Home maintenance for **Queensland Community care** (under 65). Brokerage for clients through their packages if receiving **Home care packages** is also available for Home maintenance and Home modifications Commonwealth Home support program home mods and home maintenance is only available in the 4670 area, We also work in with Homessa in Maryborough should we not be able to service certain areas. Homessa have funding for QCC for home mods

1. Provide information and referral on all home maintenance needs,
2. Offer subsidized assistance
3. Offer security assessments – to ensure that homes are safe and secure.

We can help with minor plumbing, light bulbs and smoke alarms, minor repairs (not beautification) and can also offer subsidy to eligible clients for electrical repair work.

Service waiting time varies depending on service required. Most handyman work can be booked to be completed within 1-2 weeks. Lawn mowing subsidy vouchers for HACC eligible clients – any new applicants will be placed on a waiting list, as voucher distribution is at capacity. All home modifications whether HAS or CHSP require an OT report. CHSP have a co-contribution which is based on the form of pension received and the fee schedule for Centacare.

Contact us on **1300 523985** for more information, or to register for the programs through My Aged care 1800200422.

Contact: Homemaintenance@centacare.net

Centacare Homestay Service

The HomeStay Service identifies families and individuals who are at risk of becoming homeless and provides support to maintain their independent long term accommodation or where there is a need, to access more affordable accommodation.

Brokerage funds must be used in accordance with the *“Guidelines for the use of Brokerage Funds in Specialist Homelessness Services 2011”* and are provided to clients who are homelessness or at risk of homelessness and whose needs have been assessed in the context of case management.

Brokerage is not to be the first or only service provided to the clients.

Brokerage funds are only to be provided in the context of case management. Case plans must demonstrate the use of brokerage as part of a range of strategies to resolve a client's housing and support issues.

The HomeStay Service is delivered to residents of the Bundaberg Regional Council and Fraser Coast Regional Council Local Government Areas.

Debra, Jennifer and Nakayla (Bundaberg)

Debra.Whitfield@bne.centacare.net.au

Jennifer.CooperDurant@bne.centacare.net.au

Nakayla.Murnane@bne.centacare.net.au

Centacare Family & Relationship Service

For more details www.centacare.net – Ph. 1300 523 985

COMMUNITY LIFESTYLE SUPPORT INC

Community Lifestyle Support Inc. locally known as CLS provides services to adults and children within the local Bundaberg, Wide Bay & Fraser Coast regions.

CLS is well known for providing disability services to adults in accommodation support, assistance in maintaining their home, community access.

The Early Childhood Intervention Service (ECIS) based out at the Stepping Stones Therapy Centre has just transitioned into a new model. This model focuses on the allied health professionals supporting the child and family in their natural environments; home, kindy, school. This service is also a registered provider for Better Start and Helping Children with Autism funding.

CLS is also now delivering services that are accessible to all the community –

Triple P Positive Parenting Program will be delivered free to families on Saturday 20th February - families can register or call 4159 3077 for more information.

Tai Chi Tuesdays 5:30 – 6:30 pm \$5 at The Ability Centre.

Studio 2 Forty-Two is a bulk billing psychology service at The Ability Centre, Psychologist Heidi Wood is the Owner/Director of this service. Further information can be obtained by calling the CLS Office.

Contact: Jodi Collings, Clinical Services Coordinator Email: jodi@communitylsinc.com.au

Phone: 07 4`55 6121 – The Ability Centre, Ashfield Road, Kalkie 4670

DEAF SERVICES QUEENSLAND - Wide Bay Region

Cherie Wilkie - Community Development Officer, 26 Wilson Street, Maryborough

Phone 4121 5222 Mobile 0430 227 160 cherie.wilkie@deafsq.org.au

Deaf Services Queensland is a not-for-profit organisation providing support services to thousands of Deaf and hard of hearing Queenslanders. Our head office is in Brisbane with regional services in Toowoomba, Maryborough (Wide Bay), Rockhampton, Mackay, Townsville and Cairns.

Deaf Services Queensland has been providing information, referral, advocacy and community education to the deaf community for over 106 years.

Some of the key services Deaf Services Queensland provide are:

- Auslan Interpreting.
- Australian Sign Language (Auslan) Classes.
- Deafness Awareness Training /Education.
- Community Access: A service for the Deaf and hard of hearing community in Bundaberg held every 2nd Tuesday of the month at the Neighbourhood Centre from 1pm-4pm. This provides practical support (such as help with filling out forms and phone calls) along with advocacy, facilitating referrals to agencies and support in organising interpreters. No appointment necessary.

DEPARTMENT OF EDUCATION, TRAINING & EMPLOYMENT (TRAINING QUEENSLAND)

School to work transition programs for Year 12 students:

2 x School to Work Transition Programs commencing in February 2016 in the Wide Bay area in Transport and Logistics and Health Support Services. Implemented, supported and managed by DET. Programs include work placement and completion of a certificate II qualification. Provides opportunity for Year 12 students to be trained so they are industry aware, prepared and employable upon completing Year 12.

Currently conducting Student Futures surveys with a large cross-section of employers and industries in the Bundaberg and surrounding district. This is to establish local data so the department has industry specific valid data that can be communicated to schools and/or stakeholders. Covers information such as what industries intend to employ in the next 12 months, would consider a local high school as a recruitment source and would use apprenticeships/traineeships for entry level employment

Workforce (WD) meetings with employers to discuss:

- State and Federal funded training programs
- VET Investment Plan
- Student Futures – school to work transition programs – becoming a host employer (if relevant)
- Additional grants and assistance

Please contact Michelle Newton, Senior Field Officer

Phone: 1800 210 210 or by email: michelle.newton@dete.qld.gov.au to set up a time to discuss providing impartial information and support for your business to build on your current workforce strengths and capabilities, plan development opportunities and access training.

DIVERSICARE

We provide training and resources in cross cultural awareness to support Aged Care Service Providers. In addition, we provide information and resources to culturally diverse communities on services relating to Aged Care.

Thana Roysmith – **ph. 07 5491 9644 – mob. 0447 721968** mas.sunshine@diversicare.com.au

EDON PLACE – Women’s Domestic Violence Service Inc

EDON Place provides quality short-term crisis accommodation and supports women and children affected by domestic and family violence. In addition to this EDON Place service inclusions: assistance with a domestic and family ‘Protection Order Application’, Children’s support, Community training and education, Court support and assistance, Crisis Counselling, Emergency relief assistance, Outreach services, Parenting and Children’s programs and Safety upgrades services.

Office Hours: 8.30am - 5.00pm - Monday to Thursday - 8:30am - 3:00pm - Friday

Enquiries - telephone **(07) 4153 6820** or email servicedirector@edonplace.org.au

In an emergency outside office hours telephone **000** or DV Connect **1800 811 811**.

FINDING THE LIGHT COUNSELLING & COACHING

We are a fee for service organisation providing services that Medicare does not cover utilising the approaches of counselling and life counselling to assist our clients in the following areas:

- Couples Counselling
- Trauma
- Suicide
- Conflict resolution
- Critical Incident Debriefing
- Men’s issues
- My Personality Explained

- Preparation for marriage
- Employee Assistance programmes

Our aim is to return phone calls within 2 hours during business hours and to offer face to face appointments no later than 7 business days of returning a call.

We have appointments nightly during the week from 5 to 7 pm and Saturday mornings 9-12

David Lawson - findingthelight@bigpond.com **0407 585 497**

FOUNDATIONS CARE

Foundations care is a Foster care service that supports carers and children young people in our General and Intensive programs.

We are currently looking for more foster carers in the area, both fulltime carers and respite carers who assist the primary carers.

Shop 8 (Saltys Arcade) 47 Bourbong Street, Bundaberg **Ph. 41516295** email: ktruscott@foundcare.org.au

HEART FOUNDATION

Would you like to help spread the word about heart health? Then join our volunteer community speaker program '*Speaking from the Heart*'! The Heart Foundation in Queensland have written and produced resources with topics including nutrition, active living, warning signs, heart disease risk and cardiac rehabilitation. A training workshop will be held in Bundaberg on Thursday, 16th June 2016. All enquiries should be directed to Sue Hines via email at sue.hines@heartfoundation.org.au.

HORSES IN LIVES

Information: Counselling business using Horses to help people. Short term experiential therapy. 4 to 8 sessions needed. No riding involved. For individuals from 6 yo to 96 yo! Also educational Service teaching people Life everyday Lifes skills.

Location: Bundaberg North

Name and email: Nathalie Phillips, horsesinlives@gmail.com

Position: Director and Founder

Contact: horsesinlives@gmail.com, www.horsesinlives.com.au, www.facebook.com/HorsesInLives, mobile 0429623707

HOUSE CALL DOCTOR

House Call Doctor expanding to Gold Coast 1st December 2015 and to Cairn's/Mackay area in New Year. We are currently operating in the following areas:

Bundaberg
 Hervey Bay
 Maryborough
 Gladstone
 Rockhampton
 Toowoomba
 Townsville
 Brisbane

House Call Doctor is going from strength to strength, with over 12,000 hits on Facebook, over 14,000 patients seen since opened at Easter 2015, over 70 Doctors employed & over 20 HCD vehicles now on road.

Barbara Burstall on barbara@housecalldoctor.com.au

House Call Doctor Service: 13 55 66 Website: www.housecalldoctor.com.au

IMPACT COMMUNITY SERVICES

Skilling Queenslanders for Work

IMPACT is proud to announce our successful application to deliver the Queensland Government's Skilling Queenslanders for Work initiative. Please call to find out more 4153 4233.

Skilling Queenslanders for Work (SQW) has a suite of programs to assist disadvantaged Queenslanders gain current skills. The four programs we now deliver include:

Community Work Skills, which offers tailored assistance to gain nationally recognised skills and qualifications up to a certificate III level. If you have previously completed a qualification this may be your second chance!

Get Set for Work provides intensive employment and training assistance to young Queenslanders aged 15-19 years. It operates three days per week and progresses into a training qualification and employment assistance.

Xtreme Turnabout (Youth Skills) provides a dynamic approach to support 15-19 year olds subject to court orders or bail to gain a nationally recognised qualification. Training that can be completed under SQW is Hospitality, Retail, Business, Aged Care, Home & Community Care, Disability, Horticulture & Construction.

WorkSmart (Ready for Work) assists young people aged 15-24 to transition into the workforce by providing practical skills needed to successfully find work.

Fees including training co-contribution are paid by the SQW program funding. The SQW project is proudly funded and supported by the Queensland Government. IMPACT is a Registered Training Organisation RTO: 0115

New courses start soon at IMPACT

The next accredited course for a Certificate III in Disability starts on Monday February 1. An info session will be held on Wednesday January 27 at 9.30am at IMPACT on Bargara Road.

The Certificate III in Home & Community Care starts on February 15 with an info session being held on Feb 1st.

To enrol or enquire please call 4153 4233.

Funding subsidies are available, ask us how.

- Up and coming courses and vacancies
- Blended and flexible approach to our training services
- RPL
- Cert III Guarantee
- School based pathways
- Volunteers required
- Rebranding and contracts

Construction Training

You can enrol in our Construction training at any time.

Please contact IMPACT Training Services on Ph: **4153 4233**.

The Construction training program provides people who are unemployed with an introduction to the construction industry. This qualification is built around basic construction that integrates skills and knowledge required for the industry. Successful completion will provide you with a nationally accredited qualification in CPC10111 Certificate I in Construction, which will increase employment potential for employment. There is a supported Language, Literacy and Numeracy (LLN) component embedded into the delivery of this qualification. This course is being delivered under the Skills for Education and Employment (SEE) program, which is an Australian Government Initiative.

Wheel of Wellbeing

IMPACT is proud to present the Wheel of Wellbeing, or WoW as we know it, training to the Wide Bay community. Did you know happiness can improve your health? WoW was designed in 2008 in London after research proved how health and happiness is boosted by doing simple day-to-day activities based on body, mind, spirit, people, place and planet, and it can add seven years to your life.

The WoW initiative is a fun and engaging development opportunity that offers tools and know-how for better wellbeing, you are also encouraged to share what you learn among others within your family, friends and working groups so we all benefit in the end.

U CAN Van Street Outreach

IMPACT's U Can Van Street Outreach Service, manned by community volunteers, heads out every Tuesday and Thursday evenings to meet and assist the local homeless and people in need. We aim to be that friendly person that will sit and have a chat, offer advocacy advice and offer some necessary supplies like blankets, toothbrushes and tinned food. If you'd like to learn more, make a donation, or volunteer please contact Becky on **4153 4233**

Community Visitors

If you have a little spare time, would like to make a new friend and change someone's life for the better, talk to us today about volunteering in the Community Visitors Scheme. This friendship program is about linking volunteer visitors with people who live in aged care facilities throughout the Bundaberg and Burnett regions.

Our volunteers take great pride in becoming a regular friendly visitor and enriching the quality of life of these people. Perhaps you'll enjoy have a game of cards, listen to music, play a board game, take a short walk outside, help write letters, reminisce about days gone by or simply have a chat and a cuppa. We ask that you are able to visit a minimum of once a fortnight and spend time doing what you both enjoy.

IMPACT's Community Visitors Scheme is a valuable community volunteering opportunity that has been improving the lives of our isolated aged for more than 22 years. Interested in volunteering? Volunteer opportunities available in: Bundaberg, Monto, Gayndah, Childers and Gin Gin

Ready Set Go!

Friendlyes Cane2Coral (FC2C) is offering an exciting FREE 10 week Lead-in Fitness Program support by Wide Bay Hospital and Health Services in conjunction with YMCA to get you ready for the race. The Ready Set Go program includes weekly or fortnightly training sessions offered at 7 locations around the region – Bundaberg, Hervey Bay, Childers, Maryborough, Gin Gin, Gayndah and Mundubbera. Plus, healthy lifestyle information, training advice, videos and YMCA gym passes (1 per week). *FREE to registered FC2C Participants. Go to www.Cane2Coral.com.au for more information.

Contact: Cristel Simmonds, Business Development Officer Email: csimmonds@impact.org.au

IWC

Available to support, educate, advocate and case manage clients in the community.

Martina Connelly – martinaC@iwc.org.ua

Located at 184 Barolin St, Bundaberg, Qld 4670 Ph: **1300 492 492**

Indigenous Engagement and Participation Program:

The aim of the program is to provide support, guidance and increase knowledge within the wider community. With the provision of a free internet kiosk for Indigenous community members to seek information relating to employment, housing, education and training resources is available. Indigenous Community Links team also provides information/referrals to a range of internal and external services.

The ICL Program networks with array of agencies to assist people with information and resources in order to enable them access to a range of transitional services.

Indigenous Sports and Recreational Small Grant Funds:

The aim of the program is to increase active participation by Indigenous Australians in sport and active physical recreation. To encourage community ownership and management of sport and active physical recreation activities through skills development. The application is open to any Aboriginal and Torres Strait resident of Central Queensland and seeking a contribution to enable participation in a sporting or active physical recreational activity.

For further information on any services that IWC offer, please don't hesitate to contact our office on **1300 492 492** or visit our website www.iwc.org.au

Contact: Jacinda Warner - jacindaw@iwc.org.au or John Wimbus – johnw@iwc.org.au

JILL'S TUTORING

Tutoring services for people with a disability – including: early intervention, literacy, numeracy, life skills (including cooking, shopping, fitness, crafts and social interaction)

Available to teach individuals or groups in 2016.

Focus on individuals' interests and personal skills progress.

For further information, please contact **Jill Lyle** on **0432295516** or at jillcl@iprimus.com.au

LIFELINE

The impact of the floods on the Wide Bay region is still being felt in many unseen ways. Financially the indirect impact on our region has caused financial hardship with the closing of businesses and disruption of living arrangements. The social and emotional impact is of major concern as clients whom resided on and around the Burnett River struggle to resume lives knocked sideways by nature's unpredictable ferocity. As the year progresses, preparation for the summer season also takes precedence. An awareness of our neighbour's troubles in times of difficulties is tantamount to strengthening and sustaining a healthy community. If you are aware that someone near you is struggling with daily conflicts or impact from the floods (either financial difficulties or emotional concerns) ask them to phone UnitingCare Community during business hours on **Ph. 4153 8400** for an appointment with a counsellor or speak with a Telephone Crisis Supporter on **131114** available 24 hours a day.

MISSION PROVIDENCE – WORK FOR THE DOLE PROJECT

2015 – 2020 WORK FOR THE DOLE PROGRAM ~ Mission Providence

Are you a Not for Profit organisation who would like additional resources and assistance with volunteer places or special projects? Then the 2015-2020 Work for the Dole Program may be to help!

Donna Norman, the Work for Dole Coordinator- Wide Bay will work closely with your organisation and Employment Providers to help you host the Work for the Dole program. Through Work for the Dole, you can get access to work-ready people to help you complete a community project, or to provide you with much needed support.

If your organisation is interested in becoming a Host Organisation for Work for the Dole individual placements or have the capacity to offer a group activity or would like to find out more about the Program, please contact Donna Norman, Work for the Dole Project Coordinator – Wide Bay and Sunshine Coast on 0455 091 285 or email: normand@missionprovidence.com.au

MONTROSE

The MontroseAccess team visit Bundaberg three to four times per year. Children must have a primary physical disability with significant support needs to be eligible for MontroseAccess services. Physiotherapy, Occupational Therapy and Speech Pathology is offered to children in an outreach model of service and Social Work is offered to the families and children.

Children who need this therapy support are able to access it via Disability Services or contact Pam Bignold (Team Leader/ Admissions) directly on **07 3881 7900** or pbignold@montrose.org.au. For more information see the website: montrose.org.au

MOTOR NEURONE DISEASE ASSOCIATION OF QUEENSLAND

P: 07 3372 9004 F: 07 3278 9871 M: 0450 212 010

Freecall: 1800 777 175

PO Box 1039, Inala East Qld 4077

www.mndaq.org.au www.facebook.com/mndaq www.twitter.com/MNDQueensland

The Regional Advisor Service is delivered by qualified health professionals, known as Regional Advisors, who have knowledge of MND and extensive experience in the community services sector.

Each Regional Advisor works in a defined area which enables them to develop expert understanding of the services in their region. Regional Advisors navigate the service system for people living with MND to ensure that they are linked in to services that will meet their needs. They are assisted in their role by volunteers who follow up with clients as required.

Regional Advisors meet with newly diagnosed people and their families to provide information about the disease, offer advice and support and make an initial assessment of their specific service and support needs. Ongoing support and advice is provided to meet the individual's changing circumstances.

Regional Advisors also advocate on behalf of people living with MND and provide information, training and advice to agencies and government departments to ensure that the best possible care and support is available.

Contact: Mark Whitley, Regional Advisor on 07 4154 1981 Email: mark@mndaqld.org.au

NEATO EMPLOYMENT SERVICES

Bundaberg Community Admin Support

Bundaberg Community Admin Support (BCAS) is an initiative of Neato Employment Services, funded by the Australian Government. Our replica office provides jobseekers with a real life working environment in a relaxed and supportive surrounding.

Under the supervision of a highly experienced Administrator, they can use their acquired skills and refresh previous knowledge, gaining confidence to enter the workforce whilst giving back to the community.

BCAS is a small group of dedicated volunteers providing a range of FREE administration services to not for profit organisations.

36 Quay Street, Bundaberg – Ph. 41516391; 0429 236 961 - bcasreception@gmail.com

Tracey Smith – tsmith@neato.com.au

My role with Neato Employment Services is sourcing activities for our work for the dole clients to have suitable 26 week activities. Our Activities that we have in the region cross different industries such Hospitality, Food Banks, Retail and Land management projects.

John Upton – jupton@neato.com.au – Ph. 4154 4611

PHOENIX HOUSE

8 Barolin Street, Bundaberg 4670

Phone: 07 4153 4299 Email: admin@phoenixhouse.com.au

Service Director Helena Botros

Counsellors – Lyn Alma & Therese Rich

Aboriginal & Torres Strait Island Family Support Worker – Lavina Little

IECD Community Outreach Worker – Tanya Winter

Current services/program

1. Intensive Early Childhood Development Program
 - Provide counselling for children between 0 – 6 (Other family members can link into counselling with Phoenix House counsellors)
 - Children between the ages of 3 to 5 can access Bumblebees Therapeutic Preschool.
2. Counselling, Community Education & Outreach Support
3. Turn around program for 11 – 17 years old (Youth Justice)
4. Multi-Sensory Room
- 5 Professional Development/Community Education
 - Cultural Awareness Training with Grant Sara on 4th March, 2016.
 - Let's Prevent Abuse – Puppet Show
 - Protective Behaviours Groups

- Phoenix House Information Session
- Trails of Discovery – Equine Assisted Therapy
- Trauma Informed /Building Sanctuary
- We Can Group
- Young Person Group

Contact: Catherine cwelch@phoenixhouse.com.au

Intensive Early Childhood Development Support Program

The aim of the Intensive Early Childhood Development Support Program is to provide a family based therapeutic, educational and cultural response for children aged zero to six years, their families and carers, where multiple and complex needs are arising. This occurs as an outcome of such adversity and trauma as childhood sexual abuse, physical violence and neglect, and domestic and family violence. Just as the IECD program exists within Phoenix House, the Bumblebees Therapeutic Preschool sits with in the IECD program.

What we do:

- . Provide counselling for children 0 – 6 (Other family members can link into counselling with Phoenix House counsellors).
- . Children between the ages of 3 to 5 can access Bumblebees Therapeutic Preschool (Max 9 children)
- . Protective Behaviour Groups
- . Home visiting
- . Protective Behaviour Lessons for children aged 4 to 6 attending day cares or in prep and year one at school.
- . Attending playgroups share information with parents and carers
- . Protective Behaviour Parent and Carer Information session available.

The IECD support team works with children aged between zero and six years, their families and carers who reside within the Bundaberg area, and who require assessment and/or therapy because of a history of harm/suspected harm, or who are displaying harmful behaviours. The family with whom the child is living must be able to be involved in and supportive of therapy as part of a comprehensive therapy plan.

Members of the public are welcome to self-refer or other service providers can complete a Phoenix House referral form.

Contact: Julie Stiler Email: jstiler@phoenixhouse.com.au

ORGANISE YOUR

I would like to introduce myself, I'm Noela the Professional Organiser.

Professional organisers cover a broad range of areas from wardrobes to hoarding. Organisers focus on the functionality of systems and the space they occupy in order to manage possessions, time, information or projects.

My focus is on possessions, I love to see the change in clients as they gain control over and love for their life. Noela Collins – 0487 637 050 – organiseyour@bigpond.com

Q CLINIC – BUNDABERG SEXUAL HEALTH SERVICE

Services provided

As a specialist sexual health clinic, we can provide you with a range of care which includes:

- Testing and treatment of sexually transmissible infections and HIV
- HIV Rapid Testing
- HIV specialist management and care
- Post exposure prophylaxis (PEP)
- Hepatitis C testing and counselling
- Contraception, emergency contraception and pregnancy options
- Ask us your sexuality questions (straight, lesbian, gay, bisexual, transgender or uncertain)
- Screening and certification for sex industry workers

Treatment for genital symptoms or dermatology including cryotherapy for genital warts
Condoms and lube available
Sexual health education and information
Contact tracing and resources
Monthly outreach clinics to the Fraser Coast
We have friendly female staff and your confidentiality is assured.

Opening hours: Monday 8.30am – 3.00pm; Tuesday-Wednesday 8.30am – 5.00pm; Thursday 9.00am – 6.00pm. Appointments preferred.

Margaret Rose Centre, 312 Bourbong Street, Bundaberg Qld. **Ph. 4150 2754**

Contact: BBH-QClinic@health.qld.gov.au

QUEENSLAND AIDS COUNCIL

The QLD AIDS Council is a not for profit organisation funded to reduce HIV and STIs and the LGBTI peak in QLD.

It provides a range of health promotion, consultancy, training and clinical services.

Health promotion information, resources and services are offered for sexual health, mental health (Mind Out program), ageing and Aboriginal and Torres Strait Islander communities (2 Spirits program).

Clinic 30 is an LGBTI specific GP and psychology clinic based in Teneriffe in Brisbane, which also houses the Brisbane Gender Clinic, appointments can be made by calling 30171777.

LGBTI consultancy and training are offered to organisations for a reasonable fee, to support services to become more LGBTI inclusive in their practice. Consultancy can be delivered at an hourly rate or as an intensive 12 months process following the Rainbow Tick LGBTI accreditation standards through How 2 sessions. Training sessions are available for a number of demographic groups within the LGBTI community and several sectors including universities, aged care, families, DV, youth, mental health, A&TSI, and CALD and it is designed to:

- Explore who the LGBTI communities are
- Reflect on our own feelings towards this population group
- Gain a greater understanding of what it is like to life as a marginalised group in Australia today.
- Reflects on the current legislation surrounding discrimination
- Reflects on the specific health issues facing LGBTI people and how to cater to these needs
- Introduces the concept of organisational inclusivity and also personal inclusivity

This training is very interactive with a range of activities and exercises, case studies and DVD footage to introduce and explore this topic in a safe and nonjudgmental way. The focus is on organisational inclusivity, not personal or faith based beliefs.

For more information on training and consultancy email training@quac.org.au

RED CROSS EMPLOYMENT SERVICES

Red Cross Employment Services is a Disability Employment Service provider that aims to assist vulnerable and disadvantaged jobseekers to obtain sustainable employment.

Tom Head – thead@redcross.org.au **Ph: 4154 3928**

REGIONAL HOUSING LIMITED

Regional Housing Limited manages over 450 properties throughout the Wide Bay-Burnett region with a mix of long-term, transitional and crisis accommodation properties under its portfolio. Prospective clients should be registered with the Department of Housing and Public Works.

Further information on this, or any of our programs, can be found on our website

<http://www.regionalhousing.org.au/> and below.

Immediate Supported Accommodation: Please contact **1300 642 123** should you wish to make an appointment to speak to an officer regarding immediate supported accommodation.

Emergency Relief Payments: Please contact **1300 642 123** should you wish to make an appointment to speak to an officer regarding emergency relief. **PLEASE NOTE THIS IS SUBJECT TO FUNDING AVAILABILITY.**

RELATIONSHIPS AUSTRALIA

Services

Victims counselling and support services – Free

Royal Commission counselling services – Free

Relationship counselling – Fee

Family, individual and general counselling – Fee

Family dispute mediation – children and property – Fee

Parenting orders program – Free

Information sessions offered during the year

Fees - \$35 with concession card, \$75 without

Fee relief is available to all clients, no client will be turned away if unable to pay.

Reflections group for men is on hold at the moment

Diana Ward – dward@raq.org.au Ph: **1300 364 277**

RENT CONNECT

RentConnect assists low to moderate income earners find, inspect and apply for a rental home. RentConnect can help people who are able to manage a tenancy but who are struggling to access the rental market due to barriers such as:

- Limited rental history
- Lack of skills, knowledge or understanding of how the private rental market works
- A lack of documents required for private rental applications.

RentConnect officers work with people to identify what type of assistance they may need. They can:

- advise how to find a rental home
- help people to understand the rental application process
- help prepare a rental application.

RentConnect officers can also give information about financial assistance available through the department such as bond loans and rental grants and may also put people in contact with local real estate agents and providers of community services. **Phone: 4131 5990**

RSL HOMECARE

RSL Homecare provide services to DVA Gold Card Holders – personal care, domestic assistance, social support, shopping, nursing care, in home respite & meal preparation. Homefront assessments can also be completed.

If a client does not have a DVA Gold card we can offer a Fee for Service.

RSL Homecare also provides services for Level 2 (CAPS) and Level 4 (EACH & EACH D) packaged care.

Contact details: **1300 775227** – email contactcentre@rslcare.com.au – www.rslcare.com.au

SOUTHERN CROSS SUPPORT SERVICES

Our service is built on providing Purpose, Belonging & Security for people with a disability or mental health issues and/or people who may be experiencing other social barriers. Social acceptance and inclusion do not come via agency effort but by the willingness and commitment of ordinary people.

Our support includes:

- Life Skills Training
- Community Access
- Supported Accommodation
- Animal Assisted Therapy and Farming
- Micro Businesses: Lawn Mowing

We strive to be at the forefront of innovation and support and not settling for mediocrity.
Terry Utting – terry@SCSS.org.au Ph. 41512249

SPECIAL OLYMPICS – BUNDABERG

Special Olympics Bundaberg provides sporting and interactive activities for people with an intellectual disability. Sports currently offered include athletics, basketball, Football (soccer), golf, gymnastics, swimming, table tennis, & ten pin bowling. SO Bundaberg are part of an International Organisation which offers training and competition locally, at Regional, State, National and International levels. They are supported by the Law Enforcement Torch Relay branch of the Police Department who assist in fund raising. Volunteers are welcome at all times and athletes also have the benefit of a Leadership program.

Enquiries to the Secretary via E Mail sylviamcnamara@bigpond.com or phone **4155 2790**

STEPS Care for Carers

STEPS host a Care for Carer program which is open to anyone caring for someone with Disability, Mental Health or Age related illness.

The focus of this program is to provide a peer support network in a relaxed, confidential and caring atmosphere. We incorporate fun activities, resilience building workshops and guest speakers into our group meetings.

The “Carers of young people with a disability” is a group aims to provide support to those caring for a young individual with a disability who may be either at School or transitioning to young Adulthood. This group meets on the 3rd Monday of each month at the Hinkler Shopping Centre Community Room. The “Bundaberg Support Group” meets on the 4th Wednesday of each month at Take the Plunge Community Café.

The “Bundaberg Social Group” meets on the 2nd Wednesday of each month for social activities and fun at The Spotted Dog Tavern. All carers are welcome to attend these meetings.

The “Bundaberg Mental Health” Carers group meets on the 4th Monday of each month at Take the Plunge Community Café.

We also hold meetings in Childers and Gin Gin with all new carers welcome.

Childers meet on the 1st Wednesday at the Forest View Community Centre

Gin Gin meet on the 3rd Tuesday at the Gin Gin Golf Club

All Bundaberg, Childers and Gin Gin meetings are held from 9.30am till 11.30am with morning tea provided.

Individual Counselling is also available free of charge to Carers enrolled in the program. This service can be accessed by appointment in Bundaberg, Childers & Gin Gin.

STEPS Employment Solutions

Steps Employment Solutions is a Disability Employment Service in Bundaberg, Childers & Gin Gin. Steps support people with a disability or health condition to find and maintain ongoing employment through on the job support, support with interview techniques and by using our extensive employer networks to source jobs that may not be advertised to the public.

If a person with a disability is interested in finding work, referral can be made direct by phoning **4150 1900**. An interview will then be arranged to determine eligibility for the program.

For more information please contact Janine Mewburn – janinem@stepsgroup.com.au 3/2 Bourbong Street 4670 Ph 07 41501900

ST JOHN AMBULANCE SOCIAL SERVICES provides the following services to eligible clients:

Transport Access Project (TAP)

St John Ambulance (Qld) Social Services provides safe and affordable door-to-door community transport to medical appointments, shopping, social outings, community activities and visiting family friends.

Registration is required to access our transport services. The service is available in Bundaberg, Maryborough, Hervey Bay and surrounding areas. Please contact 1800 BOOK SJ (**1800 2665 75**) for more information

The Silver Cord

The Silver Cord service provides vital reassurance telephone calls assisting community members, particularly the aged, people with a disability and their carers, to remain at home safely. This service is available throughout Queensland. To find out more, call 1800 SLV CRD (**1800 758 273**).

Lifelink Service

St John Lifelink is a personal medical alarm. Lifelink is suitable for the mature aged, people with ongoing medical conditions, people with poor health or those who want added security. Lifelink operators respond to calls for help 24/7.

Community Engagement Consultant available for Group presentation. Please contact our consultants on socialadmin@stjohnqld.com.au

ST VINCENT DE PAUL SOCIETY

Support Office is open Monday, Tuesday, Thursday mornings, 9 am – 12 pm, located at 18 McLean Street Bundaberg.

Main assistance provided is food and food vouchers. All other assistance, including clothing, household goods and furniture, is dependent on client's circumstances and stock availability. Assistance is not guaranteed.

To access support services clients must have suitable ID and a Centrelink Income Statement.

NILS (No Interest Loan Scheme) is available at the Support Office. To access NILS clients must be interviewed and assessed for eligibility. NILS information and applications can be collected from the office, phone to inquire.

Contact: P: 07 4151 5455 F: 07 4151 1521 E: admin@svdpbundaberg.org.au Web: www.vinnies.org.au

SUNCARE COMMUNITY SERVICES LTD

Suncare Community Services is a Queensland based not-for-profit community care service provider.

Suncare operates centres across south-east and central Queensland including Bundaberg and the North Burnett region.

Community care

Suncare offers a range of home care services to help people remain living in their own homes.

- Domestic assistance, personal care, home and garden maintenance and social support.
- Our home care services in the Bundaberg-North Burnett region are fee-for-service, so may be suitable for those who are ineligible for subsidised support and need short-term assistance or, those who are on waiting lists.
- Suncare Community Services is a Veterans' Home Care provider.

Respite for carers

Suncare operates the Australian Government **Commonwealth Respite and Carelink** (CRCC) service from North Brisbane to Central Queensland (Rockhampton/Longreach). Referrals can be phoned through or email us.

- CRCC assists people who are in a caring role to access and organise subsidised respite care.
- Respite provided through CRCC is for unplanned short-term or emergency needs.
- CRCC registers the carer and care recipient.
- Respite can be provided in-home, in one of our cottages or arranged through other local services.
- Respite through CRCC is subsidised, however a client contribution is applicable.

Who is eligible?

- People of all ages who are acting in a caring role for someone who is aged, has a disability or is living with mental illness.
- A carer is someone who provides regular and sustained care or assistance to another person and who is not paid to provide this care (not including pension or benefit).

Young Carers

- Young Carers program available to school-aged children who are in a caring role in the family.
- Assistance is aimed to helping with respite and other activities that will enable them to stay in school and complete their studies.

Emergency Response Funding (ERF)

- Emergency funding is provided by the Queensland Government Department of Communities, Child Safety and Disability Services.
- Suncare manages ERF funding to provide or coordinate time-limited support for adults and children with a disability, and their families/carers who are experiencing urgent and critical need due to a crisis situation, and who are unable to access any other adequate support services.
- ERF cannot be used to provide recurrent or ongoing support.

QuickCheck4U

Suncare Community Services operates an online national police history check service for businesses and individuals. See www.quickcheck4u.com.au

Office contacts

Area Manager	Tanya Stevenson	Team Leader	Ken Parker
Address	4 Adams Street, Bundaberg Qld 4670	Office hours	8:30 am – 4:30 pm
Email	BunAllStaff@suncare.org.au	Online	www.suncare.org.au
Phone	1800 059 059* business and after hours for CRCC. *Free call except from mobile phones.		
Phone	07 4151 6400 office		

TAFE QUEENSLAND EAST COAST

118 Walker Street, Bundaberg 4670 Phone: 07 4150 5703

The TAFE student services office is now open for enquiries and enrolments. For further study pathway advice and assistance or for those with disabilities wishing to enter into studies, please contact the Student Support Officer.

Year 12 graduates are being offered fee-free programs in various qualifications including Community Services, Aged Care, Education Support, Children's Services, Hospitality, and Kitchen Operations.

The 2016 TAFE Course Guide is now available with qualification in the following industries:

- . Building and Construction;
- . Business and Management;
- . Children's Services;
- . Community Services;
- . Engineering, Automotive and Maritime;
- . Fitness and Outdoor Recreation;
- . Hairdressing and Beauty;
- . Hospitality and Cookery;
- . Conservation and Horticulture;
- . Creative;
- . Digital and IT;
- . Education, Training, and Library Services;
- . Justice and Security;
- . Nursing and Health;
- . Retail;
- . Tourism and Events.

At TAFE Queensland East Coast we believe in supporting our students to achieve their goals. The range of support includes Library Support, Education, Career and Study Pathway Support, Learning Support, Disability Support.

Contact: Student Support Officer, Roslyn McGillivray Ph. **1300656188** or **07 4150 5703**

Roslyn.mcgillivray@tafe.qld.edu.au

Course enquiries: information.eastcoast@tafe.eqld.edu.au

Program guides are available by phoning **1300 656 188** or online at www.tafeeastcoast.edu.au

TAKE THE PLUNGE COMMUNITY CAFÉ

Take the Plunge Community Cafe - "Immerse Yourself"

1/17 Electra Street, Bundaberg

Facebook: Take the Plunge Community Cafe

Phone: 0468 855 449

TAYLOR STREET COMMUNITY LEGAL SERVICE

Advice sessions

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

All free legal advice sessions are by appointment only.

Bundaberg - Please call **4194 2663 (Wednesday)**

Gin - Please call **4130 4630**

Biggenden; Gayndah; Mundubbera; Monto – please call **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 **4194 2663**.

Divorce sessions

Information sessions on Divorce are held monthly in Bundaberg

Topics to be discussed:

- Divorce—What does it mean
- When can I apply for a divorce
- How do I apply for a divorce
- Step by step guide to completing the Application for Divorce Kit
- Divorce hearing date and documents
- Serving papers
- Attending the hearing
- Outcome of hearing
- Getting further help

BOOKINGS ARE ESSENTIAL

To book your place, please call **4194 2663**

Admission is by gold coin donation

TENANTS QUEENSLAND *(formerly Tenants Union Qld)*

TQ Statewide Co-ordinator: Penny Carr

Location: Suite 3, 67 St Pauls Terrace, Spring Hill 4000

Admin Phone: (07) 3832 9447

TQ statewide advice service for tenants

Ph: 1300 744 263

If you are unable to call a 1300 number, or are outside Queensland, you can call the advice service in Brisbane on **07 3832 9403**.

Advice Hours: 9am – 4pm Mon to Friday

Evening advice until 7 pm Tue & Wed

<http://tenantsqld.org.au>

UNITINGCARE COMMUNITY & LIFELINE

At UnitingCare Community in Bundaberg we have several workshops that will be commencing.

Call **41538400** for all inquiries and registration.

Counselling can help people to develop new ways of solving problems and how to manage emotional reactions. They can start to plan for the future and to reconnect to others and the community.

The service is free and we provide outreach to the Bundaberg, Gayndah, and Eidsvold offices. The service is available to anyone who has been impacted either directly or indirectly by the flooding or tornadoes. Counsellors provide information and referral, personal support, individual, family and group counselling, community education and group workshops. Home visits to clients can also be arranged.

We encourage people to contact UnitingCare Community if they would like to talk to someone or have someone visit their group or community. To contact a Lifeline Community Recovery counsellor phone UnitingCare Community on **4153 8400** in Bundaberg or **4140 8880** in Gayndah. Telephone Crisis Supporters are available 24 hours a day, 7 days a week – phone **13 11 14**.

WIDE BAY SOCIAL WORK SERVICES

Suite 18/2b Tantitha Street, PO Box 2466, Bundaberg 4670

P: 07 4154 1981 F: 07 4145 5360 E: info@widebaysocialwork.com.au

www.widebaysocialwork.com.au

Our Accredited Mental Health Social Worker, Mark Whitley (provider number 4990181W) is now accepting referrals for eligible patients under:

- Better Access to Mental Health Care
- Chronic Disease Management (Enhanced Primary Care)
- DVA General Social Work (eg Support with Accommodation & placement, service coordination and facilitating access to community services)
- DVA Mental Health Support

Wide Bay Social Work Services bulk bills all clients upon appropriate referral from GP, psychiatrist or paediatrician.

Appointments for patients are available in our offices or their own home. If an in home visit is required, this should be specified on the referral.

Wide Bay Social Work Services can also offer fee for service options for:

- . Counselling
- . In home respite
- . Social support
- . Future planning

Contact: Mark Whitley - Mark.whitley@widebaysocialwork.com.au

WIDE BAY VOLUNTEERS

Wide Bay Volunteers sources volunteers for member charities and not for profits, for long term or event based needs. We can organise and run events for you. We can also assist you in the management and fostering of volunteering within your organisation which includes corporate volunteering. WBV can hold information days on your behalf to get your message out there.

Our RTO provides cut price training, tutorials and “one on one” sessions. MYOB and our working with technology “one on ones” are the most popular.

WBV is also happy to collaborate to achieve any positive outcome for our community.

Phone 41516644 Email reception@widebayvolunteers.org.au. Web widebayvolunteers.org.au

WOMEN'S LEGAL SERVICES

Women's Legal Service is a specialist community legal centre providing **free** legal and social work services to Queensland women. We assist women in the areas of **family law, child support, domestic violence and child protection**, as well as providing **community legal education** and advocating for **law reform** at both a state and national level.

Women's Legal Service is committed to providing services to women in regional, rural and remote locations throughout Queensland and supporting the work of other service providers already in those areas.

To this end Women's Legal Service provides a regional, rural and remote family law and domestic violence advice line which can be reached by telephoning **1800 457 117**, every **Tuesday from 9:30am - 1:30pm**. The line is blocked to callers ringing from within the Brisbane City Council limits, opening up the line exclusively to regional, rural and remote women.

The service is able to provide a call back facility, if a message is left, and where necessary further, lengthier telephone, Skype or face to face appointments can be made available where a need for such is identified by the Service.

Women living in regional, rural and remote communities are also able to seek assistance through our general family law advice telephone line, **1800 677 278** or **07 3392 0670** between 9.30am - 1.00pm each Monday, Tuesday and Thursday and between 1:00pm - 4:00pm each Wednesday.

In addition, Women's Legal Service continues to provide support to regional, rural and remote women through the provision of online resources. We are pleased to announce a new website for the Service is now "live". The site, www.wlsq.org.au, contains extensive resources, links, news and information about how Women's Legal Service can provide assistance.

Women's Legal Service is also pleased to announce that our 9th edition of "Separation, a Legal Resource" is now available. The publication has undergone extensive rewriting in line with legislative changes. The new publication, steps women through the key legal and welfare issues involved in separation. A free e-book version is available for download via the Women's Legal Service website in the resources section, the link to which is as follows: <http://www.wlsq.org.au/resources/legal-toolkit/>.

Women's Legal Service also regularly delivers free community legal education seminars covering a range of topics around domestic violence and family law at the request of service providers. Women's Legal Service recognises that community legal education is a crucial part of ensuring that our Service reaches as many Queensland women as we possibly can.

If you are interested in Women's Legal Service presenting to your organisation or workplace or if you simply wish to discuss any of the above further please don't hesitate to contact Phoebe Kahlo by email at pkahlo@wlsq.org.au or by telephoning **07 3392 0644**.

YHARS – Youth Housing and Reintegration Service Company – CTC – Capricornia Training Company

YHARS is a free confidential youth housing and after care support service targeting young people between the ages of 12 and 21 who are: Exiting or transitioning from child safety orders, or a period of sentence or remand in youth detention facilities

- Sleeping rough
- At risk of homelessness
- Homeless
- Living in unstable, temporary or inadequate housing

The YHARS program assists the transition into independent living by helping maintain and improve connections between young people, their community, culture and their family by:

- Developing knowledge and skills that foster independent living.
- Providing a supportive, case managed environment that focuses on attitudes and the core values of respect, safety and positive self-esteem; therefore enabling young people to complete their bail or supervised release orders with less chance of reoffending.

- Helping to maintain or improve access to education, training or employment opportunities.

Who can refer to YHARS?

- Youth Justice Service Centres
- Child Safety Service Centres
- Housing and Homelessness Service Centres
- Other Government agencies
- NGOs
- Individuals

To contact a YHARS Youth Support Officer: **Phone: 1300 999 282** or **email: yhars@ctcltd.com.au**

YOUTH SERVICES BUNDABERG

CAFÉ New Menu + Coffee School & Job Club will run from Cafe and Training Centre

Location 46-48 Maryborough St, Bundaberg, Qld 4670

ER By Appointment Ph: **41 532227** Mon – Fri (4670/4671/4660 districts)

Accommodation

The accommodation program has been reduced from 49 beds to 26 since December 2015 as the organisation can no longer sustain the costs. NO referrals will be accepted for clients requiring day to day living supports as staff and volunteers are at capacity. Referrals will still be accepted and intake done on Wednesdays by appointment

Referrals: 41532227 however we anticipate the waitlist and vacancy will move 80% to 95% occupied and waitlist duration from 2 weeks wait to 12 weeks wait (the duration of leases).

Reduced Hours of Youth Worker Support

Wednesdays/Thursdays 9.30 to 2.30 by appointment only

**Next Interagency meeting will be hosted by:
Bundaberg & District Neighbourhood Centre
111 Targo Street, Bundaberg**

[Thursday, 17th March 2016 at 12.30pm](#)