

Interagency Meeting

Hosted by Bundaberg & District Neighbourhood Centre
Thursday 17th August 2017

Representatives in Attendance: Lorraine McLoughlin – Bundaberg & District Neighbourhood Centre; Patti Webb – Bundaberg Migrant Settlement Services, BNC; Iqbal Samra – UnitingCare Queensland; Chris Ashby – UnitingCare Queensland; Lester Rieschieck – DHS Centrelink; Matt Tribodo – Impact (Employment First Aid); Candice Leo – Impact (Employment First Aid); Sharee Middleton – Suncare Community Services; Maija Stewart – Centacare CQ; Joanne Kenzler – Centacare CQ; Kay Woods – Bushkids; Deniese Wilcox – Impact Community Services; Selena Cleveland – Lotus Place CQ; Jade Law – Excelcare; Tracey Darby – IWC; Josh Tanner – IWC; Cristel Simmonds – headspace Bundaberg; Elizabeth Sturgess – Relationships Australia; Cassandra – Edon Place; Margaret Schofield – ACRATH Bundaberg; Janine Bliss – Qld ACRATH; Martin Hill – Bridges Health and Community Care; Amanda Bovingdon – Southern Cross Support Service.

Apologies: Nathalie Phillips – ReLink Australia and Horses in Lives; Rob Kerby – Hervey Bay Neighbourhood Centre; Brian Hayhurst – Wide Bay Community Care Unit; Angie Viridis – UnitingCare Queensland.

BUNDABERG & DISTRICT NEIGHBOURHOOD CENTRE

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 rates.

Playgroups

Fully equipped Mobile Play Van is available for use by other organisations with the goal to maximising the use of this resource for our community. For further information phone Bundaberg Neighbourhood Centre on **07 4153 1614** 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, phone **07 4153 1614** or email multicultural@kenalwynbnc.org.au or via the Bundaberg CAMS Program Facebook Page.

Free Mobile Playgroups

The **free CAMS Mobile Playgroup** welcomes everyone with children from 0 to 5 years old to come along and join us to play, laugh, sing and have fun. The sessions are held from **9.30am to 11.30am** at the Gazebo, Alexandra Park, Quay Street in Bundaberg **every Friday during school terms**. For further details please contact Edyta, CAMS Program Coordinator on **07 4153 1614** or multicultural@kenalwynbnc.org.au.

There is also a **free BNC Outreach Playvan** operating on **Tuesdays from 9.30am to 11.30am, during school terms**, at the Gazebo, Alexandra Park, Quay Street in Bundaberg. This session is for everyone with children from 0 to 5 years old to come along and join us to play, laugh, sing and have fun. For further details please contact the Centre on **07 4153 1614** or email info@kenalwynbnc.org.au.

Bundaberg Migrant Settlement Services Program

BMSS provides settlement services to the Bundaberg region including Childers and Gin 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.

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, Program Coordinator on **07 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 **07 4153 1614** for details. Held each **Thursday 12.30pm to 4.00pm**.

Adult 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 Bundaberg Neighbourhood Centre on **07 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 Bundaberg Neighbourhood Centre on **07 4153 1614**.

Ipad Training

The Bundaberg & District Neighbourhood Centre is offering training in the use of iPads. The classes are small and friendly and are run regularly and cost is reasonable. Come along and discover all the exciting things you can do with an iPad. For more information please contact the Bundaberg Neighbourhood Centre on **07 4153 1614**.

NILS (No Interest Loan 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 **07 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.

ACRATH (AUSTRALIAN CATHOLIC RELIGIOUS AGAINST TRAFFICKING IN HUMANS)

ACRATH is committed to working towards the elimination of human trafficking in Australia, the Asia Pacific region, and globally.

The aims of ACRATH are to:

- raise awareness of human trafficking, its causes and the scope for local action;
- work to ensure the rights and complex needs of people trafficked into Australia are met;
- collaborate with like-minded organisations in Australia, the Asia Pacific region and globally to advocate for measures to address human trafficking.

Contact: Janine Bliss, Qld ACRATH Coordinator

Phone: **0412 185 026**; Email: jbliss@fmm.org.au; or

Contact: Margaret Schofield (Work for home in Bundaberg with Brisbane based Qld Coordinator & group)

Phone: **0438 757 235**; Email: margschofield50@yahoo.com.au

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, 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.

The Younger Onset Dementia Key Worker program can also assist people living with younger onset dementia to access the National Disability Insurance Scheme as it rolls out across Australia.

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 who is undergoing neurological testing for symptoms of dementia.

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** or email qld.youngeronset@alzheimers.org.au

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 – phone: **1300 114 397**

ARGYLE GARDENS RETIREMENT VILLAGE

Residents Committee

Argyle Gardens Village has a residential population of around 400 people living in independent villas and serviced apartments. They have an active Social Group in the Residents Committee who try to involve the residents with events and activities both in and outside the Village. Morning teas often have a speaker, so that the residents can stay up to date with helpful information.

Contact: Sylvia McNamara, President, Argyle Gardens, 90 Twyford St Avoca 4670

Phone: **0400 357 195** or email: sylviamcnamara@bigpond.com

AUSTRALIAN RED CROSS (ARC) 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 Phone: **0409 083 362** Email: jbinyon@redcross.org.au

Address: CALD Unit Bundaberg, PO Box 1754, Bundaberg QLD 4670

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.

Contact: Margaret Vickers - margaretvickers@bigpond.com Phone: **07 4124 1883** Mobile: **0412 473 462**

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!

Contact: John Balding on **07 4154 2452** for more details, or email johnbalding@bigpond.com.

BRIDGES HEALTH & COMMUNITY CARE

Bridges are now your local Mi-Networks provider offering information and support to Families, Carers and community members on advice, referrals and assistance to access help or support for mental health concerns.

Phone Bridges direct on **1300 707 655** or Freecall Mi-Networks **1800 985 944** or call into 61 Barolin Street, Bundaberg. Check out our new website www.bas.org.au

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, Phone: **0432 284 700** or **07 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

Family Day Care is home based education and care provided for in safe, nurturing environments. Bundaberg Baptist Family Day Care Educators provide an accredited high quality childcare service, offering developmentally appropriate programs.

- Home-based child care in a family environment
- Stimulating and developmental stage appropriate learning environments, supporting children to be confident and involved learners

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

- Occasional, regular, part-time or full time care
- Extended hours for shift workers including overnight and weekend care
- Before and after school care as well as vacation care
- Care for babies through to and including school age, including children with additional needs
- Fee support so families can access the care they need, when they need it

With 50 Educators registered and operating in various suburbs in and around the Bundaberg region, families can access these services at locations and times that suit their needs.

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.

Childcare Vacancies

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

Become a Family Day Care Educator!

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.

Kindergarten

FDC Footprints Kindergarten opened in January 2016 as an extended educational experience for Bundaberg children. Since then it has continued to enjoy great success, rated Exceeding the National Quality Standards in early 2017.

FDC Footprints Community Kindergarten believes all children are unique. We aim to encourage children to develop a sense of self-worth and support them in reaching their greatest potential. We encourage children to build independence and confidence and explore the world around them. Our goal for all children is not simply preparing them for school, but to prepare them for life.

Staff encourage children to:

- Explore ways to live a healthy and well-balanced lifestyle;
- Explore and engage with literacy and numeracy in meaningful ways;
- Build an understanding and respect for their own and other cultures;
- Develop friendships and relations;
- Interact positively with others;
- Appreciate the thoughts and ideas of others;
- Confidently explore and interact in the world around them;
- Manage daily routines and transitions;
- Build independence and confidence;
- Persevere with challenges;
- Engage in physical activity.

FDC Footprints Kindergarten delivers a Government approved Kindergarten program, aligned with the Queensland Kindergarten Learning Guidelines. The kindergarten is assessed under the National Quality Framework by the Australian Children's Education and Care Quality Authority.

Their program, delivered by a qualified early childhood teacher and two assistants, operates 15 hours a week for children in the year before they commence Prep. This kindergarten is the only community-based kindergarten in Bundaberg which is open during school holidays – recognising that parents want children to continue to participate in education and care during school holidays.

Anyone interested in viewing the kindergarten is encouraged to drop in and meet the teacher, arrange a tour and start the enrolment process. FDC Footprints Kindergarten is a member of Lady Gowrie Queensland (Central Governing Body), an early childhood organisation approved by the Queensland Government to administer support to approved kindergarten program providers.

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.

HIPPY

A parenting and early education program, namely which is a free home based parenting and early childhood enrichment program for families with children aged 3.5 to 4 years. HIPPY is home based, encouraging a love of learning and preparing children for school. You can contact Jenny our Hippy Coordinator by phoning **07 4152 9233** or emailing hippy@familydaycarebundaberg.com.au for more information.

Bundaberg Baptist Family Day Care Scheme

Visit: 14 Fitzgerald Street, Bundaberg

Phone: **07 4152 9233** or email: info@familydaycarebundaberg.com.au

Website: www.familydaycarebundaberg.com.au

BUNDABERG CENTRAL MENS SHED ASSOCIATION INC

Generally men are reluctant to talk about health issues and 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@iprimus.com.au

Phone: **07 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 885 373** 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 Connect or 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.

BUSHKIDS ECEI NDIS

BUSHKIDS ECEI is the NDIS partner for children 6 years and under.

BUSHKIDS is also the gateway for children experiencing developmental delay. Children do not require a diagnosis or formal referral.

We can offer short term early intervention.

Contact: Kay, Team Leader, BUSHKIDS ECEI NDIS

110 Targo Street Bundaberg

Phone: **41 111 655** or Email: ndisbundaberg@bushkids.org.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)

Hours 8.00am to 5.00pm Mon-Fri

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

CANCER CARE SERVICE

The Cancer Care Service is funded under the Wide Bay Hospital & Health Service; and aims to deliver the highest-quality cancer care. The service provides patients with access to Medical Oncology, Radiation Oncology, Specialist Cancer Care Nursing and Allied Health; delivering support not just to cancer patients undergoing treatment, but also for palliative patients, partners, carers and other members of a patient's support network.

Contact: Chantal Fichera, Senior Social Worker

Hope Street, Bundaberg

Phone **1300 090 760** or email Chantal.fichera@health.qld.gov.au

CANCER COUNCIL QUEENSLAND

Cancer Council Queensland is a charitable organization, providing support to the community in the Wide Bay Burnett and across Queensland.

CCQ Community Support Services

Emotional, Practical, Informational & Educational support is available to anyone affected by cancer by contacting Health Professionals on:

- Cancer Support 131120
- Email at askanurse@cancerqld.org.au
- By contacting Jill Chegwiddden or Linda Medlin, WBB Community Support Coordinator on **4250 4507** or coming in to the local office at 41 Woongarra Street, Bundaberg.

Support Available

Evidence based Brochures and Booklets; Cancer Counselling; Volunteer Peer Support Programs; CCQ Accommodation Lodges; Volunteer Transport; Wig and Turban Service; Legal & Financial Probono Program; Forums designed for people living with cancer or cancer survivors and their families.

CARERS AUSTRALIA QLD

- Available FREE (but not cheap) cultural intelligence training on how to work effectively with your clients from multicultural.
- Available FREE carers support services (carers counselling, carers advocacy for EPAs and will, QCAT or any other legal assistance relevant to caring role, carers advisory hotline, **carers support group every 2nd Friday of each month at 88 Crofton St West Bundaberg**
- Available Carers No Interest Loan Scheme – \$1,200
- Accepting Referrals for ONI assessment of vulnerable clients (those with family carers or no carers) who are affected by mental health issue, chronic medical condition, frail aged, and or living with a disability; especially from a multicultural background.
- Accepting FREE Carers counselling
- Available funding of up to \$12,000 Better Start Program for kids with profound disability aged 0-6 years old.
- Co-founded a series of cultural awareness events in various multicultural cafés for social inclusion, tackling racism, migrant integration, building community network and familiarization of services based at the community/neighbourhood centres. **(Murgon Multicultural Kitchen is 1st Monday of the 3rd month, Mundubbera Diversity Café 1st Wednesday of third month, Hervey Bay 1st Thursday of the month.**

Contact: Maria Liza Edubas-Callaghan – Email: medubas@carersqld.asn.au

Position: Multicultural Training Officer – Workforce Sector Dev't
My Aged Care Portal – Regional Service Assessor (over 65)
CALD Program – Family Carer Support Officer (under 65)

Address: Suite 8 Level 1 Signature Building, 19-21 Torquay Road, Pialba

Telephone: **07 4124 0922**

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 523 985** for more information, or to register for the programs through My Aged care **1800 200 422**. 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 homeless 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.

Contact: Debra, Jennifer and Nakayla (Bundaberg)

Phone: **4131 6871**

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 – Phone: **1300 523 985**

CENTACARE CENTRAL QUEENSLAND

Postal Address: PO Box 1338, Bundaberg QLD 4670

Telephone: **1300 523 985**

Contact: Lauren Redgard, QCCS Case Manager – Email: lauren@centacare.net

Lorene Nicolo, CHSP Case Manager – Email: lnicola@centacare.net

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 Churches of Christ Care 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**

Fostering Team Leader – **Amie Joseph**

SILS/IFC Team Leader – **Corrie-Anne Gorman**

SILS/IFC Case Manager – **Sarah McBead**

Phone: **07 4152 0709**

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.

Services currently available:

ALLIED HEALTH SERVICES – all age groups, with or without a disability. Offering assessments, direct therapy, support with aids and equipment purchases, specialist reports and family based intervention services - via GP referral for Medicare, Department of Veterans' Affairs , CLS are also registered providers to deliver allied health therapy services for children receiving Better Start for Children with Disability and Helping Children with Autism funding. We also provide allied health services without a GP referral via your Private Health Fund and self funding is also an option.

[click link for more information on webpage](#)

EARLY CHILDHOOD SERVICES (0-8yrs)

Providing a range of therapies, such as speech, OT, physio and hydro for children with developmental and intellectual disabilities. CLS are registered providers for Better Start, HCWA and Disability Services Queensland.

HYDROTHERAPY

CLS offers the opportunity to access a heated pool 32-34c with resources for everyone to safely enjoy the benefits of hydrotherapy. This is a therapeutic program with assessments implemented and individual exercise programs developed by an Accredited Exercise Physiologist or Physiotherapist.

POST SCHOOL SERVICES PROGRAM (18+)

A 48 week program to assist young adults and their families' transition from school and to plan for the future. PSSP provides a program to maintain, develop and increase life skills to prepare for independent living and employment. The program facilitates an active peer support network whilst continuing to connect and engage in the local community.

ADULT LIFESTYLE SUPPORT

This program meets Monday to Thursday to access community groups like the U3A, Men's Shed and Impact Choir.

IN-HOME SUPPORT

CLS provides a person centred in-home support service that offers choice and flexibility. CLS assists people in maintaining their independence within the home, family and community.

HOUSING AND SUPPORT PROGRAM (HASP)

Supporting people with independence and improving quality of life in collaboration with the Wide Bay Integrated Mental Health Service.

ACCOMMODATION

CLS supports people with complex care needs within a homely environment. Residents are involved in the day to day management of the house and are supported in maintaining their family, friends and local community connections.

THE ABILITY CENTRE

Our main site at Ashfield Road is transforming into a hub for health and wellbeing.

TADQ Technical Aids for Disability

Make or modify equipment in situations where commercial items cannot be found or are unsuitable.

Triple P Positive Parenting Program

This is delivered by a clinician from our Early Childhood Intervention Service, and is free to families. Families can register or call **4159 3077** for more information.

The Men's Shed

Come and join the local Men's Shed, this group provides peer support to men of all ages with the core objective to improve the health and wellbeing of their members.

Their main activities to date have been furniture restoration and refurbishment for community services groups and the general community.

Studio 2 Forty-Two

Heidi Wood Director/Owner provides a bulk billing psychology service supporting the Wide Bay and Fraser Coast regions. This fantastic service offers life planning, carer support, behaviour management and much more.

For further information on any of these services please call CLS.

Contact: Jodi Collings, Clinical Services Coordinator Email: Jodi.collings@cls.org.au Phone: **07 4155 6121** – The Ability Centre, Ashfield Road, Kalkie 4670

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.

Contact: Dawn Mathison – dawnm@comlink.org.au Jodie Beck – jodieb@comlink.org.au
www.comlink.org.au - 43 Svensson Street Bundaberg **1300 761 011**

CPL BUNDABERG (CEREBRAL PALSY LEAGUE)

CPL Bundaberg is offering 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 Jenny Gelder on **0407 357 191** or jgelder@cpl.org.au to discuss any aspect of this program that may be potentially of assistance to your clients.

DEAF SERVICES QUEENSLAND - Wide Bay Region

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.

Contact: Cherie Wilkie - Community Development Officer, 26 Wilson Street, Maryborough
Phone: **07 4121 5222** Mobile: **0430 227 160** cherie.wilkie@deafsq.org.au

DEPARTMENT OF EDUCATION & TRAINING (TRAINING & SKILLS)

School to work transition programs for Year 12 students:

2 x School to Work Transition Programs 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.

Ongoing Student Futures surveys & Workforce Development meetings conducted across a large cross-section of employers and industries in the Bundaberg and surrounding district.

Surveys: 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 on phone: **1800 210 210** or by email: michelle.newton@det.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.

EDON PLACE DOMESTIC AND FAMILY VIOLENCE CENTRE

EDON Place Domestic and Family Violence Centre provides quality short-term crisis accommodation and supports women and children escaping domestic and family violence. We also provide follow up support and community education.

EDON Place offers services to women and children experiencing domestic and family violence through the Specialist Homelessness Service and the Child, Family and Community Service programs.

These services include:

- Women's Counselling and Support Services
- Children's Counselling and Support Services
- Emergency Relief (by assessment)
- Groups – Programs for Women Rebuilding Their Lives After Domestic Violence
- Assistance Completing Domestic Violence Protection Orders
- Court Based Services
- Home Security Safety Upgrades
- Community Education
- Referrals to Support Agencies

- Parenting Programs
- Preparation of Safety Plans
- Short Term Crisis Accommodation and Support for Women and Children
- Men's Behaviour Change Program

Enquiries - telephone **07 4153 6820** or email admin@edonplace.org.au

Office Hours: 8.30am - 5.00pm - Monday to Friday

Service Director – Lyne Booth

Team Leader Specialist Homelessness Service – Jacinda Warner

Team Leader Child, Family and Community Services – Rhonda Druett

24 Hour Domestic Violence Crisis Services

DV Connect – Women 1800 811 811

DV Connect – Men 1800 600 636 (available between 9am and midnight)

Kids Helpline – 1800 551 800.

EXCELCARE AUSTRALIA

Excelcare offer services in the Bundaberg region under My Aged Care and NDIS. We will endeavour to assist you in accessing the services you require. Enabling you to live independently by utilising all resources available is our main aim at Excelcare. We can offer a range of services such as:

- *NDIS Pre-planning
- *Personal care
- *Domestic Assistance
- *Shopping support
- *Respite
- *Social and community Support
- *Transport
- *Assistance to develop skills with one on one support
- *Assistance with meal preparation
- *Home and Yard maintenance
- *Plus many more!

We explore all avenues possible. Please call Excelcare to discuss your NDIS or My Aged Care plan, or to assess if you're eligible for the NDIS or My Aged Care Services.

Contact: Jade Law, NDIS Coordinator Wide Bay

65 Barolin Street Bundaberg

Phone: **1300 952 273** or email: jlaw@excelcare.com.au

FINDING THE LIGHT COUNSELLING & COACHING

We are a fee for service organisation providing counselling and coaching to individuals, couples and organisations.

Our services to individuals include:

- Counselling
- Relationships
- Life Transitions
- Life Coaching

Our services to organisations include:

- Conflict Resolution
- Critical Incident Debriefing
- Life Coaching
- Employee Assistance programmes

Contact: David on phone: **0407 585 497** or David@findingthelight.com.au to reserve your spot.

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.

Contact: Di Cooper, Service Manager

Shop 5/31 Woongarra Street, Bundaberg, Phone: **07 4151 6295** email: dicooper@foundcare.org.au.

HEADSPACE BUNDABERG

The new **headspace** Bundaberg will assist young people in the community, aged 12 to 25, with mental health concerns, physical health, education support, as well as drug and alcohol counselling.

headspace centres are designed to reduce the barriers young people may face in getting help they need for challenges impacting their wellbeing.

There is no need for a referral. A young person can call to make an appointment, or drop in to talk to our staff about what is going on for them.

headspace is a confidential and professional service that caters to young people in a friendly environment.

66 Woongarra Street, Bundaberg Phone: **4152 3931**

headspace.org.au or facebook.com/headspacebundaberg

Do you know a young person who might be keen to join our team?

The Youth Engagement Committee (YEC) are an energetic and fun team who help develop and deliver headspace to the local community, in particular youth aged 12 to 25 years. If they love helping people, working as a team, creating events, participating in the fun stuff, developing exciting projects, and talking to other young people then they're welcome at **headspace**.

As a volunteer member of YEC they will be asked to attend regular meetings, participate in local events, and join in with the team. In return, we guarantee they will have fun, and get lots of experience in youth mental health services, marketing, events, networking and professional development.

Monthly meetings are usually held after 3pm, go for approximately 1 hour and will be held at the **headspace** offices, 66 Woongarra Street, Bundaberg.

Contact: Cristel at headspacebundaberg@unitedsynergies.com.au or call on **4152 3931** to discuss further.

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.

All enquiries should be directed to Kara Gerritsen via email at Kara.Gerritsen@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 everyday life skills.

Contact: Nathalie Phillips, Director and Founder **Location:** Bundaberg North

Email: horsesinlives@gmail.com, www.horsesinlives.com.au, www.facebook.com/HorsesInLives, mobile **0429 623 707**.

HOUSE CALL DOCTOR

We are currently operating in the following areas: Bundaberg, Gold Coast; Sunshine Coast; Hervey Bay; Maryborough; Gladstone; Rockhampton; Toowoomba; Townsville; Brisbane; Cairns.

House Call Doctor is an **afterhours GP service** that is redefining the home doctor service in Queensland will soon be expanding to other states across Australia. With our service, not only will patients receive treatment when their regular GP/Doctor is closed, but they will also be treated by one of doctors in the comfort of their own home. Just like the old days, we are bringing the traditional "House Call" back.

We are **wholly Australian-owned and managed**, providing medical services across a variety of locations throughout Queensland. In fact, **we now care for Queenslanders in more locations than any other after hours service. We also 100% bulk bill** for all Medicare and DVA card holders, which means no out of pocket expenses for the patient. When it comes to a professional and reliable after hours GP service in Queensland, look no further than House Call Doctor, your trusted choice in after-hours GP care.

House Call Doctor also offers a translation service for non-English speaking patients to ensure that everybody has access to afterhours care.

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

Kurt De Silva, Bundaberg Area Manager – kurt@housecalldoctor.com.au

Business Information: Mobile **0437 056 065**

Address: 22 Commercial Street, Svensson Heights, QLD 4670

IMPACT COMMUNITY SERVICES

GET SET FOR WORK

The Get Set for Work program offers young people aged between 15-19 years' old who have left school an individualised service to maintain an education, participate in quality training and improve employment prospects.

Support includes one-on-one assistance and group activities that assist with skill development and goal setting and helps build effective networks in the community.

Sandy, our Youth Officer will discuss training options such as:

Hospitality, Retail, Business, Individual Support – Ageing, Home & Community & Disability, First Aid, Horticulture, RSA, White Card, Construction. For more information, please contact Sandy our Get Set for Work Youth Officer on **4153 4233, 0447 247 029** or shiggins@impact.org.au

Contact: Deniese Wilcox, Skilling Queenslanders for Work Co-ordinator

108 Bargara Road, Bundaberg

Phone: **07 4153 4233**; Mobile **0447 247 029** or Email DWilcox@impact.org.au

Shine@IMPACT

Book now for our group Shine Program held each Tuesday at IMPACT. Morning session from 9am to 12pm and our afternoon session is from 12:30pm to 3:30pm. Call our office on **4153 4233** or email Fiona on ffield@impact.org.au to register.

Contact: Fiona Field, Disability Services Manager

108 Bargara Road, Bundaberg

Phone: **07 4153 4233** or Email ffield@impact.org.au

The Community Visitors Scheme at IMPACT Community Services

NEEDING VOLUNTEERS WHO CAN COMMIT TO 1 HOUR A WEEK OR FORTNIGHT TO BE A FRIEND TO A LONELY PERSON.

Volunteers in the Community Visitors Scheme visit clients in Aged Care facilities or private homes if the client is receiving a Home Care Package to provide companionship. Many clients do not have family and do not get visitors, and a regular visit greatly enhances their lives. It would also be of great benefit to recruit volunteers of differing cultures and ethnic backgrounds to be matched to clients of similar backgrounds.

Please contact **Heather** if you know anyone within your organisations who would like to experience this rewarding activity, and very much needed in our community.

Contact: Heather Hinsbey, Facilitator of the Community Visitors Program

108 Bargara Road, Bundaberg or Email: hhinsbey@impact.org.au

Phone: **4150 4654** (Direct) Email: hhinsbey@impact.org.au

Employment First Aid

“Employment First Aid” is an initiative of Empowering Youth delivered by IMPACT Community Services.

Our service is to mentor youth between the ages of 15–24 years of age, who are currently in employment, stay in employment. Our team of friendly and professional mentors help young people resolve personal and workplace issues that are affecting their ability to stay in work.

We also support employers by assisting with any concerns they may have with their young employees.

“Employment First Aid” is comprised of a team of 7 experienced consultants who provide a qualitative service to support and mentor our youth in Rockhampton, Bundaberg, Hervey Bay and Maryborough. At “Employment First Aid” we are dedicated to providing your young employees with the skills and tools required to do a great job, so you can spend more time working on your business and not in it. This is a 100% free service to support the community, please check out our website or contact our friendly team on **1800 118 008**.

Contact: Matt Tribodo, Employment Retention Mentor, Employment First Aid - Impact Community Services
108 Barga Road, Bundaberg
Phone: **4153 4222** or email mtribodo@employmentfirstaid.com.au or website
www.employmentfirstaid.com.au.

IRLEN – READING AND DYSLEXIA CLINIC

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.

Operating Hours: By appointment.

Street address: 1263 Mt Perry Road, Gin Gin Qld 4671

Contact: Heather Rawlins – Phone: **07 4157 1031**

Website: www.irlen.com and www.aaic.org.au

IWC

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

Located at 184 Barolin St, Bundaberg 4670 Phone: **1300 492 492** Email: info@iwc.org.au

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.

ICE forum has developed working parties

Provide up to date drug information - Brochures outlining services

Lloyd Brooks - lloyd@iwc.org.au

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

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 **0432 295 516** 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 Uniting Care Community during business hours on phone **07 4153 8400** for an appointment with a counsellor or speak with a Telephone Crisis Supporter on **13 11 14** available 24 hours a day.

LOTUS PLACE CQ

Lotus Place is a dedicated support service and resource centre for adults who as children lived in out-of-home care and adults who experienced sexual, physical, emotional and spiritual abuse in out-of-home care or religious or institutional settings. Services offered include Find and Connect, Forgotten Australians Support Services; assistance with witness statements and support for people with Royal Commission into Institutional responses child sexual abuse.

Contact: Selena Cleveland, CQ Manager – Email: Selena.cleveland@micahprojects.org.au

Address: 159 Denison Street, Rockhampton with outreach to Wide Bay region. Phone: **07 4927 7604**

MAISIE KAUFMANN LEARNING CENTRE

Courses currently offered:

Certificate III in Individual Support (Disability, Ageing or Home and Community Care), 11 places, rolling starts (flyers available).

Driving School Social Enterprise – Trainer Foundation Skills and Driving Lessons for young people aged 17-24. Eligibility criteria apply (flyers available).

71 George Street Bundaberg

Phone: **4154 3412**

Active Plus and Palliative Care

71 George Street Bundaberg

Phone: **4154 3412** or **1800 224 442** or Reggie on **0417 885 729**

Mobility and Medical Equipment Hire

Post-operative Recovery

Daily Living Assistance

Accident or Injury Recovery

General Mobility Assistance

Palliative Care

Reasonable rates (Flyers available)

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 able to help!

Donna Norman, the Work for the 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 Montrose Access team visit Bundaberg three to four times per year. Children must have a primary physical disability with significant support needs to be eligible for Montrose Access 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

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

Each MND Advisor works in a defined area which enables them to develop expert understanding of the services in their region. MND 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.

MND 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.

MND 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 **0450 212 010** Email: mark@mndaqld.org.au

PO Box 1039, Inala East Qld 4077

Phone: **07 3372 9004** Fax: **07 3278 9871** Mobile: **0450 212 010**

Freecall: **1800 777 175**

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

MS QLD

The Central Queensland Regional Service Coordinator is based in Rockhampton and services Rockhampton, Yeppoon, Emerald, Biloela, Gladstone, Bundaberg, Hervey Bay, Maryborough and surrounding areas. The Regional Service Coordinator works collaboratively with clients, health, community and service providers to engage the best possible support available to assist people with MS in addressing their current needs.

Contact: Amanda Johnston, Regional Service Coordinator – Amanda.johnston@msqld.org.au

Centacare Building, 10 Bolsover Street, Rockhampton

(07) 4937 6275; Mob: 0428 984 176 MS Qld InfoLine 1800 177 591

MULTICULTURAL ADVISORY SERVICE, DIVERSICARE

The Multicultural Advisory Service (MAS) is funded by the Department of Health and the Department of Communities, Child Safety and Disability Services, auspiced by the Ethnic Communities Council of Queensland Ltd and managed by Diversicare.

For Multicultural Communities (older people over 65 years and people with a disability, under 65 years and their carers), MAS

- Provide information on community care and aged care services;
- Deliver information session on how to access community care and aged care services;
- Promote and advocate for services to meet the needs of culturally and linguistically diverse (CALD) communities.

For Community Care & Aged Care Service Providers, MAS

- Deliver free cross cultural training workshops;

- Partner with you to promote your services to CALD communities;
- Develop multicultural and multilingual resources to support the provision of culturally appropriate services;
- Provide free consultation working with CALD clients and communities;
- Establish networks and links with CALD communities and your services to facilitate understanding of culturally complex issues of mutual concern;
- Work with you to identify barriers and gaps in current service provision for CALD clients and their carers.

Contact: Thana Roysmith, Multicultural Advisor

49-51 Thomas Street West End 4101

Phone: **07 5491 9655** Mobile: **0447 721 968** Email: mas.sunshine@diversicare.com.au

MY SUPPORT BROKER

I would like to introduce My Support Broker QLD.

MSB provides peer brokerage services for funded customers of the NDIS and Aged Care packages, while supporting training and employment for those wishing to gain the skills needed to establish their own business as brokers. Peer brokers consist of those with lived experience of disability, or their carers.

Our team will visit the interagency group in Bundaberg hopefully for your next meeting. Please do not hesitate to contact us if you need further information.

Contact: Robyn Bryan, Community Development and Training Manager, MSB QLD

Phone: **0428 684 721** or email: robyn@mysupportbrokerqld.com.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 –Phone: **07 4151 6391**; 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 as Hospitality, Food Banks, Retail and Land management projects.

John Upton – jupton@neato.com.au – Phone: **07 4154 4611**

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

PHOENIX HOUSE

- Phoenix House provides individual face to face/telephone counselling and support to children from age 0 upwards, teenagers, and adults, who have been sexually abused.

Additionally, The 'Intensive Early Childhood Development' support program which includes 'Bumblebees Therapeutic Preschool' provides 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. The child may

attend the pre-school, receive counselling or home visits from the IECD Outreach worker. The child's progress, development and interactional patterns will be closely observed. All children accessing the program will be taught about protective behaviours. Contact for the IECD is Sheryl Thompson – Program Co-ordinator – sthompson@phoenixhouse.com.au

- Phoenix House also provides community education on 'Protective Behaviour' and can include a puppet show to primary schools.
- Phoenix House provides an 'Outreach Counsellor' service to the region.
- Phoenix House provides equine assisted therapy and multi-sensory room hiring.

Referrals including self-referrals can be made to Phoenix House.

Contact: Helena Botros - Director - admin@phoenixhouse.com.au

8 Barolin Street, Bundaberg Qld 4670

Phone: **07 4153 4299** Fax: **07 4153 4117** Email: admin@phoenixhouse.com.au

Web Site: www.phoenixhouse.com.au

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. Phone: **07 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 **07 3017 1777**.

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

RECLINK AUSTRALIA

Reclink Australia, a national community organisation providing social inclusion programs and training opportunities for people experiencing complex life issues and/or socio-economic disadvantage.

Reclink Australia has just been successful in obtaining 3 projects in Bundaberg out of the Skilling Queenslanders for work program.

These three projects will deliver training to 110 participants over the next 12 months in either Certificate 1 conservation land management, Certificate 1 in construction, Certificate 3 in community support as well as provide fundamental literacy and numeracy for participants from the Bundaberg community.

These training programs will provide four blocks of full time employment while training and gaining valuable work and life skills on the job site.

Reclink has partnered with MEGT to provide career support and future opportunities for participants as well.

Certificate Training will be provided in partnership with Bundaberg Tafe and the Australian agricultural college.

Please feel free to contact Katie Lewis - Wide Bay Regional Support Coordinator on **0423 794 348** or Email: katie.lewis@reclink.org at any time for further information on recruitment and employment opportunities.

REGIONAL HOUSING LIMITED

Regional Housing Limited manages over 470 properties throughout the Wide Bay-Burnett region including affordable housing through NRAS and award-winning specialist disability housing. On 2 May 2017, Regional Housing Limited were announced the winners of the Leading Housing Development Project – Specialist Disability Accommodation at the 2017 Australasian Housing Institute Professional Excellence in Housing Awards in Queensland. These units provide ultra-modern state-of-the-art housing for people living with disability to Bundaberg and the greater Wide Bay district. This new housing takes accessibility and adaptability to the next level by combining smart and modern (standards based) design, integrated home automation and customisable assistive technologies. All of which ultimately translates to greater independence and a higher quality of life for residents. You can take a virtual tour of one of these units via our website <http://www.regionalhousing.org.au/specialist-disability-housing/>.

In addition to this, we manage a mix of long-term, transitional and crisis accommodation properties under the social housing system. Prospective clients for social housing should be registered with the Department of Housing and Public Works or working with our case managers to obtain registration. Further information on this, or any of our programs, can be found on our website <http://www.regionalhousing.org.au/> and below.

- The Breakfast Stop hosted by RHL and RRT (Rapid Relief Team) for the homeless and those in need held on the first Wednesday of every month from 7:00am to 8:30am. Free haircuts are also available – Bundaberg.
- We continue to experience low demand for two bedroom accommodation and encourage any services to contact us if you have clients that may be eligible.
- Our staff can provide advice on Social Housing to services within the area and can provide support to complete forms for housing assistance. Please contact us if you would like our staff to speak at your team meetings.
- We have housing in the Bundaberg, Hervey Bay, Kingaroy and Murgon areas.
- Emergency Relief – Enquiries regarding food vouchers or rental arrears assistance can be made direct from clients or from services acting on behalf of the client. Please note interviews are appointment based and currently only available one day per week so a telephone call first is essential. Please note ER is subject to funding availability.

- Emergency Housing – Enquiries regarding emergency housing assistance can be made direct from clients or from services acting on behalf of the client. Please note interviews are appointment based. Clients need to bring their ID and income statements and any evidence of their circumstances.

30 Tantitha Street, Bundaberg, Phone: **07 4153 1239** or **1300 642 123** Email: info@regionalhousing.org.au

RELATIONSHIPS AUSTRALIA

Relationships Australia Bundaberg provides a range of services to the local area including:

- Victims of Crimes Support Services
- Counselling for individuals involved with the Royal Commission into Institutional Responses to Sexual Abuse
- Family Dispute Resolution (mediation)
- Parenting Orders Program
- Relationship Counselling

Contact: Elizabeth Sturgess, Team Leader, Phone: **1300 364 277** or Email: esturgess@raq.org.au

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.

Address: 16 Quay Street, Bundaberg 4670

Email: bundaberghsc@hpw.qld.gov.au

Phone: **07 4331 7900** or **1800 809 835** or **1300 137 687** (maintenance enquiries)

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 775 227** – 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.

Email: admin@scss.org.au Phone: **07 4153 5887**

SPECIAL OLYMPICS – BUNDABERG

Special Olympics Bundaberg provides sporting and interactive activities for people with an intellectual impairment. 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 Email sylviamcnamara@bigpond.com or phone **07 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 **first Wednesday** at the Forest View Community Centre

Gin Gin meet on the **third 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 and 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 **07 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 4150 1900**.

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

Transport Access Project Wide Bay (TAP)

St John Ambulance (Qld) Community 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** 1300 ST JOHN (**1300 78 5646**) for more information or

Email : enquiries@stjohnqld.com.au

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, contact 1300 ST JOHN (1300 78 5646) or Email: enquiries@stjohnqld.com.au or silvercord@stjohnqld.com.au

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, Please contact: 1300 ST JOHN (1300 78 5646) or Email: enquiries@stjohnqld.com.au

Social Services – Volunteer Opportunities

Volunteering with St John Ambulance (Qld) Social Services is a great way to get involved in the community, learn new skills and meet new people.

Our Social Services volunteers provide support to the vulnerable people in our community through the following programs:

- Silver Cord Telephone Reassurance Service.
- Transport Access Servicers.
- Health Care program.

Please contact: 1300 ST JOHN (1300 78 5646) or Email: enquiries@stjohnqld.com.au

Community Engagement Consultant is available for Group presentation. Please email our consultant on : helein.cook@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.

Phone: 07 4151 5455 Fax: 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, Respite, home and garden maintenance and social support.
- We deliver home care services in the Bundaberg-North Burnett region as part of the Customer Directed Care Home Care Packages program, Levels 1-4, and as a fee-for-service
- Suncare are also a provider of Short Term Restorative Care packages, the biggest provider of STRC in Australia.
- 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 (Bundaberg, Rockhampton/Longreach). Referrals can be phoned through or emailed to 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 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).

Contact: Sharee Middleton, Support Coordinator – email sharee.m@suncare.org.au; phone **1800 059 059** and web: www.suncare.org.au.

TAFE QUEENSLAND EAST COAST

TAFE Queensland will become one from 1st July 2017.

TAFE Queensland offers Certificate, Diploma or dual university qualification to launch your career, an apprenticeship or traineeship to get you earning while learning, or pathways to and from university, there is something for everyone.

- practical and professional training in your chosen field
- industry-recognised qualifications that will lead you to fantastic job opportunities
- convenient locations across the Sunshine Coast and Wide Bay regions
- high level support
- flexible training options, such as online study.

Fee-free training for Year 12 graduates

If you have finished high school and are wondering what to do next, we can help you start training with us in 2017 for *free if you graduated from year 12 in 2016 in Queensland.

To be eligible for fee-free training, Year 12 graduates need to commence training in a high priority qualification with a pre-approved training provider within the calendar year following the completion of Year 12.

TAFE Student Support Services offer program information, study advice, disability support, and a range of other services to our current TAFE students and prospective students. Call **1300 656 188** to enquiry or make an appointment.

Contact: Roslyn McGillivray. Student Support Officer

Address: 118 Walker Street, Bundaberg

Phone: **1300 656 188** or **07 4150 5703** or Email: Roslyn.mcgillivray@tafe.qld.edu.au

TAKE THE PLUNGE COMMUNITY CAFÉ

Take the Plunge Community Cafe - "Immerse Yourself"

1/17 Electra Street, Bundaberg

Facebook: Take the Plunge Community Café

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 **07 4194 2663**

Gin Gin - Please call **07 4130 4630**

Biggenden; Gayndah; Mundubbera; Monto – 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**.

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 **07 4194 2663**

Admission is by gold coin donation

Contact: Tess Patterson, Coordinator

6/16 Torquay Road, Pialba.

Phone: **07 4194 2663** Email: tscls@bigpond.net.au

TENANTS QUEENSLAND *(formerly Tenants Union Qld)*

QSTARS can assist you with:

- Advice and assistance to understand your tenancy rights and responsibilities
- Support to resolve your tenancy issue
- Helping you to talk to your lessor or agent
- Help to write a letter or fill in tenancy forms
- Help to attend or prepare for a QCAT tenancy tribunal hearing
- Referral to other services if needed

Chief Executive Officer: Penny Carr

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

Admin Phone: 07 3832 9447

TQ statewide advice service for tenants, Phone: **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** or email mail@tenantsqld.org.au.

Advice Hours: 9am – 5pm Mon to Friday, Evening advice until 7 pm Tue & Wed

www.qstars.org.au for tenancy information

THE SALVATION ARMY MONEY CARE

Money Care provides financial counselling, client casework and advocacy, and conduct community education in order to ease the suffering or hardship of people in financial difficulty or crisis, in accordance with The Salvation Army mission and policy, the Doorways model of service delivery, Money Care policy and procedures, as well as to the requirements of the relevant professional accreditation, regulation and funding bodies.

Contact: Wayne Chamberlin, Financial Counsellor at Wayne.chamberlin@ae.salvationarmy.org

1 Takalvan Street, Bundaberg 4670

Postal address: PO Box 155, Bundaberg 4670

UNITINGCARE COMMUNITY & LIFELINE

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 **07 4153 8400** in Bundaberg or **07 4140 8880** in Gayndah. Telephone Crisis Supporters are available 24 hours a day, 7 days a week – phone **13 11 14**.

UnitingCare Community Bundaberg Counselling Services

UnitingCare Community offers a comprehensive counselling service to meet the needs of men, women, children and families in the Bundaberg region. Services may require a financial contribution depending on individual income. These services include:

- **Family and Relationship Services (FaRS):** FaRS provides individual, couple and group counselling to meet the needs of families needing support to improve their relationships.
- **Supporting Children after Separation (ScaSP):** Family separation can be a very difficult time for children. Our ScaSP program offers individual counselling and group work to assist children to cope during this challenging time.
- **Financial Counselling Service:** Can help people with a variety of financial matters including dealing with debt, saving and spending and learning how to budget.
- **Gambling Help Service:** Providing support and counselling to problem gamblers and their families.

Throughout the year we also run a number of therapeutic and educational workshops. Our workshop schedule is updated and distributed regularly, however, if you'd like more specific information please feel free to contact us. Appointments are available by contacting us on the details below. Self-referral is welcome and formal referrals aren't necessary.

A UnitingCare Community Financial Counsellor and a Financial Literacy Educator are available to support your financial wellbeing by providing information to empower you to make the appropriate choices in response to your unique financial situation. We can help you deal confidently with creditors by providing you with a free information service informing you about your rights, and providing you with free resources. We can do this by:

- Working with you to set up an individual money management program.
- Empowering you with information to make your own decision.
- Keeping your information in strict confidence.
- Operating without conflict of interest because we don't collect commissions or remunerations from any financial service or businesses.

As part of the service, we can support you to devise a budget and provide you with resources. We can also support you to develop a debt repayment plan for yourself, and resources to confidentially approach the creditors. We can also inform you of the various options available to you to manage financial situations.

Phone: **07 4153 8400** Fax: **07 4153 4949**

Website: www.uccommunity.org.au Email bundaberg@uccommunity.org.au

Address: 3a River Terrace, Bundaberg, QLD, 4670

WESLEY MISSION QUEENSLAND

Provides home care packages for the aged from L1 to L4 including:

- Domestic assistance including help with cleaning, washing and shopping;
- Personal care such as help with bathing, dressing, grooming and eating;
- Social support;
- Nursing care by a registered nurse, information and advocacy services; and
- In-home respite care.

These packages are available to people:

- aged 65 and over (or 50 and over for Aboriginal and Torres Strait Islander people);

- who are at risk of premature or inappropriate admission to long term residential aged care;
- carers of older Australians eligible for services under the Commonwealth HACC program.

Social work/counselling service

If you are experiencing mental or emotional stress, our counselling and personal support services provide you with the freedom to discuss personal issues and concerns in a safe environment. Our team of qualified counsellors will provide guidance and support to help you through what you are experiencing.

Where can you access counselling and personal support services?

We can arrange for individual counselling sessions to take place:

- At a Wesley Mission Queensland location
- In a public space
- Over the telephone
- Over VOIP (an internet phone call service)

All counselling services are confidential.

TCP (hospital referral)

CHSP (Bridging towards obtaining package)

Contact: Teresa Wootton, Case Manager/Social Worker

220 Walker Street, Bundaberg

Phone: **4151 0578** or **0407 503 953**

Email: t.wootton@wmq.org.au

WIDE BAY COMMUNITY CARE UNITS

The Wide Bay Community Care Units (WBCCU) are a set of 20 single room units established solely for the purpose of assisting people with a primary mental health diagnosis to learn the skills to be able to live independently within the community.

Residents are provided with 24/7 coverage by Nursing staff, and are assisted during the day by a team of clinical staff who assist them in achieving various skills and strategies that will help them to achieve the life skills required to cope independently by the time they leave the WBCCU program.

Residents can attend from as little as three months, and up to 24 months, to achieve their desired goals.

Acceptance into this program is by referral to the WBCCU.

Contact: Brian D. Hayhurst, Social Worker at brian.hayhurst@health.qld.gov.au

97 Woondooma Street, Bundaberg 4670

WIDE BAY SOCIAL WORK SERVICES

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 – Email: Mark.whitley@widebaysocialwork.com.au

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

Phone: **07 4154 1981** Fax: **07 4145 5360** E: info@widebaysocialwork.com.au

Web: www.widebaysocialwork.com.au

WIDE BAY VOLUNTEERS RESOURCE ASSOCIATION INC.

Wide Bay Volunteers (WBV) 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.

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

Contact: Reception

Address: Level 1 Volunteer House, 78 Woongarra Street, Bundaberg QLD 4670

Phone: **07 4151 6644** or email: reception@widebayvolunteers.org.au.

Website: www.widebayvolunteers.org.au

Computer Training Courses

Essential Computer and Internet Skill

Microsoft Word Introduction & Intermediate

Microsoft Excel Introduction & Intermediate

MYOB Introduction to Accounting

Certificate 2 & 3 Information and Digital Media technology

Certificate 2 & 3 Business

Certificate 4 Training and Assessment

Please contact Wide Bay Volunteers on **4151 6644** or training@widebayvolunteers.org.au for tutorial content details or enrolment details.

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

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

Thursday, 21st September 2017 at 12.30pm