

Interagency Meeting

Hosted by Bundaberg & District Neighbourhood Centre
Thursday 15th March 2018

Representatives in Attendance: Lorraine McLoughlin – Bundaberg Neighbourhood Centre; Patti Webb – Bundaberg Neighbourhood Centre; Michael Grebert – Bundaberg Neighbourhood Centre; Sally Banks – Phoenix House; Christie Williams – Phoenix House; Tamara Hogan – Headspace; Elizabeth Baker – Regional Housing Ltd; Chrisy Stuart – Headspace; Margot Plant – Relationships Australia; Freeda Thong – BushKids; Sorrell McGee – BUSHkids Allied Health; Terri Taylor – Impact Community Services; Theresa Scherer – Impact Community Services; Sophie Stuchbery – Edon Place; Maija Stewart – Centacare CQ; Gwyn Bishop – Impact Community Services; Heather Hinsbey – Impact Community Services; Jenny van Nunspeet – Impact Community Services.

Apologies: Alex Johnson – StandBy – Support After Suicide; Sara Herniman – ADA Australia; Roslyn McGillivray – TAFE Queensland; Nathalie Phillips – Horses in Lives; Brendon Searle – Cancer Council Queensland.

BUNDABERG & DISTRICT NEIGHBOURHOOD CENTRE

The Bundaberg & District Neighbourhood Centre (the 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.

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.

CAMS Mobile Playgroup

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 Alexandra Park West, Quay Street in Bundaberg **every Friday during school terms**. For further details please contact the CAMS Program Coordinator on **07 4153 1614** or multicultural@kenalwynbnc.org.au.

Bundaberg Migrant Settlement Services (BMSS) 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 the BMSS Program Coordinator on **07 4153 1614** or email sgp@kenalwynbnc.org.au at the 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 **07 4153 1614** for details. Held each **Thursday 12.30pm to 4.00pm**.

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 \$1500 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**.

Adult Literacy & Numeracy Program

Run by the 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.

For more information contact the Centre on **07 4153 1614**

Computer Courses for Beginners and Ipad/Samsung tablet Training

Run by the Bundaberg Neighbourhood Centre for adults who have little or no computer or Ipad/tablet knowledge but would like to learn. Classes are small and friendly and run regularly. Come along and discover some of the exciting things you can do with a computer or iPad/tablet. For more information please contact the Centre on **07 4153 1614**.

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 the Centre on **07 4153 1614** or email info@kenalwynbnc.org.au.

Free BNC Playgroup

There is also a **free BNC Playgroup** operating on **Tuesdays from 9.30am to 11.30am** at the Centre's Playground. 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 phone on **07 4153 1614** or email info@kenalwynbnc.org.au.

MyTime Program

MyTime is for parents and carers of children with a disability, developmental delay or chronic medical condition. It's a place for you to unwind and talk about your experiences. It's a world away from appointments and therapy. It's support for you! This session will be held on Wednesdays from **9.30am to 11.30am** fortnightly (during school terms) at the Centre. For further details please phone **07 4153 1614** or email info@kenalwynbnc.org.au.

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 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

AGED AND DISABILITY ADVOCACY (ADA) AUSTRALIA

New Advocate in the Wide Bay/Burnett region based in Bundaberg.

Can assist with the following;

- Understand your rights and responsibilities
- Raise and address care related concerns
- Communicate your preferences
- Understand your service agreement, fees, statements and budgets
- Review and negotiate your care plan
- Research care and equipment options; and
- Make referrals for assessments and additional services.

We may also be able to assist you to explore available care options by;

- Making and following up on referrals
- Supporting you at assessments
- Identifying local home care providers and aged care facilities
- Explaining financial assessments and fees.

Please feel free to call me for more information.

Contact: Sara Herniman, Advocate Wide Bay/Burnett

ADA Australia Bundaberg Office

Ellimatta House, 140 George Street, Bundaberg West

Phone: **1800 818 338** or **4130 0144**

Email: sara.herniman@adaaustralia.com.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**

APM

We help people find and keep a job, and support them to deal with challenges to employment such as injury, illness or disability. We are able to engage with eligible students while still at school allowing them to stay attached to education for as long as possible and then supporting them in their transition from school into open employment.

APM also work with local and national businesses to recruit and retain a diverse and valuable workforce. At any given time APM works with 40,000 job seekers through our Disability Employment Services and jobactive contracts.

Contact: Nicole Allison, School, Community Employment Engagement Consultant – DES

Level 1, Win Tower, 2 Barolin Street, Bundaberg, QLD 4670

Phone: **4153 4776** or **0448 867 680** or email: Nicole.Allison@apm.net.au

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**

BOLTON CLARKE (formerly RSL HOMECARE)

DVA Community Nursing – Gold Card Holders

Veterans Homecare – Domestic Assistance & In home respite

Continence Nurse

Packages Level 1, 2, 3 & 4

CHSP Domestic Assistance

Contact: Dawn Mathison, Homecare Facilitator, 59 Hanbury Street, Bundaberg North

Phone: **07 4131 1900** – email dmathison@boltonclarke.com.au

BOMNET – BUNDABERG OLDER MEN'S NETWORK

Is an organisation of Older Men Supporting Older Men in Bundaberg

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

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.

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.

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

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.

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.

Community Development Unit

SAVE THE DATES!

Seniors Forum 2018: Mind, Body & Soul will be presented at the Bundaberg Multiplex Centre on Tuesday 1 May 2018. This participatory Forum will have guest speakers addressing physical, mental and social wellbeing. Keep an eye out for Registrations to open, as an RSVP is essential for the free morning tea.

Flourish Family Fun Day is back on July 5, 2018. Everyone is welcome to attend the inclusive event which is a chance to celebrate the newest members of our community through the Welcome Baby Celebrations, connect with local services and groups and above all have some good old fashioned family fun! The day will include a Teddy Bear's Picnic, activities and entertainment.

Contact: Bev Devlin at bev.devlin@bundaberg.qld.gov.au

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: 1300 090 760 or email WBHHS-Cancer-Care-Service@health.qld.gov.au

CANCER COUNCIL QUEENSLAND

Fundraising opportunities year-round with national and state campaigns including Australia's Biggest Morning Tea, Daffodil Day, Relay for Life, Walk for Women's Cancer, Girl's Night In and Do It for Cancer (any other fundraiser you can think of) everyone is encouraged to get on board.

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 Sunsmart shop now open at 41 Woongarra Street, sunscreen, rashies, shirts, sunglasses, hats, nose guards, driving gloves & sleeves, cosmetic products, umbrellas and much more. Drop in and have a look at the range.

Contact: Brendon Searle, Senior Fundraising Coordinator Wide Bay Burnett

41 Woongarra Street, Bundaberg

Phone: 4150 4500 or Email: brendonsearle@cancerqld.org.au

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 accommodation or where there is a need, to access more affordable accommodation.

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

Contact: Debra, Jennifer and Nakayla, Community Support Workers (Bundaberg)

79 Woongarra Street, Bundaberg QLD 4670

Phone: **4131 6871**

Jennifer - jennifer.cooperdurant@bne.centacare.net.au

Debra - debra.whitfield@bne.centacare.net.au

Nakayla - nakayla.murnane@bne.centacare.net.au

Centacare Family & Relationship Service

For more details www.centacare.net – Phone: **1300 523 985**

CENTRAL QUEENSLAND INDIGENOUS DEVELOPMENT (CQID) – Families Wellbeing Program

CQID aims to offer vulnerable Aboriginal and Torres Strait Islander children and families a coordinated mix of services to address multiple levels of need and build family and community capacity to safely care for and protect their children. Through a holistic and strengths base framework:

- Assessing a family's needs
- Use of culturally holistic case management approach to coordinate services for families
- Collaborative partnerships across services to partner and provide support to families through joint planning and sharing resources amongst community controlled and mainstream service providers.
- Offer personal support and development including information and advice, parenting skills development, kinship connections, budgeting and household management skills development.
- Deliver practical services that address the specific needs in a family.
- Provide direct clinical and or therapeutic counselling emotional support and healing practices within a cultural framework.
- Ensuring participation of the children and families in the decisions that shape their future.
- Services provided by Aboriginal and Torres Strait Islander organisations such as CQID valuing the knowledge and leadership of those working with the children and families.

All referrals are required to be lodged on line at <https://qld-families-referrals.infoxchangeapps.net.au/>

ATSI Families Wellbeing – Fraser Coast

Contact: Tracy Brown, Family Wellbeing Officer - Bundaberg - Email: tracybrown@cqid.com.au

Suite 2, Level 1, 3 Maryborough Street, Bundaberg

PO Box 43, Bundaberg, QLD, 4670

Telephone: **4313 1194** Bundaberg and **4313 1195** Hervey Bay

Bundaberg office covers Bundaberg & North Burnett

We also have an office in Hervey Bay that covers the Fraser Coast region.

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. 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.

[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.

- HYDROTHERAPY

CLS offers the opportunity to access a heated pool 32-34c with resources for everyone to safely enjoy the benefits of hydrotherapy.

- 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.

- 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**

A hub for health and wellbeing

- **TADQ Technical Aids for Disability**
- **Triple P Positive Parenting Program**
- **The Men's Shed**
- **Studio 2 Forty-Two**

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

Contact: 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 the transport area.

Contact: Natalie Schiffke – natalies@comlink.org.au or 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.

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** Email: cherie.wilkie@deafsq.org.au

DEMENTIA AUSTRALIA

Younger Onset Dementia Key Worker Program

Younger onset dementia is a term used to describe the onset of symptoms of dementia before the age of 65. 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. 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. 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. Dementia Australia is also able to support people living with younger onset dementia to apply for and access the National Disability Insurance Scheme. Once a participant of the scheme, Dementia Australia can offer Support Coordination 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@dementia.org.au.

Dementia Australia also has a Dementia Support Centre based in Maryborough that offers a carer support group, library, information service, drop in support, workshops, scrapbook mornings and an early stage dementia group. The centre is open Monday, Thursday and Friday mornings. Please contact **07 4123 5611** or qld.maryborough@dementia.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.

DRUG ARM

Operates in Bundaberg Thursday afternoon and Fridays.

Currently linking with community organisations and homeless for community consultation.

Drug Arm van will be visible in the community on a Friday, sharing coffee, tea, donations and information for services to people who are isolated.

We are seeking volunteers to assist, and organisations to share their information and skills

Contact: Amanda Bovingdon, Community Support Worker, Bundaberg and Brisbane

Phone: **0437 122 451** or amandab@hoa.drugarm.org.au

Available Thursday afternoons and Fridays

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 Domestic and Family Violence Group Program
- Men's Counselling

Service Director – Lyne Booth

Program Coordinator – Rhonda Druett – programcoordinator@edonplace.org.au

Team Leader Specialist Homelessness Service – Jacinda Warner

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

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

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.

FIVE GOOD FRIENDS

Have been in the region 7 months now and growing.

Approved provider for elderly, home care packages and private help in the home.

Some capacity to help young and disabled. Not yet approved provider with NDIS. But have service agreement with plan management partners.

Helpers on the ground are sole traders, suitably qualified, police checks, blue and yellow cards.

Community Manager matches helpers to client's needs and gives clients more choice and control about who is coming into their home.

We have helpers in Bundaberg, Maryborough and Hervey Bay and no wait lists at present.

Please call our care advisors in Brisbane for all new referrals on **1300 787 581** in the first instance and they will then put them in contact with myself.

Contact: Martinne Baker, Community Manager Bundaberg & Fraser Coast covers Hervey Bay & Maryborough Head Office in Brisbane **1300 787 581**

Email: martinne.baker@fivegoodfriends.com.au

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

headspace offers support to young people who are going through a tough time.

The service is designed to reduce the barriers a young person may face in getting help they need for challenges impacting their wellbeing. We are able to 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.

Located at 66 Woongarra Street, Bundaberg

Opening hours: 8.30am to 4.30pm

How to make an appointment: If you are aged between 12 to 25 years of age, you can make an appointment by giving us a call, or coming into the centre, and having a talk about how we may be able to help you. There is no need for a referral. A parent, friend, support person or carer can also ring on your behalf if that is a better option for you.

www.headspace.org.au/headspacecentres/headspace-Bundaberg

If you're not ready to come into a centre or talk with someone face-to-face at the moment, perhaps you could try eheadspace where you can get confidential online and telephone support 7 days a week:

www.eheadspace.org.au or **1800 650 890**

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

Business Information: Mobile **0437 056 065**

Address: 22 Commercial Street, Svensson Heights, QLD 4670

IMPACT COMMUNITY SERVICES

Work for the Dole

Providing Work for the Dole activities for the Bundaberg, Gin Gin and Childers areas. Activities range from administration, café, horticulture and retail. We have a number of Hosts around the region. Our aim is to provide experience and training for jobseekers in various work environments, which will help improve their employment opportunities.

Contact: Theresa Scherer, Work for the Dole Community Coordinator

108 Bargara Road, Bundaberg Phone: **4153 4233** or email wfd@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

The purpose of the Community Visitors Scheme is to provide companionship to those who are lonely or socially isolated in in Aged Care Facilities or private homes if the client is receiving a home care package. The service is of no cost to the client or provider of Home Care Package.

IMPACT is happy to take referrals for the clients of Home Care Packages.

Also, we are looking for volunteers of **all the different cultures** to match up to clients of a similar culture. It means a lot when a resident/client can communicate and reminisce with a companion who has a similar background and interest.

If there is anyone interested, or anyone who has clients who may be interested, and would like to visit a lonely client for just an hour a week or fortnight, (especially if they can match up with someone of another culture) please contact Heather on **4150 4654**.

Contact: Heather Hinsbey, Community Visitors Scheme Co-ordinator

108 Bargara Road, Bundaberg or Email: hhinsbey@impact.org.au or Phone: **4150 4654** (Direct)

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.

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 Bargara Road, Bundaberg

Phone: **4153 4222** or email mtribodo@employmentfirstaid.com.au or website

www.employmentfirstaid.com.au.

INDEPENDENT SUPPORT MANAGEMENT (ISM)

ISM provides independent support coordination services for NDIS participants and their representatives.

Support coordination assists participants to set goals, budget, access care and support providers, and assist persons handle crisis situations. Contact our local NDIS support coordinators in central Bundaberg on **07 4181 1867** or email us at support@ndism.com.au to find out more.

Contact: Zachary Dexter, Director

35 Electra Street, Bundaberg Central Q 4670

Phone: **07 4181 1867** or Email: director@ndism.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.

Contact: Jill Lyle on **0432 295 516** or at jillclove@hotmail.com

LIFELINE

LIFELINE Telephone Crisis Supporters are available 24 hours a day, 7 days a week – phone **13 11 14**. If you are interested in becoming part of the Telephone Crisis Support team, call **4153 8400** and ask when the next training course will be held – we are always looking for volunteers to help.

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 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)

MONTROSE THERAPY & RESPITE SERVICES

The Montrose Therapy & Respite Services 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 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 Jo Wilkinson (Acting Regional Service Manager/Speech Pathologist) directly on **07 3881 7900** or jwilkinson@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.

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

Phone: **(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.

Contact: Tracey Smith – tsmith@neato.com.au

36 Quay Street, Bundaberg – Phone: **07 4151 6391**; bcasreception@gmail.com

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**

PHOENIX HOUSE

1. Current service agreement: counselling and support to the following clients groups:

- Children up to 18 years old who are subject to statutory intervention (Child Safety) and who have been harmed sexually/physically/emotionally/witnessed DV/or have suffered neglect;
- Adults and young person from 14 years up who have been sexually abused.

Current gaps:

- Children (6 to 13 years old) who have been sexually abused and are not referred by the Department of Child Safety;
- Young people and children who exhibit sexualized or sexually abusive behaviours and are not referred by Department of Child Safety and are not subject to Statutory Intervention by the Department of Child Safety. This includes Youth Justice Conferencing and counselling.

2. Current services/programs

- Intensive Early Childhood Development Program
 - Provide counselling for children between 0-6 (other family members can link into counselling with Phoenix House Counsellors)
 - Children between the ages of 3 to 5 can access Bumblebees Therapeutic Preschool
- Counselling, Community Education & Outreach Support
- Multi-Sensory Room

3. Professional Development/Community Education

- Let's Prevent Abuse – Puppet Show
- Protective Behaviours Group
- Parenting Education
- Phoenix House Information Session
- Trails of Discovery – Equine Assisted Therapy
- Trauma Informed / Building Sanctuary
- We Can Group
- Young Person Group

4. Equine Assisted Therapy for other services: from **\$65 - \$80 ex GST per hour (up to 1.5 hours) session/per person**
5. Multi-sensory Room Hiring: NGO Services and other businesses/organisations: **\$50 ex GST per hour/session. Free for NGO Services.**

Contact: Corrie-Anne Gorman, Therapeutic Pre-School Teacher – cgorman@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.

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

Margaret Rose Centre, 312 Bourbong Street, Bundaberg. Phone: **07 4150 2754**

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

Reclink aims to work collaboratively with Community and Government agencies to develop and implement a wide range of activities for the target demographic to participate in activities promoting social inclusion and positive wellbeing with a focus on sports, arts, social and recreational opportunities. Through our networking groups we can offer programs to other services to boost participation levels and assist with shared resourcing to set up and sustain programs that have been requested by people experiencing challenging circumstances.

Current and commencing activities include: cooking classes, tai chi, morning wellness program, Wofel (women over forty enjoying life) social groups, walking group, swimming and boot camp programs.

If you would like to arrange a meeting to discuss how we can help your service and your clients, please contact the Bundaberg Sport and Recreation Coordinator, Marie Smith on **0466 535 100** or marie.smith@reclink.org.au.

Reclink is also operating numerous Skilling Queenslanders for Work Community Workskills Traineeship projects across Queensland. The forth project in the Bundaberg project will be commencing in April with two intakes over the next twelve months offering traineeships in Construction or Conservation and Land Management. Expressions of interest to participate in this project will open in February. For further information please contact Project Coordinator Anne Davies on **0421 528 550** or anne.davies@reclink.org.

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. Regional Housing Limited are interested in finding out demand for disability housing in the region to assist with future designs and builds. If you know or work with a family who has a need for modified accommodation now or in the future, please encourage them to contact our office. You can take a virtual tour of one of our purpose built units via our website <http://www.regionalhousing.org.au/specialist-disability-housing/>.

Regional Housing Limited are also looking to headlease additional privately owned properties for our transitional program. Please contact our office for more details.

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 – 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, Maryborough, Kingaroy and Murgon areas.
- Emergency Relief – Enquiries regarding emergency relief assistance can be made direct from clients or from services acting on behalf of the client. Please note interviews are appointment based so a telephone call first is essential. Clients need to bring their ID and income statements and any evidence of their circumstances. 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.

Contact: Elizabeth Baker, Tenancy Manager

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

RELATIONSHIPS AUSTRALIA

Relationships Australia presently provides services for Relationship Counselling, Parenting Orders Program (for separating parents with focus on the children) Family Dispute Resolution - Mediation.

Relationship counselling services couples, individuals who are experiencing issues affecting their relationship with partners, family, friends and community. We currently have venues in Bundaberg and Maryborough, and our FDR workers outreach through the South Burnett region when required.

We can be contacted through our client call centre on **1300 364 277** or you may contact me on the contact details below.

Contact: Margot Plant, Team Leader - Bundaberg, Mobile: **0438 691 411** Email: mplant@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
- 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)

“SAFE NITE OUT” COMMUNITY SOLUTIONS

Support and assistance for intoxicated patrons in the Safe Night Precinct.

Contact: Gayle Anderson, Service Coordinator

9 Nixon Street, Bundaberg

Contact: gayle.anderson@communitysolutions.org.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.

Contact: admin@scss.org.au or 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.

Contact: Secretary via Email sylviamcnamara@bigpond.com or phone **07 4155 2790**

SPINAL LIFE AUSTRALIA

Personal Support and Home Care Services

We will give you the personal support you need, when you need it, in your own home.

Our team of personal support workers (PSW) is located across Queensland and each PSW undertakes comprehensive training and rigorous background checks.

Where possible we try to match our PSWs to your personality and interests.

Personal Care

Ways we can support you to get on with your life include:

- Transferring
- Turning and re-positioning
- Showering and bathing
- Dressing
- Personal grooming including shaving, hair care, make-up etc
- Dental hygiene and denture care
- Continence support including bowel care and bladder care (catheter flush and washout)
- Skin integrity checks and basic wound care
- Assistance with self-medication
- Assistance with eating including Peg feeding

Domestic Support

We know that sometimes everyone needs a hand with day-to-day living. So we can support you with almost anything you need such as:

- Shopping and paying bills
- Preparing meals
- Bed making including changing linen
- General household cleaning and tidying
- Laundry including washing, folding and ironing.

Lifestyle Support

We understand the importance of having a lifestyle that inspires and fulfils you. Depending on your eligibility we can:

- support you to engage in activities of your choosing whether it's swimming, kayaking, fishing, sailing or attending concerts, carnivals, markets and sporting events, to name a few
- make domestic and international holidays a reality with support workers available to accompany you on your journey
- offer information on recreation and sport, community services and supports, and referrals to holiday accommodation
- provide equipment trials and prescriptions so you can best access the leisure pursuits you want.

Transition support from hospital to home

You can transition from hospital to home confidently with us because we know what it takes. We have supported people with spinal injury return home for more than 30 years.

We can:

- meet with you in hospital to develop a plan for living at home
- select support staff you feel comfortable and confident with in your own home
- arrange for someone to support you on a weekend pass home before discharge from hospital.

We also support people from regional areas.

Support for veterans

We are a proud provider of Veterans' Home Care (VHC). Veterans' Home Care is a Department of Veterans' Affairs program designed to assist eligible veterans, war widows and widowers who wish to continue living at home but who need some assistance.

Veterans or war widow / widowers who wish to be assessed for VHC services should contact their regional VHC assessment agency on 1300 550 450.

Allied Health Services

Our allied health professionals are specialists in supporting people with spinal cord injuries and other physical disabilities. They include physiotherapists, occupational therapists and registered nurses who work in partnership with you to develop holistic solutions to enable you to reach your potential.

Key Allied Health Services

We provide allied health services in the following key areas:

Access to expertise and funding

We provide assistance with applications to government concession and subsidy schemes:

- to buy and modify private vehicles (VOSS)
- for prescribed aids and equipment (CAEATI and MASS)
- to help with modifications in the workplace (Employment Assistance Fund)
- for assistive technology prescriptions including incontinence assessments, driving assessments and splinting (NDIS).

Specialist personal advice and assessments

- Individual assessments to evaluate your needs and help you to meet your lifestyle choices
- Bowel, bladder and pressure area advice and management
- Home modification assessments and designs, and referrals to home modification service providers
- Workplace assessments to help you overcome barriers in your place of work
- Driving assessments (in some regions).

Mobility, seating and assistive technology solutions

We are the mobility and seating, and assistive technology specialists. We can assist you with:

- seating and postural assessments, including pressure mapping, to ensure you have the best choice of product and fit
- trial and prescription of aids, disability specific technology and equipment that can improve independence and lifestyle, for example mobility, pressure care, continence, personal care, transfers and environmental controls
- hand splinting including typing, writing and resting pans
- equipment for leisure and recreational pursuits.

If you're eligible, we can even help you prepare funding applications so you can afford the prescribed aids and equipment you need.

Contact: Client Services Officer
290 Bourbong Street, Bundaberg
Phone: **1300 774 625** or **0417 964 773**

STANDBY SUPPORT AFTER SUICIDE

StandBy – Support After Suicide is a community-based suicide postvention program that provides a coordinated response of support and assistance for people who have been exposed to or bereaved through suicide. Suicide is a time of immense crisis and the tragedy of suicide loss can create trauma – deeply affecting individuals, families and entire communities.

Alex Johnson, Local Area Leader

Based at headspace Bundaberg

Contact: **0408 993 559** or ajohnson@unitedsynergies.com.au

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.

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.

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.

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.

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.

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, 9.00am – 12.00pm, located at 18 McLean Street Bundaberg.

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

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

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

Contact: 07 4151 5455 Fax: 07 4151 1521 Email: 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

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 2018 for *free if you graduated from year 12 in 2017 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.

2018 Program Guides are available now. Enrolments are OPEN.

TAFE Student Support Services offer program information, study advice, disability support, and a range of other services to our current TAFE students and prospective new 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

7 Quinn St, Bundaberg Qld 4670

Phone: **0468 855 449**

Facebook: "Take the Plunge Coffee Shop"

TAYLOR STREET COMMUNITY LEGAL SERVICE

FREE LEGAL ADVICE

Is the cost of legal advice stopping you from seeking help?

Free, confidential, 15-minute legal advice sessions are available to residents within the Bundaberg and North Burnett regions through the Taylor Street Community Legal Service.

Sessions are by appointment only.

If you are a resident of the Bundaberg, Childers or North Burnett region call **4194 2663** to make an appointment. Gin Gin residents please call **4130 4630**.

DIY DIVORCE WORKSHOPS

Free information sessions on divorce, run by a solicitor, are held monthly in Bundaberg. Topics include:

- 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 please call **4194 2663**.

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

TESHUA COUNSELLING

Teshua Counselling is a professional children's counselling service with 5 years' experience, aimed at children aged 7-17 years old. Teshua provides family therapy, support and education to children and families experiencing trauma, anxiety, depression and grief. Our goal is to furnish a safe place and to equip the child and family with tools to walk through their journey using an Eclectic form of Therapy.

Contact: Petrina Rowland, Counsellor & Family Therapist

33 Steffensen Street, Bundaberg, 4670

Email: petrina@teshuacounselling.com

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

TOM QUINN COMMUNITY CENTRE – THE SALVATION ARMY

The Tom Quinn Community Centre is delivering courses which offer tailored assistance to disadvantaged Queenslanders to gain nationally recognised skills and vocational qualifications.

Community Work Skills is part of the Skilling Queenslanders for Work project and is proudly funded and supported by the Queensland Government.

If you are 15 years or older, have been unemployed for over 6 months or ineligible for Australian Government employment services or assistance you may be eligible to participate in these courses.

The Courses on offer are:

- Certificate I in Construction commencing 30 January 2018
- Certificate II in Horticulture commencing 16 May 2018
- Certificate II and Certificate III in Hospitality commencing 5 March 2018
- Certificate III in Business Administration commencing 8 February 2018

If you would like more information about any of these courses please contact the Tom Quinn Community Centre, 8 Killer Street, Bundaberg on phone **4153 3557**, mobile **0438 508 328** and email Julie.ingram@ae.salvationarmy.org.

UNITINGCARE COMMUNITY & LIFELINE

Counselling can help people to develop new ways of solving problems and managing emotional reactions. They can start to plan for the future and to reconnect with others and the community. To contact a counsellor phone UnitingCare Community on **07 4153 8400** in Bundaberg. 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.
- **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.

UCC's Financial Counsellors continue to offer face to face financial counselling sessions to those who are in financial hardship, exploring their options and work continuously with them until they achieve their financial goals. We can help by providing information, support and advocacy if needed, to help clients overcome any financial difficulties.

A Financial Literacy Educator is also available to offer financial literacy education to groups and individuals. We can provide financial wellbeing and resilience workshops, empowering individuals and families. We offer them the tools and skills to do their own personal budget to improve their financial wellbeing, and provide them with information to access government services, utilities or telco hardship programs.

Please contact our Bundaberg Office to discuss our services or email us: iqbalsamra@ucommunity.org.au or Chris.ashby@ucommunity.org.au

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

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

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

Family Relationship Centre Bundaberg

The Family Relationship Centre helps families to navigate the sometimes difficult process of separation and child access agreements. Staff can help with family dispute resolution, bringing the children's needs to the forefront of everyone's mind.

POP-PSCP

The POP Program delivers parenting programs and counselling for families undergoing separation or at risk of separation. His service assists families who are considering separation and those who have already gone through the process. It provides therapeutic support and educational resources to assist families in this difficult time. To access these services please contact the Family Relationship Centre on phone: **07 4130 7500**

Website: www.ucommunity.org.au Email admin@ucommunity.org.au

Address: 5 Bingera Street, 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.

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** or 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 MENTAL HEALTH AND SPECIALISED SERVICES

Wide Bay Integrated Mental Health provides a comprehensive service to clients with a serious mental illness in a family inclusive, recovery based manner, grounded in evidence based and best practices. Support is provided through:

- Assessments and Referrals
- Mental Health Treatment and Support
- Information

Our Mental Health Professionals comprise of a mix of Doctors, Psychiatrist, Psychologists, Nurses, Social Workers, Consumer Engagement Facilitator, Aboriginal and Torres Strait Islander Advanced Health Worker and Occupational Therapists.

Consumer Engagement Facilitator Role

The CEF encourages consumers, carers and their families to actively participate and be involved in all aspects of the consumer's mental health recovery.

The CEF commits to achieving improvements in outcomes for consumer and the Mental Health Service through promoting and assisting in the implementation of service improvement activities through consumer feedback.

The CEF serves as a resource for the Mental Health Service in identifying and eliminating barriers to consumers and carers being able to work in partnership with mental health service providers to focus on recovery.

This role effectively communicates, build and maintain relationships and networks with community support and advocacy providers to assist in planning, delivering and evaluating a mental health consumer focused service.

Contact: Cheryl Rudorfer, Consumer Engagement Facilitator (CEF)

Bourbong Street, Bundaberg

Phone: **07 4303 9763** or **07 4150 2614** Email: Cheryl.Rudorfer@health.qld.gov.au

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, 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

Contact: **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.

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.

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. 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. 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/>.

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, 19th April 2018 at 12.30pm**