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| Central queensland family law pathway network |
| CQFLPN SERVICE DIRECTORY |
| MARCH 2015 |
|  |
| **Sandy Paton** |
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**The** **CQFLPN Service Directory**

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

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

The March 2015 CQFLPN Service Directory has been developed to provide information on both the core and ancillary services that support the Family Law System and services users in the Central Queensland Region. Both private and Not For Profit Services have been included.

Information has been drawn from CQFLPN members and existing local service directories and resources.

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

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

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*Acknowledgements:*

* *All activities undertaken by the Central Queensland Family Law Pathway Network are funded through the Federal Attorney General’s Department as part of the national Family Law Pathway Network, an Australian Government Initiative.*
* *Thanks to the Central Queensland Family Law Pathway Steering Committee for their input and support in the development of this Service Directory.*
* *The CQFLPN Directory was originally based on existing local directories and is now updated regularly based on local resources and member input.*

**Core Central Queensland Family Law Support Services**

**ROCKHAMPTON FAMILY RELATIONSHIP CENTRE**

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

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

**Costs**The first three hours of service (Intake & Assessment, Child Focus session and first hour of FDR) are funded. The second and third hour of the mediation plus any further sessions are charged at $30 per hour per person. Exemptions apply - please check with your practitioner.

**Contacts:** 36 East St (opp Courthouse), Rockhampton: Ph.: 1300 783 544

**Email:** [frcrockhampton@centacare.net](mailto:frcrockhampton@centacare.net): [www.centacare.net](http://www.centacare.net)

*Outreach Services at Centacare Offices*

Gladstone : 1 Glen Lyon St, Gladstone  
Emerald : 141 Egerton St, Emerald  
Blackwater : Cnr Kurrajong Street & Fir Street

**RELATIONSHIPS AUSTRALIA**

Family Dispute Resolution. Relationship counselling for individuals, couples and families. Domestic violence prevention groups for men. Parental mediation. Education sessions on relationships and gambling. Financial counselling available: also Counselling for gamblers and families; see [Gambling Help Service](#GamblingHelpService) in this Directory.

***Services***

*Family Dispute Resolution/Mediation*: FDR/Mediation comprises intake appointments with both parties cost: $35:00 for intake. Mediation runs for 2 hours Non concession card holders - $75 per hour – $150 for each person: Concession card holders - $35 per hour – sessions run for at least 2 hours = $70 for each person.

Mediation offered on children's issues and/or financial and property. ***Rockhampton and Gladstone***

*Parenting Order Program:* Assessment no wait: Groups normally start every eight weeks. ***The Parenting Orders Program has two aspects to it.*** The first one being through case management identifying issues of contention between parents in their co-parenting relationship. This allows for additional supports eg: counselling, 1 on 1 and working closely with other agencies referring as required. For those parents identified as benefiting from further information around co-parenting the option is given to attend Focus On Kids group sessions. Case review ongoing on an as needs basis. ***Rockhampton, Gladstone Mt. Morgan and Distance Education.***

***The Focus on Kids*** group sessions are hosted over 8 weeks for 2.5hrs per week providing a psycho-educational focus on children and their needs; and how as separated parents these can be overlooked. Subjects discussed include grief, losses in separation, attachment, communication & negotiation skills, appropriate co-parental boundaries to keep the children from any conflict. This program is well received by all attendants and by the end of the program has imparted the skills to negotiate their own share care arrangements and coping mechanisms, particularly if both parents and significant others in the child's life attend the program. Parents attend separate sessions. ***1 on 1 face to face available & Distance Education available to outlying areas.  Referrals received via Federal Magistrate Court / Solicitors / Agencies / Voluntary . Free service sponsored by Attorney General's Department.***

*Child Contact:* The CCS Rockhampton is open on week-ends from 9am-5pm- hours outside these times to be negotiated:

* Weekdays available upon negotiation with the CCS Supervisor
* Administrative fee-$10 to be paid at the assessment interview
* Changeovers-$5 (per parent) for each drop-off and $5 (per parent) for each pick-up
* Supervised contact- $20 for the first hour and $10 per additional hour (to be shared equally by both parents)
* The service is centre based at Relationships Australia, Rockhampton for security reasons.

The Child Contact Service also provides:

* Services to parents who have family court orders and protection orders and those who wish to use the service voluntarily
* Re-unification and support for children and parents (referrals to counselors if there has been a significant span of time or situation)
* The CCS staff encourage and support parents to 'parent', particularly in cases when parents have been absent in the child's life for a period of time
* The CCS provides a place which is emotionally and Ph.ysically safe for children. We support children to maintain, strengthen or re-build their relationship with the parent they do not live with and assist them to have a voice.

Where possible, the CCS supports parents to move towards managing their own contact arrangements. ***To access this service please ring: 1300 364 277***

***Poppers & Popstars***  children's groups have been specifically developed to support children whose parents have separated and may be experiencing some tension and/or conflict relating to the children's care arrangements post-separation. The main aim in offering these groups to children is to support them in the experience of parental separation and conflict. It is time for children to express their own feelings and thoughts related to their family situation, particularly their parents separation. The age group for the Poppers groups is 6-9 years and the age group for the Popstars groups is 10-13 years and is a six week course and is open to all referral pathways. ***To access this service please ring: 1300 364 277***

***Contact Information:*** Cnr Berseker and High Sts. Nth Rockhampton; PO Box 9959 Frenchville 4701. Ph.: 1300 364 277

[**LEGAL AID QUEENSLAND**](#LegalAidQueensland)

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

**Services**

*Casework*

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

*Duty Lawyer Services*

Legal Aid provides or funds Duty Lawyer services in the Magistrates Court, Children’s Court and also the Federal Circuit Court. These are free services and are not the subject of a means or merit test.

*Legal Advice*

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

Tuesday   (Family Law and Criminal Law)            Friday (Criminal Law only)

9.00 a.m. to12.00 p.m.                                             9.00 a.m. to 12.00 p.m.

2.00 p.m. to 4.00 p.m.                                              2.00 p.m. to 4.00 p.m.

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

*Telephone Advice*

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

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

*Legal Information*

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

*Legal Aid Website*

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

Contact Information:The Rockhampton Office is located at Ground Floor, 35 Fitzroy Street, Rockhampton.  Telephone (07) 4938 4162, Facsimile (07) 4922 4978.

**COMMUNITY LEGAL CENTRES**

**Rockhampton**

The Central Queensland Community Legal Centre is a not for profit government funded organisation that provides free legal information, referral and community legal education to residents of the central Queensland region over a variety of civil, family and minor criminal law matters. They are open for face to face appointments in Rockhampton from Monday to Thursdays and in Yeppoon on Wednesdays as well as telePh.one advice to the surrounding region. There is no means test.

See Solicitor by appointment – in person or by Ph.one: waiting time is generally around a week but may be up to three weeks.

Contact: Suite 5 Public Trustee Building, 67 East Street or PO Box 1393 Rockhampton Q 4700.. Ph. 4922 1200. Toll free number 1800 155 121

Also see [Central Queensland Community Legal Centre – Victims of Crime](#CQCLCVictimsofCrime) in this directory

**Gladstone:**

The solicitor is available for face to face or Ph.one appointments to provide quality legal advice and information to the public on a wide range of legal issues. Appointments essential.

See solicitor by appointment: maybe up to one week wait.

Contact: Gladstone Community Advisory Service, Gladstone Regional Council: Goondoon St. Ph.4976 6300

**Biloela**

The Banana Shire Emergency Accommodation and Support Centre Inc. – Community  Legal Service is a not for profit government funded organisation based in Biloela that provides free legal information, referral and community legal education to residents of the Banana Shire over a variety of civil, family and minor criminal law matters. They are available for face to face appointments throughout the Shire as well as telePh.one advice. There is no means test. Appointments are essential.

Contact: Shop 2; New World Arcade; 59 Kariboe St. 4992 3322

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

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

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

QIFVLS provides legal advice and representation in the areas of:

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

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

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

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

The Rockhampton office services the local government areas of Rockhampton and Mt Morgan, Yeppoon, Gladstone, Woorabinda, Biloela, and Blackwater.  Rockhampton Office also assists clients in Emerald with advice over the telephone. For more information or to access service please Ph.one 4922 4557.

**PSYCHOLOGISTS – Regulation 7 Family Law Counsellors**

**Berserker Clinical Practice**

Regulation 7 Family Law Counsellors; Family Reports, Psychologists. Around two month wait time for Court Reports – ***book early.*** Ph.: 4921 0510

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

**ROCK****HAMPTON**

**ALCOHOL, DRUGS & GAMBLING SERVICES**

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

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

Contact Information : Shop 2, 6 East Street: ROCKHAMPTON 4700: Ph.: 4921 2999: Fax: 4922 8631

**Al-Anon Family Groups**

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

Contact Information: St Mary’s Church Hall: Nobb Street: ROCKHAMPTON 4700: Ph.: 4921 2325/4922 1010

**Alcoholics Anonymous (AA)**

Fellowship of men and women who share their experience, strength and hope with each other

that they may solve their common problem and help others to recover from alcoholism.

Contact Information : ROCKHAMPTON: Ph.: 4927 4416

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

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

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

**Central Qld Indigenous Development**

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

requirements.

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

**Drug ARM**

Drug ARM has now started in Rockhampton and is open for referrals.

This is a free drug and alcohol counselling service for up to 12 sessions per referral.

The Creating Options Program (CO Program) is a comprehensive and structured outpatient alcohol and other drug treatment service for individuals with multiple and complex needs. The service delivers intensive clinical support for people 18 years and over who require ongoing treatment to overcome, or manage the harms associated with alcohol and other drugs. The program provides assessment, case management, case formulation, counselling, detox support (not the lead support service), psycho-education, social skills training, relapse prevention, and referral strategies. The program’s delivery utilises the bio-psychosocial model with a recovery orientation, and provides a welcoming, non-judgemental, and confidential environment. Client participation in the CO Program is voluntary.

Additionally, there is the option of providing up to four free sessions for a client’s significant other (e.g., parent, or partner). The Central Queensland Drug ARM service will be qualified in SMART Recovery to be able to facilitate groups starting in April. There is also the flexibility of the CO program that allows the clinical workers to drive to a safe location to have counselling session with clients (e.g., park, café, library, client’s house) if they are unable to attend the counselling location in Allenstown.

The CO Program offers up to four treatment episodes, with each episode usually consisting of 12 weekly one-hour sessions.  Referrals from Health and Hospital services are prioritised however referrals from individuals; significant others; government or non-government alcohol and other drug services; Magistrates; General Practitioners; other community or health care services may also be accepted. The CO Program provides services across the following locations: Brisbane North, Brisbane South, Ipswich, Toowoomba Regional Council and Southern Downs Council areas, Goondiwindi, Gold Coast, Gympie, and Rockhampton and greater region.

All referrals are to be made to the Central Intake number seen below.

* (07) 3620 8880
* [intake@drugarm.com.au](mailto:intake@drugarm.com.au)

If you require further information please contact Rebecca:

0426 194 824 or [rebeccas@drugarm.com.au](mailto:rebeccas@drugarm.com.au)

**Gambling Help Service Relationships Australia**

For people who gamble and the friends and family members of people who gamble. Offer counselling related to gambling, relationships and financial plus community education.

Contact Information: Cnr. Berserker & High Streets : NORTH ROCKHAMPTON 4701: Ph.: 4926 9377 Ph.: 1800 222 050: generalenquiries@relateqld.com.au

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

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

Contact Information: 25 George Street: ROCKHAMPTON 4700: Ph.: 4922 8355: Fax: 4927 9889 [gumbi@pacific.net.au](mailto:gumbi@pacific.net.au). <http://www.gumbigumbirockhampton.com/>

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

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

Contact Information: Quay Street: P O Box 1249: ROCKHAMPTON 4700: Ph.: 4927 7508: Ph.: 0418 985 849: Fax: 4927 7058: [edward.juwarki@gmail.com](mailto:edward.juwarki@gmail.com). <http://juwarki.org.au/>

**The Drug Detection Agency**

Our company provides expert NATA accredited quality services in all Drug and Alcohol detection, which  includes Hair Follicle testing and Drug detection in vehicles or premises.  We also offer services in Drug and Alcohol policy formulation and provide Drug and alcohol Education sessions to the private and public sectors.

We have a purpose built mobile Drug &Alcohol testing van that can come to you or go to your clients if required. Our team is professional and experienced with many years in the industry.

Contact information: 48B Archer Street, Rockhampton, 4700

Ph.: 0749237799 or 0407733585 or  Toll Free 1300 4 Detection

Web: [www.tdda.com.au](http://www.tdda.com.au)   Email: [lauren.mcgregor@tdda.com](mailto:lauren.mcgregor@tdda.com)

**Yeppoon Alcoholics Anonymous Group**

Fellowship of men and women who share their experience. Meet at the Community Development Centre. Meets: Wednesday 7.30pm-9pm. Friday 7.30pm-9pm. Sunday 10am-12pm and 7.30pm – 9pm.

Contact Information: 78 John Street: YEPPOON 4703: Ph.: 4939 1662 or 0410 032 664

**CHILD AND YOUTH SERVICES**

**AnglicareCQ***Child protection services*

AnglicareCQ’s Stronger Futures team provides:

* Foster and kinship care
* Short Break care, providing respite and support for foster carers
* Intensive foster care, for children with complex or high support needs such as disability, trauma or behavioural difficulties
* Residential care

Contact: 164 Musgrave St, North Rockhampton Phone: (07) 4927 8200  
Fax: (07) 4927 7362

AnglicareCQ

*Family, Adolescent and Community Intervention Team*

FACIT provides a range of services for children and youth:

* Specialist counselling and intervention for children and youth aged 5-17, as well as parents, carers and other family members, as negotiated by the Department of Communities
* Services for children unborn to 18 years old, including Aboriginal and Torres Strait Islander youth and those from culturally and linguistically diverse backgrounds, aimed at improving wellbeing and preventing entry or re-entry to the child protection system
* Outreach services with local schools, including self development and social skills training
* Parenting workshops and training

Contact: AnglicareCQ Wellbeing Centre, 1/14 Fitzroy St, Rockhampton. Phone: (07) 4930 1500 Fax: (07) 4922 0372 Email: [FACITintake@anglicarecq.org.au](mailto:FACITintake@anglicarecq.org.au)

**Australian Red Cross – Referral for Active Intervention (RAI).**

This program provides case management support to families with children aged unborn – 18 years in the Rockhampton area. Participation is voluntary. Case Managers build on each families own strengths focussing on the individual needs of each child, of the child within the family and the family within the community.

Contact Information: 1 Canning Street, ROCKHAMPTON 4700. Ph.: 4922 2119. Fax: 4927 5420. Also see [Australian Red Cross PH.AMS](#AustralianRedCrossPHAMS) and [Australian Red Cross Woorabinda](#AustralianRedCrossWoorabinda) in this Directory

**Child & Youth Mental Health Service**

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

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

**Children’s Contact Service**

Contact arrangements for children whose parents have separated including supervised visits and changeovers. See [Child Contact Service](#ChildContactService) in this Directory.

Contact Information : Cnr Berserker & High St’s: NORTH ROCKHAMPTON 4701: Ph.: 4926 9377 Ph.: 1300 364 277: generalenquiries@relateqld.com.au

**Child Safety (Department of Communities, Child Safety and Disability Services)**

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

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

**Darumbal Community Youth Services**

Darumbal Community Youth Services Inc is a not-for-profit organisation providing a broad range of youth and family services in Rockhampton and across Central Queensland.

## Contact Information: Darumbal Office - 79b Bolsover Street: PO Box 5851, Red Hill Mail Centre, Rockhampton QLD 4702. Office Ph.one: 07 4922 6180 Budaroo House: 07 4927 5715 VSM Outreach: 0400 716019

For more details on services provided see [Darumbal Community Youth Services](#DarumbalCommunityYouthServices) in this Directory and see <http://www.darumbal.org.au/>

**Girls Time Out**

Support services for young women aged 12 to 25 years. All activities are free, and transport can be provided subject to notice and availability.

Contact Information: 137 Musgrave Street: ROCKHAMPTON 4700: Ph.: 4922 7236: Ph.: 4922 7509

**Helem Yumba Central Queensland**

Healing Centre: Works with Indigenous families to address issues of family and domestic violence. Provides counselling and support to families and individuals experiencing or at risk of domestic and family violence; group therapy, workshops and legal services. See also [Dads on the Inside](#DadsontheInside) in this Directory

Contact Information: 10/99 Musgrave Street: NORTH ROCKHAMPTON 4701: Ph.: 4921 1744: [admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

**Police Citizens Youth Club (PCYC)**

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

Contact Information: Stapleton Park, Bridge Street, North Rockhampton, QLD, 4701  
PO Box 944, Rockhampton, QLD, 4700. **Phone:** (07) 4927 7899.  
**Email:** [rockhampton@pcyc.org.au](mailto:rockhampton@pcyc.org.au) Website: <http://www.pcyc.org.au/Rockhampton/>

**Roseberry Community Services Limited**

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

*Jack’s House* Rockhampton provides short term accommodation and support for young people who are homeless and in crisis. Our staff work to enhance the dignity, self-esteem and independence of young people (aged between 16 and 19 years), whilst recognising the importance of families.

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

Tel: 49222 453; Fax: 49222 054; email: jackshouse@roseberry.org.au

Our *Transition to Independent Living (TIL)* Workers provide support and intensive case management to young people aged 16 to 25 years who are homeless or at risk of homelessness and can demonstrate some level of independence. They also provide practical and emotional support to young people living independently in the community.

Contact Information:*Rockhampton TIL Service :* 4/83 West Street Rockhampton

Tel: 49237 700; Fax: 49273086; email: lyn.anderson@roseberry.org.au

**Wahroonga Counselling Centre**

*Adolescent Program* for young people aged 13 - 24 years providing free confidential support to young people experiencing significant emotional or psychological difficulties. Referral via school, self parents or organisations.

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

Contact Information: 114 Fitzroy Street: ROCKHAMPTON 4700: P O Box 8138: ALLENSTOWN 4700 Ph.: 4922 5226: Fax: 4922 5277: [wahroonga@qb.com.au](mailto:wahroonga@qb.com.au)

**DISABILITY**

**Access Recreation Inc.**

100 Jardine St. Phone 4922 7151

**Capricorn Citizen Advocacy**

118 George St Rockhampton. Phone 4922 0299. Mobile 0409 22 0072

**Capricorn Coast Community Access Group**

Capricorn Coast Community Access Group meets first Friday commencing March 2015 - Bi-Monthly at the Capricorn Coast Hospital at 10.00 am. Contact Ray Thompson on 49392870 for details.

**Capricornia Respite Care Association Inc.**

2/74 Victoria Parade. Rockhampton Phone 4930 7600

**Co-ordinated Support Services**

4/33 Archer St. Rockhampton. Phone 4927 3207

**Endeavour Foundation**

Disability Services – 552 Yaamba Road. Phone 4936 1109

Learning and Life Style Centre – 162 Alma St. Phone4931 9000

**Excel Care**

Rockhampton 50 Fitzroy St Phone 4938 8400

153 Fitzroy St Phone 4928 8400

10 Ken Albert St Phone 4938 8400

Emu Park 69 Pattison St Phone 4938 8400

#### Home Support Association Inc. (HSA)

#### Home Support Association Inc. (HSA) is a not-for-profit community organisation operating in the Rockhampton, Capricorn Coast and Mt Morgan area. HSA offers a wide range of innovative services in disability, mental health and professional community sector training. At HSA we work with people to identify their strengths, interests, and goals and support them to explore opportunities in their community so they can live the lifestyle they choose.

Contact information: 19 Cavell Street WANDAL QLD 4700. Phone: (07) 4927 6383

FAX: (07) 4927 6404. Mon-Thurs: 9am- 4.30pm. Friday: 9am -12.30pm. Post: PO Box 1166 Rockhampton Qld 4700. Email: [hsa@homesupport.org.au](mailto:hsa@homesupport.org.au)

Yeppoon. 72 Queen St Phone 4939 0400

**Multicap**

Multicap is a high needs disability support organisation providing individual, respite, family support networks, opportunities, and programs.

Contact Information: Berserker 109 Sharples St. Phone 4926 9677

33 Main St. Park Avenue QLD 4701. (07) Phone. 4921 4231

FAX (07) 4921 0985

**The Umbrella Network**

Non Profit organisation supporting families with special needs children. Providing a location to meet like minded families, encouragement and understanding, along with regular support groups and events.

Support ranges and eligibility 0 – 12 years

Families in need of information, support, friendship

Any regular events Support Groups: Heartkids,  Autism, Early Intervention Program:

Baby Bridges, Playgroup Funded Programs: Mytime, Playconnect, Website, Facebook,

Monthly Newsletters

Contact Ph.: 074928 6550 or 0408 506 287 email:  [info@theumbrellanetwork.org](mailto:info@theumbrellanetwork.org) . website:  [www.theumbrellanetwork.org](http://www.theumbrellanetwork.org) Facebook Page:  The Umbrella Network

**Queensland Aged and Disability Advocacy**

168 Denison St Rockhampton. Phone 4927 7544 Free call 1800 81 8338

**DOMESTIC VIOLENCE SUPPORT**

**AnglicareCQ***Family, Adolescent and Community Intervention Team*

FACIT works with people who experience or use domestic violence and with children who have witnessed violence in the home. Case management is structured around the participant’s values, priorities and goals, and can include:

* Practical support
* Maintaining personal safety
* Support through legal matters and court proceedings
* Housing support
* Emotional support and counselling for individuals, families, and children who’ve witnessed or experienced violence

Contact: AnglicareCQ Wellbeing Centre, 1/14 Fitzroy St, Rockhampton  
Phone: (07) 4930 1500 Fax: (07) 4922 0372.

Email: [FACITintake@anglicarecq.org.au](mailto:FACITintake@anglicarecq.org.au)

**Central Queensland Community Legal Centre – Victims of Crime**

This service provides support for the victims of crime, and their families who have been directly or indirectly affected by the crime by offering:

1. Free assistance with Victims Assist Financial Applications
2. Personal service
3. Crisis response
4. Individual advocacy
5. Community education
6. Professional education
7. Court support

*By appointment – Monday to Friday – 9am to 4pm*

Contact Information: Ph.one: (07) 4921 0368: Post**:** Po Box 1393, ROCKHAMPTON QLD 4700: Email – Maudie [cqclc.voc@bigpond.com](mailto:cqclc.voc@bigpond.com)

Email – Ros [cqlc.voc1@bigpond.com](mailto:cqlc.voc1@bigpond.com):**|** Web:   [www.cqclc.org.au](http://www.cqclc.org.au)

**Domestic and Family Violence Court Assistance Service (DFVCAS)**

-              Located at the Rockhampton Court House

Office Hours MON – FRI 8:30am -3:00pm

Appointments encouraged but not essential

-              Attend Yeppoon Court House Thursdays 2pm

Can offer assistance with application for DVO’s on Thursday in Yeppoon – by appointment only

This program does not provide legal advice however it does provide assistance with applications for protection orders, discuss whether protection orders are an appropriate option, and provide court support throughout the process of getting an order. Also, information and referral for additional and/or ongoing support.

Contact Information: Ph.one: 4927 0302 – Rockhampton Court House Office – message & call back service available. \*\*Alternatively – Women’s Health Centre – 4922 6585

**Helem Yumba Central Queensland Healing Centre:**

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

See also [Dads on the Inside](#DadsontheInside) in this Directory

Contact Information: 10/99 Musgrave St: NORTH ROCKHAMPTON 4701: Ph.: 4921 1744: [admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

**Rockhampton Women’s Shelter**

Emergency accommodation for women and their families escaping domestic violence. Ph. 4926 5603

**Victim Assist Queensland, Department of Justice and Attorney-General (VAQ)**

Financial assistance scheme to help victims of violent crimes get their lives back on track.  This scheme which started on 1 Dec 2009 replaces the old 'criminal compensation' scheme and is available to victims who report the crime to the police (no longer need a conviction) and obtain a prescribed medical certificate to confirm injuries (Ph.ysical or psychological).  Victim categories include: \*Primary victim \*Related victim (where violence results in death) \*Parent secondary victim & \*Witness secondary victim.  Financial assistance can cover expenses such as: medical, dental, counselling, loss of earnings, funeral expenses, other reasonable costs related to recovery and recognition payments.

The local Victim Coordination Officer can also assist with form filling, writing Victim Impact Statements for the court and providing practical court support when victims are required to give evidence.

For general information on VAQ email [victimslinkup@justice.qld.gov.au](mailto:victimslinkup@justice.qld.gov.au) Ph.one 1300 546 587 or. For face to face assistance with form filling, victim impact statement assistance and practical court support contact the local Victim Coordination Officer on 49 386 518 or visit the Rockhampton Chilcourthouse.

**EMERGENCY ACCOMMODATION**

**AnglicareCQ***Capricorn Support Service*

The Capricorn Support Service provides a limited amount of supported short-term housing for families in urgent need of accommodation, working with people who are homeless or at risk of homelessness, who need support to transition to independent living, who have experienced domestic violence, and others who urgently need a place to stay. Accommodation is supported with case management to address the issues making it hard for the tenant to find or maintain long term housing.

Contact: 164 Musgrave St, North Rockhampton. Phone: (07) 4927 8200  
Fax: (07) 4927 7362. Email: [afss@anglicarecq.org.au](mailto:afss@anglicarecq.org.au)

**Capricornia Training Company**

Youth Housing and Reintegration Service (YHARS) – The purpose of YHARS is to help reduce homelessness through the provision of support and brokerage for young people aged 12-21 who are homeless or at risk of becoming homeless by providing case management support and access to a range of accommodation options.

YHARS After Care Service – provides brokerage, and where it is required, case management support, to young people aged 17-21 years who are homeless or at risk of homelessness and are leaving, or have recently left the care of the Department of Communities.

Contact Information: Located at 38 Armstrong Street, North Rockhampton. PO Box 1252 Rockhampton 4700 Ph.: 4922 2008 Email: yhars@ctcltd.com.au

**Ozcare (Ozanam House) Homeless Men’s Hostel**

Ozcare Men’s Hostels are staffed 24 hours a day and provide short term crisis accommodation, support and meals to men aged 18 years and over.

Contact Information: 233 Alma Street: P O Box 81: ROCKHAMPTON 4700: Ph.: 4937 4280 Fax: 4922 8637

**Ozcare Homestay Service**

The purpose of this service is to provide early intervention support to people at risk of homelessness, in order to maintain their tenancies. The service provides support to clients to avoid issues that may result in homelessness.

Contact Information.  Ozcare 87 Alma St Rockhampton Ph.one : 49374200

**Rockhampton Women’s Shelter**

Emergency accommodation for women and their families escaping domestic violence. Ph. 4926 5603

**Roseberry Community Services Limited.**

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

*Jack’s House* Rockhampton provides short term accommodation and support for young people who are homeless and in crisis. Our staff work to enhance the dignity, self-esteem and independence of young people (aged between 16 and 19 years), whilst recognising the importance of families.

Contact Information:*Jack’s House*

122 Kent Street Rockhampton

Tel: 49222 453; Fax: 49222 054; email: [jackshouse@roseberry.org.auimited](mailto:jackshouse@roseberry.org.auimited)

Also see [Roseberry Community Services Limited](#RoseberryCommunityServicesLimited) in this Directory

**FAMILY SUPPORT SERVICES**

**AnglicareCQ***Family, Adolescent and Community Intervention Team*

FACIT’s services for families include:

* Counselling services for children, youth, adults and families
* Parenting support and training, including regular parenting workshops
* Case management for families and individuals
* Domestic violence intervention and support for people who experience, witness or use violence in the home
* Self development and social skills training training for youth

Contact: AnglicareCQ Wellbeing Centre, 1/14 Fitzroy St, Rockhampton.   
Phone: (07) 4930 1500 Fax: (07) 4922 0372

Email: [FACITintake@anglicarecq.org.au](mailto:FACITintake@anglicarecq.org.au)

*AnglicareCQ  
Child protection services*

AnglicareCQ’s Stronger Futures team provides:

* Foster and kinship care, with support, training and resources for carers
* Short Break care, providing respite and support for foster carers
* Intensive foster care, for children with complex or high support needs such as disability, trauma or behavioural difficulties
* Residential care

Contact: 164 Musgrave St, North Rockhampton. Phone: (07) 4927 8200  
Fax: (07) 4927 7362

**Australian Red Cross – Referral for Active Intervention (RAI).** This program provides case management support to families with children aged unborn – 18 years in the Rockhampton area. Participation is voluntary. Case Managers build on each families own strengths focussing on the individual needs of each child, of the child within the family and the family within the community.

Contact Information: 4 Aquatic Place, ROCKHAMPTON 4700. Ph.: 4922 2119. Fax: 4927 5420. Also see [Australian Red Cross Woorabinda](#AustralianRedCrossWoorabinda) and [Australian Red Cross PH.AMS](#AustralianRedCrossPHAMS) in this Directory

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

Capricorn Citizen Advocacy was established in 1999 to implement a disability advocacy program in the local areas which are now governed by Rockhampton Regional Council and Livingstone Shire Council. These areas currently have a total population of approximately 110,000.

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

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

Funding for the program activities and two staff employed by Capricorn Citizen Advocacy is provided by the Queensland Department of Communities, Child Safety and Disability Services.

Contact Information: Capricorn Citizen Advocacy, Shop 3 / 118 George Street

PO Box 1175; Rockhampton Q 4700. P: 07 4922 0299 F: 07 4922 0288

M: 0409 220 072. *O*ffice: [office@capricornca.org.au](mailto:office@capricornca.org.au)

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

**Capricorn Coast Community Health Services (Women and Family Health)**

Mental health and counselling, podiatry, indigenous services, drug and alcohol services, disability services, diabetes and nutrition, community nursing, child and youth health services, aged care, stroke and optical services. Office hours : Mon to Fri 8.30 a.m. – 4.30 p.m.

*Women and Family Health :* Mon to Fri 8.30 a.m. – 4.30 p.m. 49133000

## Website address [www.health.qld.gov.au/cq/](http://www.health.qld.gov.au/cq/)

Also see : Capricorn Coast Community Health Service (Mental Health) in this directory.

**Centacare*CQ* Rockhampton**

Provide counselling for families, individuals, couples, children, youth, and carers, aged or frail and drought-affected communities. Some services are free and include special needs such as sign language and hearing impaired in addition to education and personal development assistance. Also see [Family Relationship Centre](#FamilyRelationshipService) in this Directory.

Contact Information: 10 Bolsover Street: ROCKHAMPTON 4700: Ph: 1300 523 985

[Email](mailto:Email) rockhampton@centacare.net : [www.centacare.net](http://www.centacare.net)

*CentacareCQ- Community Education*

Centacare*CQ* offers a range of Community Education programs on a regular basis in order to support individuals and families with everyday issues. Centacare*CQ*’s psycho-educational parenting programs include:

|  |  |  |
| --- | --- | --- |
| **123 Magic & Emotion Coaching** | 3 Sessions | 2 hours |
| **Building Children’s Self Esteem** | 1 Session | 2 hour |
| **Buoyant Parenting** | 5 Sessions | 2 hours |

Centacare*CQ* currently offers Live Life Today, a series of psycho-educational workshops for Women to assist them to be the best person they can be, workshops details below.

|  |  |  |
| --- | --- | --- |
| **Strengthening Awareness** | 5 hour session | 9:30am-2:30pm |
| **Ambition to Meaning** | 5 hour session | 9:30am-2:30pm |
| **Change your Thoughts, Change your Life** | 5 hour session | 9:30am-2:30pm |

To register for any of the above programs, phone 1300 523 985, please note no one is refused a service based on inability to pay, please request to speak with the facilitator.

**CQ Indigenous Development Ltd**

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

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

**CQ Dispute Resolution Centre**

Established by the Queensland Government as a free, confidential and impartial mediation service to the community, the Dispute Resolution Centre provides an alternative way of settling disputes without going to court. Mediation services are available to everyone in the community for a wide range of disputes.

Contact Information: Courts Precinct: 46 East Street: PO Box 542:

ROCKHAMPTON 4700. Ph.: 4938 4249: [drc.central@justice.qld.gov.au](mailto:drc.central@justice.qld.gov.au)

**Department of Human Services**   
The Department of Human Services is responsible for the development of service delivery policy and provides access to social, health and other payments and services including Medicare, Centrelink and Child Support.

*Centrelink*

Centrelink delivers a range of payments and services which can be accessed online, via the Ph.one and face-to-face through Customer Service Centres, Agents  and Access points.  Information is also available in a number of languages, with access to free interpreters  for Centrelink business. Forms and Information sheets are also available online.

Contact Information : 190 - 194 Musgrave St: P O Box 53: ROCKHAMPTON 4700

Ph.: 132 717 (disability): Ph.: 132 316 (drought): Ph.: 132 850 (family): Ph.: 136 380 (Indigenous).  Website:  [www.humanservices.gov.au/dhs/centrelink](http://www.humanservices.gov.au/dhs/centrelink)

*Child Support*

Child Support can help you with your child support choices, which are designed to work for both parents and non-parent carers (for example, grandparents, legal guardians or other family members) while maintaining the welfare and best interest of the children involved. We can also help with support services to assist with other aspects of separation.  
  
Contact Information:  Ph.: 131 272.  Websites:

Child Support: [www.humanservices.gov.au/childsupport](http://www.humanservices.gov.au/childsupport)

Separated Parents: [www.humanservices.gov.au/themes/child-support-and-separated-parents](http://www.humanservices.gov.au/themes/child-support-and-separated-parents)

\*Please note customers that present at the Rockhampton Department of Human Services Service Centre located at Musgrave Street will be directed to a self-service terminal or advised to contact Child Support via Ph.one.

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**Family Relationship Centre**

Provide information about family relationships, new relationships, relationship difficulties or dealing with separation. Also refer families to other services for assistance with a wide range of family issues. Advice and dispute resolution, conflict resolution, and development of workable arrangements for children without going to court.

Contact Information: Ground Floor (own entrance): Commonwealth Building: 36 East Street. (P O Box 1590): ROCKHAMPTON 4700: Ph.: 4927 1210.

**Head Start Children's Therapy Services**

Head Start Children's Therapy Services is a locally owned and operated private occupational therapy practice offering services to children and adolescents in the CQ Area.  We work in collaboration with families to support development and participation in self-care, leisure, school and play activities.  We are registered as a FAschia Helping Children with Autism provider in addition to having medicare and private health rebates available.

Contact Information: 2/28 Bolsover Street Rockhampton. Phone: 4921 1224 Mobile: 0476046024. Fax: 4921 2487

**Helem Yumba**

The Central Queensland Healing Centre works with indigenous families to address issues of family and domestic violence.

See also [Dads on the Inside](#DadsontheInside) in this Directory

Contact Information: 10/99 Musgrave Street: NORTH ROCKHAMPTON 4701: Ph.: 49211744: [admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

**Livingston Shire Council Community Centre**

The Community Centre is a place for the community to access supportive information and to meet, learn and share each others skills and knowledge.  
  
The Community Centre is partly funded through the Department of Communities, Child Safety and Disabiltiy Services. The centre provides Capricorn Coast residents with a public community hubspace that is safe, welcoming, vibrant, accessible, available to all and offers:

* General Information and referral assistance;
* Outreach services;
* Enhanced choices;
* Networking and social and social events;
* Participation in programs and activities that build skills;
* Affordable meeting spaces on a permanent or casual basis , and
* Life long learning opportunities.

We also provide important linkages, capacity building educational and partnership opportunities for:

* Individuals requiring support;
* Community services providers;
* Community organisations, clubs and groups, and
* Community development staff and council

**Contact Information:** 80 John Street Yeppoon: **Ph.one:** 4913 3840

**Our Children Australia**

**(**[**www.ourchildren.com.au**](http://www.ourchildren.com.au)**)** an online communication portal for separated parents; a place for parents to communicate and store information regarding their children.  We provide parents with access to their own online communication book 24/7.  A fee for this service applies to each parent – please check the website for the current rates.

**Solving the Jigsaw**

Solving the Jigsaw is an award-winning prevention & early-intervention  program that works with students, teachers and parents to change a culture of violence into a   
culture of wellbeing. PH. 0407 694 429

**The Smith Family - Communities for Children (C4C)**

Communities for Children Facilitating Partner Initiative is funded by the Department of Social Services.  The Smith Family is the Facilitating Partner for the Rockhampton LGA (encompassing Rockhampton Regional and Livingstone Shire Council areas).  The Initiative provides early intervention and prevention activities that help Rockhampton children aged birth to 12 years and their families increase their social connections and improve their education and employment outcomes.  C4C fosters ‘whole of community’ place-based responses that enhance child wellbeing through stronger and more sustainable families and communities.

For more information on Communities for Children Facilitating Partner Initiative or any of our activities please contact Rebecca Smith, C4C Project Officer, 0400 841 417 or email [Rebecca.Smith@thesmithfamily.com.au](mailto:Rebecca.Smith@thesmithfamily.com.au)

Communities for Children in partnership with our Community Partners offer the following activities:

*Protection Thru Play*

Protection Thru Play provides families with fun, hands-on activities and support.  Through monthly visits, Family Planning Queensland provides free resources and ideas on how to teach personal safety.  Protection Thru Play  playgroups operate in Rockhampton, Gracemere and Mount Morgan.

*For more information contact Family Planning Queensland 4921 3655*

*Mount Morgan United*

Mount Morgan United supports local parents and early childhood professionals to come together and create a positive influence on young children’s lives.  The project works to ensure the best early learning and development outcomes for children aged birth-6 years in the Mount Morgan area through a series of free community and workforce sessions.

*For more information contact Family Planning Queensland 4921 3655*

*Wellness and Wellbeing*

The Wellness and Wellbeing project focuses on early intervention and prevention through the development of holistic approaches for Aboriginal and Torres Strait Islander parents, children and traditional Elders to promote a safe environment for children and their families.

*For more information contact Family Planning Queensland 4921 3655*

*Step Into Parenting*

Girls Time Out contributes to positive beginnings for teen parents aged 16-21 years and their children aged birth-5 years.  The program includes playgroups and workshops on a variety of topics, and provides fun and interactive activities in a safe environment.

*For more information contact Girls Time Out 4922 7236*

*Binbi Meta Healthy Dwellings*

Binbi Meta Healthy Dwellings is provided by Bidgerdii Health and Community Services and is designed for Aboriginal, Torres Strait and South Sea Islander kinship families.  The program uses traditional practices to support families, focusing on the prevention and management of chronic disease.

*For more information contact Bidgerdii 4930 4600*

*Tackle6*

Darumbal Community Youth Service Inc. deliver the Tackle6 football program to primary school aged children at schools in the Rockhampton LGA.  This program allows children, parents and teachers to come together to discuss life strategies using football as a fun tool.

*For more information contact Darumbal Community Youth Service Inc. 4922 6180*

*Dads on the Inside*

Helum Yumba CQ Healing Centre delivers this program to fathers incarcerated at the Capricorn Correctional Facility or on parole in the Rockhampton LGA.  The program seeks to engage with families and support services focusing on building relationships within and between families and services.

*For more information contact Helum Yumba 4931 8600*

*Children’s Festival*

Romp in the Park is an annual event and vulnerable and disadvantaged families the opportunity to develop and bond through literacy practices and creative expression.

*For more information contact CQUniversity on 4923 2772*

**The Umbrella Network**

Non Profit organisation supporting families with special needs children. Providing a location to meet like minded families, encouragement and understanding, along with regular support groups and events.

Support ranges and eligibility 0 – 12 years

Families in need of information, support, friendship

Any regular events Support Groups: Heartkids,  Autism, Early Intervention Program:

Baby Bridges, Playgroup Funded Programs: Mytime, Playconnect, Website, Facebook,

Monthly Newsletters

Contact Ph.: 074928 6550 or 0408 506 287 email:  [info@theumbrellanetwork.org](mailto:info@theumbrellanetwork.org) . website:  [www.theumbrellanetwork.org](http://www.theumbrellanetwork.org) Facebook Page:  The Umbrella Network

**FINANCIAL COUNSELLING**

**Financial Counselling Relationships Australia**

***Free Service*** Ph. 4926 9726

**Financial Counselling Unitingcare Community**

***Free National Service***: Financial First Aid Ph. 1800 007 007 Monday –Friday.

**GOVERNMENT SERVICES**

**Child Safety (Department of Communities, Child Safety and Disability Services)**

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

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

**Department of Human Services**   
The Department of Human Services is responsible for the development of service delivery policy and provides access to social, health and other payments and services including Medicare, Centrelink, Child Support and Australian Hearing.

Contact Information : 190 - 194 Musgrave St: P O Box 53: ROCKHAMPTON 4700

Ph.: 132 717 (disability): Ph.: 132 316 (drought): Ph.: 132 850 (family): Ph.: 136 380 (Indigenous) Website:  <http://www.humanservices.gov.au/>

To see more information in this Directory please click on [Centrelink](#Centrelink) and [Child Support](#ChildSupport)

\*Please note, Child Support customers that present at the Rockhampton Department of Human Services Service Centre located at Musgrave Street will be directed to a self-service terminal or advised to contact Child Support via Phone.

**Family Court of Australia**

Family Law Court and Federal Magistrates Court

Contact Information: 1300 352 000

**LEGAL PRIVATE: Network members**

**Braithwaite Legal.** Family Law. Shop 3, 54 James Street, Yeppoon, 07 49392600

**Cam Schroeder Lawyers.** Shop 6 Tidewater Crt, 7 Normanby St. Yeppoon.Cam Schroeder. Ph. 4925 0229

**Colin Fleming & Company Solicitors.** Colin Fleming. Anne Knight. QTV House 1 Aquatic Place, North Rockhampton. Ph.: 4923 5400  Central Queensland’s first Collaborative Law firm. [www.colinfleming.com.au](http://www.colinfleming.com.au)

**Duffield and Associates: Solicitors.** Level 1/212 Quay St. Family Law and Divorce. Peter Duffield. Gemma Smith. Ph. 4994 0725 [www.duffieldsolicitors.com.au](http://www.duffieldsolicitors.com.au)

**Everyday Lawyers.** 75 Elphinstone Street. . Areas of law: family, general civil, employment, wills and estates, immigration, conveyancing, traffic matters. Amy Vonhof. Mitch Jamieson. PO Box 258 Rockhampton 4700. Ph.: 1300 655 215 or 4921 2424: Email: [admin@everydaylawyers.com.au](mailto:admin@everydaylawyers.com.au)

**Gerald T Byrne Barrister at Law.** Mediation; Relationship; Counseling and any Family Law matters. Gerald Byrne. Ph. 4921 0010

**Grant and Simpson Lawyers & Notary.** Ross McLellan. Katherine Lord.226 Quay St. Family Law Ph. 4999 2000 [www.grantsimpson.com.au](http://www.grantsimpson.com.au)

**Joanne Madden Solicitors.** *Rockhampton:*  First Floor (upstairs) 18 East Street, Rockhampton - Ph.one:  4939 8955

*Yeppoon:* Shop 1 / 11 Hill Street, Yeppoon – Ph.one: 4939 895

Joanne Madden and Katina Perren: Family Law, Divorce

**Jordon Ahlstrand. Barrister.** 42-48 East St. Jordon Ahlstrand. Ph. 4927 2272

**Maree Willey Barrister.** 1/67 East St. Maree Willey Ph. 4922 3200

**Michael Stockall Solicitor** 34 East St Michael Stockall. Ph. 4927 9522

**Rees R and Sydney Jones Solicitors** Level 1, 55 Denham St. Paula Ph.elan Family Law Solicitor. Ph. 4927 6333. [www.reesjones.com.au](http://www.reesjones.com.au)

**Tom Polley Barrister.** 10/67 East St. Tom Polley 4922 2266.

**Therese Ryan Barrister:** Family Law. Nationally Accredited Mediator, Rockhampton Chambers, Level 1, 130 East St. Ph. 07 49214334 | Fax 0749214334   |Mobile 0408 925 420 | Email:-tryan34@live.com.au

**LESBIAN, GAY, BISEXUAL and TRANSSEXUAL (LGBT) SERVICES**

**Blood Born Viruses and Sexual Health Services (BBV\SHS)**

BBV\SHS provides sexual health screen including HIV rapid testing Monday - Friday appointments preferred.

Contact information - 92 Bolsover Street Rockhampton PH 49325400

**Gay and Lesbian Welfare Association Queensland (GLWA)**

GLWA is a non-profit organization with a focus on the wellbeing of the LGBTI community in conjunction with QLife nationally. They operate a free telephone counselling services 1800 184 527 and online live chat service from 5.30pm - 10.30 pm weekdays and have resources on their webpages. www.glwa.org.au<http://www.glwa.org.au>

**PFLAG (Parents and Friends of Lesbian and Gays)**

PFLAG is a voluntary group of parents whose aim is to assist other families with lesbian and gay members to understand and care for each other and to offer support where needed.

Contact information - PH: 3017 1739 [pflagbris@hotmail.com<mailto:pflagbris@hotmail.com](mailto:pflagbris@hotmail.com%3cmailto:pflagbris@hotmail.com)>

**Rainbow Counselling**

Rainbow Counselling - Relationships Australia Provides support and face to face counselling to individuals, couples, families and the LGBTI community with particular focus on LGBTI specific issues.

Contact information - Crn Berserker and High Street, Nth Rockhampton. PO Box 9959 Frenchville, 4701 PH: 1300 364 277

**MEDIATION (PRIVATE)**

**Mediation Solutions Central Queensland**

Private Mediation services specialising in Family Law (parenting arrangements and property). Rosemary Farnsworth, the Principal, is an accredited Family Dispute Resolution Practitioner, and also a Solicitor with extensive Family Law experience.

We are based in Gladstone but mediations can be arranged in Rockhampton, Biloela, Agnes Water and Monto by appointment. Telephone mediations also available. Telephone: 04 2223 1015. Email: [mediation@farnsworthgroup.com.au](mailto:mediation@farnsworthgroup.com.au)

Website: farnsworthgroup.com.au

**Mediate it**

*‘Mediate it’* is a boutique mediation practice focusing on delivering quality and affordable mediation and alternative dispute resolution services specialising in Family Law (including separation, child and property matters, same-sex and defacto couples). We believe that most disputes can be resolved, as the best decision makers are the parties themselves. We provide guidance to work through issues and to assist parties to hear and understand each other. The result is an outcome which is owned by the parties, this often helps their relationship to move forward in a positive way.

If you have a conflict that you want resolved sooner rather than later, ‘*Mediate it’* can help you. Being able to provide mediation services which are easily accessible is one of our major objectives. We deliver mediations in a variety of formats including single mediator and co-facilitated mediations as well as Skype and telePh.one conferences.

Joanna Lezanski is the Principal Mediator and Owner and has worked predominately in family law for the past 10 years. Joanna is a Nationally Accredited Mediator with the Australian Mediation Association and is presently completing her training as a Family Dispute Resolution Practitioner. Having gained invaluable experience in property and parenting matters, Joanna is now dedicated to using her knowledge and skills to assist parties to resolve matters using mediation, without needing to engage in protracted and often expensive litigation. For more information or to make contact please go to <http://www.mediateit.com.au/>

**Mediation Plus – private mediation and family dispute resolution services**

Family Dispute Resolution (mediation) is offered on property and parenting issues. Our principal, Bernadette Le Grand, is an accredited Family Dispute Resolution Practitioner and Nationally Accredited Mediator. We are based in Gladstone but can also provide mediations in Rockhampton and Biloela or offer telePh.one mediation where necessary.

Ph.one **–** 0407 129611

Email **–** [blegrand@mediationplus.com.au](mailto:blegrand@mediationplus.com.au)

Website **–** [www.mediationplus.com.au](http://www.mediationplus.com.au)

**MENTAL HEALTH SUPPORT**

**AnglicareCQ**AnglicareCQ’s mental health services in the Rockhampton region include:

* Support for people with mental illness aged 18 to 64, including managing physical and mental health, developing life skills and coping techniques, maintaining relationships and community engagement
* Support for families and carers of people with mental illness
* Self help and peer support groups, group outings and activities
* Tenancy support for people with severe and persistent mental illness who live in social or community housing, to help them maintain their tenancy and remain an active and engaged member of their community

Contact: AnglicareCQ Wellbeing Centre. Ground floor, 14 Fitzroy St, Rockhampton. Phone: (07) 4930 1550 Fax: (07) 4922 0372

**Australian Red Cross – Personal Helpers and Mentors Program (PH.AMS).** The Personal Helpers and Mentors program (PH.aMs) assists people living with a mental illness. PH.aMs supports people to develop skills, build confidence, access services and participate in the community. Ph. 4922 0020. Also see [Australian Red Cross RAI](#AustralianRedCrossRAI) and [Australian Red Cross Woorabinda](#AustralianRedCrossWoorabinda) in this Directory.

**Capricorn Coast Community Health Services (Mental Health)**

*Hospital Avoidance and Sub Acute Care – HASA.*8 Hoskyn Drive YEPPOON Q 4703. Ph.: 4913 3000 Fax: 4939 5126. Internet Web Site for Qld Health: - [www.health.qld.gov.au/](http://www.health.qld.gov.au/)

*Acute Care Team.*Ph.one:4920 6111. This is the number for any acute mental health issues 24 hours a day

*Alcohol Tobacco & Other Drugs Services***.** Ph.one : Ph. 49133068 Ph.49133224

*ATODS & Methadone Program:* Mon to Friday - 8.30 am – 4.30 pm

Also see: [Capricorn Coast Community Health Service (Women and Family)](#CapricornCoastCommunityHealthServiceFam) in this directory.

**CQ Medicare Local** *(until June 30th)*

The ATAPS Program provides free access to Focused Psychological Strategies under the General ATAPS Program, the Perinatal Depression Program, the Extreme Climatic Events Program, and the Suicide Prevention Service. For details on eligibility criteria and referral process please contact the ATAPS Coordinator. PH   4921 7777: Fax   4927 2977: email: [admin@capdivgp.com](mailto:admin@capdivgp.com).

**CQ Suicide Prevention Network** The network meets in Rockhampton on the 4th Wednesday of the month from 4-5:30pm. All interested community members are welcome to join. Email [cqcspn@gmail.com](mailto:cqcspn@gmail.com) or call 1800 100 024 for meeting details.

**Grow Recovery Groups**

Grow is a mutual, mental health support program that has been developed directly from the experience of people who have recovered and are recovering from mental illness and other life difficulties.  Some of the problems Grow has helped people to manage are depression, anxiety, relationship breakdown, isolation, grief, compulsions and diagnosed mental illnesses. People using the program over time describe a more connected, resilient, meaningful and happier life.

A Grow group meets *every Thursday at 6.30pm in St Luke’s Hall, Rundle St in Wandall.* Other groups may be formed where there is sufficient interest. Call 0408 577 403 for any further information or see website. <http://www.grow.net.au/> . *Carers and service providers are welcome to attend a meeting as a community visitor.*

**Personal Helpers and Mentors Program (PH.AMS) Gladstone** 4977 8111

**QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma)**

The role of a QPASTT Counsellor/Advocate is to provide client-centred, culturally sensitive and trauma informed counselling support to young people, adults and families from refugee backgrounds, including asylum seekers. QPASTT regional worker is based in Rockhampton with the capacity to also work in surrounding areas including Biloela and Gladstone.

QPASTT Counsellor/Advocate- Rockhampton. Ph: (07) 4937 6210

Mobile: 0409 574 925 Email: [annaperry@qpastt.org.au](mailto:annaperry@qpastt.org.au)

Address: 10 Bolsover Street, Rockhampton (Co-located at Centacare’s office)

Please contact QPASTT for further information or to discuss making a referral, alternatively refer to the QPASTT website: [www.qpastt.org.au](http://www.qpastt.org.au)

**Rockhampton Mental Health Services**

Rockhampton Mental Health Services offer a free and confidential service specialising in the treatment of individuals who have or are at risk of developing moderate to severe mental illness. A team of mental health professionals offers medical and psychiatric assessment of existing or possible mental health problems, design and implementation of therapy, case management, counselling crisis intervention, and community liaison and education. The full range of mental health problems is catered for including severe emotional disturbance, anxiety disorders, depression, eating disorders and psychotic illnesses. For after hours treatment of an acute mental illness episode or psychiatric crisis contact the Emergency Department of the nearest Hospital.

Contact Information: Ph.one: 4920-6100. Fax: 4921-1500: Quarry Street,

Rockhampton QLD 4700

**MULTICULTURAL**

**Access Community Services Ltd (ACSL)**

Access Community Services Ltd (ACSL) is Australia’s leader and specialist in Settlement, Employment and Training Support services to migrants and refugees in Queensland. ACSL is a community based, not for profit organization and is committed to fostering community development, settlement and employment initiatives and to providing personal support programs to address the needs of these disadvantage community groups. ACSL further commit to creating coherence through the development of needs based services and the establishment of collaborative services with relevant service providers.  ACSL has an office in Rockhampton for the Central Queensland Region.

Contact Details: 4/199 Musgrave Street, Rockhampton, Qld. 4701. Ph.one: 0423 728 280

**Community Multicultural Organisations.**

Following is a list of Rockhampton based community organizations connected with specific cultural backgrounds.

|  |  |  |
| --- | --- | --- |
| ***Organisation*** | ***Ph.one Number*** | ***Contact*** |
|  |  |  |
| Australian South Sea Islander United Council | 4934 8230 | 61 Emu Park Road |
|  |  |  |
| Bangladeshi Community | 4936 1612 - Neeta |  |
|  |  |  |
| Capricorn Coast Multicultural Group | 4939 5875 - Ingo and Nini Sielaff |  |
|  |  |  |
| Capricornia Ph.illipine Australian | 4939 5875 |  |
|  |  |  |
| Central Queensland German-Australian Club | 4928 0959 |  |
|  |  |  |
| Rockhampton Chinese Association & Temple Society | 0402 316 697 - Dorethy Khoo | [rtonchineseassoc@gmail.com](mailto:rtonchineseassoc@gmail.com) |
|  |  |  |
| Vietnamese Community In Rockhampton | 0470 380 321 - Mr Chung Nguyen | [rockyvietnamesecommunity](mailto:rockyvietnamesecommunity@yahoo.com.au)  @yahoo.com.au |
|  | 0432 176 945 - Mr Duc Huynh |  |

**Rockhampton Regional Council – Multicultural Officer** Ph. 4936 8569

**Multicultural Development Association (MDA)**

MDA is committed to delivering a Queensland that is welcoming and where all new arrivals have the opportunity to fully contribute to and participate in a multicultural society where our diversity is recognised as a strength. The skills and experience of new arrivals reinvigorate the economic and social fabric of local communities. They are highly motivated to establish themselves professionally and socially in their new communities.

We are an independent settlement organisation committed to achieving the best settlement outcomes for our clients and working actively to promote multiculturalism. MDA settles every newly arrived refugee in Brisbane, Rockhampton and Toowoomba.

Through our presence in metropolitan and regional Queensland, we work in partnership with our clients, other service providers, government agencies and the private sector to achieve quality service delivery through advocacy, client service delivery, community development and multicultural sector development.

As we work towards an inclusive and united multicultural society, which values cultural diversity, we know and welcome safety and pathways to full participation that we provide for new arrivals is vital to continuing successful multiculturalism. Making this happen is a two way street for both the new arrivals, in the effort they make to settle into the community, and for the rest of us in the positive and supportive welcome we give them in their new home.

Contact Information:: 46 Denham Street, Rockhampton, Q. 4700 : Ph: (07) 4921 2222, Fax: (07) 3337 5444

**QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma)**

The role of a QPASTT Counsellor/Advocate is to provide client-centred, culturally sensitive and trauma informed counselling support to young people, adults and families from refugee backgrounds, including asylum seekers. QPASTT regional worker is based in Rockhampton with the capacity to also work in surrounding areas including Biloela and Gladstone.

QPASTT Counsellor/Advocate- Rockhampton. Ph: (07) 4937 6210

Mobile: 0409 574 925 Email: [annaperry@qpastt.org.au](mailto:annaperry@qpastt.org.au)

Address: 10 Bolsover Street, Rockhampton (Co-located at Centacare’s office)

Please contact QPASTT for further information or to discuss making a referral, alternatively refer to the QPASTT website: [www.qpastt.org.au](http://www.qpastt.org.au)

**MURRI SUPPORT**

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

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

Contact Information : Shop 2, 6 East Street: ROCKHAMPTON 4700: Ph.: 4921 2999: Fax: 4922 8631

**Aboriginal and Torres Strait Islander Legal Service (ATSILS)** Ph. 4927 5711

**Bidgerdii Indigenous Community Health Service**

Bidgerdii provide comprehensive primary health and well-being services to the Aboriginal and Torres Strait Islander community in the Rockhampton and surrounding regions. Bidgerdii advocate for, and involve, the Aboriginal and Torres Strait islander community in primary health and well-being care. Bidgerdii collaborate with health and well-being partner agencies to enable integrated continuity of care for the community, and continue to work to contribute to Aboriginal and Torres Strait Islander health policy and program reform in Queensland.

Services provided include:

* Social and Emotional Wellbeing Program
* Medical Clinic
* Chronic Disease Unit
* Maternal Child and Welfare Unit (Mums and Bubs)
* Services and Home Visits
* Transportation

Two locations:

* 162 Bolsover Street, Rockhampton, 4930 4600
* Shop 3, 287-289 Richardson Road, Nth Rockhampton.4999 000

<http://www.bidgerdii.com.au/>

**CQ Indigenous Development Ltd**

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

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

**Darumbal Community Youth Services**

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

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[Budaroo House Youth Shelter](http://www.darumbal.org.au/programs-3/budaroo-house/)

[Youth Support Coordinator Initiative](http://www.darumbal.org.au/programs-3/ysc/)

[Eaglehawk Family Support Program](http://www.darumbal.org.au/programs-3/eaglehawk/)

[Volatile Substance Misuse Program](http://www.darumbal.org.au/programs-3/vsm/)

[Parent and Community Engagement Program](http://www.darumbal.org.au/programs-3/pace/)

[Learning Earning Active Places (LEAP)](http://www.darumbal.org.au/programs-3/learning-earning-active-places-initiative-leap/)

[Youth At Risk Initiative](http://www.darumbal.org.au/programs-3/youth-at-risk-initiative-yari/)

[“Yimba Bira” Traditional Indigenous Games](http://www.darumbal.org.au/programs-3/yimba-bira-traditional-indigenous-games/)

*Hours of Operation:*

Darumbal Office:  Monday to Friday 8.30am – 4.30pm  (CLOSED 12 – 1pm daily)

Budaroo House Youth Shelter:  24hrs 7 days a week

VSM Outreach Service:  4 nights per week –  Monday, Thursday, Friday, and Saturday nights 6pm – 12pm (subject to change)

## Contact Information: Darumbal Office - 79b Bolsover Street: PO Box 5851, Red Hill Mail Centre, Rockhampton QLD 4702. Office Ph.one: 07 4922 6180 Budaroo House: 07 4927 5715 VSM Outreach: 0400 716019

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

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

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

Contact Information: 25 George Street: ROCKHAMPTON 4700: Ph.: 4922 8355: Fax: 4927 9889 [gumbi@pacific.net.au](mailto:gumbi@pacific.net.au). <http://www.gumbigumbirockhampton.com/>

**Helem Yumba**

The Central Queensland Healing Centre works with indigenous families to address issues of family and domestic violence.

See also [Dads on the Inside](#DadsontheInside) in this Directory

Contact Information: 10/99 Musgrave St.: ROCKHAMPTON 4701: Ph.: 4921 1744: [admin@cqhealing.com.au](mailto:admin@cqhealing.com.au)

**Indigenous Community Links (ICL)**

Indigenous Community Links (ICL) is an Australian Government program designed to help close the gap between Aboriginal and Torres Strait Islander and non-Indigenous Australians.

ICL operates through a network of 65 not-for-profit service providers in 88 urban and regional areas across Australia to provide:

* Lasting social, health and financial improvements through supported referrals and advocacy.
* Information and referrals to local community services and programs across a range of Indigenous and other services and programs, such as legal, health, employment and housing.
* Opportunities for clients to develop skills to help themselves.

ICL is a referral and information service. ICL is not a replacement program for other services. ICL providers work closely with other community service organizations in their area to share referrals and facilitate client needs.

Contact information:

*Rockhampton, Yeppoon and Mt. Morgan*

Central Queensland Indigenous Development (CQID), Building 26 CQID Social Inclusion Centre, Darumbal Road, central Queensland University Qld. 4701.Ph.: 4920 0000 Fax: 0110.

*Emerald*

Central Queensland Indigenous Development (CQID), Shop 2/13 Borilla Street Emerald 4720. Ph.: 4987 4792 Fax: 4987 4928.

*Gladstone*

Nhulundu Healing Service, 1 Manning St. Gladstone 4680. Ph.: 4979 0992 Fax: 49790967

*Longreach*

Central Queensland Indigenous Development (CQID) 39 Duck St. Longreach 4730. Ph.: 4658 1577 Fax: 4658 1599

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

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

Contact Information: Quay Street: P O Box 1249: ROCKHAMPTON 4700: Ph.: 4927 7508: Ph.: 0418 985 849: Fax: 4927 7058: [edward.juwarki@gmail.com](mailto:edward.juwarki@gmail.com). <http://juwarki.org.au/>

**Reconnect**

The Reconnect program is a government funded initiative auspiced by Fitzroy Basin Elders Committee (FBEC) that specifically targets 12 to 18 year old Aboriginal, Torres Strait and South Sea Islander young people who are homeless or at risk of homelessness, and their family.

The objective of the program is to improve the level of engagement of homeless young people, or those at risk of homelessness, with family, work, education, training and the community.

Contact Information:

*Rockhampton Reconnect*

The Rockhampton Reconnect program auspiced by Fitzroy Basin Elders Committee (FBEC) specifically targets Aboriginal, Torres Strait and South Sea Islander young people. FBEC is located at Building 26 CQID Social Inclusion Centre, Darumbal Road, Central Queensland University Qld. 4701. Ph.: 4939 1297 Fax: 4936 1088

*Gladstone Reconnect*

The Gladstone Reconnect program is auspiced by Roseberry Community Services located at 39 Flinders Parade, Gladstone 4680. Ph.: 4972 0047 Fax: 4972 0917.

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

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

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

The Rockhampton office services the local government areas of Rockhampton and Mt Morgan, Yeppoon, Gladstone, Woorabinda, Biloela, and Blackwater.  Rockhampton Office also assists clients in Emerald with advice over the telePh.one. For more information or to access service please Ph.one 4922 4557. Also see [Queensland Indigenous Family Violence Legal Service](#QueenslandIndigenousFamilyViolenceLegalS) in this Directory.

**PSYCHOLOGISTS**

**Berserker Clinical Practice**

Regulation 7 Family Law Counsellors; Family Reports, Psychologists. Around two month wait time for Court Reports – ***book early.*** Ph.: 4921 0510

**CQ Allied Health**

Psychologists (children and adults) and Occupational Therapist (Paediatric and adults)

Mandy Dexter Helen Madell Steve Braun

Gayle Woltman Tom De Pauw Kristy Stewart

28 Bolsover Street, Rockhampton 4700. Ph.: 4921 1224   Fax: 4921 2487

**Tilly’s Yumba – a place to connect.**

Loretta George: Bachelor Psychology; Postgraduate Certificate Clinical Psychology. Ph.: 0408 950 773 [tillysyumba@gmail.com](mailto:tillysyumba@gmail.com)

**SOCIAL WORKERS**

**Janette McLaughlin Accredited Social Worker** P.O Box 225 Rockhampton QLD 4700 Mobile 0429198158

**Margie Newton** Ph. 0412 951 153

**CENTRAL HIGHLANDS**

**AnglicareCQ***Emerald*

Services provided by AnglicareCQ’s Emerald team include:

* Mental health: support for people with mental illness aged 18 to 64 and for families and carers of people with mental illness, services for people with complex mental health needs and multiple service providers involved in their care, and tenancy support for people with severe and persistent mental illness living in community or social housing
* Youth services for children and young people aged 12 to 18, including one on one support, camps and group activities
* Foster and kinship care
* Support for Indigenous children and families
* Housing: community housing, short term supported accommodation for families in urgent need of a place to stay, and National Rental Affordability Scheme properties which provide affordable long term family homes.

Contact: AnglicareCQ 44 School Lane, Emerald. Phone: (07) 4982 4062  
Fax: (07) 4987 5354

*AnglicareCQ  
Blackwater*

Services available at AnglicareCQ’s Blackwater office include:

* An on-site Department of Human Services agency with free phone and fax for contacting government bodies like Centrelink and Medicare, and a photocopier, computer and printer to assist with paperwork
* Housing: short term supported accommodation for families in urgent need of a place to stay
* Individual and family support, information and referral
* Support for Indigenous children and families

Contact: AnglicareCQ c/o Community Centre, Wey St, Blackwater. Phone: (07) 4982 6535 Fax: (07) 4982 5914

**Centacare Emerald**

Counselling, sexual assault counseling, family relationships and family support. PH. 4982 4358

**Central Queensland Division of General Practice** Ph. 4982 4233

**Centrelink** Ph. 4983 7000

**Community and Primary Health Service: Child Protection Liaison** Ph. 4983 9700

**Department of Communities, Child Safety and Disability Services** Ph. 4983 7500

**Domestic Violence Service of Central Queensland** Ph. 1800 808 688

**Emerald Neighbourhood Centre.**

Emergency relief; crisis intervention; Information; Referral; Community Visitor. Ph. 4982 1696

**Indigenous Community Links (ICL).**

See [Indigenous Community Links](#IndigenousCommunityLinks) in this Directory to find out more about this program**.** ICL in Emerald is located at Central Queensland Indigenous Development (CQID), Shop 2/13 Borilla Street Emerald 4720. Ph.: 4987 4792 Fax: 4987 4928.

**Legal Private (Network member) Anne Murray & Co.** 17 Opal St.Ph. 4982 4236

**UnitingCare Community**

Rural Family service provide practical, personal and therapeutic support for families and individuals with children from pre birth to 18.  Out reach and home visits as needed.  Ph.one 49823730

**Psychologist: GryPh.on Psychology.**

Anger Management; Stress and Conflict; Couples Counselling; Family and parenting issues; Children’s emotional and behavioural problems; Anxiety and depression (post natal depression); Drug and Alcohol problems; Fatigue management; Sleep assessment; Pain Management; Quit smoking programs; Critical incident; Psychological trauma and stress related conditions; Mentoring and coaching for self esteem, assertiveness; Work stress: work life balance; Adjustment difficulties; Loss and bereavement; General psychological issues; Anger Management; Stress and Conflict; Couples Counselling; Family and parenting issues; Children’s emotional and behavioural problems; Anxiety and depression (post natal depression); Drug and Alcohol problems; Fatigue management; Sleep assessment; Pain Management; Quit smoking programs; Critical incident; Psychological trauma and stress related conditions; Mentoring and coaching for self esteem, assertiveness; Work stress: work life balance; Adjustment difficulties; Loss and bereavement; General psychological issues. 132A Opal St. PH. 1800 056 076.

Red Cross

PH.aMs (Personal Helpers and Mentors) operates from the Neighbourhood Centre and has an Emerald based worker.. Ph. 0408 712 953

**LONGREACH and BARCALDINE**

**Alcohol and Drug Foundation Queensland**

Alcohol and Drug Foundation Queensland is a Non-Government Organisation (NGO) dedicated to reducing the individual and social harms associated with alcohol and drug use and to promoting health enhancing behaviour change.Ph. 0400 022 906

**AnglicareCQ***Longreach*

Services provided by AnglicareCQ’s Longreach team include:

* Housing: community housing, short term supported accommodation for families in urgent need of a place to stay
* Mental health: support for people with mental illness aged 18 to 64 and for families and carers of people with mental illness
* Homelessness support, including services to support people with disability to stay in their homes

Contact: AnglicareCQ 15 Pelican St, Longreach. Phone: (07) 4658 0431  
Fax: (07) 4658 3265

*AnglicareCQ  
Barcaldine*

Services available through the AnglicareCQ Barcaldine office include:

* Youth services for children and young people aged 12 to 18
* Foster and kinship care
* Housing: community housing, short term supported accommodation for families in urgent need of a place to stay

Contact: AnglicareCQ 82 Ash St, Barcaldine. Phone: (07) 4651 2161  
Fax: (07) 4651 2352

**Australian Red Cross**

The Red Cross Office 78 Ash St Barcaldine. Services from this office cover the area including Longreach

There are several Programs:

* PIR (Partners in Recovery)
* ACHA (Assistance with Care and Housing for the Aged)
* SAM Our Way Community Development with Youth Services
* PACE (Parent and Community engagement)

In addition to a Youth Centre, and Telecross service. Ph. 4651 2007

**Central Queensland Indigenous Development**

Central Queensland Indigenous Development39 Duck St.CQID is committed to generating and leading positive social change for Indigenous Australians and other people in our communities. PH. 4658 1855. <http://cqid.com.au/>

**Community Health Longreach**

Community Health Centre Duck St. This service is part of the central West Health Service District (Qld Health) and routinely assists separating and separated families with counseling and other assistance. The service covers all ages and both males and females. It also provides a wide range of other counselling and support services to the community. Ph.: 4652 5500

**Indigenous Community Links (ICL).**

See [Indigenous Community Links](#IndigenousCommunityLinks) in this Directory to find out more about this program**.** ICL in Longreach is located at Central Queensland Indigenous Development (CQID) 39 Duck St. Longreach 4730. Ph.: 4658 1577 Fax: 4658 1599

**Longreach Regional Council: Community Development** PH. 4658 0431

**Relationships Australia.**

Counselling and Community Education for Gambling Help Service and Victims Counselling and Support Service. 19 Duck St (Cnr of Duck St & Crow Lane old Convent Building). PH.: 1300 364 277 or direct (07) 46581855

**Winton Shire Council Rural Family Support.**

Family Support Worker**:** Jodie Gadd.4657 1877 : 0427 571 877

**GLADSTONE AND BILOELA**

**AnglicareCQ***Gladstone*

Services provided by AnglicareCQ’s Gladstone team include:

* Mental health: support for people with mental illness aged 18 to 64 and for families and carers of people with mental illness, and tenancy support for people with severe and persistent mental illness living in community or social housing
* Foster and kinship care, and residential care for children and young people with high to extreme support needs who are subject to child protection orders
* Housing: community housing, and National Rental Affordability Scheme properties which provide affordable long term family homes.

Contact: AnglicareCQ 50 Young Street, Gladstone. Phone: (07) 4972 8220  
Fax: (07) 4972 9382

*AnglicareCQ  
Biloela*

Services available through AnglicareCQ’s Biloela office include:

* Mental health: support for people with mental illness aged 18 to 64 and for families and carers of people with mental illness, and support for people with complex mental health needs and multiple service providers involved in their care
* Disability services from people from birth to age 65, tailored to the individual’s needs with a focus on supporting independence and community engagement
* Youth services for children and young people aged 12 to 18
* Support for Indigenous children and families

Contact: AnglicareCQ 79 Kariboe St, Biloela. Phone: (07) 4992 2421  
Fax: (07) 4992 4063

**Banana Shire Support Service.**

Emergency accommodation and crisis support. Domestic Violence Support, DV Court Support and the Community Legal Service. See solicitor by appointment – outreach to towns/locations in the Banana Shire. Ph. 4992 3322

**Capricorn Division of General Practice.**

Mental Health Nurse Initiative. Ph. 4972 5244

**Centrelink** Ph. 132 850 – general: 136 150 – Families Assistance

**Community Advisory Service**

Short term accommodation to families with dependent children who are homeless or in crisis: Children’s Resource and Advisory Service: Counselling – personal, child and family counseling. No referrals needed but appointment must be made. Community Legal Centre Service also based here.

Contact Information: Community Legal Service Ph. 4976 6300: Crisis Housing PH. 4976 6356: Children’s Resource and Advisory Service 4976 6356: Counselling 4976

6300:

**Community Solutions**

*Community Solutions  – Personal Helpers and Mentors Program (PH.aMs)*

PH.aMs provides increased opportunities for recovery for people aged 16 years and over whose lives are severely affected by mental illness, by helping them to overcome social isolation and increase their connections to the community.  People are supported through a recovery focused and strengths based approach that recognises recovery as a personal journey driven by the participant.

PH.aMs workers provide practical assistance to people with severe mental illness to help them achieve their personal goals, develop better relationships with family and friends, and manage their everyday tasks.  One-to-one and ongoing support ensures the individual needs of the PH.aMs participants can be addressed.  They are assisted to access services and participate economically and socially in the community, increasing their opportunities for recovery.

*Community Solutions – Partners in Recovery (PIR)*

Coordinated Support and Flexible Funding for People with Severe, Persistent Mental Illness and Complex Needs (PIR) initiative aims to support people with severe and persistent mental illness with complex needs, and their carers and families, getting multiple sectors, services and supports they may come into contact with (and could benefit from) to work in a more collaborative, coordinated and integrated way.

Contacts: Community Solutions, 32 Tank Street Gladstone : P O Box 5254 Gladstone QLD 4680. Ph.one - 4977-8111

**Endeavour Foundation**

Learning and Lifestyle Centres.

Biloela – 68 Valentine Plains Road. Phone 4992 6298

Gladstone – 673 Glenlyon Road. Phone 4979 1677

**Gladstone Community Linking Agency**

1/13 Herbert St. Phone 4972 8855

**Gladstone Community Mental Health Service.**

Community Mental Health Services offer a free and confidential service specialising in the treatment of individuals who have or are at risk of developing moderate to severe mental illness. A team of mental health professionals offers medical and psychiatric assessment of existing or possible mental health problems, design and implementation of therapy, case management, crisis intervention, and community liaison and education. The full range of mental health problems is catered for including severe emotional disturbance, anxiety disorders, depression, eating disorders and psychotic illnesses. For after hours treatment of an acute mental illness episode or psychiatric crisis contact the Emergency Department of the nearest Hospital. 160 – 170 Goondoon St. Gladstone 4680. Ph.: 4972 3466.

**Gladstone Reconnect**

The Gladstone Reconnect program is auspiced by Roseberry Community Services located at 39 Flinders Parade, Gladstone 4680. Ph.: 4972 0047 Fax: 4972 0917.

For more information see [Reconnect](#Recoonnect) in this directory.

**Indigenous Community Links (ICL).**

See [Indigenous Community Links](#IndigenousCommunityLinks) in this Directory to find out more about this program**.** ICL in Gladstone is located at Nhulundu Healing Service, 1 Manning St. Gladstone 4680. Ph.: 4979 0992 Fax: 49790967

**Legal Private (Network Members)**

* **Appleton Krebs Lawyers.** Suite 4/37 Goondoon St**.** Gladstone 4680. Brad Krebs Ph. 4972 7766
* **Farnsworth Legal. Family** Law, Wills  and Estates and Property. PO Box 7376 Kin Kora Qld 4680. Tel: Rosemary Farnsworth 04 2223 1015

Email: [legal@farnsworthgroup.com.au](mailto:legal@farnsworthgroup.com.au)

Website: farnsworthgroup.com.au/

* **Tony Godwin and Co.** 3/100 Goondoon St. Gladstone 4680. Ph. 4972 4100
* **Sanderson & Parks Solicitors.** ADDS Building, Gladstone Road; PO Box 1

Biloela Qld 4715. Ph. 4992 3377 email [info@sandersonparks.com](mailto:info@sandersonparks.com)

**Magistrates Court** 14 Yaroon St, Gladstone 4680..Ph. 4971 2423

#### Nhulundu Health Service

#### Indigenous Health Organisation **(Nhulundu Health Service)** has a charter to provide an integrated, comprehensive primary care health service to the whole Gladstone Community from birth through to old age. 1 Manning St, Gladstone 4680. Ph. 4979 0992

**Ozcare Counselling and Support Service**

Provides unbiased counseling for men and women effected by domestic and family violence. Provides information, referrals and community education. Service is confidential and free of charge. Mon – Wed 8.30am -5pm. Ph. 4979 6200

**Ozcare Domestic and Family Violence Court Support Service**

Assistance to either take out or respond to a Domestic and Family Violence Protection Order. Support during the court process and information and referral as required. Free and confidential face to face or telePh.one assistance available. Services operates: Mon.; Thurs.; Fri.

**Ozcare Women’s Refuge**

24 hour service for women escaping family violence**.** Offers safe secure short term accommodation for women, or women and children escaping domestic violence

**OzCare Homestay Early Intervention program**

Helping people to maintain their tenancy by giving support and assistance with:

* + Housing applications
  + Transport to appointments
  + Communication
  + Budgeting
  + Hygiene
  + Nutrition (developing weekly menu)
  + Parenting skills.

Contact Information; Support Worker - Melodi Simpson: Ph.one 07 49374318: Mobile 0439085214: Fax 07 4979 6209. Email [melodi.simpson@ozcare.org.au](mailto:melodi.simpson@ozcare.org.au)

Shop 1/174 Goondoon Street, Gladstone. PO Box 1194, Gladstone, Qld, 4680

[www.ozcare.org.au](http://www.ozcare.org.au)

**Personal Helpers and Mentors Program (PH.AMS) Gladstone** 4977 8111

**Relationships Australia**

Family Dispute Resolution. Relationship counselling for individuals, couples and families. Parental mediation. Counselling for gamblers and families; see [Gambling Help Service](#GamblingHelpService) in this Directory.

*Parenting Order Program:* Assessment no wait: ***The Parenting Orders Program has two aspects to it.*** The first one being through case management identifying issues of contention between parents in their co-parenting relationship. This allows for additional supports eg: counselling, 1 on 1 and working closely with other agencies referring as required. For those parents identified as benefiting from further information around co-parenting the option is given to attend Focus On Kids group sessions. Case review ongoing on an as needs basis.

*Please ring 1300 364 277 for appointments*

**Roseberry Community Services Limited**

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

*Roseberry House* Gladstone provides short term accommodation and support for young people who are homeless and in crisis. Our staff work to enhance the dignity, self-esteem and independence of young people (aged between 16 and 25 years), whilst recognising the importance of families.

Contact Information:*Roseberry House*

20 Rollo Street, Gladstone

Tel: 49725383; Fax: 49720 850; email: roseberryhouse@roseberry.org.au

Our *Transition to Independent Living (TIL)* Workers provide practical and emotional support to young people living independently in the community. The TIL service aims to assist young people to pursue appropriate options within the community and to ensure young people have the capacity to achieve the maximum degree of self-reliance and independence.

*RCS Youth & Family Service* staff offer counselling for families who are experiencing the early stages of conflict with adolescents, with a view to preventing youth homelessness. We work towards family reconciliation where there is an immediate risk of homelessness, or when the young person has recently become homeless. We also assist young people in making a smoother transition into the community if it is unreasonable for them to live at home.

Contact Information: *Youth & Family Service and TIL*

39 Flinders Parade, Gladstone

Tel: 49728200; Fax: 49720262; email: colleen.tribe@roseberry.org.au

*Branchout* Youth at Risk Initiative (YARI) plays an essential prevention and early intervention role in responding to young people aged 12-18 years who present with a number of risk factors that may result in harm, negative health outcomes, or interaction with Youth Justice or Child Safety. Young people have the opportunity to engage in a number of programs that address personal development, community involvement and literacy and numeracy.

Contact information*Branchout*

39 Flinders Parade, Gladstone

Tel: 49728200; Fax: 49720262; email: karol.battams@roseberry.org.au

*RCS Gladstone Housing Services*

We manage a range of community housing options, both long term and emergency units, for adults and young people in Gladstone. Our long term housing is regulated by the One Social Housing Policy with the Department of Communities (Housing and Homelessness Service). Clients need to be registered with the Department of Communities (Housing and Homelessness Service).

Contact Information: RCS Housing Services

159 Goondoon Street, Gladstone 4680

Tel: 49720047; Fax: 49720917; email: karol.battams@roseberry.org.au

**Unitingcare Community.**

UnitingCare Community is one of the state's largest community service providers, offering Lifeline services, child and family care, counselling, disability support and social inclusion programs throughout Queensland.

PH. 4972 6076 TelePh.one No: 131 114 (Lifeline 24 hour crisis counselling) Free call from mobile Ph.ones

**WOORABINDA**

**AODS – Sober up shelter** Ph.49132840

**Australian Red Cross** Ph.49350613

*Family Partnerships Case work with families*

*Youth Support*

*PaCE (Parent and Community Engagement)*

*Gumbi Gunyah Women & Children’s Well-being Centre* 0408 785 032 (on call number)

Also see [Australian Red Cross RAI](#AustralianRedCrossRAI) and [Australian Red Cross PH.AMS](#AustralianRedCrossPHAMS) in this Directory

**Baralaba State School.** Ph.:49982333

**Centrelink Agent.** Ph.:49350489

**Council Office.** Ph.: 49259800

**CQID** (Central Queensland Indigenous Development) Ph.: 49132500. <http://cqid.com.au/>

**HUB** – *Housing Qld: Youth Justice: Child Safety*  Ph.: 49259024

**Medicare Local**/Central Division of General Practice

*Counselling services.*  Ph.: 49350038

**Multipurpose Health Service**/*Hospital-doctor* Ph.: 49132800

**Police Station.** Ph.: 49350155

**Post Office.** Ph.: 49350144

**Undoonoo Day Care Centre.** Ph.: 49350500

**Woorabinda Primary School.** Ph.:49132222

**Wadja Wadja High School.** Ph.**:**49350158

**Yumba Binda Aged Hostel.** Ph.**:**49350069