

CQ SERVICE DIRECTORY

SEPTEMBER 2025

Sandy Paton and Pauline Watkin



**Family Law
PATHWAYS
NETWORK**

CENTRAL
QUEENSLAND



Table of Contents

Topic (control & click to view)	Page
<u>Acknowledgements</u>	<u>5</u>
<u>Core Central Queensland Family Law System Support Services</u>	
<u>Rockhampton Family Relationship Centre</u>	<u>6</u>
<u>Relationships Australia</u>	<u>7</u>
<u>Legal Aid Queensland</u>	<u>9</u>
<u>LGBTI Legal Service</u>	<u>11</u>
<u>Community Legal Centres</u>	<u>12</u>
<u>Queensland Indigenous Family Violence Legal Service</u>	<u>13</u>
<u>Regulation 7 Family Law Assessors</u>	<u>14</u>
<u>National Online Service To Assist Separated Couples</u>	<u>15</u>
<u>Ancillary Support</u>	
<u>Rockhampton and Livingstone</u>	
<u>Aged Care and In Home Support</u>	<u>16</u>
<u>Alcohol Drugs and Gambling Services</u>	<u>33</u>
<u>Assistive Technology: In Home Care</u>	<u>41</u>
<u>Basic Rights Qld</u>	<u>41</u>
<u>Business and Financial Advice and Support</u>	<u>42</u>
<u>Cancer Information Support Services</u>	<u>43</u>
<u>Child and Youth Services</u>	<u>45</u>
<u>Clinical Hypnosis</u>	<u>60</u>
<u>Coaching</u>	<u>61</u>
<u>Community and Neighbourhood Centres</u>	<u>62</u>
<u>Counselling Services</u>	<u>62</u>
<u>Court Support</u>	<u>68</u>
<u>Decision Support Services</u>	<u>69</u>
<u>Deaf Services</u>	<u>70</u>
<u>Disability</u>	<u>71</u>
<u>Domestic and Family Violence Support</u>	<u>113</u>
<u>Early Childhood</u>	<u>116</u>
<u>Emergency Accommodation</u>	<u>124</u>
<u>Emergency Food Relief</u>	<u>129</u>
<u>Employment Services</u>	<u>130</u>
Topics continued.	

<u>Family Support Services</u>	<u>133</u>
<u>Financial Counselling and Support</u>	<u>149</u>
<u>Government Services</u>	<u>152</u>
<u>Grief and Bereavement Counselling (including for Suicide)</u>	<u>156</u>
<u>Health</u>	<u>158</u>
<u>Indigenous Knowledge Specialists</u>	<u>160</u>
<u>Infants</u>	<u>163</u>
<u>Leadership</u>	<u>163</u>
<u>Legal Private (CQFLPN Network members)</u>	<u>163</u>
<u>Lesbian, Gay, Bisexual & Transsexual (LGBTI) Services</u>	<u>165</u>
<u>Literacy Support</u>	<u>166</u>
<u>Mediation (Private)</u>	<u>166</u>
<u>Menopause Awareness and Support</u>	<u>167</u>
<u>Mental Health Support</u>	<u>168</u>
<u>Microfinance</u>	<u>190</u>
<u>Multicultural</u>	<u>190</u>
<u>Murri Support</u>	<u>195</u>
<u>No Interest Loans NILS</u>	<u>201</u>
<u>Psychologists</u>	<u>202</u>
<u>Social Workers</u>	<u>206</u>
<u>Tenancy Support</u>	<u>208</u>
<u>Training</u>	<u>211</u>
<u>Transport</u>	<u>213</u>
<u>Union</u>	<u>214</u>
<u>Victim Support - State Wide</u>	<u>215</u>
<u>Workers Mental Health Support</u>	<u>215</u>
<u>Yard Maintenance and NDIS builder</u>	<u>216</u>
<u>Central Highlands</u>	<u>218</u>
<u>Gladstone, Biloela and Calliope</u>	<u>237</u>
<u>Longreach, Barcaldine and Central West</u>	<u>263</u>
<u>Monto, Moura and Taroom</u>	<u>276</u>
<u>Woorabinda</u>	<u>284</u>
<u>Links to Online Directories</u>	<u>294</u>

The CQ Service Directory

Acknowledgements

The CQ Service Directory formally the CQFLPN Service Directory is now being developed in partnership with Capricorn Community Development Association to ensure the widest possible coverage of services needed by families.

The Central Queensland Family Law Pathway Network (CQFLPN) is an initiative of the Australian 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 over 400 professional people working within the Family Law System across the region.

Capricorn Community Development Association (CCDA)

CCDA is a not for profit community organisation, incorporated in Queensland, that facilitates communities to find solutions to their own challenges. CCDA is:

-  independent of government funding for core operations
-  a partner, collaborator, facilitator, catalyst and enabler of change
-  a "mini" peak body for Central Queensland, linking members of the human services sector across the region, including communities in the Central West, Central Highlands, Banana, Monto, Gladstone, Rockhampton and Livingstone.
-  a communicator, disseminating information to over 800 associate members
-  a regional voice for the human services sector with local, state and federal governments and with other strategic agencies and organisations

The September 2025 CQ Service Directory has been developed to provide information on both the core and ancillary services that support the Family Law System and service users in the Central Queensland Region. Both private and Not For Profit Services have been included.

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 The Directory is updated on an as needs basis and every endeavor is made to keep it current.

Acknowledgement: 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.

CQFLPN and CCDA pay our respects to all First Nation's People on whose lands we live, work and play.

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 telephone assessment) and mediation which is booked for 3 hours. We offer FDR (mediation) outreach services to Gladstone, Emerald, Biloela, Yeppoon, Blackwater and Mount Morgan by appointment. We can offer telephone FDR (mediation) where necessary.

Costs

The first three hours of service (Intake & Assessment, Child Focus session and first hour of FDR) are free. The second and third hour of the mediation sessions are charged at \$30 per hour per person. If clients return for further mediation sessions they are charged on a sliding scale. Exemptions apply - please check with your practitioner.

Contacts: 16 Bolsover St, Rockhampton: Ph: 1300 783 544

Email: frckhampton@catholiccarecq.com *Website:* www.catholiccarecq.com

Offices in Rockhampton, Gladstone and Yeppoon

Outreach services to: Emerald, Blackwater, Biloela and Mount Morgan

RELATIONSHIPS AUSTRALIA

Our venues are located at:

- 35a North Street, The Range (Conference on North)
- 1 Pengelly Street, West Gladstone (Phillip Street Precinct)

Services offered by RAQ include:

Children's Contact Service: CCS provides a safe and neutral place for children of separated parents to establish and maintain a relationship with their other parent and family members. The main functions of the program are facilitated changeovers and supervised contact. The service is short-term process aimed at supporting families to transition to self-managed post-separated parenting. The general timeframe for service is aimed at 4-8 months though this may be extended depending on individual families' needs and the best interests of children. Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277

Parenting Orders Program (POP): Provides psycho-education around post-separation parenting, the impact of conflict on children, communicating with an ex-partner, and boundaries. It is an eight-week program delivered via group or one-on-one. Service users can register for the program by contacting Ph: 1300 364 277.

Family Dispute Resolution: Family Dispute Resolution is a forum that provides parents the opportunity to discuss and come to arrangements regarding the care and wellbeing of their children. Family Dispute Resolution occurs when each party has met with the mediator, and it has been assessed as suitable to proceed. In instances where it is not suitable to proceed then the parties may be eligible for a s60i certificate. This program conducts parenting and property mediations. Ph: 1300 364 277.

Child and Family Counselling

We have commenced a new program offering in our Rockhampton office - Child and Family Counselling:

Child and Family Counselling assists separating and separated families to improve their post-separation relationships and improve their management of issues relating to separation.

The program is able to provide: Individual counselling for parents, family counselling, children's counselling, parenting support, support with children's routines and transitions between homes, and strengthening parent-child relationships.

To register for service please call: 1300 364 277.

Relationship Counselling - Counselling provides an opportunity to discuss and be supported to work through couples' issues, conflicts with friends, relationship breakdown (family, intimate partner, parental, social etc). People may choose to attend counselling as an individual, couple or family. There is a charge for this service which is provided out of our Rockhampton and Gladstone venues. Ph.: 1300 364 277

Relationship Tune Up

This is an 8-session program where we support intact couples to:

- Strengthen communication
- Express needs and explore hopes
- Develop dreams for the future

- Deepen connections
- Establish and re-establish commitment
- Construct relationship tool-boxes
- Build on what's running well in the relationship
- Develop healthy habits
- Show appreciation for their partner

Spaces available now, contact:

(07) 4926 9726

RockhamptonAdmin@raq.org.au

GladstoneAdmin@raq.org.au

Relationships Australia QLD's Elder Abuse Prevention and Support Service (EAPSS) is a case management service providing assistance to those at risk or experiencing elder abuse through individualized support and referral. The current Service Locations are in both Rockhampton, Gladstone. This is a free service.

Clients are encouraged to contact us on 1300 364 277 to arrange an appointment. General opening hours for the venues is 9am – 5pm, however this may vary by venue and from time to time. After hours appointments are available for some of our services. A direct office phone number can be supplied to organisations and sector professionals by emailing rockhamptonadmin@raq.org.au

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. Ph.: 1300 364 277

The Senior Financial Protection Service (SFPS) aims to improve the financial resilience of Older Persons through the provision of:

- Information, advice, and referrals to Older Persons experiencing, or at risk of experiencing, financial abuse
- Information, advice, and referrals to Older Persons who are in the process of making financial decisions for later on in life
- Financial counselling and case management in some instances

Who is the service for?

Older persons aged 60+ (non-Indigenous) and 50+ (Aboriginal and Torres Strait Islanders) who are experiencing, or at risk of experiencing, financial abuse and reside within one of the following areas:

- Gold Coast
- Sunshine Coast
- Mackay
- Rockhampton
- Gladstone

If you would like more information or are interested in accessing this free service please call 1300063232

Contact: We ask new clients to register for services using 1300 364 277. Alternatively stakeholders can send referrals and enquiries to: rockhamptonadmin@raq.org.au
Existing clients and stakeholders may contact us on (07) 4926 9726
<https://raq.org.au/locations/rockhampton/>

LEGAL AID QUEENSLAND

Legal Aid Queensland is an independent statutory body funded by both the Federal and State Governments. 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 mental health tribunal 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. Duty lawyer services are provided with respect to criminal law (excluding traffic matters), family law, child protection and domestic violence (on Mondays, Wednesday and Fridays only).

Legal Advice

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

Clients will need to contact the office to book an appointment in the 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 also 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 which provides information on a wide range of legal topics.

Domestic Violence Support Worker

Legal Aid Queensland have in-house social workers who are available to support clients affected by domestic violence.

Family Advocacy and Support Service.

FASS is the *Family Advocacy and Support Service*. FASS employs solicitors and social workers to support clients who have urgent family law matters. This is a nation wide initiative and there are dedicated FASS workers in each state and territory.

The matters dealt with under FASS:

- Family Law Parenting or Property matters.
- Domestic Violence must be a factor in the matter.
- We can assist victims and perpetrators.
- The matter must be urgent: something needs to happen in the next **72 hours**.
- Examples: recovery orders for children, airport watchlists, property injunctions to stop the sale of a house, urgent spouse maintenance applications.

If the matter is urgent, work we can do includes:

- Urgent drafting of court applications.
- Urgent letters.
- Urgent communications with lawyers/the court.
- Representation in Court (on a duty basis, and not always).

We are happy to take referrals and triage the matters.

If a service provider has a client presenting with an issue but is unsure if it meets the FASS criteria, we are happy to speak with the service provider or client to see what is going on.

If we receive a referral for the service and there is a conflict of interest, we will refer that client to our partner agency, the CQCLC for Rockhampton and the Mackay Regional Community Legal Centre for Mackay.

Contact Information: The Rockhampton Office is located at Ground Floor, 35 Fitzroy Street, Rockhampton. Telephone (07) 4921 6500, Facsimile (07) 4938 4182

LGBTI LEGAL SERVICE

The LGBTI Legal Service is a non-profit community legal service. The Service recognises the difficulties faced by LGBTIQA+ community and strives to provide access to justice and legal assistance to all Queenslanders within the LGBTIQA+ community. The service also endeavors to regularly provide community legal education activities and resources in order to increase awareness of legal rights and issues relating to the LGBTIQA+ community in Queensland. The Service includes a Law Reform division which is actively involved in advocating for law reform and human rights affecting the LGBTIQA+ community.

What we do

The LGBTI Legal Service provides legal advice and information to anyone who identifies as LGBTIQA+ and lives in QLD. Our solicitors have specific skills, interest and understanding of LGBTIQA+ legal issues and the barriers experienced by LGBTIQA+ peoples in accessing the legal system.

Our unique Service creates a safe space for members of the LGBTIQA+ community to receive discrete and confidential legal assistance from lawyers with specific skills to deal with matters that affect the LGBTIQA+ community.

What we can do

The LGBTI Legal Service can provide advice on matters relating to family law, domestic violence, criminal law, discrimination and human rights, employment, gender identity, surrogacy and parenting rights, administrative law and general civil law.

Our Practice Areas

- Family Law
- Domestic Violence
- Discrimination and human rights issues
- Gender Identity
- Criminal law (including victim support)
- Surrogacy and parenting rights
- Administrative law and government decisions
- Employment law
- Civil lawServicing Queensland

Referral can be made through the link on our website

www.lgbtilegalservice.org

or

by email to mail@lgbtilegalservice.org

Contact details:

Address: Our Office is located in Kurilpa (West End), Meanjin (Brisbane)
PO Box 3467, South Brisbane BC QLD 4101

Phone: (07) 3124 7160

Text: 0485 908 380

Email: mail@lgbtilegalservice.org

Operating Hours: Monday to Friday 10am – 4pm

CQ COMMUNITY LEGAL CENTRE

Rockhampton & Central Queensland

The Central Queensland Community Legal Centre is a not for profit organisation funded by the State and Commonwealth governments to provide free legal service. Assistance is primarily with the Family, Civil and minor Criminal areas of law. The main services provided include legal advice, information, referral and community legal education. The CQCLC services target those whose financial circumstances would have otherwise excluded them from accessing legal support and for those from cultural and linguistically diverse backgrounds, translation services ensure that these communities are supported with their legal needs.

Clients sessions are appointment based are available via in person and telephone.

Office hours are:

<u>Rockhampton</u> <i>Rockhampton</i>	Monday to Friday	8.30 am to 4.30 pm	<i>Office: 240 Quay Street,</i>
--	------------------	--------------------	---------------------------------

Thursday Evening	5.30 pm to 7.00pm
------------------	-------------------

<u>Gladstone:</u> <i>Street, Gladstone</i>	Monday to Thursday	8.30 am to 4.30pm	<i>Office - 147 Goondoon</i>
---	--------------------	-------------------	------------------------------

<u>Biloela:</u> <i>Street, Biloela</i>	Once a month (see website for dates)	11.00 am to 12.30 pm	<i>Location -: 102 Rainbow</i>
---	--------------------------------------	----------------------	--------------------------------

<u>Yeppoon</u> <i>Court House</i>	First Monday	8.45 am to 11.00 am	<i>Location - Yeppoon</i>
--------------------------------------	--------------	---------------------	---------------------------

Appointments at any site can be made by:

- phoning 1800 155 121 or 4922 1200
- via the website <https://www.cqclc.org.au/chatbot/>
- or at the Rockhampton office.

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. 4927 6453.

REGULATION 7 FAMILY LAW ASSESSORS

A family assessment is a professional forensic assessment undertaken to assist a court and/or the parties decide on parenting arrangements for children of separated parents or caregivers. It is an independent, professional forensic appraisal of the family, done from a social science and non-partisan perspective.

A family assessment provides a comprehensive and impartial social science perspective, and has the functional value of contributing to informed and child-centred decisions. The assessment provides information about the views and needs of children and their relationships with their parents and other significant adults, and of the attitudes and parental capacities of the adults with regard to the children's needs. Family assessments should include assessment of any risk factors identified in a matter. Where there are concerns about family violence, a specialised family violence assessment should be included in the assessment and the report.

See [Australian Standards of Practice for Family Assessments and Reporting](#)

Dr. Phillipa 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 <https://www.drphillipastunzner.com/>

Harris Family Consulting - Central QLD Region (Rockhampton based)
Child & Family Assessor and Report Writer
web: harrisfamilyconsulting.com
Email: harrisfamilyconsulting@outlook.com

NATIONAL ONLINE SERVICE TO ASSIST SEPERATED COUPLES

Amica

amica is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online.

amica was developed by National Legal Aid with Commonwealth funding and oversight from a Steering Committee involving Family & Relationships Australia, NLA and the Attorney-General's Department. It was officially launched by Attorney-General Christian Porter.

amica is an online tool that provides information and assistance to separated couples. Suitable couples can use it to create parenting agreements, parenting plans, property agreements and applications for consent orders.

Fast facts about amica:

- it helps separating couples reach amicable agreements without engaging a lawyer
- was created with Federal funding to cut the cost, stress and complexity of separation
- enables couples to reach agreement in their own space and at their own pace (some have reached agreement within a day by using *amica*)
- brings together reliable family law information in one place
- provides pathways to social support services and legal help
- fees apply but will be waived for eligible users who receive Centrelink income support payments

See the *amica* website for more information www.amica.gov.au or watch this [explainer video](#).

Ancillary Support

ROCKHAMPTON AND LIVINGSTONE

AGED CARE AND IN HOME SUPPORT

ADA Australia Seniors Guide to Qld Help app

The app, [*Seniors Guide to Qld Help*](#), is designed specifically for older Queenslanders and those who support them. The free resource provides information about a broad range of topics, including aged care, transport, housing and neighbour disputes, family and finances, elder abuse, consumer issues, community access, future planning and decision-making. This app is a valuable tool for support workers and health professionals working with older people. The [*Seniors Guide to Qld Help*](#) can be downloaded for free on the [App Store](#) or [Google Play](#). To find out more, visit the [resources page on the ADA website](#).

Aged and Disability Advocacy Australia (ADA Australia)

Aged and Disability Advocacy Australia (ADA Australia), formerly known as Queensland Aged and Disability Advocacy Inc (QADA), is a not-for-profit, independent, community-based advocacy and education service, jointly funded by the Commonwealth and State governments.

ADA Australia assists older people and people with disabilities to understand and exercise their rights and responsibilities, as well as resolve their aged care and community care issues (in both home and residential aged care settings), through free and confidential information, education and client directed advocacy support, which is available throughout Queensland.

ADA Australia also provides a guardianship advocacy service to support adults whose capacity is in question with guardianship and administration matters, including support before the Queensland Civil and Administrative Tribunal (QCAT).

For further information, please contact us via the following options below:

Phone: 1800 818 338 Email: info@adaaustralia.com.au

Web: www.adaaustralia.com.au

AICRA (Aboriginal and Islander Community Resource Agency)

Our Community Care program provides social support and home help for people of 55 within the Rockhampton Indigenous community.

Contact Information : 178 Lakes Creek Road.

PH: 4926 6379 PH: 4928 8698

Alzheimer's Association of Queensland Inc

Dementia Helpline 24 hr 1800 639 331 National Education Helpline 1800 180 023

Rockhampton Carer's Support Group, Rockhampton Dementia Support Centre, 238 Richardson Rd: first Wednesday of each month 10am – 12pm

Capricorn Coast Carer's Support Group, Capricorn Coast Hospital and Health Service, 8 Hoskyn Drive, Hidden Valley, Yeppoon: first Tuesday of each month 1.00pm – 3pm
Contact information: Phone 4928 1926. Email qld.rockhampton@alzheimers.org.au

Australian Red Cross

Medical Equipment Hire Service

Rockhampton Branch assists people in times of need by providing a low cost mobility equipment and personal care aids for short term hire, to assist people in their home environment. All items are hired on a weekly basis and identification is required at the time of hire.

Clients should seek advice from their health professional as to the aid and the duration of use.

Phone: 07 3367 4736
Monday to Friday 9.30am – 4.30pm
qldrockhamptonbranch@redcross.org.au

Blue Care Capricorn Coast Community and Respite Service

Providing HACC and QCC services nursing, personal care, domestic assistance social support, in home respite, day respite, DVA VHC, transition care Palliative Care. Referrals accepted from Hospital, Generalpractitioners, family members and other agencies. Office Hours 08.00HRS – 1600HRS. Ph. 4739 1371 [Blue Care Yeppoon and Capricorn Coast Community Centre](#)

Capricorn Adventist Retirement Village

Capricorn Adventist Retirement Village is the largest Village on the Capricorn Coast. The Village consists of Independent Living Units and a residential aged care facility also located on site, providing all levels of care including dementia specific accommodation.

Contact: 07 49392801 150 Rockhampton Road Yeppoon 4703
[Capricorn Adventist Residential Care](#)

Carer Gateway

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

Carers Qld

With 1 in every 11 Australians caring for a family member or friend, Carers Queensland is committed to providing specialised carer, and disability support services.

Carer Queensland Programs:

- NDIS Local Area Coordination Partner in the Community Program
- Health and Wellbeing activities – Face-to-face and online, see monthly calendar of events
- No Interest Loan Scheme – Up to \$2000 for a range of goods and services
- Guardianship and Advocacy Program
- It's All About Me – Young Carer Programs
- Community Engagement and Information sessions
- RTO Accredited Training – Skills for Success, Certificate III & IV courses

For more information:

- 07 3900 8100 1300 747 636,
info@carersqld.com.au www.carersqld.com.au

CatholicCare Community Care

CatholicCare Central Queensland supports wellness, reablement and restorative care approaches in its delivery of home care services. CatholicCare's Community Care Program:

* Provides comprehensive & coordinated in-home support services, with a focus on wellness, reablement and restorative care for the frail, aged, and people living with a disability.

* Supports our consumers to be more independent at home and in the community, enhancing quality of life to prevent inappropriate admission to long term residential care.

All Services are provided under the Commonwealth Home Support Program, Home Care Packages Level 1-4, and under the National Disability Insurance Scheme. CatholicCare also provide home maintenance including yard maintenance services and ability to provide community transport services including wheelchair accessible buses. For all enquiries contact: 1300 523 985

Claro Aged Care and Disability Services

The name Claro Aged Care and Disability Services may be new, but as a provider of support in the community, we've been around for more than 30 years. We strongly believe in giving people the choice of living independently at home for longer by providing quality in home services that allow them to do so. Claro delivers support under the NDIS, HCP, CHSP, TAC, iCARE and other government funding bodies, along with supporting private clients. We offer high quality in-home and community support and accommodation services all across Australia.

Phone: 1300 303 770

More details can be found at our website <https://www.claro.com.au>

CQ Home Assist

CQ Home Assist Secure is a program jointly funded by State and Federal Governments. It provides services, such as minor maintenance, for older people and people with disabilities who wish to remain living in their own home.

In Central Queensland the program is delivered by Rockhampton Regional Council into the local government areas of Central Queensland including: Rockhampton, Gladstone, Central Highlands, Livingstone and Banana Shires. A central office is located in Rockhampton.

Services offered include:

- free information and referrals
- subsidised assistance to eligible clients
- maintenance, repairs and minor modifications
- assistance with the engagement of tradespeople, planning of future work and engagement of contractors

Home Assist Secure services are available for residents aged 60 years and over, people of any age with a disability, or indigenous people over 50 years of age.

To receive subsidised assistance for work in your home you must:

- hold a current Commonwealth Government pensioner concession card and receive a regular eligible pension payment or be deemed eligible through a My Aged Care assessment
- be unable to make use of alternative forms of assistance such as Veterans Affairs, family or friends.

CQ Home Assist Secure does not undertake maintenance or repairs that are considered to be the responsibility of the landlord (lessor) under the Residential Tenancies Act.

Location: Schotia Place 201 Bolsover Street, Rockhampton
Opening hours: Monday to Friday 8.00am - 4.30pm, Closed Saturday and Sunday
Phone: 07 4936 8522 or freecall 1800 22 33 01
Email: homeassist@rrc.qld.gov.au
Web: [CQ Home Assist Secure](#)

CQ Supports

Disability and Aged Care support.

Leonie Ryan

CQ Supports

0403401969

leonieryan587@gmail.com

Dementia Support Australia 24 hour help 1800 699 799

Living in a regional or remote location should never lead to feeling disconnected from support, particularly when caring for someone living with dementia. DSA provides regular opportunities in regional and remote areas for care providers and carers to connect with our consultants. *Carers can also request a visit from our team.*

There is more information and a range of resources including, books, videos and webinars available at <https://dementia.com.au/>

Dementia Together

A Staying at Home Program by CatholicCare

Dementia Together is a wellness retreat and education based program that provides dual-care to anyone living with a recent diagnosis of dementia (within the past 2 years) and their carer. Providing information, advice, and practical training, CatholicCare's Dementia Together program empowers people to remain in the comfort of their own home for as long as possible. Developed as a two night, three day retreat, participants join other carers and people with a recent dementia diagnosis in a supportive peer environment.

The retreat and education program focuses on:

- Understanding and managing dementia
- Accessing community care services
- Looking after oneself
- Planning for the future

- Managing dementia-related behaviour changes
- Transition into respite care
- Continuing to participate in enjoyable activities
- Managing physical changes in mobility, continence, and communication

Receiving a dementia diagnosis can be confronting

Often bringing a whirlwind of emotions, ranging from fear and confusion to grief and frustration, a dementia diagnosis can lead people to experience a loss of identity, a sense of vulnerability, and a feeling of isolation. The impact of a dementia diagnosis on someone's daily life can be significant, affecting their independence, relationships, and overall well-being. As a carer, witnessing a loved one go through these challenges can be just as difficult. There is a critical need for comprehensive support services for not just the person diagnosed, but for carers as well.

CatholicCare's Dementia Together program is designed to foster a greater sense of well-being, empowerment, and connection for both the diagnosed and their carer by providing the practical tools and information needed to navigate the challenges together and is based right here in Central Queensland. Through collaborative efforts and a compassionate approach, Dementia Together strives to create an environment that addresses the complexities of dementia with dignity, respect, and care for everyone.

To register your interest or find out more call 1300 523 985 or visit www.catholiccarecq.com/dementiatogether

Elder Abuse Prevention Unit

1300 651 192 www.eapu.com.au eapu@uccommunity.org.au

Seniors Enquiry Line 1300 135 500. This is a Senior's 'one stop' information line 9am – 5pm Monday to Friday and you get to talk to a real person. www.seniorsenquiryline.com.au

Time for Grandparents 1300 135 500. Support for grandparents raising grandchildren,. www.grandparentsqld.com.au

Envigor

Home Care, DVA Nursing, NDIS specialising in older clients

Envigor has been a trusted care provider for older Queenslanders since 2012, in private residences and also within retirement villages and aged care communities.

We offer:

- Everyday services – from domestic assistance and transport to personal care and social support
- Specialist services – from nursing and dementia care to post-hospital and palliative care
- Health management – using technology for chronic disease monitoring and management

What sets us apart?

- Competitive fees – ultimately meaning more money and time for your care
- Care appointments available 24/7

- Small enough to genuinely care – call Michelle direct on her mobile
- We don't limit you to a list of services – many of our clients are surprised we organise services that other care providers refused to

For all enquiries contact Michelle Boon on 0472 863 194, phone 1300 368 446, visit <https://envigor.com.au/central-queensland/> – or email m.boon@envigor.com.au

Equip U

At Equip U, it's our mission to work with you to bring your vision for improved mobility to life - and who would have thought that doing so would be this easy? Should you have any queries about the types of products we offer or how they work, please get in touch with us today. From Cairns out to Mount Isa and down to the Sunshine Coast [We Come To You](#)

PH – 0457 840 537

WEB - www.equipu.com.au

Work Days - Monday to Friday

Expand Health – mobile physiotherapist

Leigh Besch mobile physiotherapist providing an in your own home service.

Phone number: 0459 889 359

Email: Leigh.expandhealth@gmail.com

Get Mobility Vehicle Rentals CQ Pty Ltd

2 wheel chair accessible sedans for rental.

Contact: Adrian (0417615484) & Frank (0412727070) :

GetMobilityCQ@hotmail.com <https://www.getmobilitycq.com.au/>

Home Caring Rockhampton - National Approved Aged Care Provider Specialists

We are proud to be officially accredited to provide music and memory therapy.

Why our clients choose our specialist services:

We are committed to delivering quality care with choice, compassion, independence and dignity.

Our local services are convenient and provide a sense of well-being.

- ❖ We partner with you from the start
- ❖ Assistance with daily living
- ❖ Around the clock 24/7 care
- ❖ Community access and support
- ❖ Assistance with personal care
- ❖ Complex and high needs care
- ❖ Hospital to home transition

We offer a range of services to meet the needs of each individual, please visit our website www.homecaring.com.au/rockhampton or alternatively, please contact us for further information.

P: 1300 875 377

E: info@homecaring.com.au

Just Better Care Central Queensland - We're just for you

Just Better Care provides in-home aged care and disability support services, supporting people to live independently.

Since our inception, we've been empowering our customers by putting individual preferences and support needs at the centre of our approach. Every Just Better Care office is owned and operated locally, providing affordable and accessible services that meet local and individual requirements. Our staff take the time to get to know you, identifying the best ways to support you. We never compromise on quality. We deliver the services you want, when and how you want them.

Contact: 66B Elphinstone St Berserker QLD 4701
07 4845 6921

justbettercare.com/central-queensland

Or call 1300 587 823: you can request a call back at a time that suits you.
We're available from 9:00am - 5:00pm, AEST Monday to Friday

Life Without Barriers Rockhampton

Life Without Barriers Aged Care Services delivers care for you, designed by you. Aiming to support you to maintain your freedom and independence at home, Life Without Barriers is a national, registered CHSP and Home Care Package provider, offering tailored support to meet your individual needs.

Caring staff will assist you to access the services you need, when you need them – whether you need support with cleaning and household tasks, personal care, clinical care such as allied health and nursing care, companionship and community support, or home or garden maintenance. They can even help with respite care.

If you're looking for care that puts you – and your loved ones – first, go have a chat to the Life Without Barriers team, 196 Alma Street. Ph: 1800 792 359 or email:

agedcarecentral@lwb.org.au

LiveBetter

LiveBetter is a dynamic human services agency which focuses its efforts on supporting people with disabilities, aged people, people with mental illness and children in the child protection system. We also provide a range of clinical services across regional Queensland as part of a number of funded health programs which focus on increasing access to primary health care and wellbeing activities for rural and remote communities. We work with communities to develop strategies that are relevant within those communities. We provide practical support and value for money. This support can be provided in your home or in the community. We also have some group activities and centre based activities. Our aim is to provide individuals, families and communities in Australia with the resources and support they need to build on their existing capabilities and realise their potential.

Services we provide are:

Home Care Services LiveBetter is a dynamic human services agency which focuses its efforts on supporting people with disabilities, aged people, people with mental illness and children in the child protection system. We also provide a range of clinical services across regional Queensland as part of a number of funded health programs which focus on increasing access to primary health care and wellbeing activities for

rural and remote communities. We work with communities to develop strategies that are relevant within those communities. We provide practical support and value for money. This support can be provided in your home or in the community. We also have some group activities and centre based activities. Our aim is to provide individuals, families and communities in Australia with the resources and support they need to build on their existing capabilities and realise their potential.

Meal Delivery LiveBetter provides a Meal Delivery Service to a number of regions across Central Queensland and Wide Bay including Mackay, Rockhampton, Capricorn Coast and Bundaberg. We use meal providers to give our customers more choices on healthy foods. Our menu has a large range of fresh and exciting meals, soups and yummy deserts. We can also cater to dietary requirements including gluten free and lactose free. There are also puree options available if required. We deliver our meals directly to our customer's doors on a weekly basis where they can be kept frozen and re-heated in the microwave when ready for consumption. Orders can be placed by calling 1300 952 273.

Yard Maintenance We offer a yard maintenance service to those living in our community who are unable to complete these tasks on their own. Our yard maintenance service is performed by a professional mowing man and/or gardener. To access our yard maintenance service, please contact LiveBetter on 1300 952 273

Maintenance LiveBetter can help you with any small maintenance jobs you need done around the house. We will employ a qualified handy man to complete these jobs for you

Domestic Assistance, at LiveBetter, we can help our clients to keep their homes clean and tidy with frequent visits from a cleaner. Our cleaners can assist with tasks such as vacuuming, mopping, dusting, washing and more. To enquire about our cleaning service, contact us on 1300 952 273

Social Support At LiveBetter, we have a team of shoppers who spend their days helping community members with their shopping. Our shoppers can head to the shops for you and pick up any items you require. Let us make shopping easy for you and have someone to do it for you. Get yourself a personal shopper today by calling 1300 952 273.

Transport At LiveBetter, we understand that as the years go by it becomes harder for our aged community members to get around. We can provide a personalised, door-to-door service to give you the support you need. If you are frail, have a disability or are a carer, then LiveBetter's transport service can make it easier for you to get around. Call us today on 1300 952 273 to start accessing our personalised transport service. Also see [LiveBetter in the Disability Section in this Directory](#)

LiveUp

Welcome to the Upside of Ageing

LiveUp is a free national healthy ageing platform designed to help you reimagine, reset, and reconnect with living your life to its fullest. You'll find personalised suggestions, including tailored activities, assistive products, social connections and more, all in your local area or online. Head to liveup.org.au and take control of your healthy ageing journey.

Social media links:

Facebook <https://www.facebook.com/LiveUpAus>

Instagram <https://www.instagram.com/liveupaus/>

Twitter <https://twitter.com/LiveUpAus>

Support line: 1800 951 971

Lutheran Services

Our not for profit organisation is called Lutheran Services and we deliver the “Wellbeing and Positive Ageing” Program in Residential Aged Care Facilities across the CQ region .

This is a mental health service that is eligible to all residents living in aged care facilities and who identify as having low to moderate mental health concerns (e.g. difficulties adjusting, grief and loss, anxiety, depression).

We provide one-on-one and group counselling (e.g. Mindfulness, Reminiscence therapy, CBT)

Referrals can be completed by GPs, RACF staff, psychologists and other health professionals.

Please contact our Intake team for more details on 1800 133 227.

Our Rockhampton office is located in Suite 1/ 71-84 Denham Street, Rockhampton.

<https://www.lutheranservices.org.au/wellbeing-and-positive-ageing/>

Mable

*Redefining support for disability and aged care in Australia.
One connection at a time.*

- An easy and safe online platform for people to connect with aged care and disability care and support in their local community. Click on <https://mable.com.au>
- Join for free, then simply search for independent care and support workers in your local area.
- Contact support workers directly to get to know each other better, then you can agree to rates, hours, and services that work for you both.
- As an online platform, Mable handles all of the admin and payments, so you can get on with life and enjoy the right support for you and your family.

Government funded? We've got you covered.

Use Mable to start building your support network, even if you are NDIS funded or have a Home Care Package.

Mind & Motion Therapy

Mind & Motion Therapy, is a new allied health service now available in Rockhampton, providing *exercise-based therapy* to help individuals of all abilities move, feel, and live better.

At Mind & Motion, our mission is simple: *Strength in Body, Balance in Mind.*

We offer personalised and compassionate support for a wide range of clients, including:

- ✓ NDIS Participants (Plan & Self-Managed)
- ✓ Seniors & AgeCare
- ✓ DVA Clients (Gold & White Card holders)
- ✓ WorkCover QLD Clients
- ✓ Private Health Clients

♥ Our Services Include:

- Exercise Physiology (1:1 & Group Therapy Options)
- Therapy Assistant Sessions under EP Supervision
- Pain Management & Functional Rehabilitation
- Balance & Fall Prevention Programs
- In-clinic, in-home & community-based delivery

We pride ourselves on a *seamless intake process*, fast turnaround on *service agreements*, and clear, client-focused communication.

If you work with individuals who could benefit from *increased mobility, strength, or confidence*, we'd love to connect and support them on their journey.

📍 Located at: 160 Berserker Street, Rockhampton QLD

☎ Phone: (07) 4922 6997

✉ Email: admin@mmtherapy.au

🌐 Website: www.mmtherapy.au

Looking forward to working together to support our incredible local community!

MS Queensland

We are the only Queensland provider with specialised services, dedicated to supporting people with MS and other neurological conditions. We tailor our services, offering caring, coordinated, and high-quality outcomes to support people living with Multiple Sclerosis (MS), Motor Neurone Disease (MND) and other related progressive neurological diseases, to live their best quality lives.

Related diseases: [Multiple Sclerosis and Related Disorders | MS Queensland \(msqld.org.au\)](https://msqld.org.au)

Our services and supports include:

- Employment Support
- NDIS Support Coordination
- Accommodation- SIL, SDA and Short-term (certain areas only)
- NeuroAssist Info Line
- MS Support Groups
- Workshops and Webinars
- Physiotherapy

Services Link: [Services & Support for People with Multiple Sclerosis | MS Queensland \(msqld.org.au\)](https://msqld.org.au)

Please refer to our website for further information:

[MS Queensland | Ensuring no Queenslanders face MS alone \(msqld.org.au\)](https://msqld.org.au)

For any referrals or enquiries please contact our Customer Service team on: 1800 177 591 or email: infomsgld.org.au

National Seniors

It is with regret that we must advise that due to our inability to find anyone willing to take up executive committee roles for the Capricornia Branch of National Seniors Australia that the branch has now been folded in accordance with the NSA Constitution.

Funds have been transferred to NSA Brisbane. Should you have any queries or want more information on NSA please contact them directly on 1300 765 050.

Also see www.nationalseniors.com.au

Oak Tree Alliance

Empowering Growth, Crafting Inclusive Futures

Are you seeking personalised support coordination and specialist services in the CQ Region? Look no further!

Why Choose Oak Tree Alliance?

Tailored Support:

We understand that every individual is unique. Our services are personalised to meet your specific needs and goals.

Community Engagement:

We believe in the power of community. Our approach encourages active participation and connection within the community.

Expertise:

With a dedicated team led by Catherine Cash, our Business Manager and Specialist Support Coordinator, we bring expertise and passion to every interaction.

Contact Catherine Today!

 Catherine Cash | Business Manager, Specialist Support Coordinator

 Mob: 0498 498 405 |  E: ccash@oaktreealliance.com.au

Our Mission

Choosing Oak Tree Alliance as your support coordination and specialist support coordination provider is a decision engrained in a commitment to fostering growth, establishing meaningful connections, and empowering individuals with disabilities to lead strong, resilient, and inclusive lives.

Why Oak Tree Alliance Stands Out:

Impartial Support:

Our commitment to impartiality ensures that our clients receive the most suitable and tailored support, placing their goals and preferences at the forefront of our approach.

Compassionate Team:

What sets Oak Tree Alliance apart is our unwavering dedication to creating a positive impact on the lives of those with disabilities. Our team is not just experienced; they are compassionate, knowledgeable, and devoted to making a difference.

Tailored Support:

Our approach is personalised, ensuring that each individual receives the specific assistance they need to achieve their goals and live a fulfilling life.

Community Engagement:

Community engagement and partnerships are at the core of our philosophy. Oak Tree Alliance believes in the power of collaboration, expanding the network of support available to our clients.

Expertise:

Our expertise goes beyond the technical aspects of support coordination. We are committed to staying informed about the latest developments in the field.

Choosing Oak Tree Alliance is Choosing a Partner in Your Journey Toward Growth, Resilience, and Inclusivity. Together, we can build a future where individuals with disabilities not only receive the support they need but also thrive and lead fulfilling lives. <https://oaktreealliance.com.au/>

Oak Tree Retirement Village Norman Gardens

Oak Tree Retirement Village Norman Gardens is centrally located with easy access to Rockhampton City. Surrounded by prestigious homes in the newly established Crestwood Estate with the beautiful Mt Archer as the backdrop, the Village is an easy commute to near by shopping, social, medical and hospital facilities, Part of Rockhampton's most highly sought after new land release, Oak Tree offers easy access to all of the services you need and the places you love to visit. Where everything has been thought of, Oak Tree Norman Gardens beckons the calm, convenient way of life in retirement.

Contacts: Village Manager: m 0400 824 936 : 40 Foulkes St., Norman Gardens
email vmnormangardens@oaktreegroup.com.au : www.oaktreegroup.com.au

Pivot Health & Fitness

Private Gym • Personal Training • Group Fitness • Corporate Wellness • NDIS
Registered Provider • AUSactive Registered Business
132 William Street

Rockhampton City QLD 4700

Ph: 0407 332 567

Email: pivothealth@bigpond.com www.facebook.com/PivotHealthFitness

Regional Health and Mobility *previously Central Queensland Mobility*

Owned by the community, for the community.

Serving the Central Queensland community with a great range of health, rehab and mobility equipment. We're part of the CQ Friendly Society Pty Ltd and were formally Daniel's Surgical, CQ Mobility and Regional Rehab & Mobility.

As an experienced rehabilitation equipment hire and sales business, we can proudly claim over 75 years of staff experience.

As part of a long standing, local community owned organisation (est 1894) our charter is to provide quality healthcare equipment with exemplary after sales service.

Needs covered include:

- Mobility equipment
- Surgical recovery
- Sleep diagnostics
- Compression therapy
- Bedroom and bathroom aids

Suppliers for:

- Medical Aids Subsidy Scheme (MASS)
- Department of Veteran Affairs (DVA)
- National Disability Insurance Scheme (NDIS)

Contact:

Nth Rockhampton: 1A 57 Alexandra Street, Park Avenue, North Rockhampton,
Ph: 49261071 Email: sales@cqmobility.com.au Web: www.cqmobility.com.au

South Rockhampton:

116 Alma St Rockhampton. Ph: 4922 7148 Email: sales@danielssurgical.com.au
Web: www.reionalhealthmobility.com.au

Remote Mobility

We come to you.

A mobile, Indigenous owned and operated assistive technology provider. Offering the repair and maintenance of mobility equipment as well as carrying out in-home equipment trials and sales throughout remote Queensland.

We are focused on rural & remote communities being provided with and having access to regular high quality AT services, that helps people achieve a better quality of life in their community for longer.

To find out how we can help, please visit www.remotemobility.com.au or contact us directly on info@remotemobility.com.au / 0410 752 827

Right at Home

Right at Home is dedicated to improving the life for those we serve. We focus on the individual, on their specific needs and to improve the quality of their life.

Services available to customers:

- In Home Care
- Personal Care
- Social Assistance
- Transport
- Skilled Nursing
- Overnight Respite

- Gardening & Maintenance

Contact: 07 4807 6454: 48 Archer Street, Rockhampton :
care.cql@rightathome.com.au

Rockhampton 60 & Better Program Inc.

60 & Better is a healthy ageing program for people over the age of 50. Offering a wide variety of exercise and social activities. Where appropriate and necessary people under the age of 50 are also welcome to join the program. 60 & better endeavors to involve older people to become involved in the process of decision making to ensure activities are in direct relation to the needs and desires of older people in their community. PH: 4927 8256 Rockhampton Better60@bigpond.com

Senior Financial Protection Service (SFPS) Relationships Australia (Qld)

The Senior Financial Protection Service (SFPS) aims to improve the financial resilience of Older Persons through the provision of:

- Information, advice, and referrals to Older Persons experiencing, or at risk of experiencing, financial abuse
- Information, advice, and referrals to Older Persons who are in the process of making financial decisions for later on in life
- Financial counselling and case management in some instances

Who is the service for?

Older persons aged 60+ (non-Indigenous) and 50+ (Aboriginal and Torres Strait Islanders) who are experiencing, or at risk of experiencing, financial abuse and reside within one of the following areas:

- Gold Coast
- Sunshine Coast
- Mackay
- Rockhampton
- Gladstone

If you would like more information or are interested in accessing this free service please call 1300063232. [Senior Financial Protection Service. RAQ](#)

Relationships Australia QLD's Elder Abuse Prevention and Support Service

(EAPSS) is a case management service providing assistance to those at risk or experiencing elder abuse through individualized support and referral. The current Service Locations are in both Rockhampton, Gladstone. This is a free service.

Clients are encouraged to contact us on 1300 364 277 to arrange an appointment. General opening hours for the venues is 9am – 5pm, however this may vary by venue and from time to time. After hours appointments are available for some of our services.

A direct office phone number can be supplied to organisations and sector professionals by emailing rockhamptonadmin@raq.org.au
[Elder Abuse Prevention and Support Service. RAQ](#)

Services Australia – My Aged Care

Services Australia now provides a new [face-to-face service](#) to support older Australians and their representatives or nominees to access and navigate My Aged Care.

Staff in all our service centres can help with general information about My Aged Care. For more specialised assistance we also have Aged Care Specialist Officers (ACSO) available for face-to-face appointments in some service centres. From December 2022, there are now 70 ACSOs and 10 outreach ACSOs around the country'

The new Aged Care Specialist Officer in Rockhampton service centre is available for face-to-face appointments.

Appointments can be made by calling our Aged Care Line [1800 227 475](tel:1800227475) or by visiting any service centre.

Spirit Support Services

I am a fully Qualified *Independent Service* provider, to Self-Managed and Plan Managed NDIS participants, having experience in Aged Care & Disability Support before becoming independent. I provide Quality, Personalised care that delivers support specific to your needs.

Offering:

- In Home support
- Personal Care
- Social and Community Access
- Transport
- Supported Independent Living
- Skill / Capacity Building
- Small home repairs

If you are looking for a Male Support Worker with a difference, give me a call, lets discuss your individual needs.

COLIN 0477 803 201

Spirit Support Services

Building on the blocks of life

Check Out the Website www.spiritsupport.com.au

Suncare Community Services Limited (Auspicing the Commonwealth Respite Centre for Carers (CRC))

Suncare Community Services is a not for profit organisation that provides frontline services to people in the Rockhampton, Yeppoon, Mt Morgan, Gracemere and Gladstone area including:

- Respite Care (including in-home, out-of-home and cottage options)
- Personal Care
- Aged Care Support
- Mental Health Support
- Disability Support (including package case management)

- Carer Support
- Domestic Assistance
- Home and Garden Maintenance
- Community Access
- Social Support
- Your Life Your Choice
- CHSP - Flexible Respite

Contact Information:

102 Denham Street (Cnr Denham & George Street)

Phone: 1800 786 227

Email: rockinfo@suncare.org.au

Website: www.suncare.org.au

Commonwealth Respite Centre - CRC

The Commonwealth Respite Centre is a federally funded Carer Respite and Support Program that provides emergency assistance and support to carers who need a break from their caring role for a short period of time.

The CRC service area encompasses Rockhampton, Yeppoon, Mt Morgan, Gracemere, Gladstone, Biloela, Emerald and surrounding areas.

The CRC Team provide the following:

- Respite care in emergency and short term care situations. (eg. If a carer becomes ill, or is unable to maintain their caring role due to stress and burnout, the centre can provide extra help to support the carer for a short period of time).
- Information and options about respite care and other support services for carers.
- Referral to appropriate local and regional service providers.
- Assistance in booking residential respite.
- Access to a 24 hour per day emergency respite service.
- Tutor / educational support to Young Carers.

Don't wait until an emergency arises to register with CRC.

Call the CRC team and they will provide advice and assistance to register the carer for the most appropriate program that fits their care needs and support in case they require this assistance in the future at a time of emergency or severe stress.

Contact Information:

Phone: 24 hour carer support 1800 059 059

Supportability Care Services

COMMUNITY ACCESS

Attending appointments and community events. Shopping and running errands. Decrease isolation and assisting participants in achieving their personal goals.

SUPPORT WITH DAILY LIVING

Everyday tasks – cooking, cleaning, home and yard maintenance.

Assisting participants to gain employment and live as independently as possible, whilst increasing life skills.

RECREATIONAL ACTIVITIES

Participation in Indoor/Outdoor activities –eg. Fishing, Archery, Bowling, Movies. Enhancing quality of life with the main focus on fun, enjoyment and meeting new people.

STA/HOLIDAY SUPPORT

Supporting participants away from their usual place of residence, including holiday getaways to various destinations of choice.

WHATEVER THE SUPPORT - "YOUR CARE , YOUR WAY"

Mick Farrell Mobile: 0400 946 369

Email: mick@supportabilitycare.com.au ABN: 84925367525
<https://www.supportabilitycare.com.au/>

Trevor Boswood - NDIS Registered Builder

Trevor has been in the trade for 42 years and has a wealth of experience in modification and maintenance in domestic and commercial properties including renovation to ensure accessibility for aged or those with a disability.

T.G. & J. Boswood Pty Ltd P: 07 4926 2787 M: 0418 792 657 F: 07 49265730 E: tgboswood@bigpond.com Bld Lic No 72882

Wellways

Wellways Australia Limited is a leading not-for-profit mental health and disability support organisation. Wellways are a new organisation in Qld, who have been granted the funding to deliver assistance and support to Carer's via the [Carer Gateway](#) (Ph. 1800 422 737), an Australian Government initiative facilitated by the Department of Social Services. Check out the Wellways website: www.wellways.org

Your Creative Services

Providing Specialised Services to Seniors for Reablement and Wellbeing

Personal Organising Service: The key features of this service include:
The creation of a 'legacy box' that holds items of deep sentimental value - letters and mementos, photos and keepsakes and the digital storage of important documents and photos for easy access and safe keeping. Let me help you organise and declutter your personal belongings and store them safely for posterity.

Gardening Companion: This service includes clean up and maintenance of your garden. You can either potter around with me or I can just come in and do the work. Experience the joy of your garden while I weed, plant, pot and prune.

Memoir Writing Workshops: 2 hourly workshops for groups of 5 or more.

1. Exploring your life and family history and deciding what stories you will include in your memoir or life story.
2. Learn how to structure a memoir by compiling various memories into a legacy life story to hand down to your loved ones.
3. Start writing

Memoir Writing Service: As the local CQ writer for *Your Life Your Words*, I take you through the complete process of capturing your memories, through one-on-one interviews in the comfort of your home. I use your words to write your life story and present you with a leather-bound Legacy Memoir to hand down to your descendants.

Laine Harth Community Welfare Practitioner/Creative Writer

ABN 93 138 237 099

Mob 0410 848 453

Email laine.harth@gmail.com

ALCOHOL, DRUGS & GAMBLING SERVICES

Adis 24/7 Alcohol and Drug Support

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

Adis 24/7 Alcohol and Drug Support (Adis) is a Queensland state-wide service.

Adis provides a free and anonymous 24 hour, 7 day a week telephone counselling, information and referral service for people in Queensland with alcohol and other drug concerns, their loved ones and health professionals.

We provide:

- an opportunity to discuss an individual's situation and concerns with someone who understands and can help
- information about alcohol and other drugs including hard-copy resources
- options and referral to appropriate treatment services or further assistance
- consultancy services for health and related professionals

[Adis QLD Statewide website](#) Also see [Adis](#) is this directory

AICRA (Aboriginal and Islander Community Resource Agency)

Our Management of Public Intoxication Program (MPIP) 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 : 126 Dennison St:
ROCKHAMPTON 4700: Ph.: 4922 1588:

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 or **1300252666**

Al-Anon Meeting Yeppoon Friday 12 -2 Community Development Centre, 78 John St, Yeppoon

Alcoholics Anonymous (AA)

Alcoholics Anonymous is a worldwide fellowship of men and women who help each other to maintain sobriety and who offer to share their recovery experience freely with other who have a drinking problem. The program AA suggests consists basically of

“Twelve Steps” designed for personal recovery from alcoholism The only requirement to be an AA member is the DESIRE to stop drinking.

[Latest on AA meetings near Rockhampton and Yeppoon](#)

AA Qld Office Phone [\(07\) 3255 9962](tel:0732559962) (10am–6pm, Mon–Fri)

AA Helpline [\(07\) 3255 9162](tel:0732559162) (10am–10pm, 7 days)

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 AODSRockhampton@health.qld.gov.au

ashar health.

ashar health is a specialist mental health and addiction practice providing assessment, treatment, interventions and planning for people 14 and older via in person and telehealth service. The first private Nurse Practitioner service for Mental health and addiction in Central Queensland. This service is mixed billing and clients do not require a referral.

The practice is ran by Stacey Styles, Nurse Practitioner.

Phone: 0456 925 795 Email: asharhealth1@gmail.com

<https://www.facebook.com/p/Ashar-Health-100082998897753/>

Central Qld Indigenous Development

The CQID Drug and Alcohol Treatment program (NGO-TGP) aims to achieve improved drug and alcohol treatment service outcomes, increase access to a greater range of high quality best practice drug and alcohol treatment services and reduce drug related harms for Aboriginal and Torres Strait Islander Individuals, families and communities

CQID also 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. <http://cqid.com.au/>

Central Queensland Mental Health Alcohol and Other Drug Services

1300 MH CALL

1300 64 2255

One number for 24hr specialist mental health care for anyone anywhere in Queensland. Referrals/ crisis/ support.

In an emergency always dial Triple Zero

ChaplainWatch

ChaplainWatch is a Safe Night Precinct Support Service working in the community to ensure the safety of its young people and to establish a vibrant and safe nightlife precinct within the Rockhampton Region.

ChaplainWatch has a long history of engaging with key stakeholders that directly affect the experience of those who are vulnerable in the regions we work in. ChaplainWatch recognises that its NightWatch service is essentially a first response service. Because we are the only community services organisation on the ground in the public sphere on Friday and Saturday night, we intervene in a diverse number of situations that include but are not limited to: domestic violence, mental health, suicide, self-injury, drug and alcohol addiction, youth, and aggression. Often the people we assist in these situations require further ongoing assistance that our service cannot provide. If you are a local provider of any of these services we encourage you to contact us so that we can refer individuals who need ongoing support after their point of crisis.

NightWatch Chaplaincy Patrols – Vehicle and foot patrols in the entertainment precinct, engaging with all late night patrons and stakeholders (venues, taxi, security, police and ambulance etc.) to ensure the safety and wellbeing of the community. This service can be anything from problem solving to ensure people get home safely, providing care and support to those who are distressed or seeking guidance, de-escalation of aggression, mental health first aid and first aid for intoxication, accident or injuries.

Contact: Email at info@chaplainwatch.org.au Phone 0478817000
<https://www.chaplainwatch.org.au/rockhampton-chaplainwatch>

Drug ARM

CREATING OPTIONS

Creating Options is a twelve week treatment program for Aboriginal and Torres Strait Islanders who want help to address issues related to their alcohol or other drug use.

Our team of specialist provide non-judgemental and confidential support through weekly counselling sessions and case management. We can help in areas such as relapse prevention, coping strategies, relationship skills, anger management, emotional regulation, mental health, and other life skills support.

Creating Options can also help to coordinate care by engaging with existing healthcare and social services providers, or connecting to new providers.

Our holistic approach means we help with all of the issues that might be contributing to, and maintaining alcohol and other drugs use.

We work with each person to identify their goals, and provide practical solutions to make progress towards them.

Creating Option is free, voluntary and no referral is required. Our flexible program delivery approach means that you can access support in our office, your home, a safe community space or via telephone.

The Community and Family Support Service (CAFSS) is a twelve week counselling program for people who want help to address issues related to their own, or another person's, alcohol or other drug use. Our team of specialists provide non-judgemental and confidential support through weekly counselling sessions where we work with each person to identify their goals, and provide practical solutions to make progress towards them.

Our holistic approach means we help with any issues that might be contributing to, and maintaining, substance use. For people with alcohol and other drug issues, we can help with areas such as relapse prevention, anger management, coping strategies, mental health support and referral to other specialist agencies.

We also help family members and significant others to understand alcohol and other drug use, and what they can do to help their loved one. We can also provide strategies to make changes to their own circumstances, implement healthy boundaries and build resilience.

WHAT CAN I EXPECT TO GAIN? - In the first few sessions, our team get to know you and work with you to identify your short term and long term goals. By attending and engaging with the program, you can expect to develop strategies, learn new skills and make progress towards your goals.

IS THIS PROGRAM RIGHT FOR ME? - When you contact us, we will help to match you with a program that fits your objectives, preferences, and the type of issues you are dealing with. Different programs have different approaches and areas of focus, so it's important for us to engage you with the program that can achieve the best results for you. If you need support outside of what we can offer, we can refer or connect you to other services.

HOW DO I ACCESS THE PROGRAM? - The program is free, voluntary and no referral is required. Our flexible program delivery approach means that you can access support in our office, your home, a safe community space or via telephone.

ABOUT DRUG ARM - Drug ARM is a specialist not-for-profit, non-government organisation that supports people, families and communities to achieve positive transformation through rehabilitation and treatment, outreach, family support, awareness and prevention, information and education, and advocacy and policy.

1300 656 800

Drug ARM Rockhampton

7/190 Bolsover St Rockhampton QLD 4700

07 3620 8880 0407 128 325/ or 0404 904 200

<https://qnada.org.au/location/drug-arm-rockhampton-2/>

Family Drug Support Australia

Family Drug Support is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- *One on one support:* face to face, Teams or telephone
Belinda: 0490 536 976 belinda@fds.org.au;
- *Family Support Meeting -Rockhampton Free*
2nd Tuesday of the month (5.30 pm - 7.30 pm)
- *Website:* www.fds.org.au with information on events and meetings
- *24/7 Phone Support line – 1300 368 186*

Gambling Help Service

UnitingCare

CQ Service Directory September 2025

Central Queensland

We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:

- In person at our office in Rockhampton
- Via Teams (video call) or phone

Staff induction training for licensed venues, community services, support groups and other stakeholders throughout the Central Queensland region, promoting harm minimisation, support service information and identifying problem gambling:

- Via Zoom (video call) or phone
- From licensed venues

We attend community events and activities providing gambling help education and awareness.

For Gambling Help available to the whole of the CQ and Central West region contact:

Counsellor/Community Educator

Mobile: 0498 000 325

Community Educator

Mobile: 0498 000 817

Susan Guley

Counsellor/Community Educator

Mobile: 0455 865 293

Email: susan.guley@uccommunity.org.au

Generic email: gamblinghelp@uccommunity.org.au

After hours contact Gambling Helpline

Phone: 1800 858 858

Website: www.gamblinghelpqld.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

admin@gumbi.com.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: 27 East Street: P O Box 1249:

ROCKHAMPTON 4700: Ph.: 4927 7508:

Ph.: 0418 985 849: Fax: 4927 7058: Website: <http://juwarki.org.au/>

Lives Lived Well - Central Queensland Alcohol & other Drugs Service

Alcohol and Other Drugs Counsellors are available at the following locations for appointments:

- Yeppoon (Monday)
- Rockhampton
- Gladstone
- Emerald
- Blackwater (Thursday)

Referral information:

There are a couple of ways to refer to LLW AOD CQ Services.

- Via the LLW website - <https://www.liveslivedwell.org.au/service-provider-referral-2/>
- Referral forms are available on request by calling 0439 851 192. Simply email the referral form to centralqld@liveslivedwell.org.au with the client's name and phone number including consent to be contacted.
- Client can self-refer by calling 1300 727 957

The service aims to establish an appropriate plan and supports, in negotiation with the client, during the initial session. Where there are multiple complex issues on referral, please note the reason for referral, identified risks and current offences.

At Lives Lived Well, we are here to help. We believe passionately that people can change and that everyone has the right to live with dignity.

Contact: Shonelle Royal, Team Leader - Central Queensland, Alcohol and Other Drugs Service.

Mobile 0439 851 192 Phone 1300 727 957

Lives Lived Well- Rockhampton Drug and Alcohol Residential Rehabilitation

Binbi Yadubay Rehabilitation

A not-for-profit organisation, Lives Lived Well has much experience in delivering evidence-based residential treatment with seven already established live-in AOD services located across Queensland and NSW.

On a peaceful site in Rockhampton, 9km north of the city centre, is a new live-in rehabilitation service offering people a place to come and stay to get their lives back on track.

The priority target population is adults aged over 18 seeking treatment for moderate to severe substance use, including people with co-occurring mental health concerns. Individuals receiving treatment for opioid dependence may participate in the program if they are stabilised on Opioid Replacement Therapy (ORT).

The service is unique in that it offers a combination of withdrawal, rehabilitation and family support all on the one site, each with its own dedicated area. This allows you to move from one program to the other without having to go far.

The service is made up of:

- rehabilitation – 32 beds (single rooms)
- withdrawal treatment (8 beds)
- family support (2 three-bedroom units)

We accept referrals but you don't need to present one. Just submit an application through the website by filling out our [personal referral form here](#). You need to be aged 18 and over to apply.

We also accept referrals from other health professionals, services and community and government organisations, which they can submit through the website by filling out our [service provider referral form here](#).

While, admission times vary, you will be advised of your arrival date and offered community support as you prepare to come and stay.

People living in Central Queensland, Central West, Wide Bay and the Mackay HHS areas are prioritised for service, reach out to speak with our Pre and post team if you have any questions on: 07 4086 5333 or email preandpostrockhampton@liveslivedwell.org.au

Tahlia Swanson is the Team Leader for Lives Lived Well's the CQ Community services.

Email: Tahlia.Swanson@liveslivedwell.org.au

Phone: 0408 068 022

Clinical Services Manager: Chloe Tregaskis

Email: ChloeTregaskis@liveslivedwell.org.au

Phone: 0439 852 046

<https://www.liveslivedwell.org.au/our-services/live-in-recover/rockhampton/>

Narcotics Anonymous Meetings

[Gracemere Just for Today](#) Tuesday 6:00 pm - 7:00 pm

Gracemere Baptist Church 15 James Street, Gracemere, State, 4702

National Line: 1300 652 820

Website: www.na.org.au

Nar-Anon For families and Friends

www.naranon.com.au

Rockhampton Youth Alcohol and Other Drugs Service

The Youth Alcohol and Other Drug Service (YAODS) Rockhampton is co-located with the Rockhampton Child and Youth Mental Health Service (CYMHS). The service aims to provide early identification, treatment and management of alcohol and other drug use with young people aged 12-17 (up to their 18th birthday) to reduce risks and harms associated with substance use in the Rockhampton region.

Youth AOD Services

- Intake
- Assessment
- Brief intervention
- Evidence-based treatments
- Information and education
- Relapse prevention

More Information

CYMHS: Rockhampton Base Hospital : Quarry Street :Rockhampton QLD 4700
Ph) 07 4920 5700 E-mail) YouthAODSRockhampton@health.qld.gov.au

Yeppoon Alcoholics Anonymous Group

Fellowship of men and women who share their experience. Meet at the Community Development Centre 78 John Street:

Friday 7.30pm-9pm. Ph.: 4939 1662 or 0410 032 664

12 Step Members Spiritual Concept Meeting

Meet at the Community Development Centre 78 John Street:

Sunday 9am-10.30am Ph. 0401 583 747

ASSISTIVE TECHNOLOGY: IN HOME CARE

Regional Health and Mobility *previously Central Queensland Mobility*

Owned by the community, for the community.

Serving the Central Queensland community with a great range of health, rehab and mobility equipment. We're part of the CQ Friendly Society Pty Ltd and were formally Daniel's Surgical, CQ Mobility and Regional Rehab & Mobility.

As an experienced rehabilitation equipment hire and sales business, we can proudly claim over 75 years of staff experience.

As part of a long standing, local community owned organisation (est 1894) our charter is to provide quality healthcare equipment with exemplary after sales service.

Needs covered include:

- Mobility equipment
- Surgical recovery
- Sleep diagnostics
- Compression therapy
- Bedroom and bathroom aids

Suppliers for:

- Medical Aids Subsidy Scheme (MASS)
- Department of Veteran Affairs (DVA)
- National Disability Insurance Scheme (NDIS)

Contact:

Nth Rockhampton: 1A 57 Alexandra Street, Park Avenue, North Rockhampton,
Phone: 49261071 Email: sales@cqmobility.com.au
Website: www.regionalhealthmobility.com.au/

South Rockhampton:

116 Alma St Rockhampton. Phone: 4922 7148 Email:
sales@danielssurgical.com.au
Website: www.reionalhealthmobility.com.au

BASIC RIGHTS QLD Community Legal Centre

Basic Rights Qld

What we do: Basic Rights Qld is a community legal centre providing free advice, support, advocacy, casework and representation when needed.

- ❖ *We are a voice for fairness.* We help with issues relating to Centrelink, mental health, disability discrimination and women's employment. We also provide community legal education and resources in person and online.
- ❖ *Who we help Centrelink:* People in Queensland who are eligible for or who receive a Centrelink payment who have been treated unfairly.
- ❖ *Disability Discrimination:* People in Queensland living south of Mackay who are experiencing discrimination based on their disability.
- ❖ *Working Women in Queensland:* Women experiencing harassment, discrimination or unfair treatment in their workplace.
- ❖ *Mental Health Legal Hub:* People with mental health legal issues in Queensland. We assist in our areas of law or refer you to other free legal services.
- ❖ *How to get help* Call 1800 358 511 Monday to Friday | 9.00am - 4.00pm Or go to <https://brq.org.au/contact/>

Find more information and useful resources at www.brq.org.au

BUSINESS AND FINANCIAL ADVICE AND SUPPORT

BusinessWise: Empowering Business Success

Accounting, Book Keeping; Xero and MYOB Training

There are many reasons why you may be thinking about starting your own business. You may have a great business idea or the opportunity to take on a franchise or to purchase an existing business. For most people it's a combination of many factors including a desire to make money, greater autonomy and freedom, an opportunity to work at something they enjoy doing or the prospect of building an enterprise they can eventually pass on to their children. To give yourself every chance of success, be sure to make some time to pre-plan before diving into your business head first. Take a step back and consider the feasibility of your idea and your personal suitability for going into business.

Check out our website to find out more: <https://www.businesswise.com.au/>

We also support established businesses

Contact: Ph. 07 4922 6128: ADMIN@BUSINESSWISE.COM.AU;
11 Musgrave St., Rockhampton

Secure Horizons: Disability & Business Services

At Secure Horizons, we offer expert Disability and Business services designed to support you with the highest level of care and professionalism.

Disability Services: We provide *Specialist Support Coordination*, *Support Coordination*, and *Psychosocial Recovery Coaching*. If you need person-centred, tailored support, with expert guidance through the NDIS space, we are here to assist. Our team ensures comprehensive, individualized coordination to help you achieve your goals.

Business Services: We specialize in *Safety and Risk Consulting* and *Auditing Services*. Whether you need a safety audit, gap analysis, risk management support, noise testing, or incident investigations, our certified experts are ready to support your needs.

Contact Us: For more information, visit: securehorizonsgroup.com.au

Email: info@securehorizonsgroup.com.au Call: 0414 009 003

Stay updated by liking and following our Facebook page: [Secure Horizons Facebook](#)

Small Business Financial Counselling Southern Queensland

Small Business Financial Counselling Service Southern Queensland is a state government funded service available to support, enable and empower Small Business Owners.

Our Service is free, impartial, confidential, and non-judgemental.

We are able to:-

- One on one consultation to discuss options that are available including funding, grants including assistance with applications.
- Support in relation to understanding situations and compliance obligations.
- Confidentially assess and prepare reports on current financial position – including cashflow and viability.
- Identify appropriate business options, help develop an action plan.
- Help prepare for meetings with financiers.
- Help identify the need for advice from, and to prepare for meetings with professional service providers.
- Help with preparation and management of natural disasters.
- Provide referrals for additional assistance from other professionals and services from within both government and private sectors.

Contact:

Sharon Kingston

Small Business Financial Counsellor

Small Business Financial Counselling Service (SBFCS) Southern Queensland
Capricorn Region

M: 0436 122 381 P: 1300 732 777 W: sbfcssq.org.au

[Facebook](#)

CQ Service Directory September 2025

CANCER INFORMATION & SUPPORT SERVICES

Cancer Council Queensland

Information:

- *Community Support Coordinator* - provide patients, friends and family cancer related information as well as information about services (or connects individuals to persons who can help). This free and confidential service is available Monday to Friday 9am-5pm (excl. public holidays). Service available by contacting our 13 11 20, by visiting our website: <https://cancerqld.org.au/> or contacting the regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.

Emotional Support:

- *Cancer Connect* - a free and confidential peer support service that connects you, your carer or your loved ones over the phone with a trained volunteer who has had a similar cancer experience. This support is available at diagnosis, during treatment and after treatment. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.
- *Cancer Counselling Service* - a free and confidential service for all Queenslanders distressed by cancer at any stage including people diagnosed with cancer, their family and friends. Counselling is available state-wide via telephone or video conferencing. Counselling is short-term (generally one to six sessions) depending on the need of the client. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.
- *PalAssist* - a Queensland-wide, no-cost 24-hour telephone and online service for palliative care patients, carers, family and friends seeking practical information and emotional support. Self-referral via 1800 772 273.
- *Brain Tumour Support Service* – a service providing resources, referrals, information sessions with health professionals, and opportunities to meet others living with a brain tumour (location dependant). Self-referral via 13 11 20.
- *Cancer Support Groups* - Cancer Council Queensland supports a number of cancer specific community groups throughout regions. Groups differ based on cancer, gender or activity (e.g. Women's Breast Cancer Support Group). To join or find out information self-refer via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.

Practical Support:

- *Wigs & Turbans / Temporary Breast Protheses* - provides wig loans turbans and temporary breast protheses, at no cost. Wig libraries are located in our regional offices and accommodation lodges across the state. Days and hours of operation are specific to each location. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.
- *Accommodation* – lodge accommodations are available for those patients receiving cancer related treatments. Patients and carer can stay in our lodges at no cost if they qualify for the Queensland Government's Patient Travel

Subsidy Scheme (PTSS). Alternatively, lodge fees are calculated per person, per night basis and are within the daily allowance of the PTSS. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.

- *Pro Bono* (Legal, Financial or Work related issues) – a program that provides assistance with legal issues or financial planning, for eligible Queenslanders. These programs are delivered by professionals in the community who volunteer their time to assist clients who cannot afford to pay for advice. Self-referral via 13 11 20 or through regional office: 43 Upper Dawson Rd, Rockhampton (07) 4932 8600.

CHILD AND YOUTH SERVICES

Achieving Balance

Achieving Balance is now taking referrals, and there is currently *no waitlist* for Child and Family Counselling.

There is availability for families in the Rockhampton area for face to face or telehealth and can be arranged between practitioners.

For all referrals or information please email me on achievingbalance.cq@gmail.com, visit the website www.achievingbalance.com.au or call me on 0432 044 773.

Alternatively please pass my details on to your clients for them to contact me directly.

Tamara Wickham
Child and Family Counsellor and Psychotherapist 0432 044 773

Act for Kids

38 Armstrong Street,
Phone: 4860 8100

The Act for Kids Intensive Family Support (IFS) Program works with families who have consented to accept case management support to strengthen their families to keep their children safe. Referrals can be received from all community agencies, health services and education settings and self-referrals.

IFS services can take referrals without consent from the Department of Child Safety and other prescribed entities. Referrals into this service must demonstrate the referred family has multiple and complex needs, has a child/ren under 18, are at risk of entering the child protection system if support is not obtained and would benefit from a case management service.

Enquiries can be received via Phone: 4860 8100
Or Email: rockhamptonintake@actforkids.com.au Referrals can be received via
On Line: <https://familysupportreferral.org.au>

Act for Kids – Individual support services (ISS)

About Individual Support Services

The Individual Support Services (ISS) Program works in partnership with Child Safety to provide holistic trauma-informed support to children in the child protection

system. The ISS team works in close collaboration to deliver bespoke support packages informed by each child's needs and focuses on increasing the capacity of their support network to meet these.

This ecological model provides specialist attachment-based coaching and mentoring to carers and stakeholders, therapeutic care coordination, practical in-home therapeutic support, specialised therapy and psychoeducation based on a thorough assessment of the child and their support network. The program supports children who have experienced significant levels of toxic stress, trauma and adverse childhood experiences resulting in highly complex behaviour and attachment patterns indicative of intense cumulative harm.

Contact details: Sarah Watson Program Manager

P: 4860 8100 | M: 0473 612 315 E: sarah.watson@actforkids.com.au

Rockhampton Specialist Therapy Services- Act for Kids

Rockhampton Specialist Therapy Services- Act for Kids is a free therapeutic service that adopts evidence- based interventions for children and young people who have been impacted by unwanted sexual experiences (aged 0 to 18 years) or those who display harmful sexual behaviours (aged 10 to 17 years).

Our services are tailored to meet the individual needs of children, young people and their families in Rockhampton, Gracemere, Capricorn Coast and Mt Morgan.

We can help:

Develop responses to unwanted sexual experiences or to those who display harmful sexual behaviours by:

- Providing a safe place to express and process difficult thoughts and feelings
- Giving children and young people the opportunity to explore the impact of their experiences
- Supporting children and young people to develop skills for managing unpleasant physical sensations
- Empowering parents and care givers to help them deal with the complexity of the situation and any challenging behaviours of the child or young person.

Address: 38 Armstrong Street, Rockhampton.

Phone: 07 4860 8100 Email: referralsrockysva@actforkids.com.au

<https://www.actforkids.com.au/locations/rockhampton/>

Adolescent Boys Program: CatholicCare

The Adolescent Boys Program is unique in its trauma-informed, individualised approach to supporting young males aged 12 to 18 who have experienced, have been exposed to, using or are at risk of using family, domestic, or sexual violence. Unlike traditional group-based programs, it focuses on one-on-one therapeutic support combined with personalised engagement in hobbies and interests, providing a safe and consistent environment for healing and behavioural change. The program also fosters social connection through weekly group BBQs, strengthening peer support within a welcoming community space at The HQ @ 32 in Rockhampton. If you would

like further details or to provide a referral, our contact is:
SABReferrals@catholiccarecq.com

AnglicareCQ

Rockhampton Address: 160 - 164 Musgrave St, North Rockhampton

Phone: 1300 769 814

Email: Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Service Types:

- Foster and Kinship Care
- Short Break Care
- Intensive Foster Care
- Residential Care
- Child Protection Counselling

Buderoo House Youth Shelter. *Darumbal Community Youth Services.* Youth Shelter Young people 16 -21 years old who are homeless or at risk of homelessness. 24 hrs 7 days a week. PH: 4927 5715

<https://www.darumbal.org.au/our-programs/budaroo-house/>

CatholicCare Central Queensland Family Relationship Counselling

CatholicCare Central Queensland Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated.

Appointments can be made by phoning 1300 523 985 <https://catholiccarecq.com/>

Centre for Play Therapy.

Play Therapy is a structured, theoretically based approach to therapy that builds on the normal communication of children. Children use play to express what is troubling them when they do not have the verbal language to express it. In play therapy toys are like the child's words and play is their language. Play therapy provides the opportunity for children to develop insight and resolution about their inner conflicts or dysfunctional thinking, along with learning more adaptive behaviours when there are emotional skills or deficits.

Most presenting issues can be suitable for play therapy, please contact us to discuss your specific enquiry to confirm eligibility. CPT currently accepts referrals for children 2-12 years and offers services for young adults up to 18 years.

For further information or make a referral, please see our contact details below.

Mobile: 0421 441 754 Email: enquiries@c4pt.com.au

Web: www.centreforplaytherapy.com.au

Children's Contact Service: Relationships Australia Qld

CQ Service Directory September 2025

CCS provides a safe and neutral place for children of separated parents to establish and maintain a relationship with their other parent and family members. The main functions of the program are facilitated changeovers and supervised contact. The service is short-term process aimed at supporting families to transition to self-managed post-separated parenting. The general timeframe for service is aimed at 4-8 months though this may be extended depending on individual families' needs and the best interests of children. Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277

Child & Youth Mental Health Service (CYMHS)

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:

Child Safety (Department of Child Safety, Youth and Women)

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

CQ Youth Connect Sexual & Reproductive Health / BBV & SHS

Youth Connect provides Sexual & Reproductive Health Education and Clinical Services in Central Queensland with a focus on Indigenous Youth age 14 plus in CQ. PH: 4932 5440. 92 Bolsover Street Rockhampton

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. We manage 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.

- .Budaroo House Youth Shelter
- Regional Youth Support Services
- Darderrhi: Youth Substance Misuse Treatment Service
- Parent and Community Engagement Program

Hours of Operation:

- Darumbal Office: Monday to Friday 8.30am – 4.30pm
- Budaroo House Youth Shelter: 24hrs 7 days a week

Contact Information:

- Darumbal Office – 703 – 751 Yaamba Rd, Parkhurst PO Box 266, Rockhampton QLD 4700. Office Phone: 07 4922 6180
- Budaroo House: 07 4927 5715

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

admin@darumbal.org.au

DDs Playtime

0429393681

EARLY CHILDHOOD INTERVENTION (ECI)

Early Childhood Intervention is the process of providing specialised support and services for infants and young children with disability and/or developmental delay, between the ages of 0-7, and their families in order to promote development, wellbeing and community participation.

The role of ECI is to support and assist parents and carers to:

- Enjoy their child and family.
- Help their child develop skills & abilities to participate and enjoy daily life.
- Understand the kinds of experiences which can assist their child's growth and development, and what they can do to assist their child.

Autism is a complex neurodevelopment condition. Early intervention is key to helping children with autism. The Early Start Denver Model, or ESDM, is an intervention for young children with autism. Donna is a certified ESDM therapist and proud to be able offer this early intervention to all our families.

The ESDM is an early intervention model for young children with autism. It targets the key features of autism, and has as strong evidence base for very young children. The ESDM involves intensive teaching in play-based sessions. It uses a curriculum that has strong focus on building interactions and relationship in everyday routines. The ESDM uses the teaching principles of Applied Behaviour Analysis. These principles have been researched and are the best way to teach children with autism.

What is the Early Start Denver Model?

The Early Start Denver Model (ESDM) is a behavioural therapy for children with autism between the ages of 12-48 months. It is based on the methods of applied behaviour analysis (ABA).

Parents and therapists use play to build positive and fun relationships. Through play and joint activities, the child is encouraged to boost language, social and cognitive skills.

- Based on understanding of normal toddler learning and development
- Focused on building positive relationships
- Teaching occurs during natural play and everyday activities
- Uses play to encourage interaction and communication

ESDM therapy can be used in many settings, including at home, at a clinic, or in school. Therapy is provided in both group settings and one-on-one.

It has been found to be effective for children with a wide range of learning styles and abilities. ESDM can help children make progress in their social skills, language skills, and cognitive skills. Children who have significant learning challenges can benefit just as much as those without learning challenges.

Parent involvement is a key part of the ESDM program. Therapists should explain and model the strategies they use so that families can practice them at home.

Family and Child Connect (FaCC) - UnitingCare Qld (UCC)

FaCC is an early intervention referral service that works with families, who have children under the age of 18 in their care, that are facing challenges and could benefit from supports. The aim of FaCC is to connect families with the right service at the right time to ensure the safety of children in the family home.

Once a referral is received FaCC will:

- make contact with the referrer to discuss the concerns listed in the referral
- make contact with the family to discuss the concerns and explore what supports would be beneficial for the family
- connect families to support services that will meet their needs
- exit the family once the appropriate supports have been arranged

In order to refer a family to FaCC it is necessary for non-mandatory reporters, such as early education providers and non-government organisations, to obtain consent from the family to do so. Mandatory reporters, such as schools, health, police and Child Safety are able to make a referral without consent however it is still recommended, where possible, to obtain consent from the family prior to referrals being made. There is no cost involved or limit to the number of times a family can access this service.

You can make a referral to FaCC by using the [Online Referral Form](#), calling 13 FAMILY (13 32 64), or by email to facc.cg@uccommunity.org.au. If you are after further information about FaCC please call or see our website <http://familychildconnect.org.au/>.

In CQ our offices locations are as follows:

- 229 Musgrave Street, Rockhampton
- 25 Off Street, Gladstone
- 124 Borilla Street, Emerald

Girls Time Out

Girls Time Out is a service located in Rockhampton, QLD that provides Programs for both young Men & Women in the region between the ages of 12-25. The ranges of programs we provide are the Young Empowered Parents Program. The Young Mums Support Program, the Me, Myself & I Program and the Gen/Y Housing Program. The Young Empowered Parents Program contributes to positive beginnings for young parents up to the ages of 25, The Young Empowered parents program offers the participant to learn about each area of wellness, and how working toward living at a place of increased wellness can have positive effects on the participant and their parenting. The Young Mums Support Program aims to support Mothers or pregnant mothers by building parenting and relationship skills, Reducing isolation and providing support to enhance social and emotional wellbeing. The Me, Myself & I program is designed for young women to develop an awareness of her own identity with the aim of building up & maintaining her effectiveness and well-being. The Gen-y program is for young men & women aged between 16-25 years old who are needing assistance with accessing housing and accommodation.

Girls Time Out Contact Information: PH: 07 4922 7236 @:
manager@girlstimeout.com.au

Facebook: Girls Time Out Instagram: girls.time.out

Address: 137 Musgrave Street, North Rockhampton
<https://www.girlstimeout.com.au/>

headspace Rockhampton and Gladstone

Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. To see what other support is available from Roseberry, please go to [Roseberry Qld](#) in this Directory.

Helem Yumba CQ 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

Helem Yumba dos not condone violence of any sort.

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700

Phone: (07) 4931 8600 Fax: (07) 4921 3877

Free Call: 1800 776 727 admin@cqhealing.com.au

Our Space

Our Space is a community connection point located in Stockland Rockhampton. It is a place for community to connect to services, and services to connect to community, with a focus on improving health and wellbeing for children, youth, and families.

We are located opposite ANZ in Stockland Rockhampton and are open Wednesday to Friday (with some Saturdays). We also have a facebook and Instagram page for information about upcoming events and Our Space news.

If you have information (such as flyers or brochures) for our target group please feel free to drop them off! If you would like to operate an activity from the space please contact ourspacecoordinator@gmail.com or phone 0498 319 116 for a booking form and booking guidelines. Also see

<https://www.facebook.com/OurSpaceRockhampton/>

[https://www.google.com.au/maps/dir/"/Rockhampton-Emu+Park+Rd,+The+Common+QLD+4701/data=!4m5!4m4!1m0!1m2!1m1!1s0x6bc300918e8b1ca9:0x1d00eef27574a9c0?sa=X&ved=0CBcQiBMwAjqUahUKEwjK3d3r7ZPIAhXBKZQKHXCdTIP](https://www.google.com.au/maps/dir/)**Play Matters Qld**

Playgroups are informal and relaxed weekly get-togethers of mums, dads, grandparents, carers, children and babies.

Playgroup helps children:

- participate in new experiences
- develop and increase their social skills
- learn about sharing, cooperating and routines
- interact with other families in a safe environment
- discover more about their world
- and have fun!

Playgroup helps adults:

- meet other local families and develop friendships
- relax and talk in a safe environment
- share experiences and ideas
- play with and nurture their child's development
- make connections within their local community
- and have fun!

With over 1000 playgroup sessions each week, you are sure to find a playgroup to suit your needs. Playgroups all over Queensland have vacancies for new families just like you. Before you join, have a taste of what playgroup is all about by taking advantage of our two free play sessions.

1800 171 882 Website: <https://playmatters.org.au/about/queensland>

To find a playgroup near you click on [Find a playgroup](#) and put in your post code.

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 range of activities for all ages as well as affordable membership and activity fees.

Contact for more information

PCYC Rockhampton

P. 07 4927 7899

W www.pcy.org.au/clubs/pcyc-rockhampton/

Stapleton Park, Bridge Street, North Rockhampton 4701

Youth Support Service (YSS)

Through funding from the Department of Child Safety, Youth and Women, PCYC Queensland is able to provide Youth Support Services across 12 regional, remote, and metropolitan communities in Queensland. YSS provides holistic, individualised, practical and case management support for at – risk young people that are 12 to 21 years of age (8-11 years of age, if older sibling engaged with service). The service offers planned support towards achieving goals within the young person's priority areas for change. Support is delivered in the context of the family wherever possible and focuses on reconnecting young people with natural and community supports.

Through the Service provided, young people are supported to:

- Learn new skills to find employment and maintain positive relationships.
- Build their guidance and resilience to cope with everyday life situations
- Maintain a healthy and productive lifestyle
- Re-engage back to school, with family and the community

Contact for more information or to make a referral:

Tanya Poncho: M. 0457 786 272 E. tanya.poncho@pcyc.org.au

Darren Mann: M. 0457 791 736 E. darren.mann@pcyc.org.au

Braking the Cycle

Braking the Cycle is our volunteer driver mentor program designed to support learner drivers without access to a supervisor or registered vehicle to complete their logbook hours. The aim of the program is to provide young people with increased employment opportunities, community connection and driver education. Participants are matched with a specific volunteer from our extensive and experienced driver mentor network. Mentors provide encouragement and help young people improve their self-esteem and develop positive road safety attitudes.

Contact for more information or to make a referral

Rebekah Finch

M. 0428 690 859 E. rebeka.finch@pcyc.org.au

Rockhampton Specialist Therapy Services- Act for Kids

Rockhampton Specialist Therapy Services- Act for Kids is a free therapeutic service that adopts evidence- based interventions for children and young people who have been impacted by unwanted sexual experiences (aged 0 to 18 years) or those who display harmful sexual behaviours (aged 10 to 17 years). See [Act For Kids](#) in this Directory

Rockhampton Youth Alcohol and Other Drugs Service

The Youth Alcohol and Other Drug Service (YAODS) Rockhampton is co-located with the Rockhampton Child and Youth Mental Health Service (CYMHS). The service aims to provide early identification, treatment and management of alcohol and other drug use with young people aged 12-17 (up to their 18th birthday) to reduce risks and harms associated with substance use in the Rockhampton region.

Youth AOD Services

- Intake
- Assessment
- Brief intervention
- Evidence-based treatments
- Information and education
- Relapse prevention

More Information: CYMHS : Rockhampton Base Hospital : Quarry Street : Rockhampton QLD 4700 : Ph) 07 4920 5700 E-mail)

YouthAODSRockhampton@health.qld.gov.au

Roseberry Qld

Roseberry Qld 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.

Housing Services

Contact Information: 21 Dawson Road, Gladstone

CQ Service Directory September 2025

Tel: 4972 0047; email: admin@roseberry.org.au

Community Housing

Community Housing provides accommodation for low to medium income earners. Referrals for long term accommodation are provided through the Department of Housing.

Crisis Housing

Roseberry Qld manages crisis accommodation, which is available for singles, couples or families who are aged 16 years to 25 years. Call Roseberry Qld to enquire about availability.

Long Term Housing

Roseberry manages a portfolio of long-term community housing units and houses. As a community housing provider we operate under the One Social Housing System. All applications are made through the Department of Housing. Tel: (07) 48992400.

Youth Shelters

Jacks House – Rockhampton

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

Tel: 4922 2453; email: jackshouse@roseberry.org.au

Jack's House is a 24/7 crisis shelter for young people aged 16 - 19 years, who are homeless or at risk of homelessness in the Rockhampton region. Jacks House is staffed 365days a year. Jacks House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

Roseberry House – Gladstone

Contact Information: Roseberry House: 20 Rollo Street, Gladstone, Qld Tel: (07) 4972 5383. Email: RoseberryHouse@roseberry.org.au

Roseberry House is a 24/7 crisis shelter, for youth aged 16 – 25 years, experiencing homelessness, or at risk of homelessness. Roseberry House is staffed 365days a year. Roseberry House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

Dignity Hub

Contact Information: 20 Rollo Street, Gladstone, Qld Tel: 0427 751 639

The Roseberry Dignity Hub provides community members and families experiencing homelessness (of any age bracket) access to free:

- laundry facilities
- bathroom facilities
- kitchenette (tea and coffee making facilities)
- access to perishable food items for those experiencing crisis
- information and referral to other services
- Adaptable Living Program

Transition to Independent Living (TIL)

Contact Information:

Rockhampton: 122 Kent Street, Rockhampton. Tel: 4922 2453;

Gladstone: 20 Rollo Street, Gladstone. Tel: (07) 4972 5383

Transition to Independent Living (TIL) TIL service provides Mobile support to young people aged 16-25 who are living independently, in Gladstone and Rockhampton. The program aims to provide practical support for the emotional well-being of the young person. As well as guiding young people to maintain and sustain their tenancies. This includes: referrals to appropriate service, information provision, advocacy, transport to appointments and practical assistance.

Family Support

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Email: yfs@roseberry.org.au

Providing supports to families with children under 18 years of age (children in utero included)

- Referral and advocacy
- Therapeutic and practical supports to reconnect and strengthen families –
- Parenting programs Triple P Teens, 123 Magic and Engaging Adolescence, FERP (Family Emotional Regulation Program 8 -11yrs)

Reconnect –

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Email: yfs@roseberry.org.au

- Supporting youth aged 12 -18 homeless or at risk of homelessness or disconnection from family/education/community or positive social networks
 - Referral and advocacy
 - Therapeutic supports, brief intervention supports
 - Practical supports to reconnect or remain connected with housing services, specialist health services, education services, employment readiness and strengthen protective family connections

Youth Support –

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047;

Email: yfs@roseberry.org.au

- Supporting youth aged 12 – 21 vulnerable and at risk of homelessness or disconnection from family/education/community or social networks as well as; Special consideration for siblings of Youth Support participant, aged 8 -11 years.
- Referral and advocacy linking youth with pathways to supports within community.
- Outreach services providing individual case management, practical supports to secure stable accommodation, develop life skills, connect with education

and employment opportunities, develop positive social connections, link with medical and mental health professionals.

headspace Rockhampton and Gladstone

Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.

<https://roseberry.org.au/>

The Real Group

At The Real Group we run a 13 week program for young people from 15-19 years who are struggling to engage with mainstream education. We complete a Certificate 1 in Skills for Pathways with a focus on work readiness and preparing our young people to be confident and accomplished to enter the workforce, engage in further training opportunities or return to the educational setting if this is their pathway. We place a great focus on ensuring that we are involved in various activities to develop our connection with the community, learn about self-care, mental and physical health, nutrition and well-being, team bonding and hands on learning in an incredibly fun and interactive way.

Please do not hesitate to contact me for further [information-elise@therealgroup.com.au](mailto:elise@therealgroup.com.au)

I have included the webpage of the program for further information

<https://www.realgroupaustralia.com.au/level-up-program/>

The Smith Family

Saver Plus is a free 10-month financial education and matched savings program that assists people to improve their financial education and develop a savings habit for their own or their child's education costs. As part of the program, participants receive:

- One dollar in matched savings for every one dollar they save, up to \$500, funded by ANZ
- Free MoneyMinded financial education
- Personal support and guidance from a trusted community organisation

Participants are encouraged to save up to a maximum of \$500 over 10 months and as an incentive, the ANZ rewards their savings by matching them dollar for dollar (up to \$500) to purchase education items. These education items include school and sporting uniforms and shoes, textbooks and stationery, laptop/computer/tablet, sports fees and equipment, camps and excursions, dance/swimming/music lessons, study furniture and course related fees and equipment, etc.

To be eligible, Participants must:

- Have a Centrelink Health Care or Pensioner Concession Card
- Be at least 18 years old

- Have some regular income (paid) from work (themselves or their partners) including casual, part time, fulltime, cash in hand, Carer's Pension or child support that is registered with the Child Support Agency
- Be a parent or guardian of a child at school or starting Prep next year or be studying themselves

For more information on Saver Plus please phone 0408 490 984 or email kathy.connaughton@thesmithfamily.com.au

Capricorn Communities for Children FP works with local organisations to empower and support a strong, child friendly community to enhance the wellbeing of children and families. Capricorn Communities for Children FP funds Community Partners to deliver early intervention and prevention services within the Capricorn Region (Rockhampton Regional and Livingstone Shire Council areas) for children aged birth to 12 years and their families.

All projects are aligned with one of the following priority areas:

1. Children thrive in their early years; and families and households are safe
2. People enjoy long and healthy lives; and children are born healthy and strong
3. Children are ready for school; succeed at school; stay in school; and reach their full potential

For more information on Capricorn Communities for Children FP or any of our funded projects please phone 0409 772 646 or 0400 841 417 or email CFCCapricorn@thesmithfamily.com.au

The Learning for Life program works in partnership with families to support their children's education and increase their chances of success at school. *Learning for Life* provides support from a dedicated Family Partnerships Coordinator, access to programs for the whole family and scholarship money to help with the costs of schooling. To be eligible, families must have a Health Care or Pensioner Concession Card, have a child in a primary school we partner with and support their children to attend school regularly.

Learning for Life also offers educational programs to enhance students' literacy and numeracy skills, reading, mentoring and careers, transition to high school and learning clubs. *Learning for Life* also offers training for professionals in the early years learning programs Let's Count and Let's Read.

For more information, please contact:

Karen Mulligan
Family Partnerships Coordinator - Learning for Life
The Smith Family
M 0481905240 E karen.mulligan@thesmithfamily.com.au

Tracey Blok-Earl
Programs Coordinator - Learning for Life
The Smith Family
M 0434780077 E tracey.blok.earl@thesmithfamily.com.au

Growing Careers Project works to expand careers education in selected secondary schools. Students from two partner schools in the Rockhampton and Capricorn Coast community will have the opportunity to participate in multiple careers programs and activities across their secondary school journey. This strategic approach is based on evidence that young people who can recall four or more encounters with the world of work in school are far more likely to be in work, training or study as they transition to adulthood.

The project aims to:

- Provide career support to help disadvantaged young people with their school education and career transitions*
- Align with international evidence and support disadvantaged young people to participate in multiple career support opportunities as they move through school*
- Provide outcomes-based evidence through project evaluation which could influence the way careers education is delivered to high school students in the future*

For more information please phone 0481 465 613 or email

gcpqldteam@thesmithfamily.com.au

<https://www.thesmithfamily.com.au/programs/community/communities-for-children/capricorn>

Strong Communities

Strong Communities Ltd. Is a not-for-profit organisation which supports regional communities' wellbeing through the provision of services for children, families and organisations.

Programs offered include evidence based, early intervention programs to support parents, respectful relationship education programs for youth, grief, loss and resilience programs.

Facilitators are based in Rockhampton, Gladstone and Boyne Valley with outreach programs across Queensland.

Programs currently available:

- Circle of Security® Parenting™
- Engaging Adolescents™
- Seasons for Growth Child and Young People
- Seasons for Growth Parenting
- Seasons for Growth facilitator training
- 1-2-3 Magic® & Emotion Coaching
- Tuning in to Kids Parenting
- LOVE BiTES and LOVE BiTES Junior
- Drumbeat - Building resilience through rhythm
- Cultural Awareness Training

For more information: info@strongcommunities.org.au or: 0404 722 553

<https://strongcommunities.org.au/>

UnitingCare Queensland - Rural Family Support Service – Central Queensland (CQRFSS)

Family support is funded to strengthen the capacity of families with children and young people (unborn to under 18) who find themselves in vulnerable circumstances. The service uses a case management model to prevent crises or problems within families arising or escalating and to stabilise or maintain family wellbeing.

Rural Family Support Service aims to improve the wellbeing and safety of families in our community by:

- o building the capacity of parents to care for, protect and raise their children,
- o providing links to local support services,
- o advocating at community and parenting groups,
- o providing resources to families to deal with and manage family issues, and
- o providing parenting tips, workshops and opportunities to meet with other parents

I can work with:

- o families with children aged 0 to 18 who live in the Mount Morgan region including: Mount Morgan, Stanwell, Dululu, Wowan and Westwood.
- o schools
- o service providers
- o self referrals

To chat, get more information or to refer:

- o Call 0447 043 304
- o Email linda.browning@uccommunity.org.au
- or cgruralfamilysupport@uccommunity.org.au
- o 8.30 am to 4.30 pm Monday to Friday

Wahroonga Counselling Centre

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

Contact Information: 114 Fitzroy Street: ROCKHAMPTON 4700: P O Box 8138: ALLENSTOWN 4700 Ph.: 4922 5226: Fax: 4922 5277:
wahroonga@carinity.org.au

Women's Health Information and Referral Service CQ Inc.

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ) aims to enhance people's quality of life by providing a holistic service, contributing to the empowerment of individuals and improving the health and well-being of all women and their families throughout Central Queensland. WHIRSCQ works from a feminist perspective that values gender equality, acknowledges cultural diversity and provides a person-centred service delivery model. WHIRSCQ encompasses strength-based philosophies through open, honest and transparent therapeutic sessions with clients.

WHIRSCQ provide Free and confidential counselling and support in a safe, supportive, non-judgmental and non-discriminatory environment. This service can be accessed face-to-face, by phone or video counselling.

General Counselling and Support:

- Women 14 years and over

- Any issue affecting the well-being of the client
- Historical domestic and family violence
- Information and Referral

Sexual Assault Counselling & Support:

- Women, men & youth 12 years and over
- Recent or historical sexual assault

Outreach Services:

North Rockhampton, Yeppoon, Gracemere, Mount Morgan, Emerald, Blackwater.

Referral:

Individuals can self-refer by completing intake over the phone or face-to-face at the centre.

WHIRSCQ receive referrals from various sources, including community or government services and general practitioners. We accept referrals via phone, walk-ins, or by emailing intakeofficer@whccq.org.au.

A referral form can be downloaded from our website at:

<https://womenshealthrockhampton.com/wp-content/uploads/2025/02/WHIRSCQ-Client-Referral-Form.pdf>

Other Services:

WHIRSCQ assists women who are homeless or at risk of homelessness by providing shower and laundry facilities, and, where possible, basic clothing, sanitary items, and a meal.

Clients can also access the phone and internet and receive information and referral support to other services.

For further information and referral or enquiries, please contact the Centre:

225 Bolsover Street Rockhampton

PH. 4922 6585 or 1800 017 382

reception@whccq.org.au

<https://womenshealthrockhampton.com/>

CLINICAL HYPNOSIS

Rockhampton Hypnotherapy Centre

Provides general hypnotherapy services. Hypnotherapy is a form of complementary therapy that utilizes the power of positive suggestion to bring about subconscious change to our thoughts, feelings and behavior.

Hypnotherapy is a useful tool for the treatment of:

Depression, Anxiety, Weight Loss, Smoking Cessation, Irritable Bowel Syndrome, Stress, Relaxation, Pain Management and more.

Referral: Self-refer via the phone or their GP

Private Health Fund rebates available for eligible Medibank Private clients

Contacts: 0490 033 945

Email: info@rockhamptoncounselling.com.au

CQ Service Directory September 2025

Website: www.rockhamptoncounselling.com.au

COACHING

Catherine Coaching & Co

Hey there!

My Name is Catherine and these are the services I would love to offer you:

Are you seeking counselling?

Are you seeking Personal Development coaching?

Are you seeking Relationship coaching?

Are you seeking self-esteem coaching?

Are you seeking Christian life coaching?

Are you interested in personal styling sessions?

You're unsure? I'm more than happy to have a chat with you to see if this is even something you would like to consider!

Catherine coaching & co *Ph: 0478 122 584* *Email: ccoachingco@gmail.com*

Intra-Mind: Mindset Mentoring and Life Coach

Intra-Mind is a boutique company that is very personal in our approach. Please contact Tim Chan at timothychan@intra-mind.com.au to find out more.

Navigate NDIS

Navigate NDIS is an independent non-registered support coordination and recovery coaching service. Navigate offers services to NDIS participants in;

- Rockhampton and Capricorn Coast,
- rural towns by phone, email and/or video links and
- periodic face-to-face meet-ups available for rural participants within 500km radius of Rockhampton.

Operated by Dory Hickey, Navigate is built on 7 years' support coordination, 12 years' recovery mentoring and qualifications and extensive experience in adult education and behaviour change programs.

Offering support under the following headings:

- *Support Coordination Level 2*
- Psychosocial Recovery Coaching
- Life Transition Planning Including Mentoring, Peer Support
- Skill development and training.

Navigate's services are informed and guided by the NDIS Code of Conduct 2019:

P: 0408 577 403 E: navigate.ndis@outlook.com

COMMUNITY AND NEIGHBOURHOOD CENTRES

Livingstone 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 Families, Seniors, Disability Services and Child Safety.

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

<https://www.livingstone.qld.gov.au/communitycentre>

Rockhampton Neighbourhood Centre (RNC)

A: 81 High Street, Berserker (Co-located with the Housing Hub)

W: <https://www.vinnies.org.au/qld/rockhampton-neighbourhood-centre>

T: 7 4890 4604

E: rockync@svdpqld.org.au

The Rockhampton Neighbourhood Centre is community-driven and responsive which ensures the space remains diverse and vibrant.

Activities to be delivered through the Neighbourhood Centre can be categorized under three broad key areas:

- Link people with formal and informal support;
- Create social connections and inclusion; and
- Integrate local community action

As the RNC is a new initiative for Rockhampton, we will continue to update activity information on our website and send out alerts via Facebook.

COUNSELLING SERVICES

Achieving Balance

Work - Life - Family

Achieving Balance is a counselling service that works holistically to support families and individuals to achieve balance in their Work, Life, and Family. Located in Rockhampton, Achieving Balance has telehealth and face to face appointments. Achieving Balance can assist people of all ages experiencing: anxiety, depression, NDIS, trauma, DFV and sexual assault.

For referrals or more information, please visit the website

www.achievingbalance.com.au, email achievingbalance.cq@gmail.com, or call on 0432 044 773.

Anglicare CQ Family Support Counselling
Rockhampton Address: 160 - 164 Musgrave St
North Rockhampton
Phone: 1300 769 814 Email: Web-enquiries@anglicarecq.org.au
Office Hours 8:30am – 5:00pm Monday – Friday
Website: <https://anglicarecq.org.au/>

Care to You – Rockhampton and Livingstone

Care to You counselling is a new program offered by CatholicCare since July this year. An extension of CatholicCare's well know professional counselling services, Care to You brings specialised support directly to the client without their need for travel.

The specific client cohort this program focuses on are elderly individuals living at home or in residential care, clients undergoing palliative care and their families, and people living with life altering illness or conditions.

Care to You counselling sessions are affordably based on each individual's needs and circumstances. Participants accessing government funded packages, such as Aged Care, Home Care or the NDIS, may be eligible to have counselling costs funded for them as part of their package.
For more information phone 1300 523 985

CatholicCare Rockhampton, Gladstone, Yeppoon

Family relationship counselling

CatholicCare Central Queensland Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated. Appointments can be made by phoning 1300 523 985.

Family and Relationship Community Education

The Family and Relationship Community Education program provides education to groups, individuals and professionals to strengthen relationships, support families, improve the wellbeing of children and increase participation within communities. These services are provided to families, children, young people, communities and professionals. Topics include:

- Behaviour Management
- Self Esteem
- Budgeting
- Coping with Depression and Anxiety
- Parenting Workshops including 123 Magic
- Bullying

To find out what workshops and/or education is coming up in your area, visit the CatholicCare Central Queensland website at www.Catholiccarecq.com or call our friendly Client Contact Team on 1300 523 985.

ChildrenBeyondDispute.com showcases the works of Prof. Jennifer McIntosh, specifically the Child-Inclusive Mediation & Counselling (CIMC) program that she used to run in person, as well as the 90-minute Young Children in Divorce & Separation (YCIDS) parent education program aimed at those with very young children (0-4 years), addressing all evidence-based complexities and developmental imperatives in post-separation parenting arrangements.

For more information about the *CIMC* program, here is a [short promo](#) and [click here](#) for a brochure.

For more information about the *YCIDS* program, here is a [short promo](#) and [click here](#) for a brochure.

Coffee & Couch Therapy Services

Lee Valentine is an experienced local Accredited Mental Health Social Worker who provides telehealth services to individuals aged 16+ in areas such as:

- anxiety
- depression
- trauma
- exploring sexuality and gender identity
- relationship problems
- adjustment issues

Rebates are available with a valid Mental Health Care Plan.

For more information please go to: <https://www.coffeeandcouch.com.au/>

Or reach out at: admin@coffeeandcouch.com.au

Light Me Up Therapy

Light Me Up Therapy is a registered NDIS provider offering specialized Positive Behaviour Support (PBS) services in Rockhampton and across Australia. Our dedicated team of experienced practitioners is committed to empowering individuals with psychosocial disabilities and neurodevelopmental disorders.

Services Offered:

- Positive Behaviour Support: Tailored strategies to understand and address challenging behaviours, fostering positive change and enhancing quality of life.
- Psychology and Counselling: Person-centered therapeutic approaches to support mental health and emotional well-being.
- Early Childhood Intervention: Specialised support focusing on the developmental needs of young children.

Why Choose Us:

- Experienced Team: Our practitioners hold relevant qualifications in psychology, counselling, and related fields, with extensive experience in community mental health services.
- Person-Centered Approach: We prioritize creating a safe and welcoming environment, collaborating closely with clients to achieve their personal goals.
- Immediate Availability: Currently, we have immediate capacity to accept new clients for Positive Behaviour Support services.

Contact Information:

- Email: info@lightmeuptherapy.com
- Phone: +61 422 951 924
- Operating Hours: Monday to Friday, 8 am to 6 pm
- Website: lightmeuptherapy.com

Medicare Mental Health Centres - Wellways Australia

"Medicare Mental Health Centres offer free, safe, and welcoming services for adults over 18 who are experiencing distress, feeling overwhelmed, or concerned about themselves or someone they care about."

For more information, please visit our website.

Medicare Mental Health Centre, is located at 3/49 William Street Rockhampton (previously Southern Cross offices); entrance via Bolsover Street, between The Two Professor's Cafe and Schotia Place.

Medicare Mental Health Centre (MMHC), Rockhampton is a 'short-term' mental health service (i.e., approx. 12 weeks).

The program is funded by Country to Coast Qld. in partnership with Wellways and Clarity Health Care.

Participants of the service do not require a Medicare card or a referral to attend. That means anyone can access the service, whether homeless, travelling or non-Australian citizens. Please note: We do not duplicate psychology services (exclusion criteria).

Referral pathways:

- Walk ins
- Head to Health Intake Referral Form (eReferral)
<https://portal.headtohealth.hda.gov.au/eReferral/> [Ensure you make mention of your preferred provider in BOLD in the comments section].
- Email referrals to intake.ccg@mentalhealthwellbeing.org
- Head to Health phone line: 1800 595 212

MMHC Rockhampton:

Service hours: Monday to Friday 10am-5pm PH: (07) 2141 9203

Available services: In-person peer support, Phone and video Psychology services

Mental Healthcare Australia

Mental Healthcare Australia is a Private Practice that supports families, individuals and young people to discover their true potential. Located in Rockhampton CBD, Mental Healthcare Australia uses the most modern therapeutic approaches that can create sustained change for you.

* We accepting referrals for clients aged 6 and up who are seeking support for, however, not limited to: Anxiety & Depression, Trauma, Grief & Loss, Substance Dependence, Personality Disorder, Phobias, Autism Spectrum Disorder (ASD), Domestic & Family Violence, Individual Therapy, Children & Parenting Support, Adolescent Therapy, Expressive Therapy, NDIS, Online Services.

* To learn more about our what we offer please contact us on: (07) 4927 6965 or alternatively visit our socials on:

- Website: www.mentalhealthcareaustralia.com
- Instagram: @mentalhealthcareaustralia
- Facebook & LinkedIn: Mental Healthcare Australia

Reclaiming Hope Online Counselling

Reclaiming Hope Online Counselling offers online or telephone counselling in the areas of Depression, Anxiety, Panic Attacks, agoraphobia, social phobia, self-esteem, boundaries and stress.

I have a Diploma in Counselling, two years of Social Work studies and offer a lived experience perspective into these conditions.

I am here to support you and encourage you. I work mainly with Mindfulness and Cognitive Behaviour Therapy. My hours include evening hours and Saturdays. You can contact me, Suzie, for further information or to arrange an appointment by phone on 0749383368 or by email at reclaiminghopeoc@outlook.com Please see my facebook page: <https://www.facebook.com/groups/rhyouaremore/>

Rockhampton Counselling Services

Provides general and specialist mental health counselling services for individuals, couples and families needing assistance with wide range of issues. We can also provide mental health education training courses / workshops tailor made for business non-government agencies and community groups.

Treating a wide range of issues:

Depression, Anxiety, Stress Management, Relationship & Couple Counselling, Hypnotherapy, PTSD and Complex PTSD, Workplace Stress, Problem Solving, Communication, War Service Issues. Commonwealth Funded Better Access to Mental Health Care Services.

Referral: Referral is easy via the telephone. Clients can self-refer or via their General Practitioner. "Better Access" GP Mental Health Treatment Plan Referrals are accepted. (Gap fee applies)

Contacts: Rockhampton Counselling Services, City Heart Medical, Shop 2, 23 Denham street, Rockhampton, Qld 4700. Ph. 0490 033 945

E: info@rockhamptoncounselling.com.au W: www.rockhamptoncounselling.com.au

Time & Space For You

- Life Purpose Coaching
- Grief & Bereavement Counselling
- Parent – Child Relationships
- Women's Matters

www.eva-lpc.com

timeandspace.lpc@gmail.com

At Time & Space for You Eva's holistic approach starts with attentive, mindful and compassionate listening. As an experienced counsellor, Eva will provide a safe and supportive environment.

Here you can explore your thoughts and feelings.

If you find yourself in a time of transition, or you know something has to change for you – Eva guides you to more clarity, enabling you to see your path ahead.

Eva is dedicated to empowering individuals to achieve their full potential by supporting them on their journey to personal clarity & self awareness.

Eva Reins-Haag is also a German Learning Consultant & Practical Educator (Pedagogical Specialist). Counselling in this specific area will involve the parents and/or the child. First Eva gives them an understanding how learning processes are unique for each individual. Then she shares practical tools tailored to each individual to make the learning situation a more relaxed one.

The first, brief conversation with Eva is free and an opportunity for both to get to know each other and identify the beneficial areas of focus.

(Conversations are offered in English, German and PNG Tok Pisin)

Find out more: www.eva-lpc.com

Women's Health Information and Referral Service CQ Inc.

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ) aims to enhance people's quality of life by providing a holistic service, contributing to the empowerment of individuals and improving the health and well-being of all women and their families throughout Central Queensland. WHIRSCQ works from a feminist perspective that values gender equality, acknowledges cultural diversity and provides a person-centred service delivery model. WHIRSCQ encompasses strength-based philosophies through open, honest and transparent therapeutic sessions with clients.

WHIRSCQ provide Free and confidential counselling and support in a safe, supportive, non-judgmental and non-discriminatory environment. This service can be accessed face-to-face, by phone or video counselling.

General Counselling and Support:

- Women 14 years and over
- Any issue affecting the well-being of the client
- Historical domestic and family violence
- Information and Referral

Sexual Assault Counselling & Support:

- Women, men & youth 12 years and over
- Recent or historical sexual assault

Outreach Services:

North Rockhampton, Yeppoon, Gracemere, Mount Morgan, Emerald, Blackwater.

Referral:

Individuals can self-refer by completing intake over the phone or face-to-face at the centre.

WHIRSCQ receive referrals from various sources, including community or government services and general practitioners. We accept referrals via phone, walk-ins, or by emailing intakeofficer@whccq.org.au.

A referral form can be downloaded from our website at:

<https://womenshealthrockhampton.com/wp-content/uploads/2025/02/WHIRSCQ-Client-Referral-Form.pdf>

Other Services:

WHIRSCQ assists women who are homeless or at risk of homelessness by providing shower and laundry facilities, and, where possible, basic clothing, sanitary items, and a meal.

Clients can also access the phone and internet and receive information and referral support to other services.

For further information and referral or enquiries, please contact the Centre:

225 Bolsover Street Rockhampton

PH. 4922 6585 or 1800 017 382

reception@whccq.org.au

<https://womenshealthrockhampton.com/>

COURT SUPPORT

Court Link

Court Link is an integrated court assessment, referral, and support program. We assist participants by connecting them with treatment and support services to address housing, employment, drug and alcohol, health and other social needs. A person can be assessed to participate in Court Link if they are appearing before the Rockhampton Magistrates Court charged with any criminal offence, regardless of whether they will plead guilty or not guilty. Referrals can be made by a magistrate, the police, the individual, their legal representative, a family member, or other professionals. Participation is voluntary and there is no limit to the number of times a person may be referred to Court Link.

Court Link can offer clients Community Referrals or Case Management. Community referrals are generally completed for people who have lower risk and needs. Case management services can provide clients with 12 weeks of personalised case management, which involves working with the individual to develop a case plan and coordinating referrals to community-based services for support and assistance. Court Link staff can also complete in-house skill-building activities with participants. Case management is suited to clients who have been assessed as having moderate to high risk and needs.

Court Link strives to avoid duplication of service delivery and will work collaboratively with services to provide a tailored and holistic approach to a client's needs.

For further information or to refer an individual to Court Link, please email

Rockhampton.courtlink@justice.qld.gov.au or phone (07) 4887 1767.

<https://www.courts.qld.gov.au/services/court-programs/court-link>

Murri Court Coordination

Laurel Mason

Coordinator - Murri Court and Yoombooda gNujeena CJG

Juwarki Kapu Lug Ltd
27 East Street ROCKHAMPTON QLD 4700
PH: 07 4927 7508 MOB: +61 429 271 652 EMAIL; lmason@juwarki.org.au
<https://juwarki.org.au/>

National Enquiry Centre (NEC)

The National Enquiry Centre (NEC) is the entry point for all telephone and email enquiries on Family Law matters ([Federal Circuit Court of Australia](#) and [Family Court of Australia](#)).

The NEC provides first level user support for the Commonwealth Courts Portal. This role involves registration, guidance and support for users of the portal.

The NEC can provide information and procedural advice, forms and brochures and referral advice to community and support services. NEC staff cannot provide legal advice.

Opening Hours: 8.30am to 5.00pm Monday to Friday. Contact details:

- Phone: 1300 352 000
- TTY/voice calls: Contact the National Relay Service on 133 677
- Speak & Listen calls contact 1300 555 727
- International: +61 2 8892 8578
- Fax: [Please contact a family law registry](#)
- Email: enquiries@familylawcourts.gov.au
(NOTE: The email service cannot be used to file any court documents.)
- [Instructions for emailing the Court](#)

Navigator Pilot Program: CatholicCare

[Navigator Pilot Program](#): is available to all victims of domestic and family violence offences once the offence enters the criminal justice system.

Email: courtsupport@catholiccarecq.com

DECISION SUPPORT SERVICES

Decision Support Services Qld

DSSQ assists adults (18 years and older) who have temporary, intermittent, or permanently impaired decision-making skills, to work towards making decisions that reflect their will and preference, and positively shape their lifestyle and future.

We help people to understand their options and the likely outcomes, so they can make informed decisions and build upon their capacity to continue doing that.

DSSQ does NOT assess a person's legal capacity to make decisions. Where desired, DSSQ will also work with legally appointed decision makers such as Guardians, and informal decision makers such as supportive family and friends.

Our professional, independent services are grounded in experience, integrity, and sensitivity. We empower people to make well-informed decisions that reflect their will and preference, and shape their lifestyle and future.

Decision Support Services Qld is for:

1. Older adults who may have experienced the loss of their lifelong partner, or have just received a poor prognosis regarding a significant health issue, and need assistance to "get their affairs in order".

2. People with decision making impairment who don't have informal support from loved ones to help them make decisions about key transitions in their life, such as changes to living arrangements.
3. Informal Decision Makers such as parents (and other unpaid carers) of people with cognitive impairment, helping them to better understand their role and obligations, so they are promoting self-determination, control and autonomy.
4. Service Providers seeking training for staff to uphold and support the rights of their service recipients to have choice and control and to make decisions about their own lives.

Experience the peace of mind that comes from having your important matters professionally handled. See our website for more information.

Website www.dssqld.com.au
 Email info@dssqld.com.au
 Phone 0418 786 151 Facebook <https://www.facebook.com/DecisionSSQLD/>

DEAF SERVICES

Hearing Australia: Rockhampton

Free service to Pension Concession card holders, Eligible Department of Veterans' Affairs card holders and Community service obligation clients covering Paediatrics, young Adults up to 26, Aboriginal and Torres Strait islander people over 50 years.

Shop 6 Metro Centre, corner High and, Musgrave St, Berserker QLD 4701
 Phone: 13 44 32 Products and services: hearing.com.au
 4924 8600 Open until 5:00 pm

Hearing Australia : Yeppoon

Shop 11, Cedar Park Shopping Centre 1 Swordfish Avenue Taranganba QLD 4703
 Phone: [13 44 32](tel:134432) <https://www.hearing.com.au/>

The Courageous Dinosaur & Me

The Courageous Dinosaur & Me are proud to offer AUSLAN classes and interpreting services to meet the needs of people of all ages. To find out more see [The Courageous Dinosaur & Me](#) in the Disability section of this directory.

DISABILITY

4Mile Farm

Our working farm is situated on 104 acres, just 10 minutes from Rockhampton and 5 minutes from Gracemere. We have opened our family farm to our clients to be involved in our everyday farm tasks, programs and different groups.

We have also invited outside organisations and groups to use us as an open farm and additionally offer many options funded under the NDIS including horse riding and petting activities and therapies

For more information please see <http://www.4milefarm.com.au/>
 Contact: Nicky Dobson- 0403 291 770
 Email- office@4milefarm.com.au

Access Recreation Inc.

CQ Service Directory September 2025

Access Recreation is a completely independent, non-profit, incorporated association which has been serving the people of Rockhampton and district since 1989. A range of community linking and participation services is provided for people with a disability or mental health who live in and around Rockhampton, facilitating their active involvement in community life.

Access Recreation provides a range of services that are flexible to meet the needs of each participant. Services are designed to assist participants to develop social and meaningful roles in the community and in their own homes to allow them to live independently. All supports are tailored to the participant's needs and goals while targeting areas that will maximise opportunity, independence, growth and personal outcomes.

Access Recreation employs local people to support local people to achieve valued roles in our local community. The organisation also has a strong commitment to participating in the local economy, and conducts all its business right here in this region.

Anyone wanting further information about Access Recreation is welcome to phone 4922 7151 or email reception@accessrec.org.au. <https://accessrec.org.au/>

Adapt Housing - Providers of Specialist Disability Accommodation...

ADAPT Housing coordinates SDA Housing solutions by working collaboratively with stakeholders across all SDA design categories and dwelling types. Specialist Disability Accommodation (SDA) refers to accommodation that receives special funding from the NDIS and is for participants who have extreme functional impairment and/or very high support needs. Unlike other NDIS Supports, SDA is funded for the 'Bricks and Mortar' homes in which other services are delivered. To find out more about eligibility and how to apply please see [Adapt Housing](#) or phone 1300 223 278 or email info@adapthousing.com.au

Aged and Disability Advocacy Australia (ADA Australia)

Aged and Disability Advocacy Australia (ADA Australia), formerly known as Queensland Aged and Disability Advocacy Inc (QADA), is a not-for-profit, independent, community-based advocacy and education service, jointly funded by the Commonwealth and State governments.

ADA Australia assists older people and people with disabilities to understand and exercise their rights and responsibilities, as well as resolve their aged care and community care issues (in both home and residential aged care settings), through free and confidential information, education and client directed advocacy support, which is available throughout Queensland.

ADA Australia also provides a guardianship advocacy service to support adults whose capacity is in question with guardianship and administration matters, including support before the Queensland Civil and Administrative Tribunal (QCAT).

For further information, please contact us via the following options below:

P:1800 818 338 E: info@adaaustralia.com.au Web: www.adaaustralia.com.au

All Types of Care (ATCQ)

Shop 4 287 – 289 Richardson Road Kawana

13ATCQ (132827)

NDIS Registered, local family-owned company proudly providing the following services in Central Queensland:

Assistance with daily personal activities including high Intensity, Assistance with household tasks, Participation in the community and Social and Civic Activities, Access Community Social and Recreational Activities, Innovative Community Participation.

Accommodation and Tenancy Assistance, Assistance with daily life tasks in a group or shared living arrangement, Assistance in coordinating or Managing life stage and transition support, Development of daily living and life skills, Assistance with Animals. Group and Centre based activities, assistance with travel and transport, Specialised Disability Transport, wheelchair bus and fleet of cars.

Community nursing care – High needs, Assistive products for household tasks. Supported Independent Living SIL and Specialist Disability Accommodation SDA Best Care in Better Hands. <https://alltypesofcare.au/>

Alzheimer's Association of Queensland Inc

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

<https://alzheimersonline.org/education-training/carer-support>

AQ (Autism Queensland)

AQ Rockhampton

Our specialist therapy and teaching team deliver services for autistic children, adolescents and adults living in Central Queensland including Rockhampton, Central Highlands, The Gemfields (including Emerald), Yeppoon and surrounding areas. AQ Rockhampton is located at the John Villiers Centre of Excellence Central Queensland in Koongal.

This service was made possible thanks to the financial support of The John Villiers Trust, in conjunction with funding provided by Department of Communities – Disability Services. John Villiers was a lifelong member of Autism Queensland and emphasised the importance of accessibility of services in Central Queensland.

Jump to: [Find/Contact Us](#) | [Our Services](#) | [Other Centres](#)

Please note that fees apply to AQ services and supports

Australian Red Cross

Medical Equipment Hire Service

Rockhampton Branch assists people in times of need by providing a low cost mobility equipment and personal care aids for short term hire, to assist people in their home environment. All items are hired on a weekly basis and identification is required at the time of hire.

Clients should seek advice from their health professional as to the aid and the duration of use.

Phone: 07 3367 4736

Monday to Friday 9.30am – 4.30pm

glrockhamptonbranch@redcross.org.au

<https://www.redcross.org.au/shop/mobility-equipment-hire/>

Autism Connect

[Autism Connect](#) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service.

The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

The service was developed by [Amaze](#), a peak body for those with autism and their families. Those staffing the free and confidential service emphasised that the service is "available to autistic people of all ages, their family and friends, and anyone supporting an autistic adult or child in education, health settings, or workplaces." Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via www.amaze.org.au/autismconnect/

Basic Rights Qld

What we do: Basic Rights Qld is a community legal centre providing free advice, support, advocacy, casework and representation when needed. For more information please see [Basic Rights Qld](#) in this Directory

How to get help Call 1800 358 511 Monday to Friday | 9.00am - 4.00pm Or go to <https://brq.org.au/contact/>

Find more information and useful resources at www.brq.org.au

BigDog Support Service

BigDog Support Services is committed to ensuring that people with a disability have a choice and can live as independently as possible; that they can achieve economic participation and social inclusion and that the support that they receive from our organisation is flexible and responsive to their needs.

Contact: Rockhampton office - Monday to Friday 9am – 3pm. 0418 341 695 OR Administration 4632 9559 1800 A BIGDOG - 1800 22 44 36
<https://bigdogsupport.com.au/>

Brady Cares

My name is Brady. I am a kind hearted, dedicated, and hard working INDEPENDANT SUPPORT WORKER with some availability. WEDNESDAY, FRIDAY, and

SATURDAY 6:30am to 5:30pm

SERVICES INCLUDE

Personal Care

Access Community

Personal Domestic Activities

Assistance with Self Care Activities

I like to keep busy and am willing to give anything a go.

INTERESTS

Musician

Arts and Crafts / Hand Embroidery

Gaming

Movies

Long Walks

Yard Work

Animals/Nature

I do enjoy the outdoors but I am not a sporty person.

Experience and Qualifications,

3 Years in Aged Care and Disability

Cert III in Individual Support/Aged Care

First Aid

Insurance

Blue and Yellow Card

Police Check

Driver's License

Vaxxed

ABN

Contact:

bradycares01@gmail.com

Call or TXT 0412574550 or PM me.

Brendan Hingston

NDIS Support Worker

PH: 0459819596

Email: brendan.hingston1@gmail.com

BUSHkids

Phone number: 07 4994 2120

Street address: Shop 1 and 2, 171 Bolsover Street, Rockhampton 4700

Postal address: P.O. Box 326, Rockhampton 4700

Email: Rockhamptonecei@bushkids.org.au

Target group: Children below age 7 with disability and developmental delay.

Information about organisation: BUSHkids is the NDIS partner in the community for Early Childhood Early Intervention (ECEI) in Rockhampton. The NDIS ECEI approach aims to provide all children aged 0-6 years with developmental delay or disability the best start in life, regardless of diagnosis.

As the early childhood partner we:

- Work with families to
- determine the best supports that can be used to support the child,
- Identify information, community-based and mainstream supports that can be used to support the child, and
- If required, help families request NDIS access and once confirmed, work with families to develop a plan. Once a child's plan is approved families can choose the providers they wish to work with and the support begins.

<https://www.bushkids.org.au/>

Capricorn Citizen Advocacy.

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

Capricorn Citizen Advocacy was established in 1999 to implement a disability advocacy program in the area governed by Rockhampton Regional Council and Livingstone Shire Council. Our area now covers Rockhampton Region, Livingstone Shire, Banana Shire, Central Highlands Region, Longreach Region, Blackall-Tambo Region, Barcaldine Region, Diamantina Shire, Barcoo Shire, Gladstone Region, Winton Shire and Woorabinda Shire with a total population of 240,000.

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 recognises, promotes and protects the welfare and interests of people who have disabilities.

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

Capricorn Citizen Advocacy also provides an individual client advocacy service called 'Vantage Point'. The Vantage Point advocacy service provides a free, short-term, non-legal advocacy advice service.

The service can be provided via phone or other communication mode at a mutually suitable time. Information, advice, and onwards referral (where relevant) will be provided. The primary focus of this advocacy service will be on fundamental needs.

CCA is funded by the Queensland Disability Advocacy Program through the Department of Seniors, Disability Services & Aboriginal and Torres Strait Islander Partnerships.

Contact Information: Capricorn Citizen Advocacy, 19 Willis Street, West Rockhampton. PO Box 1175; Rockhampton Q 4700.

P: 07 4922 0299 M: 0409 220 072.

CQ Service Directory September 2025

Office: office@capricornca.org.au Website: www.capca.org.au

Capricornia Respite Care Association Inc.

2/74 Victoria Parade. Rockhampton Phone 4930 7600

Carer Gateway

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

Carers Qld

With 1 in every 11 Australians caring for a family member or friend, Carers Queensland is committed to providing specialised carer, and disability support services.

Carer Queensland Programs:

- NDIS Local Area Coordination Partner in the Community Program
- Health and Wellbeing activities – Face-to-face and online, see monthly calendar of events
- No Interest Loan Scheme – Up to \$2000 for a range of goods and services
- Guardianship and Advocacy Program
- It's All About Me – Young Carer Programs
- Community Engagement and Information sessions
- RTO Accredited Training – Skills for Success, Certificate III & IV courses

For more information: 07 3900 8100

info@carersqld.com.au

1300 747 636,

www.carersqld.com.au

CatholicCare NDIS services

CatholicCare Central Queensland is a registered NDIS Provider. The NDIS supports people with a permanent and significant disability which affects their ability to take part in everyday activities.

Your support may include:

- Plan Management
- Pre Planning or Ongoing Planning
- Personal care
- Respite
- Skills training to develop independent living
- Counselling services
- Community access and participation

For more information phone 1300 523 98

<https://catholiccarecq.com/service/disability-care/>

Child Development Service

The Child Development Service is to provide a trans-disciplinary early intervention developmental service for children experiencing complex multi-dimensional developmental conditions. The service focuses on children under eight years of age who have challenges in multiple areas of development. The service focuses on empowering families with a shared diagnostic understanding of their child's

developmental and medical presentation and how they can best support their child across the life course. Referrals are accepted from General Practitioners, Child Health Nurses and Paediatricians. Enquiries accepted from parents and a referral form can be provided to support a GP referral.

Queensland Health provide other paediatric allied health services (e.g. dietetics, occupational therapy, physiotherapy, podiatry, speech pathology) for young people up to 18 years of age relating to medical conditions that are likely to result in deterioration of health status or hospitalisation if not treated. Referral processes and eligibility criteria differ across allied health departments.

Contact information; Child Development Service / Division of Family, Women & Children. CQ Hospital & Health Service Qld Gov. Sub-acute, Ambulatory & Community Services 82-86 Bolsover Street PO Box 501 Rockhampton Qld 4700 Phone (07) 4920 6900 Fax (07) 4920 6871 [Child Development Service](#)

CKI Support Services (Yeppoon and Emu Park)

At CKI we provide a range of services to NDIS participants and our focus is to improve the lives of people through dedicated service based upon our core values of compassion, integrity and knowledge.

If you or someone you know requires support in the disability or mental health space then reach out to us for assistance in the following areas-

- community access, - skills development and training, - assistance with daily activities, - support coordination or psychosocial recovery.

admin@ckisupportservices.com.au mobile: 0482445077
<https://www.ckisupportservices.com.au/>

Community Solutions

A CoAct Accredited Employment Service Partner

Disability Employment Services | Workforce Australia

If you want to find work then Community Solutions is the place for you.

Open the door to a world of opportunity and be supported by a team who believe in you.

When you register with Community Solutions, our dedicated local team in Yeppoon, Emerald and Rockhampton, invests in you from the start. You'll get one - on - one support with staff who listen to your needs, give you options to reach your goals and build your confidence and skills to help you on your road to success.

Community Solutions is a leading specialist employment agency with over 20 years' experience in helping Queenslanders with disability, health conditions, injuries or mental illness to find rewarding and satisfying work. Our team can help you overcome any challenges to finding a job so that you can enjoy the benefits of being part of the workforce.

We Start with You!

- Helping you look for suitable jobs
- Job search tools and training, such as resume development and interview skills

- Work-ready skills and training including short courses, work placements and apprenticeships
- Tailored assistance to help navigate any barriers you have into employment
- Understanding your needs and your employment goals
- Identifying your strengths and Identifying employment opportunities that are right for you
- Creating a plan tailored to your needs and putting your job search support plan into action
- Connecting you to medical professionals, employers, and training suited to your needs
- Setting you up with tools for success and helping you every step of the way
- Keeping in touch with regular check-ins – phone or face to face, whatever works best for you

Our support continues once you start work too, including:

- Job-readiness for your first day and personal support
- Liaising with your employers if needed and providing support with any issues that may arise
- Help with workplace modifications and support services
- Working with your medical and support services to help keep you in work

And, If you're already in work, but at risk of losing your job because of your disability, illness or injury, then we assist there too!

Get in touch

To find out more about Community Solutions contact your local team on:
1300 621 499

<https://communitysolutions.org.au/>

Shop 6A / 18-22 Anzac Parade, YEPPOON

189 Musgrave Street, ROCKHAMPTON | Shop 1/112 Egerton Street, EMERALD

Co-ordinated Support Services

6 East Street, Rockhampton QLD 4700 Phone 4928 6550

CPL : Choice, Passion : Life

Community Care

At CPL, we provide disability support for people of all ages, helping them grow beyond expectations, seize new opportunities and do amazing things with their lives. From early intervention, to education, personal growth and employment, CPL provides the solutions, services and support to help you create the life you really want.

One-size-fits all solutions aren't what we're about at CPL – we work alongside you and your family to understand your goals. We're here to help you chase your best life. Call us today on **1800 275 753**

CPL is a NDIS registered, not for profit organisation that provides frontline services to people in the Rockhampton

- [Home Support](#)
- [Creative, Recreational & Life Skills Programs](#)

*Group Activities in the community
After hours Day Centre Activities and fun.*

- [Employment Services](#) – Supported Employment, Individual Employment Support, Disability Employment services, Individual Employment support (IES) and School Leaver Employment support (SLES)
- [Equipment & Aids](#)
- [Therapies](#)
- [Housing Options](#)
- [Getting Into Your Community](#)
- [Online programs](#)
- [Aged Care](#)

CONTACT: Choice Passion Life – Area Manager – Rockhampton –
Janita McLeod –Area Manager - 0436 647 836
Address: Rockhampton North – 39 Macaree Street, North Rockhampton 4701

CPL – Mylestones Solutions – Rockhampton Garden crew offers Supported Employment for NDIS participants on a Permanent part time employment basis.

CPL Mylestones Solutions – NDIS participants can see out employment opportunities using their NDIS funding to help achieve your goals in employment or self employment.

CPL Mylestones Solutions – offers School Leaver Employment Support (SLES) funded by NDIS to school leavers

For all the CPL Mylestones Solutions above please contact Melinda Cameron on 0436 621 141 or email Melinda.cameron@cpl.org.au <https://mylestones.org.au/>

CQ Home Assist Secure

Home Assist Secure is a program, funded by State and Commonwealth governments and aims to remove some of the practical housing related difficulties experienced by older people and people with disabilities who wish to remain living in their own home.

201 Bolsover Street. PH 4936 8522 or 1800 223 301.

<https://www.rockhamptonregion.qld.gov.au/CommunityEvents/CQ-Home-Assist-Secure>

CQ Home Care

CQ Home Care is a Registered NDIS Provider. We are proud to be a local organisation that provides high quality disability support services in the Central Queensland region.

Our goal is to make each of our Participants lives easier, fairer and strive to assist them in achieving their goals.

Our team is highly experienced and fully compliant with all requirements set by the NDIS regarding certification, training and current vaccination status.

Our clients' needs differ, from high care to in-home support and assistance with daily living and social support.

Our team is experienced with using manual handling techniques, toileting, showering and assistance with medications and assisting with meal preparation, feeding clients and cleaning and tidying around the premise.

Providing two support workers for more complex disabilities is a familiar structure for our team and progress notes and documentation is structured and utilized to maintain effective handovers for support workers.

Providing support in a 24/7 setting is currently provided by our team and that is carefully coordinated resulting in a seamless and high-quality product for our clients.

To enquire further please call 0431 801 913 or email cqhomecare@gmail.com.au; <https://www.cqhomecare.com.au/>

CQ Supports

Disability and Aged Care support.

Leonie Ryan

CQ Supports

0403401969

leonieryan587@gmail.com

DDs Playtime

0429393681

ddsplaytimetherapy@gmail.com

www.ddsplaytime.com

EARLY CHILDHOOD INTERVENTION (ECI)

Early Childhood Intervention is the process of providing specialised support and services for infants and young children with disability and/or developmental delay, between the ages of 0-7, and their families in order to promote development, wellbeing and community participation.

The role of ECI is to support and assist parents and carers to:

- Enjoy their child and family.
- Help their child develop skills & abilities to participate and enjoy daily life.
- Understand the kinds of experiences which can assist their child's growth and development, and what they can do to assist their child.

Autism is a complex neurodevelopment condition. Early intervention is key to helping children with autism. The Early Start Denver Model, or ESDM, is an intervention for young children with autism. Donna is a certified ESDM therapist and proud to be able offer this early intervention to all our families.

The ESDM is an early intervention model for young children with autism. It targets the key features of autism, and has as strong evidence base for very young children. The ESDM involves intensive teaching in play-based sessions. It uses a curriculum that has strong focus on building interactions and relationship in everyday routines. The ESDM uses the teaching principles of Applied Behaviour Analysis. These principles have been researched and are the best way to teach children with autism.

What is the Early Start Denver Model?

The Early Start Denver Model (ESDM) is a behavioural therapy for children with autism between the ages of 12-48 months. It is based on the methods of applied behaviour analysis (ABA).

Parents and therapists use play to build positive and fun relationships. Through play and joint activities, the child is encouraged to boost language, social and cognitive skills.

- Based on understanding of normal toddler learning and development
- Focused on building positive relationships
- Teaching occurs during natural play and everyday activities
- Uses play to encourage interaction and communication

ESDM therapy can be used in many settings, including at home, at a clinic, or in school. Therapy is provided in both group settings and one-on-one.

It has been found to be effective for children with a wide range of learning styles and abilities. ESDM can help children make progress in their social skills, language skills, and cognitive skills. Children who have significant learning challenges can benefit just as much as those without learning challenges.

Parent involvement is a key part of the ESDM program. Therapists should explain and model the strategies they use so that families can practice them at home.

Dianne McDowell

Social Worker (Private Practice) – AASW 436518

NDIS Provider – specialising in Capacity Building including Support Coordination and Therapy Support

Email: dianneNDISprovider@gmail.com

Phone: 0412315691

Disability Services.

[Department of Families, Seniors, Disability Services and Child Safety](#)

Address: 80-82 Denham Street Rockhampton Qld 4700 Phone: 07 4938 6000

Dog Therapy walking and social group

If you work with people who would like community connection but are challenged by social situations, or who love dogs but don't have one, this may be helpful.

Our free monthly dog walking group offers a relaxed, socially connecting situation where the dogs create natural conversation starters and easy interaction.

The walk is held monthly in Yeppoon on the first Wednesday of the month, starting at 8.30am

- Anderson Park Ross Creek Boat-ramp carpark.
If it's raining we meet at the Jolt café on Yeppoon beachfront.

Open to people with certified assistance therapy dogs, any well behaved dogs, and anyone who enjoys the company of dogs.

Contact 0408 577 403 or [navigate ndis@outlook.com](mailto:navigate_ndis@outlook.com)

Dusty Boots Equine Assisted Learning

I am excited to introduce you to the award-winning *Sue Spence Communications' Horses Helping Humans™* program. *Dusty Boots EAL is partnering with 4Mile Farm* to bring this successful program to the Rockhampton region. This specialised horse whispering program for youth, children and adults alike has grown out of the well-known and highly regarded work that Sue Spence has been doing for many years by including horses to help humans learn effective communication and body language skills. This program has much to offer people of all ages with a variety of challenges.

We require participants to attend each session with their support worker / carer / parent. It is important their support person is in attendance for the entire session so they understand the skills being shown and can encourage the participant to apply those skills to everyday life challenges.

The program is suitable for all ages. Horses Helping Humans™ can benefit people facing different challenges including anxiety, depression, ASD, ADHD, ADD, shyness / lack of confidence and more. Sessions are held weekly however there is flexibility in the delivery to suit different situations. Please ask us how we can help.

Traditionally the Horses Helping Humans Youth Communications Program is delivered over three weekly sessions of 1 – 2 hours. This delivery option is most suitable for disengaged Youth with limited funding. However, as the program has evolved, it has been adapted to suit NDIS participants and can be delivered over a longer period with shorter sessions. These sessions can be ongoing. We recommend our 9-week program where participants have the opportunity to learn the skills and deepen their learning of these skills while working with 2 or 3 different horses over the 9-week period. However as mentioned before this timeframe is flexible and we are happy to talk to you about options to suit your participants' individual needs. Sessions are \$165 (exc GST) per session.

Please contact me for more information or if you have questions.

Linda: dusty_boots@outlook.com or 0408 251 968

Email the name of the participant and I will forward you an intake form.

<https://dustyboots.com.au/>

Endeavour Foundation

Disability Services (accommodation, respite, 24/7 support, drop-in support, post-school services) Phone: 07 4936 1109

Learning and Lifestyle Centre (life-skill development and day service) Phone: 07 4931 9000

Endeavour Foundation Industries (supported employment) Phone: 07 4931 0555

Under the National Disability Insurance Scheme, Endeavour Foundation offer whole of life supports including learning, supported employment, accommodation, respite and life-skill development. Our focus is on collaboration and putting the people we

partner with at the heart of everything we do to provide truly individualised support and effective outcomes.

Contact us on 07 4936 1109 or visit www.endeavour.com.au for more information.

Entirely Health

Entirely Health is your one-stop allied health clinic complete with physiotherapists, exercise physiologists, speech pathologists, dietitians and massage therapists, all working together under one roof for your benefit.

But for us, it's not enough to just be 'big'. We want people to be better, which is why we believe in career-long learning and commit to the continuous training of our staff. By doing so, it means you as a patient can receive best practice for today, for tomorrow and forever.

Entirely Health has practices in Rockhampton, Yeppoon and Blackwater.
Entirely Health is a registered NDIS provider.

Should you like more information or to make an appointment please phone 07 49222722 or email admin@entirelyhealth.com.au or visit our website at www.entirelyhealth.com.au

Envigor

Home Care, DVA Nursing, NDIS specialising in older clients.

Envigor has been a trusted care provider for older Queenslanders since 2012, in private residences and also within retirement villages and aged care communities

.We offer:

- Everyday services – from domestic assistance and transport to personal care and social support
- Specialist services – from nursing and dementia care to post-hospital and palliative care
- Health management – using technology for chronic disease monitoring and management

What sets us apart?

- Competitive fees – ultimately meaning more money and time for your care
- Care appointments available 24/7
- Small enough to genuinely care – call Michelle direct on her mobile
- We don't limit you to a list of services – many of our clients are surprised we organise services that other care providers refused to

For all enquiries contact Michelle Boon on 0472 863 194, phone 1300 368 446, visit envigor.com.au/central – or email m.boon@envigor.com.au
<https://envigor.com.au/central-queensland/>

Equip U

At Equip U, it's our mission to work with you to bring your vision for improved mobility to life - and who would have thought that doing so would be this easy? Should you have any queries about the types of products we offer or how they work, please get

in touch with us today. From Cairns out to Mount Isa and down to the Sunshine Coast [We Come To You](#) Work Days - Monday to Friday

PH – [0457 840 537](tel:0457840537)

WEB - www.equipu.com.au

Expand Health – mobile physiotherapist

Leigh Besch mobile physiotherapist providing an in your own home service.

Phone number:0459 889 359 Email: Leigh.expandhealth@gmail.com

First4Care: *Andrew Brown Service Provider:* ABN 20 954 306 167

About: Accomplished, dedicated and disciplined with broad and substantial experience in various aspects of human contact, particularly community services, education, training and safety management. Strong qualifications in the electrical energy sector accompanied by professional development in team building and team leadership. Competent and efficient in fast paced work environments and a strong capacity to work effectively under challenging situations. A well-developed career history has enabled the ability to negotiate with the highest levels of both tact and diplomacy.

Andrew was a Disability Support Worker (Residential Care Officer) for Queensland Government and worked as part of a team supporting people with physical and intellectual disabilities. Planning for and attaining lifestyles and futures which met their individual needs and abilities as these are valued in the community.

Andrew worked with people using a person centred approach in their place of residence. Andrew actively assisted them to participate in activities including leisure, personal care and household management and also advocated participation and friendships in the local community.

Andrew is a passionate disability service provider and will go the extra mile to give each of their customers a tailored individualised service that is delivered respectfully and effectively, meeting the goal and aspirations of clients.

Core Values

Dependability

Reliability

Loyalty

Commitment

Open-mindedness

Consistency

Honesty

Efficiency

Services

Group/Centre Activities

Innovative Community Participation

Daily Tasks/Shared Living

Assist Travel/Transport

Assist Personal Activities

Household Tasks

Assistive Prod-Household Task

E: Andrew@first4care.com.au M: 0437 773 876

https://www.facebook.com/people/First4Care/61555317164750/?_rd=1

Fly2Health

- Fly2Health provides fortnightly visits to Emerald, Blackwater, Clermont, Dysart, Middelmount, and Moranbah
- Services include Speech Pathology, Occupational Therapy, and Psychology. Predominantly NDIS referrals and ECEI

- All ages, NDIS Registered clinic-based services
- To enquire or refer
 - 1300 163 665
 - hello@fly2health.com.au
 - Referral Form: <https://fly2health.splose.com/public-form/9282f0f3-1ecb-42e9-b6ad-e70ef2d72a3e>
 - Callback Request form: <https://fly2health.splose.com/public-form/5999cec0-2855-45ab-b282-07fcb5106872>
 - [Book online today.](#)

For more information please see <https://www.fly2health.com.au>

Get Mobility Vehicle Rentals CQ Pty Ltd

2 wheel chair accessible sedans for rental.

Contact: Adrian (0417615484) & Frank (0412727070)

GetMobilityCQ@hotmail.com

<https://www.getmobilitycq.com.au/>

Harmony Integrated Services

At Harmony Integrated Services, we believe in empowerment through collaboration.

Our diverse range of services includes:

- 0106 Assist – Life Stage Transition
- 0107 Assist – Personal Activities
- 0108 Assist – Travel/Transport
- 0115 Daily Tasks/Shared Living
- 0116 Innovative Community Participation
- 0117 Development – Life Skills
- 0120 Household Tasks
- 0125 Participate Community
- 0136 Group/Centre Activities

We are committed to creating partnerships within the community to drive positive outcomes for those we serve. I have attached our flyer, which contains additional information about our offerings.

Call Anytime 0411 018 705

Send Email support@harmonyintegratedservices.com.au

<https://harmonyintegratedservices.com.au>

Address 1/50 Arthur Street, Gracemere.

Home Caring Rockhampton - National Approved NDIS Provider Specialists

Why our clients choose our specialist services:

We understand that every person has different needs and we will work with you to find the service that is best for you.

We believe in a person centered approach which puts you in control of your support.

We focus on:

- ❖ *Inclusion* – we care for a wide range of people from different backgrounds, including seniors, people living with disability and the First Nations Australians.

- ❖ Individualised services – we take the time to get to know you, and listen to what you want. We work with you to create a care plan that suits you, and helps you achieve your goals.
- ❖ Integrity – we respect your privacy and treat all of our clients with respect and dignity. It's not just what we do, but the way we do it that sets us apart as care providers.
- ❖ Choice – care should be empowering. We collaborate with you and your family, help you make informed decisions, and always put you in the driver's seat of your care.
- ❖ Service quality – our team upholds the highest standards of care. We treat our clients the way we would like our own loved ones to be treated, so you can be confident you're receiving the best service.

We offer a range of services to meet the needs of each individual, please visit our website www.homecaring.com.au/rockhampton or alternatively, please contact us for further information.

P: 1300 875 377

E: info@homecaring.com.au

Home Support Association Inc. (HSA)

HSA is a local, non-government organisation that has been operating in the Rockhampton, Capricorn Coast, and Mt Morgan area for over three decades. As a registered NDIS provider, we prioritise your strengths, interests, and goals to provide the ideal amount of support you need to lead the life you desire.

At HSA, we understand that every person is unique, with their own set of talents, abilities, and goals. We strive to match you with a support worker who aligns with your values, lifestyle, and most importantly, someone you feel comfortable with.

Under the NDIS, HSA is registered to provide the following:

- Supported independent living
- Assistance with daily life
- Exploring housing options
- Assist with life stage/transition
- Social and community participation
- Develop life skills
- Support Coordination
- Plan Management
- Specialist Disability Accommodation

We have options for group or individual support depending on your needs and your preference.

Address: 19 Cavell Street, Wandal

Post: PO Box 1166, Rockhampton Q 4700

Phone: 4931 8300

Email: hsa@homesupport.org.au

Website: www.homesupport.org.au

Independent Support Management (ISM)

Independent Support Management (ISM) is a Queensland-based company offering nationwide services for participants and service providers connected to the National Disability Insurance Scheme (NDIS). Locally, in Rockhampton, we provide a comprehensive range of therapy services for both NDIS and non-NDIS clients.

We offer a range of services, including:

- **Plan Management:** Our Plan Managers handle the complex administrative tasks related to your plan, such as tracking expenses, providing financial statements, handling NDIS claims, paying providers, and securely storing service agreements. This allows you to concentrate on achieving your plan's goals.
- **Therapy Services:** Our multidisciplinary team in Rockhampton provides services such as physiotherapy, occupational therapy, psychology, speech therapy, and counselling. We accept NDIS referrals, Mental Health Care Plans, Workcover and private clients.
- **Assessments:** We provide a wide range of assessments specialising in ASD (Autism Spectrum Disorder) and cognitive evaluations, custom-tailored to support NDIS participants, child safety clients, and private individuals.

•
Contact Details:

- **Phone:** 1800 954 559
- **Email:** support@ndism.com.au for Plan Management and admin@ndism.com.au for the Therapy Centre
- **Address:** 141 East Street, Rockhampton City, QLD 4700

For more information, please visit our website: ndism.com.au

Illume Holistic Creative Arts Therapy and Counselling

Hello,

My name is Angie, I am a Holistic Art Therapist & Counsellor. Art has always been a part of my life, I've had many life experiences and events, both have led me down this path and this wonderful career choice.

Holistic Therapies can be helpful and very beneficial for people of all ages, men Women, children, teens, adults, dealing with a range of concerns including:

- * Autism and other neurodiversities
- * Teen issues
- * Concerns of wellbeing
- * Greif and loss
- *Mental health issues (including anxiety, depression, PTSD, CPTSD)

Practice Methodology

❖ Holistic Counselling

Holistic counselling may assist with-

- The discovery of unconscious thought patterns
- Understanding how the nervous system works
- Assisting with the processing of both past and present life events
- Addressing root causes rather than only symptoms

- Resolving harmful routines and behaviours
- Reshaping thought patterns towards a more harmonious place

❖ *Holistic Creative Arts Therapies*

Using the process of art making to improve and enhance the physical, mental and emotional wellbeing of individuals of all ages. Available art therapies include:

- Visual arts, painting, drawing and collage
- Mask making, clay work and textile arts
- Creative writing
- Music, dance and drama
- Meditation and visualisation
- Vibration & sound therapy
- Sand play (with sand tray or at the beach)
- Intuitive art

All within the context of holistic wellness therapy, rehabilitation and healing.

❖ *Beach Walk & Talk counselling-*

Providing an open atmosphere that gives a feeling of being able to 'breath', relax and enjoy the benefits of the outdoors. Movement can also assist in decreasing anxiety. Sand play sessions can be incorporated into this session also.

Practice Framework

Holistic counselling and art therapies focus on the whole person, encompassing the mind, body, soul, working together to create harmony. Self-awareness and self-acceptance can be developed with the aid of holistic counselling, supporting the growth of more profound awareness and insight.

Creative art therapies of your choice can be incorporated within a counselling session or delivered separately - whatever works best for your needs.

NDIS Self and Plan-Managed Clients Welcome. This is accepted as part of your NDIS plan through Capacity Building or Core Support. Illume caters for everyone's unique requirements on their journey to happiness and harmony.

Creative Art Therapies & Counselling is accepted outside of, and within the NDIS as part of your NDIS plan through Capacity Building or Core Support.

Call- Angie Bryden- M.B.Ed HICAT Practitioner : 0421055908

illumecreativearts@outlook.com

Facebook- illum holistic creative arts therapy and counselling

ITEC Health

ITEC Health is a disability service provider who provides support services for people with disabilities, by matching participants with a suitable support worker to assist them to achieve their NDIS goals.

Contact:

Rockhampton 4860 8640 m: 0428 962 226 | w: <https://itecgroup.com.au/> | a: 1/240 Canning Street. Follow us on [LinkedIn](#) and [Facebook](#).

Integrated Family and Youth Service

IFYS provides specialist support and intervention programs for children, young people and families.

Across Queensland from Toowoomba to Cairns, IFYS provides a range of accommodation, support and counselling services.

- [Child Protection](#)
- [Support Programs](#)
- [Community Centres](#)
- [Disability / NDIS](#)
- [Accommodation](#)

Contact Information: 5438 3000 admin@ifys.com.au web: <https://www.ifys.com.au/>

Just Better Care Central Queensland - We're just for you

Just Better Care provides in-home aged care and disability support services, supporting people to live independently.

Since our inception, we've been empowering our customers by putting individual preferences and support needs at the centre of our approach. Every Just Better Care office is owned and operated locally, providing affordable and accessible services that meet local and individual requirements. Our staff take the time to get to know you, identifying the best ways to support you. We never compromise on quality. We deliver the services you want, when and how you want them.

Contact: 66B Elphinstone St Berserker QLD 4701 : 07 4845 6921

justbettercare.com/central-queensland

Or call 1300 587 823: you can request a call back at a time that suits you from 9:00am - 5:00pm, AEST Monday to Friday

Ser Formerly Southern Cross Support Services

Care and support services as individual as you are.

We provide a wide range of care and support services to Rockhampton and surrounding communities, including:

- ☐ Disability Support
- ☐ Children, Youth, and Families (CYF) Services
- ☐ Positive Behaviour Support
- ☐ [NDIS Plan Management](#)
- ☐ [NDIS Support Coordination](#)
- ☐ [Southern Cross Family Day Care](#)

Our dedicated team in Rockhampton works tirelessly to ensure our clients receive the highest standard of support, empowering them to live their best lives.

Find Us: 1 / 160 Denison Street, Rockhampton

Call Us: [1300 727 701](tel:1300727701)

<https://www.kandacare.com.au/locations/rockhampton/>

Opening Hours: Monday to Friday: 8:30am to 5pm

Saturday and Sunday: Closed

KickAss Support Services

CQ Service Directory September 2025

KickAss provides support workers for social outings, shopping and basic in home support. KickAss also provides Support Coordination

We provide the below services for NDIS plan managed and self-managed participants:

- Support Coordination
- Support with socials, shopping and transport to appointments
- Happy to answer any NDIS questions / queries
- Groups
- Self Defence

Community Sector services we can help with are:

- Linking with other support services
- Basic case management
- Provided Self-Defence classes
- Happy to answer any community sector questions / queries

PH.0448 650 588

rodney@kickass.net.au <https://m.facebook.com/KickAss.net.au>

KinKera Community

KinKera Community is creating homes to ensure that people living with disability have accessible and well-designed houses within communities that offer opportunities for full inclusion in social, cultural and spiritual aspects of life. We have a range of SDA designs in the categories of high physical support; fully accessible; robust and improved liveability. Our vision is to create integrated communities that include people with disability and which encourages our residents to achieve independence and live the life of their choosing.

We have a *large* number of upcoming projects Australia wide (details can be found at [Our Residences - KinKera Community](#)) however for Central and North Queensland we have upcoming SDA builds at:

- Rockhampton
- Gladstone
- Cairns
- Townsville
- Mackay

We would love to hear from you if our builds in the above locations would suit you or your participants. Feel free to contact Niti Prakash, Community Engagement Manager at 0487 217 175 or niti@kinkera.com.au with any queries and she will be happy to help!

Life Stream Australia

Support is provided to people of all ages, skill levels and support needs including individuals who present with complex support needs. Service can be provided through individual's funding packages or on a user pays basis:

- Post School Services
- Adult Lifestyle Support
- Flexible Family Support
- Respite

- Community Access
- In-home Accommodation Support
- User Pays
-

Contact: 11 Alan Drive, Frenchville QLD 4701, Ph (07) 3394 4399 M 0407 615 710
<https://www.lifestream.org.au/>

Life Without Barriers Rockhampton

194 Alma Street, Rockhampton
 07 4921 1475

<https://www.lwb.org.au/disability/>

Disability Support Leader– NDIS
 Mackay, Rockhampton and Townsville
 P: 07 4965 4800 M: 0436 936 719

If you wish to make an enquiry you can call, phone or email for an enquiry form

Why choose Life Without Barriers?

We're a trusted NDIS provider that personalises services based on your needs. We started as a group of families creating disability services for our local community. And, over the past 25 years, we've focused on tailoring our services to address the individual needs of each person. Your rights as a person living with a disability are at the core of what we do. You can trust that no matter where we support you, across Australia, your needs come first.

Our reason for being

Life Without Barriers has a strong history which defines us and gives us focus and determination for the future. Our purpose is to partner with people to change lives for the better. It is reflected in our values, portrayed in our vision, intertwined within our culture and is at the forefront of everything we do. We are driven and determined, creating an environment where anything is possible. Together we are formidable, we gain strength from one another, obtain wisdom from our diversity and are united in our pursuit of creating something unique with the people we support. We are passionate and promote an innovative mindset, we think outside the box and strive to make a difference – we get fired up by our purpose, and we promote a single focus: people we support are first - always.

Our range of *lifestyle supports* help you build on your daily living skills, at home and out-and-about in the community. We'll help you with whatever you need or want to do, including trying new things.

Tasks, activities and skills we could partner on include:

- *Joining community clubs, activities and programs*
- *Learning employable skills*
- *Buying groceries*
- *Paying bills and budgeting*
- *Personal care*
- *Looking after your health and fitness*
- *Household chores*

All our supports will be tailored to you. Together, we'll help you feel more independent, while achieving your goals, being creative and having a good time.

What is Supported Independent Living?

Supported Independent Living (SIL) is when you live in shared housing with other people or on your own with support from us.

That support is different depending on your specific needs, but it can include help with:

- *Moving out for the first time*
- *Learning to live well with others in a group setting*
- *Dealing with the responsibilities of living in your own home*
- *Getting ready for the day, eating healthily, and keeping well*
- *Completing household tasks*

Life Without Barriers Rockhampton covers Yeppoon and Cap Coast, Rocky and Mount Morgan.

LiveBetter

LiveBetter is a dynamic human services agency which focuses its efforts on supporting people with disabilities, aged people, people with mental illness and children in the child protection system. We also provide a range of clinical services across regional Queensland as part of a number of funded health programs which focus on increasing access to primary health care and wellbeing activities for rural and remote communities.

We work with communities to develop strategies that are relevant within those communities. We provide practical support and value for money.

This support can be provided in your home or in the community. We also have some group activities and centre based activities. Our aim is to provide individuals, families and communities in Australia with the resources and support they need to build on their existing capabilities and realise their potential.

Disability Services

There are many services that LiveBetter provide to help meet your specific needs. Depending on your needs and the available funding, we will endeavor to provide the support you are seeking to make living life the way you choose possible.

- Accommodation support;
- Community Access;
- In home Respite;
- Group activities and outings;
- Personal care;
- Social Support;
- Home and Yard maintenance;
- Centre Based Respite;
- Allied Health Services (Occupational Therapy);
- Brokered support services;
- Case Management; and
- Your Life Your Choice (a self directed care model of service).

To access services, please contact our Intake Team on 1300 952 273, call in at one of our offices during office hours or [click here](#) to complete our online enquiry form any time.

NDIS

LiveBetter fully supports the National Disability Insurance Scheme (NDIS) to achieve better outcomes for people with disability. Through our work with carers and people with a disability we understand the challenges you face in accessing quality services to help you live a better life.

Through the NDIS, the person with a disability receives individual funding, enabling them to manage how they access support to live their life. This approach brings changes to the way services are provided to Australians living with disability. LiveBetter are fully prepared for the NDIS. We will ensure consumers and carers achieve the best possible outcomes resulting from individualised services that meet the needs of participants under the NDIS.

What does NDIS mean for you?

- More say in the support and services you receive;
- Choice regarding how it is delivered and who delivers it to you;
- Collaboration between you and LiveBetter to establish your needs and goals followed by development of a support plan to meet those needs; and
- Ongoing monitoring and review of your services to ensure they are meeting your needs.
- NDIS enables you, with the assistance of your family or carer, to tailor the delivery of your services to meet your individual support needs and allows you to exercise a greater degree of choice in the provision of your services. And if your support needs change, re-assessment can be arranged and services reorganised to meet your changing needs.

LiveBetter now provides all NDIS services For more information or to access services, please contact our Intake Team on 1300 952 273, call in at one of our offices during office hours.

Other services we provide are:

Home Care Services LiveBetter is a dynamic human services agency which focuses its efforts on supporting people with disabilities, aged people, people with mental illness and children in the child protection system. We also provide a range of clinical services across regional Queensland as part of a number of funded health programs which focus on increasing access to primary health care and wellbeing activities for rural and remote communities. We work with communities to develop strategies that are relevant within those communities. We provide practical support and value for money. This support can be provided in your home or in the community. We also have some group activities and centre based activities. Our aim is to provide individuals, families and communities in Australia with the resources and support they need to build on their existing capabilities and realise their potential.

Meal Delivery LiveBetter provides a Meal Delivery Service to a number of regions across Central Queensland and Wide Bay including Mackay, Rockhampton, Capricorn Coast and Bundaberg. We use meal providers to give our customers more choices on healthy foods. Our menu has a large range of fresh and exciting meals, soups and

yummy deserts. We can also cater to dietary requirements including gluten free and lactose free.

There are also puree options available if required. We deliver our meals directly to our customer's doors on a weekly basis where they can be kept frozen and re-heated in the microwave when ready for consumption. Orders can be placed by calling 1300 952 273.

Yard Maintenance We offer a yard maintenance service to those living in our community who are unable to complete these tasks on their own. Our yard maintenance service is performed by a professional mowing man and/or gardener. To access our yard maintenance service, please contact LiveBetter on 1300 952 273

Maintenance LiveBetter can help you with any small maintenance jobs you need done around the house. We will employ a qualified handy man to complete these jobs for you

Domestic Assistance, at LiveBetter, we can help our clients to keep their homes clean and tidy with frequent visits from a cleaner. Our cleaners can assist with tasks such as vacuuming, mopping, dusting, washing and more. To enquire about our cleaning service, contact us on 1300 952 273

Social Support At LiveBetter, we have a team of shoppers who spend their days helping community members with their shopping. Our shoppers can head to the shops for you and pick up any items you require. Let us make shopping easy for you and have someone to do it for you. Get yourself a personal shopper today by calling 1300 952 273.

Transport At LiveBetter, we understand that as the years go by it becomes harder for our aged community members to get around. We can provide a personalised, door-to-door service to give you the support you need. If you are frail, have a disability or are a carer, then LiveBetter's transport service can make it easier for you to get around. Call us today on 1300 952 273 to start accessing our personalised transport service.

Short-Term Accommodation (STA) At LiveBetter we have been providing Short Term Accommodation for some time now, and we're excited to be able to expand and provide STA from our wheelchair accessible Centre in Fitzroy Street, Rockhampton.

If you or someone you know, is looking for a break in a safe, fun, home environment, we can tailor an option for you.

- All ages and abilities
- Activity schedules can be tailored to the individual
- Staff would be matched
- We can offer learning opportunities for people wanting to develop new skills, such as personal grooming, or working towards moving out of home
- Opportunity for 1:1 support or, opportunity to meet new people
- Able to plan occasions of support for groups of people, such as school holiday programs for groups of friends

For more information, to make a booking or to arrange a visit to view our facility, please contact Jodi Warby by phone on 0458 176 240. <https://livebetter.org.au/>

Live Free Support Services

My name is David Rach, I have 8 years experience in a vast range of disability support services. I have been a Service Leader and an employee at Multicap for the past 3 years. I have lived in the Rockhampton region for 39 years. I am married with children and grandchildren.

Live Free Support Services will be offering quality disability support which will be guided by the NDIS pricing. If you are plan managed or self managed and are seeking flexibility, choice and control in your life choices and goals please feel free to contact me by phone 0457855018 or email davidrach@livefreesupportservices.com

Supporting the Capricorn Coast, Rockhampton, Gracemere and Mount Morgan areas. I will be there "Supporting Your Everyday Independence"
<https://www.livefree.net.au/>

LLSQ

My name is Rebecca Marcus-Duus and I own LSSQ.

LSSQ is a local business providing highly trained and experienced, independent Support Workers (sole traders).

The services provided are:

1. Community Access Activities such as:

- PCYC Brake the Cycle Driver Mentor Programme
- Outing to the Pilbeam theatre or the movies
- Dance classes like Old Time
- BBQs
- Sensory play

2. Short Term Accommodation such as:

- Camping
- Holidays
- Respite
- Emergency Accommodation

Assistance when having to travel for medical reasons

3. In-home Care such as:

- High-intensity self-care
- Assistance with daily needs
- Assistance with shopping
- Assistance with gardening

Our rates are in line with the NDIS price guide.

Rebecca lssq@protonmail.com 0427633653
<https://lssq.com.au/about-us/>

Mental Health Occupational Therapy Services in Rockhampton and Yeppoon

Hi, my name is Lauren, lovely to meet you. I am a Mental Health Occupational Therapist providing psychological services in offices in Rockhampton and Yeppoon. I also provide comprehensive, and timely, Functional Capacity Assessments for NDIS participants with Mental Health illnesses.

I see clients from ages 10 and up, and my approach is very gentle caring, person-centred and evidence-based. I use a range of therapeutic techniques, including sensory regulation, neuropsychotherapy, sound therapy, nature based therapy, art therapy, body based therapies (formally known as somatic therapy), behavioural regulation and counselling (among others).

I am really passionate about working with clients who are neurodivergent, and I have been working in this field for 10 years. My website has more information about my style www.thehealingweave.com.au

I also run nature based groups in Yeppoon (and hopefully soon Rockhampton), Nature-based therapy, often known as ecotherapy, plays a vital role in the therapeutic landscape for clients with autism, offering a soothing and enriching alternative to traditional therapeutic environments. The gentle embrace of nature can significantly enhance therapeutic outcomes for individuals with autism by providing a serene backdrop that fosters emotional and sensory integration in profound ways.

If you would like any information about anything listed above, please feel free to send me an email or give me a bell, I would love to catch up.

With care,

Lauren Beaumont
Mental Health Occupational Therapist & Psychotherapist

I am in the office on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays. Please note I am often in sessions so may take a few days to respond to calls

The Healing Weave operates on the land of the Darumbal Peoples. Sovereignty never ceded. We acknowledge the People who are the traditional custodians of this land. We pay respect to the Elders past and present, and extend that respect to all First Nations' Peoples.

The Healing Weave
info@thehealingweave
www.thehealingweave.com.au

Offices in Rockhampton and Yeppoon
Rockhampton, QLD
0401775413

Mind & Motion Therapy

Mind & Motion Therapy, is a new allied health service now available in Rockhampton, providing *exercise-based therapy* to help individuals of all abilities move, feel, and live better.

At Mind & Motion, our mission is simple: *Strength in Body, Balance in Mind*. We offer personalised and compassionate support for a wide range of clients, including:

- ✓ NDIS Participants (Plan & Self-Managed)
- ✓ Seniors & AgeCare
- ✓ DVA Clients (Gold & White Card holders)
- ✓ WorkCover QLD Clients
- ✓ Private Health Clients

♥ Our Services Include:

- Exercise Physiology (1:1 & Group Therapy Options)
- Therapy Assistant Sessions under EP Supervision
- Pain Management & Functional Rehabilitation
- Balance & Fall Prevention Programs
- In-clinic, in-home & community-based delivery

We pride ourselves on a *seamless intake process*, fast turnaround on *service agreements*, and clear, client-focused communication.

If you work with individuals who could benefit from *increased mobility, strength, or confidence*, we'd love to connect and support them on their journey.

📍 Located at: 160 Berserker Street, Rockhampton QLD

☎ Phone: (07) 4922 6997

✉ Email: admin@mmtherapy.au

🌐 Website: www.mmtherapy.au

Looking forward to working together to support our incredible local community!

MS Queensland

We are the only Queensland provider with specialised services, dedicated to supporting people with MS and other neurological conditions. We tailor our services, offering caring, coordinated, and high-quality outcomes to support people living with Multiple Sclerosis (MS), Motor Neurone Disease (MND) and other related progressive neurological diseases, to live their best quality lives.

Related diseases: [Multiple Sclerosis and Related Disorders | MS Queensland \(msqld.org.au\)](http://msqld.org.au)

Our services and supports include:

- Employment Support
- NDIS Support Coordination
- Accommodation- SIL, SDA and Short-term (certain areas only)
- NeuroAssist Info Line
- MS Support Groups
- Workshops and Webinars
- Physiotherapy

Services Link: [Services & Support for People with Multiple Sclerosis | MS Queensland \(msqld.org.au\)](http://msqld.org.au)

Please refer to our website for further information:

[MS Queensland | Ensuring no Queenslander faces MS alone \(msqld.org.au\)](http://msqld.org.au)

For any referrals or enquiries please contact our Customer Service team on: 1800 177 591 or email: infomsgld.org.au

Multicap

Multicap is a high needs disability support organisation providing individual, respite, family support networks, opportunities, and programs. At Multicap we have been delivering services and support to people living with a disability, particularly those with complex support needs, for 60 years. We currently have over 1200 highly skilled staff who support over 2000 people across Queensland and Northern NSW. Our range of services includes supported independent living, in-home services, short term accommodation, centre-based and community programs, assisted employment, social support activities, positive behaviour support and emergency accommodation responses.

Call us to talk about your individual support needs.

Contact Information: P 1300 135 886 | F 3341 3115 | E Customer Relationship
CustomerRelationship@multicap.org.au

Rockhampton Community Hub - 90 Jardine Street, Rockhampton QLD | W
<https://multicap.org.au/>

National Disability Insurance Agency (NDIA)

The National Disability Insurance Agency (NDIA) is an independent statutory agency, whose role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

For more information please see [National Disability Insurance Agency](#)

National Disability Services (NDS) Qld.

NDS is the Australian peak body for non-government disability services. Through the provision of information, representation and policy advice, NDS promotes and advances services which support people with all forms of disability to participate in all domains of life.

Contact: Ph: 07 3357 4188 Fax: 07 3357 4288 Email: ndsqli@nds.org.au

Navigate NDIS

Navigate NDIS is an independent non-registered support coordination and recovery coaching service. Navigate offers services to NDIS participants in;

- Rockhampton and Capricorn Coast,
- rural towns by phone, email and/or video links and
- periodic face-to-face meet-ups available for rural participants within 500km radius of Rockhampton.

Operated by Dory Hickey, Navigate is built on 7 years' support coordination, 12 years' recovery mentoring and qualifications and extensive experience in adult education and behaviour change programs.

Offering support under the following headings:

- *Support Coordination Level 2*

- Psychosocial Recovery Coaching
- Life Transition Planning Including Mentoring, Peer Support
- Skill development and training.

Navigate's services are informed and guided by the NDIS Code of Conduct 2019

P: 0408 577 403 E: navigate.ndis@outlook.com

NDIS Appeals Support – Qld Advocacy Inc.

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

To be eligible for assistance through the Decision Support Pilot you must:

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

Contact: *Qld Advocacy for Inclusion: QAI*

Address: South Central Commercial, Level 2/43 Peel St, South Brisbane QLD 4101

Phone: [\(07\) 3844 4200](tel:0738444200) or 1300 130 582 (cost of a local call)

Email: gai@gai.org.au

NDSP plan managers

NDSP plan managers are a specialist plan management provider. NDSP plan managers provide no other services to NDIS participants which means that we are completely independent and have no conflicts of interest.

Why choose NDSP?

We specialise in Plan Management and our priority is to;

- Check and pay provider invoices in a timely manner (*consistently within 3-5 business days*),
- Keep our customers informed of the funds remaining in their budget through the NAPPA portal access,

- NDSP have a dedicated Support Services team available for our customers to speak to who have extensive sector experience,
- The Support Services team are there to support our customers to build capacity regarding 'reasonable and necessary' funded supports,
- We have a client engagement team that will check in to make sure that participants are on track with utilising their plan.

If a participant would like to sign up with us:

- *Online Service Agreement:* <https://ndsp.com.au/plan-management-registration/> or
- *Email Service Agreement and/or Consent form:* info@ndsp.com.au (up-to-date service agreement and consent to share forms, can be found on our website in our toolbox - <https://ndsp.com.au/participant-toolbox/>) or
- *Call our dedicated Onboarding team on:* 1800 63 63 77

Contact: Audrey O'Neill: Regional Coordinator

Phone: 1800 63 63 77 | Email: AONeill@ndsp.com.au www.ndsp.com.au

We are a nationally registered NDIS provider

Oak Tree Alliance

Empowering Growth, Crafting Inclusive Futures

Are you seeking personalised support coordination and specialist services in the CQ Region? Look no further!

Why Choose Oak Tree Alliance?

Tailored Support:

We understand that every individual is unique. Our services are personalised to meet your specific needs and goals.

Community Engagement:

We believe in the power of community. Our approach encourages active participation and connection within the community.

Expertise:

With a dedicated team led by Catherine Cash, our Business Manager and Specialist Support Coordinator, we bring expertise and passion to every interaction.

Contact Catherine Today!



Catherine Cash | Business Manager, Specialist Support Coordinator



Mob: 0498 498 405 | E: ccash@oaktreealliance.com.au



Office: Shop 1/ 189 Musgrave Street, Berserker, QLD 4701

Our Mission

Choosing Oak Tree Alliance as your support coordination and specialist support coordination provider is a decision engrained in a commitment to fostering growth, establishing meaningful connections, and empowering individuals with disabilities to lead strong, resilient, and inclusive lives.

Why Oak Tree Alliance Stands Out:

Impartial Support:

Our commitment to impartiality ensures that our clients receive the most suitable and tailored support, placing their goals and preferences at the forefront of our approach.

Compassionate Team:

What sets Oak Tree Alliance apart is our unwavering dedication to creating a positive impact on the lives of those with disabilities. Our team is not just experienced; they are compassionate, knowledgeable, and devoted to making a difference.

Tailored Support:

Our approach is personalised, ensuring that each individual receives the specific assistance they need to achieve their goals and live a fulfilling life.

Community Engagement:

Community engagement and partnerships are at the core of our philosophy. Oak Tree Alliance believes in the power of collaboration, expanding the network of support available to our clients.

Expertise:

Our expertise goes beyond the technical aspects of support coordination. We are committed to staying informed about the latest developments in the field.

Choosing Oak Tree Alliance is Choosing a Partner in Your Journey Toward Growth, Resilience, and Inclusivity. Together, we can build a future where individuals with disabilities not only receive the support they need but also thrive and lead fulfilling lives. <https://oaktreealliance.com.au/>

Our Space All Abilities Club

Our Space All Abilities Club for adults living with a disability and their carers. The Club will be open each Friday from 10am to 12pm and have a range of fun and free activities! The group will offer socialising opportunities, carer catch ups and support those with disabilities in an accessible location. We are located next to Medibank or across from ANZ in Stockland Rockhampton.

Contact: ourspacecoordinator@gmail.com or phone 0407 792 492

possAbilities Support Services

Services: Disability Support including but not limited to; community access, improved independence with daily living activities, client medical support and patient transfer, household activities such as cleaning and lawn maintenance.

Mobile: 0437 435 069

Email: hello@possabilitiessupportservices.com.au

Address: 204 Stamford Street Berserker Qld 4701

NDIS Organisation ID: 4050111011

<https://possabilitiessupportservices.com.au/>

Queensland Aged and Disability Advocacy

168 Denison St Rockhampton. Phone 4927 7544

Free call 1800 81 8338

Queensland Community Care Services

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk.

Queensland Community Care services are offered in your home or local community and may be provided by government or non-government service providers.

The Commonwealth-funded Home and Community Care (HACC) program provides basic maintenance and support services for eligible people aged over 65 or over 50 for Aboriginal and Torres Strait Islander people.

- [For Consumers and Carers](#)
Includes information for both current and potential clients on what services are available, eligibility criteria, and how to access support through Community Care.
- [For Community Care providers](#)
Includes information about financial and performance reporting, Community Care policies, and capital management, as well as downloadable tools and promotional resources.

To see what services are available in your area please click on

<https://www.serviceavailabilityregister.com.au/>

Web: <https://www.qld.gov.au/community/getting-support-health-social-issue/community-home-care-services>

Queensland Disability Network (QDN): QDN Youth Peer Support Group. This group meets monthly online and is a space for young people with disability to come together, connect, share stories, experiences and learnings. The group regularly invites guest speakers to attend and also runs workshops and activities. The group is highly collaborative and discuss together key topics and themes they wish to explore, recently this has included areas such as employment for youth with disability, NDIS and COVID Conversations. Our group meets on the 4th Wednesday of each month online and runs from 3.30pm up to 5.30pm.

Email: peersupport@qdn.org.au:

Phone: 1300 363 783

Website: www.qdn.org.au

R & R Community Support Care

With over 10 plus years of experience providing support to the community, R & R Community Support Care is dedicated to enhancing the quality of life for individuals with disabilities in Rockhampton and surrounding areas. We are proud to never charge additional kilometres, ensuring participants receive the full benefit of their funding. Our services focus on participant-centered support with flexibility and inclusivity, ensuring each individual receives tailored care that promotes independence and well-being. Our Services include:

- SUPPORTED INDEPENDENT LIVING (SIL): Comprehensive support for individuals living independently.
- ASSISTANCE WITH PERSONAL ACTIVITIES: Customized support for daily living activities.

- **ASSISTANCE WITH TRAVEL AND TRANSPORT:** Our reliable transportation services facilitate safe and convenient travel for appointments, social activities, and daily errands.
- **DEVELOPMENT OF LIFE SKILLS:** We empower individuals with essential skills for daily living and personal growth.
- **HOUSEHOLD TASK:** Assists with a variety of household tasks, including cleaning, laundry, meal preparation, and other chores.
- **COMMUNITY PARTICIPATION SUPPORT:** Opportunities for social engagement and community involvement.
- **PHYSICAL WELLBEING ACTIVITIES:** Our physical wellbeing activities are designed to promote your health and fitness through personalised exercise programs, personal training, and physiotherapy.

Our dedicated family-run team collaborates closely with support coordinators to ensure that services align with each participant's goals for independence and quality of life.

For more information: Phone: 0435794191

More details can be found on our website <https://rrcsc.com.au>

Recovery group

A friendly, weekly meeting where people can share any personal challenges and learnings for the purpose of helping themselves and others to learn and grow.

- Thursdays 10.45 am for an 11.00am start. Meetings last 1.5 hours followed by a cuppa and informal chat.
- At Rocky Baptist Centre, Norman Rd (brick building at back of main building).

Aim is to turn a breakdown into a breakthrough, to explore together the balance for mental and emotional wellbeing, to work to become truer and stronger versions of ourselves. *Contact 0408 577 403 or [navigate ndis@outlook.com](mailto:navigate_ndis@outlook.com)*

Regional Health and Mobility *previously Central Queensland Mobility*

Owned by the community, for the community.

Serving the Central Queensland community with a great range of health, rehab and mobility equipment. We're part of the CQ Friendly Society Pty Ltd and were formally Daniel's Surgical, CQ Mobility and Regional Rehab & Mobility.

As an experienced rehabilitation equipment hire and sales business, we can proudly claim over 75 years of staff experience.

As part of a long standing, local community owned organisation (est 1894) our charter is to provide quality healthcare equipment with exemplary after sales service.

Needs covered include:

- Mobility equipment
- Surgical recovery
- Sleep diagnostics
- Compression therapy
- Bedroom and bathroom aids

Suppliers for:

- Medical Aids Subsidy Scheme (MASS)
- Department of Veteran Affairs (DVA)
- National Disability Insurance Scheme (NDIS)

Contact:

Nth Rockhampton: 1A 57 Alexandra Street, Park Avenue, North Rockhampton,
Phone: 49261071

Email: sales@cqmobility.com.au

Website: www.cqmobility.com.au

South Rockhampton:

116 Alma St Rockhampton.

Phone: 4922 7148

Email: sales@danielssurgical.com.au

Website: www.reionalhealthmobility.com.au

Remote Mobility

We come to you.

A mobile, Indigenous owned and operated assistive technology provider. Offering the repair and maintenance of mobility equipment as well as carrying out in-home equipment trials and sales throughout remote Queensland.

We are focused on rural & remote communities being provided with and having access to regular high quality AT services, that helps people achieve a better quality of life in their community for longer.

To find out how we can help, please visit www.remotemobility.com.au or contact us directly on info@remotemobility.com.au / 0410 752 827

Renew Psychology and Rehabilitation

At Renew Psychology and Rehabilitation we have three core values which define us as practitioners:

- o Firstly, there is no judgement - we want you to feel accepted and at home
- o Secondly, we are inclusive of all people and believe that everyone has the potential to move
- o Finally, we are authentic to the core - we are genuine, straight-forward and passionate about what we do

We don't guide from the sidelines - we get in the game with you.

We provide a local, responsive service that is proactive and outcome focused. We have strong community connections and work collaboratively with a range of other professionals and organisations to achieve your results.

We will be providing the following to CQ – NDIS, Disability Services, Positive Behaviour Support Plans

People who have complex support needs and/or mental health diagnoses can also exhibit challenging behaviours which can cause harm to themselves and/or others. These behaviours of concern more often also create distress and upheaval in home,

workplace and community environments. At Renew, we implement a 5 stage model that is person-centred and collaborative in approach. These are:

- o Data gathering and assessment
- o Hypothesis formulation and testing
- o Plan development
- o Training and implementation
- o Review and ongoing follow-up

As we are outcome focused, we work with people in their homes, workplaces and community settings in which the behaviours of concern occur. At Renew, we believe that for a positive behaviour support plan to be successfully implemented, particularly with people with complex needs, requires the time and commitment that is outlined in our comprehensive stages of development.

Please feel free to contact us directly via our email admin@renewrehab.com.au phone (07) 4659 9133 Mobile 0447 674 765 or have a look on our website for more information www.renewrehab.com.au

Right at Home

Right at Home is dedicated to improving the life for those we serve. We focus on the individual, on their specific needs and to improve the quality of their life.

Services available to customers:

- In Home Care
- Personal Care
- Social Assistance
- Transport
- Skilled Nursing
- Overnight Respite
- Gardening & Maintenance

Contact: 07 4807 6454 : 48 Archer Street, Rockhampton

care.cql@rightathome.com.au

Web: <https://www.rightathome.com.au/franchisees/home-care-central-queensland/right-at-home-central-queensland>

Sailability Capricornia

Sailing sessions in the Causeway Lake a minimum of twice a month. Accessible by Wheelchairs: Disabled: Aged: Infirm. Volunteers Welcome.

PH: 0400 742 053

info@sailabilitycapricornia.org

<https://www.sailabilitycapricornia.org/>

Secure Horizons: Disability & Business Services

At Secure Horizons, we offer expert Disability and Business services designed to support you with the highest level of care and professionalism.

Disability Services: We provide *Specialist Support Coordination*, *Support Coordination*, and *Psychosocial Recovery Coaching*. If you need person-centred, tailored support, with expert guidance through the NDIS space, we are here to

assist. Our team ensures comprehensive, individualized coordination to help you achieve your goals.

Business Services: We specialize in *Safety and Risk Consulting* and *Auditing Services*. Whether you need a safety audit, gap analysis, risk management support, noise testing, or incident investigations, our certified experts are ready to support your needs.

Contact Us: For more information, visit: securehorizonsgroup.com.au

Email: info@securehorizonsgroup.com.au Call: 0414 009 003

Stay updated by liking and following our Facebook page: [Secure Horizons Facebook](#)

Southern Cross Support Services now [Kanda](#) in this directory

Specialist Support Solutions

- ❖ Support Coordination
- ❖ Personal and Hygiene care
- ❖ Meal Prep/ Healthy eating support
- ❖ Social and community Support
- ❖ Domestic Assistance
- ❖ Appointments
- ❖ Personal Trainer
- ❖ 24/7 SIL support

admin@specialistsupportsolutions.com.au

<https://www.specialistsupportsolutions.com.au/>

Spinal Life Association

Support and information for people with spinal cord injury, post-polio syndrome and related disabilities. 1300 774 625 spinalrockhampton@bigpond.com

Spirit Support Services

I am a fully Qualified Independent Service provider, to Self-Managed and Plan Managed NDIS participants, having experience in Aged Care & Disability Support before becoming independent. I provide Quality, Personalised care that delivers support specific to your needs.

Offering:

- In Home support
- Personal Care
- Social and Community Access
- Transport
- Supported Independent Living
- Skill / Capacity Building
- Small home repairs

If you are looking for a Male Support Worker with a difference, give me a call, lets discuss your individual needs.

Check Out the Website www.spiritsupport.com.au COLIN 0477 803 201

Spirit Support Services Building on the blocks of life

(STEPS) Yeppoon STEPS Network Group

CQ Service Directory September 2025

The STEPS Program is an information, support and skills based group program for adults aged 18-65 years who have experienced an Acquired Brain Injury and their family members. The program consists of two phases: (1) the STEPS Skills Program - which is a 6-week structured self management focused course that covers a range of topics including understanding brain injury, changes after brain injury, goal setting, stress management, relationships, and being active in the community; and (2) STEPS Network Groups - which operate as ongoing support style groups and offer opportunities for people to continue the connections they formed during the initial 6-week phase of the program.

H1300 727 403. Capricorn Coast Hospital and Health Service
8 Hoskyn Drive. Yeppoon

Suncare Community Services Limited (Auspicing the Commonwealth Respite Centre for Carers (CRC))

Suncare Community Services is a not for profit organisation that provides frontline services to people in the Rockhampton, Yeppoon, Mt Morgan, Gracemere and Gladstone area including:

- Respite Care (including in-home, out-of-home and cottage options)
- Personal Care
- Aged Care Support
- Mental Health Support
- Disability Support (including package case management)
- Carer Support
- Domestic Assistance
- Home and Garden Maintenance
- Community Access
- Social Support
- Your Life Your Choice
- CHSP - Flexible Respite

Contact Information: 102 Denham Street (Cnr Denham & George Street)
Phone: 1800 786 227 Email: rockinfo@suncare.org.au
Website: www.suncare.org.au

Commonwealth Respite Centre - CRC

The Commonwealth Respite Centre is a federally funded Carer Respite and Support Program that provides emergency assistance and support to carers who need a break from their caring role for a short period of time.

The CRC service area encompasses Rockhampton, Yeppoon, Mt Morgan, Gracemere, Gladstone, Biloela, Emerald and surrounding areas.

The CRC Team provide the following:

- Respite care in emergency and short term care situations. (eg. If a carer becomes ill, or is unable to maintain their caring role due to stress and burnout, the centre can provide extra help to support the carer for a short period of time).
- Information and options about respite care and other support services for carers.

- Referral to appropriate local and regional service providers.
- Assistance in booking residential respite.
- Access to a 24 hour per day emergency respite service.
- Tutor / educational support to Young Carers.

Don't wait until an emergency arises to register with CRC.

Call the CRC team and they will provide advice and assistance to register the carer for the most appropriate program that fits their care needs and support in case they require this assistance in the future at a time of emergency or severe stress.

Contact Information: Phone: 24 hour carer support 1800 059 059

Supportability Care Services

COMMUNITY ACCESS

Attending appointments and community events. Shopping and running errands. Decrease isolation and assisting participants in achieving their personal goals.

SUPPORT WITH DAILY LIVING

Everyday tasks – cooking, cleaning, home and yard maintenance. Assisting participants to gain employment and live as independently as possible, whilst increasing life skills.

RECREATIONAL ACTIVITIES

Participation in Indoor/Outdoor activities –eg. Fishing, Archery, Bowling, Movies. Enhancing quality of life with the main focus on fun, enjoyment and meeting new people.

STA/HOLIDAY SUPPORT

Supporting participants away from their usual place of residence, including holiday getaways to various destinations of choice.

WHATEVER THE SUPPORT - “YOUR CARE , YOUR WAY”

Mick Farrell

Mobile: 0400 946 369

Email: mick@supportabilitycare.com.au

ABN: 84925367525

<https://www.supportabilitycare.com.au/>

Talk2Life

Talk2Life, is a dedicated speech pathology clinic committed to enhancing communication abilities for young individuals in Rockhampton

At Talk2life, we understand that effective communication is fundamental to quality of life. Our mission is to provide compassionate, evidence-based, and personalized speech pathology services to help our clients achieve their full potential.

Our team of experienced and passionate speech pathologists and allied health assistants offers a comprehensive range of services, including:

- Speech and Language Therapy: For children and adults facing challenges with articulation, phonology, expressive/receptive language, and fluency (stuttering).
- Literacy Support: Helping children with reading and writing difficulties.
- Social Communication Skills: Enhancing pragmatic language and social interaction for individuals with various communication needs.
- Augmentative and Alternative Communication (AAC): Exploring and implementing communication aids for those with complex communication needs.

We believe in a holistic and collaborative approach, working closely with clients, families, and other healthcare professionals to develop tailored treatment plans that meet individual goals. Our aim is to create a supportive and engaging environment where every client feels empowered on their journey to improved communication and confidence.

We invite you to learn more about how Talk2Life can support you or your loved ones. Please visit our website at <https://www.talk2life.com.au/contact> or contact us directly to discuss your needs or schedule an initial consultation.

Thank you for considering Talk2Life as your partner in communication health. We look forward to serving the Rockhampton community.

Contact The Team at Talk2Life

+6149321877

[Info@talk2life.com.au/](mailto:Info@talk2life.com.au) adm.talk2life@outlook.com

www.talk2life.com.au

The Courageous Dinosaur & Me

The Courageous Dinosaur & Me's philosophy is one of empowerment, nurturing, understanding and support. We endeavour to enable people to create a stable and productive foundation on which they may realise and believe in their potential.

We are an NDIS registered company who provide Support Coordination, Auslan classes and Interpreting and Positive Behaviour Support for people of all ages.

168 William St. Allenstown

0448 815 279

Please also see our Website <https://thecourageousdinosaurandme.com.au/> for more information.

Translating and Interpreting Service (TIS)

Queenslanders with disability who require access to language services will now be able to effectively communicate their needs, make informed decisions and be in a position to exercise 'choice and control' over the implementation of their NDIS supports.

Please assist by promoting these important changes and the attached 2 information sheets the NDIS have prepared. Further information is available on the NDIS website and can be accessed via the following link: <https://www.ndis.gov.au/participants/tis.html>

Trevor Boswood - NDIS Registered Builder

Trevor has been in the trade for more than 40 years and has a wealth of experience in modification and maintenance in domestic and commercial properties including renovation to ensure accessibility for aged or those with a disability.

T.G. & J. Boswood Pty Ltd P: 07 4926 2787 M: 0418 792 657 F: 07 49265730

E: tgboswood@bigpond.com Bld Lic No 72882

Ubuntu Care Services

Ubuntu Care Services, a dedicated provider supporting people with disabilities across Western Australia, New South Wales and Queensland.

Our focus is on empowering individuals to live independently and with dignity by offering a comprehensive range of tailored supports.

Our Locations in Queensland are Bellmere, Caboolture, Brisbane, Norman Gardens, Berserker, Kawana, Frenchville, Rockhampton

Contact us:

Phone: 1300 292 274

Email: info@ubuntucareservices.com.au

Our Key Services Include:

- **Assistance with Daily Personal & Care Tasks:** Beyond everyday support, we promote independence by nurturing personal skills for a self-reliant future.
- **Assistance with Daily Domestic Tasks:** Encouraging time management, cooking, and household skills to help transform living spaces into homes.
- **Assistance with Daily Tasks in Group & Shared Living:** Supporting participants to develop responsibility and engagement in shared living environments.
- **Community Participation & Social Activities:** Enhancing social skills and fostering meaningful connections in diverse communities.
- **Capacity Building & Life Skills:** Targeted programs to build confidence and equip participants with new abilities.
- **Transport & Travel Assistance:** Safe and empowering transport solutions for work, social, and healthcare appointments.
- **Employment Search Skills & Preparedness:** Helping participants gain employment skills to foster independence and self-esteem.
- **Coordinating Life Stages, Transitions & Supports:** Comprehensive coordination ensuring seamless service integration tailored to each individual's needs.

We are passionate about providing quality, person-centred support that fosters growth, wellbeing, and inclusion.

If you or someone you know could benefit from our services, please don't hesitate to reach out via phone or email. We would be happy to discuss how Ubuntu Care Services can support your community members.

Thank you for your time and consideration. We look forward to working with you

UpCare

With over 26 years of professional healthcare experience, the team at Upcare are dedicated to the empowerment of people living with a disability. At Upcare, you are more than just a client – you are an individual, worthy of respect, empathy and specialised services – and we intend to ensure you receive the highest standard of care to suit your unique circumstances. As a registered NDIS provider, Upcare can assist you to expertly navigate your care plan and get the most out of it – to help you to achieve your lifestyle goals and needs. Everybody needs support at some point in their life, for all our staff, our goal is to be that support for you.

Our staff are our most valuable asset as they provide the highest standards of care to our participants. We are proud that Upcare staff come from a variety of diverse backgrounds that can match our participants needs. You will find all our support workers caring, approachable, friendly, easy to communicate with and understanding of the challenges that are unique to you. All Upcare support workers have up to date National Police Check, Working with Children Check and meet all regulatory requirements. All Upcare staff undergo induction training to ensure positive outcomes in relation to the quality of care we provide to our participants. However, if you already enjoy the support of your current carer we are more than happy to employ them on your behalf should you wish to join us at UpCare.

What we do.

Support Coordination

Cleaning

Counselling

Community Nursing Care

Occupational Therapy

Physiotherapy

Support Care Work

Gardening

Exercise Physiology

Transport

Psychology

Speech Therapy

Contact: 1800 953 800 : 0417 559 003 : hello@myupcare.com.au

<https://www.myupcare.com.au/>

Wellways

Wellways Australia Limited is a leading not-for-profit mental health and disability support organisation. Wellways are a new organisation in Qld, who have been granted the funding to deliver assistance and support to Carer's via the [Carer Gateway](#) (Ph. 1800 422 737), an Australian Government initiative facilitated by the Department of Social Services. Check out the Wellways website: www.wellways.org

DOMESTIC AND FAMILY VIOLENCE SUPPORT

Child and Family Counselling: Relationships Australia Queensland

We have commenced a new program offering in our Rockhampton office - Child and Family Counselling:

Child and Family Counselling assists separating and separated families to improve their post-separation relationships and improve their management of issues relating to separation.

The program is able to provide: Individual counselling for parents, family counselling, children's counselling, parenting support, support with children's routines and transitions between homes, and strengthening parent-child relationships.

To register for service please call: 1300 364 277.

<https://raq.org.au/locations/rockhampton/>

Counselling Notes Protect (CNP)

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

CQID: Central Queensland Indigenous Development

CQID now has the Intensive Family Support Program, servicing all families in the Rockhampton, Emerald and Woorabinda Communities and surrounding catchment areas.

Rockhampton Region CQID provide programs: Intensive Family Support (ROK and WBA) Family Wellbeing/ Youth Wellbeing/Family Participation/Foster and Kinship Care Program /AOD treatment Services/Homeless to Housing Program/Next Steps Plus/ Strong in Family and Culture/Mimosa Creek Men's Healing- Woorabinda.

IFS/FWB are available in Rockhampton and Woorabinda. SDFV Workers attached to both of these programs.

FWB only in - Emerald/Blackwater .

We have small waiting lists currently for both FWB/IFS, but a phone call on any given day and FWB/IFS staff will be able to inform on expected wait list times. Any family placed on a waitlist is subject to our Active Efforts, where staff remain in contact weekly and are referred to services while the family awaits being allocated to suitable program.

We welcome walk-in and self referrals to the office.

Alternatively families can also refer themselves through the CQID or FACC website.

Contact Information: CQID, Community Enterprise and Inclusion Centre, Building 26, Darumbal Road, Central Queensland University. Ph. 4920 0000 Fax 4920 0010
enquiries@cqid.com.au <http://cqid.com.au>

Domestic and Family Violence Response Program

Our local Response Team understands the complex reality of domestic and family violence. Catholic Care CQ partner with Helem Yumba to support women and children in our Central Queensland community.

Our service provides collaborative, trauma informed, culturally safe response and person-centred approach to assist, women and children who are experiencing or have experienced domestic family violence, free of charge.

Services include;

Information, support, referrals and advocacy
Risk assessment and safety planning
DFV counselling
Child witness counselling
Court support
Shark Cage

Please contact;
07 49 774 107
dfvreferral@catholiccarecq.com
www.catholiccarecq.com

Men's Behaviour Change Program

For men who have used harmful and controlling behaviours.

A Sixteen Week MBC Program that encourages men to be accountable and responsible for the choices they make.

MBC Groups are located in:

Emerald - Mount Morgan - Rockhampton

Serving central Queensland

For enquiries please contact:
(07) 4977 4107
Email: mbcreferrals@catholiccarecq.com

CatholicCare CQ works closely with Helem Yumba to make sure all family violence support is safe and respectful for Indigenous communities.

DV Connect

Women's Line 1800 811 811
Men's Line 1800 600636

Escaping Violence Payment

The Escaping Violence Payment program (EVP) is available to anyone who is experiencing violence from their partners.

This includes violent or threatening behaviour that is:

- Physically, verbally or sexually abusive
- Emotionally, spiritually or psychologically abusive
- Economically abusive
- Threatening, coercive, or seeks to control or dominate the other person.

If you are looking to leave a violent partner, or have recently left and you are struggling with the finances to live your life in safety, you could be eligible for:

- Up to \$1500 in financial assistance such as vouchers for essential items
- Goods and services such as removalists, bonds or basics for a new home
- Wrap-around support including casework from the EVP provider.

To find out more on the EVP, including how to access it go to: [Escaping Violence Program](#)

Helem Yumba CQ 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

Helem Yumba dos not condone violence of any sort.

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700

Phone: (07) 4931 8600 Fax: (07) 4921 3877 Free Call: 1800 776 727

admin@cqhealing.com.au

Navigator Pilot Program: CatholicCare

Navigator Pilot Program: is available to all victims of domestic and family violence offences once the offence enters the criminal justice system. Clients will be supported to gain an understanding of the court process and timeframes, complete safety and risk planning, assistance to attend court if desirable, be provided court outcomes/next in court dates and provided with any in-person court support required by the victim. Support is available for Magistrates, District and Supreme Courts of Rockhampton.

Our team's priority is to ensure that victims are safe, supported, informed and empowered throughout their interactions with the criminal justice system. For further information: courtsupport@catholiccarecq.com

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 4927 6453. <https://qifvls.com.au/>

Queensland Transport and Main Roads – privacy protection

Transport and Main Roads (TMR) have introduced a new feature which may provide some peace of mind to victims of domestic violence who are conscious of their online safety. Customers may choose to apply an additional level of security so that it is more difficult for someone else to access online services without their authorisation to view, change or request changes to their information held by the Department.

Currently, when a customer uses any TMR online services, they need to provide

certain passwords or other identity confirming information before conducting their business online.

Depending on the services accessed (Licence renewal, registration certificate infringement notice) , customers may need to provide extra details in addition to their CRN, name and date of birth. By applying additional security, the customer will always be required to enter extra details when they login to selected TMR online services.

For an individual, you will need your:

- customer reference number (<https://www.qld.gov.au/transport/crn>)
- first name
- last name
- date of birth.

Customers can apply or cancel an additional level of security online, over the phone, or at a customer service centre.

Find out more: <https://www.qld.gov.au/transport/authenticate #additionalsecurity>

Rockhampton Women's Shelter

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

Victim Assist Queensland

Victim Assist Queensland provides assistance for victims of crime in Queensland to help them to recover from the effects of a violent crime and get their lives back on track. Victim Assist Queensland is part of the Queensland Government's Department of Justice and Attorney-General.

First floor, East Street, Rockhampton QLD 4700

(07) 4938 6518 <https://www.qld.gov.au/law/court/victim-coordination-program>

EARLY CHILDHOOD

Allies Early Learning Centre

Child Care Centre · Upper Dawson Rd

(07) 4921 2112 <http://www.alliesearlylearning.com.au/>

Archer Street Child Care Centre Archer St. PH (07) 4927 6872

Open until 6:00 pm <https://www.archerstreet.com.au/>

Capricornia Family Day Care Scheme

Child Care Centre · Bolsover St

Ph. (07) 4927 9577 <https://www.careforkids.com.au/child-care/kww10/capricornia-family-day-care-scheme-rockhampton-4700>

Cedar Avenue Early Learning

Child Care Centre · 20 Cedar Av Yeppoon

(07) 4926 5728 Open 6:30am - 6:30 pm

0 - 12yrs – Long Day Care, Kindergarten

Email cedaravenue@gskyedu.com.au

Website <https://www.globalsky.edu.au/cedar-avenue>

Facebook <https://www.facebook.com/cedaraveearlylearning/>

C&K Bundara Kindergarten

Kindergarten · Honour St PH (07) 4928 2882 <http://www.candk.asn.au/bundara>

C&K Leichhardt Community Kindergarten

Kindergarten - 19-21 West St, The Range ,

Phone:(07) 4922 5077 <http://www.candk.asn.au/leichhardt>

C&K Narnia Community Kindergarten

Kindergarten · Robinson St PH (07) 4928 5316

Open until 4:07 pm <http://www.candk.asn.au/narnia>

C&K nGundaroo Imbabee Community Childcare Centre

Child Care Centre · Building 63, CQUniversity, Darambal Rd

(07) 4936 2748 <http://www.candk.asn.au/ngundaroo>

C&K Tarumbal Kindergarten & Preschool

Kindergarten 100 Water St · PH (07) 4928 5350 <http://www.candk.asn.au/tarumbal>

Children's Contact Service: Relationships Australia Qld

CCS provides a safe and neutral place for children of separated parents to establish and maintain a relationship with their other parent and family members. The main functions of the program are facilitated changeovers and supervised contact. The service is short-term process aimed at supporting families to transition to self-managed post-separated parenting. The general timeframe for service is aimed at 4-8 months though this may be extended depending on individual families' needs and the best interests of children. Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 <https://raq.org.au/locations/rockhampton/>

Child Safety (Department of Child Safety, Seniors and Disability)

Contact: 4th Floor, 36 East Street, Rockhampton Q 4700, PO Box 108,

Rockhampton Q 4700

T: 07 4848 4305 (office)

Crescent Lagoon State School

School · North Street Extended. 101-109 North St, West Rockhampton QLD 4700

Phone: (07) 4999 3333 <https://crescentlagoonss.eq.edu.au/>

DDs Playtime

0429393681

ddsplaytimetherapy@gmail.com

www.ddsplaytime.com

EARLY CHILDHOOD INTERVENTION (ECI)

Early Childhood Intervention is the process of providing specialised support and services for infants and young children with disability and/or developmental delay, between the ages of 0-7, and their families in order to promote development, wellbeing and community participation.

The role of ECI is to support and assist parents and carers to:

- Enjoy their child and family.
- Help their child develop skills & abilities to participate and enjoy daily life.
- Understand the kinds of experiences which can assist their child's growth and development, and what they can do to assist their child.

Autism is a complex neurodevelopment condition. Early intervention is key to helping children with autism. The Early Start Denver Model, or ESDM, is an intervention for young children with autism. Donna is a certified ESDM therapist and proud to be able offer this early intervention to all our families.

The ESDM is an early intervention model for young children with autism. It targets the key features of autism, and has as strong evidence base for very young children. The ESDM involves intensive teaching in play-based sessions. It uses a curriculum that has strong focus on building interactions and relationship in everyday routines. The ESDM uses the teaching principles of Applied Behaviour Analysis. These principles have been researched and are the best way to teach children with autism.

What is the Early Start Denver Model?

The Early Start Denver Model (ESDM) is a behavioural therapy for children with autism between the ages of 12-48 months. It is based on the methods of applied behaviour analysis (ABA).

Parents and therapists use play to build positive and fun relationships. Through play and joint activities, the child is encouraged to boost language, social and cognitive skills.

- Based on understanding of normal toddler learning and development
- Focused on building positive relationships
- Teaching occurs during natural play and everyday activities
- Uses play to encourage interaction and communication

ESDM therapy can be used in many settings, including at home, at a clinic, or in school. Therapy is provided in both group settings and one-on-one.

It has been found to be effective for children with a wide range of learning styles and abilities. ESDM can help children make progress in their social skills, language skills, and cognitive skills. Children who have significant learning challenges can benefit just as much as those without learning challenges.

Parent involvement is a key part of the ESDM program. Therapists should explain and model the strategies they use so that families can practice them at home.

Department of Families, Seniors, Disability Services and Child Safety

Address: 36 East St, Rockhampton City QLD 4700

Phone: (07) 4848 4500

Family and Child Connect (FaCC) - UnitingCare Qld (UCC)

FaCC is an early intervention referral service that works with families, who have children under the age of 18 in their care, that are facing challenges and could benefit from supports. The aim of FaCC is to connect families with the right service at the right time to ensure the safety of children in the family home.

Once a referral is received FaCC will:

- make contact with the referrer to discuss the concerns listed in the referral
- make contact with the family to discuss the concerns and explore what supports would be beneficial for the family
- connect families to support services that will meet their needs
- exit the family once the appropriate supports have been arranged

In order to refer a family to FaCC it is necessary for non-mandatory reporters, such as early education providers and non-government organisations, to obtain consent from the family to do so. Mandatory reporters, such as schools, health, police and Child Safety are able to make a referral without consent however it is still recommended, where possible, to obtain consent from the family prior to referrals being made. There is no cost involved or limit to the number of times a family can access this service.

You can make a referral to FaCC by using the [Online Referral Form](#), calling 13 FAMILY (13 32 64), or by email to facc.cq@ucommunity.org.au. If you are after further information about FaCC please call or see our website <http://familychildconnect.org.au/>.

In CQ our offices locations are as follows:

- 229 Musgrave Street, Rockhampton
- 25 Off Street, Gladstone
- 124 Borilla Street, Emerald

Goodstart Early Learning - Rockhampton

Child Care Centre- 245 Campbell St ·PH 1800 222 543

Open until 6:30 pm <http://www.goodstart.org.au/centres/rockhampton/overview>

Goodstart Early Learning Gracemere

Child Care Centre · Stover St – PH 1800 222 543

Open until 6:00 pm <http://www.goodstart.org.au/centres/rockhampton/overview>

Guppy's Early Learning Centre

Kindergarten · 55-57 Edward St, Berserker Phone:(07) 4921 1730

<http://www.guppys.com.au/centres/berserker>

JAC's Learning World

Child Care Centre · Ranger Dr Yeppoon. Open until 6:00 pm Ph 4939 2010 E.

jacslearning@westnet.com.au <https://www.jacslearningworld.com.au/>

Le Smileys Early Learning Centre

Day Care Centre

58 Lucas St, Gracemere, 0-5yrs, Long Day Care and Kindergarten Program

77 Johnson Rd Gracemere, 3-5yrs, Long Day Care Standalone Kindergarten

Phone:(07) 4933 3553 <http://www.lesmileys.com.au/>

Light Me Up Therapy

Light Me Up Therapy is a registered NDIS provider offering specialized Positive Behaviour Support (PBS) services in Rockhampton and across Australia. Our dedicated team of experienced practitioners is committed to empowering individuals with psychosocial disabilities and neurodevelopmental disorders.

Services Offered:

- Positive Behaviour Support: Tailored strategies to understand and address challenging behaviours, fostering positive change and enhancing quality of life.
- Psychology and Counselling: Person-centered therapeutic approaches to support mental health and emotional well-being.
- Early Childhood Intervention: Specialised support focusing on the developmental needs of young children.

Why Choose Us:

- Experienced Team: Our practitioners hold relevant qualifications in psychology, counselling, and related fields, with extensive experience in community mental health services.
- Person-Centered Approach: We prioritize creating a safe and welcoming environment, collaborating closely with clients to achieve their personal goals.
- Immediate Availability: Currently, we have immediate capacity to accept new clients for Positive Behaviour Support services.

Contact Information:

- Email: info@lightmeuptherapy.com
- Phone: +61 422 951 924
- Operating Hours: Monday to Friday, 8 am to 6 pm
- Website: lightmeuptherapy.com

Mt. Archer Early Learning

Child Care Centre · 202 Thozet Rd, Koongal

Ph (07) 4926 5728 Open 6:30am - 6:30 pm

0 - 12yrs – Long Day Care, Kindergarten and OSHC

Email mtarcher@gskyedu.com.au

Website <https://www.globalsky.edu.au/mt-archer>

Facebook <https://www.facebook.com/mtarcherearlylearning/>

Office of Early Childhood and Education Care

Early Childhood Information Service Free Call 13 7468

Kindy Hotline 1800 45 4639 Website: <https://earlychildhood.qld.gov.au/>

Parkhurst Early Learning Centre

Day Care Centre 16 Bean Ave, Parkhurst

Phone:(07) 4936 2216 <http://www.parkhurstelc.com.au/>

[https://www.google.com.au/maps/dir/"/Rockhampton-Emu+Park+Rd,+The+Common+QLD+4701/data=!4m5!4m4!1m0!1m2!1m1!1s0x6bc300918e8b1ca9:0x1d00eef27574a9c0?sa=X&ved=0CBcQiBMwAjqUahUKEwjK3d3r7ZPIAhXBKZQKHXCdTIP](https://www.google.com.au/maps/dir/)**Play Matters Qld**

Playgroups are informal and relaxed weekly get-togethers of mums, dads, grandparents, carers, children and babies.

Playgroup helps children:

- participate in new experiences
- develop and increase their social skills

- learn about sharing, cooperating and routines
- interact with other families in a safe environment
- discover more about their world
- and have fun!

Playgroup helps adults:

- meet other local families and develop friendships
- relax and talk in a safe environment
- share experiences and ideas
- play with and nurture their child's development
- make connections within their local community
- and have fun!

With over 1000 playgroup sessions each week, you are sure to find a playgroup to suit your needs. Playgroups all over Queensland have vacancies for new families just like you. Before you join, have a taste of what playgroup is all about by taking advantage of our two free play sessions.

1800 171 882 Website: <https://playmatters.org.au/about/queensland>
To find a playgroup near you click on [Find a playgroup](#) and put in your post code.

Queensland Government Rebates and Financial Assistance for Childcare.

All early childhood services charge fees which vary depending on the service provided. [Search for a service](#) and contact them to discuss their fees.

Please note: you will still need to pay fees on public holidays—talk to your provider if you have any concerns. To find out about rebates and financial assistance available from the Queensland Government please click on [Queensland Government Childcare Rebates](#)

Rockhampton North Early Learning

Child Care Centre · 21 Bruigom St Norman Gardens
Ph (07) 4928 8528 Open 6:30am - 6:30 pm
0 - 12yrs – Long Day Care, Kindergarten and OSHC
Email rockhamptonnorth@gskyedu.com.au
Website <https://www.globalsky.edu.au/rockhampton-north>
Facebook <https://www.facebook.com/rockhamptonnorthEL/>

Rockhampton South Kindergarten

Kindergarten: 12 Phyllis Street, Rockhampton. Phone: (07) 4922 5129
<https://www.candk.asn.au/centre/rockhampton-south-kindergarten>

St Joseph's Kindergarten Park Avenue 18 Haynes St (07) 4994 9302
<https://www.rok.catholic.edu.au/st-joseph-s-catholic-kindergarten-park-avenue-north-rockhampton/>

Strong Communities

Strong Communities Ltd. Is a not-for-profit organisation which supports regional communities' wellbeing through the provision of services for children, families and organisations.

Programs offered include evidence based, early intervention programs to support parents, respectful relationship education programs for youth, grief, loss and resilience programs. Facilitators are based in Rockhampton, Gladstone and Boyne Valley with outreach programs across Queensland.

Programs currently available:

- Circle of Security® Parenting™
- Engaging Adolescents™
- Seasons for Growth Child and Young People
- Seasons for Growth Parenting
- Seasons for Growth facilitator training
- 1-2-3 Magic® & Emotion Coaching
- Tuning in to Kids Parenting
- LOVE BiTES and LOVE BiTES Junior
- Drumbeat - Building resilience through rhythm
- Cultural Awareness Training

For more information: info@strongcommunities.org.au or: 0404 722 553
<https://strongcommunities.org.au/>

Taranganba Early Learning

Child Care Centre: 83 Taranganba Road, Taranganba

P: 07 4925 0881 Open 6:30am - 6:30 pm

0 - 12yrs – Long Day Care, Kindergarten and OSHC

E: taranganba@gskyedu.com.au Web: <https://www.globalsky.edu.au/taranganba>

Facebook <https://www.facebook.com/taranganbaearlylearning/>

The Smith Family

Saver Plus is a matched savings and financial education program funded by the Australian Government. It is delivered by Community organisations in 61 communities across Australia and is supported by the ANZ bank. The program is designed to assist families on lower incomes to:

- Improve their levels of financial education
- Develop a long term savings habit
- Purchase educational items for themselves, if they are studying as an adult, or children at school or starting Prep next year.

Participants attend 4 “MoneyMinded” financial skills workshops and remain on the program for 10 months. Participants are encouraged to save up to a maximum of \$500 and as an incentive, the ANZ rewards their savings by matching them dollar for dollar (up to \$500) to purchase education items.

To be eligible, Participants must:

- Have a Centrelink Health Care or Pensioner Concession Card
- Be at least 18 years old
- Have some regular income (paid) from work (themselves or their partners) including casual, part time, fulltime, seasonal employment or cash in hand.
- Be a parent or guardian of a child at school OR Prep next year, be attending or returning to vocational education themselves.

Communities for Children FP Capricorn works with local organisations to empower and support a strong, child friendly community to enhance the wellbeing of children and families. Communities for Children FP Capricorn fund Community Partners to

CQ Service Directory September 2025

deliver early intervention and prevention services within the Capricorn Region (Rockhampton Regional and Livingstone Shire Council areas) for children aged birth to 12 years and their families.

All projects are aligned with one of the following priority areas:

- Children and their families lead healthier lifestyles
- Parents and carers are better able to support their child's development
- Young children are better prepared for school and have increased school engagement
- Aboriginal and Torres Strait Islander children have improved health and learning
- Community Connectedness

The *Learning for Life* program works in partnership with families to support their children's education and increase their chances of success at school. *Learning for Life* provides support from a dedicated Family Partnerships Coordinator, access to programs for the whole family and scholarship money to help with the costs of schooling. To be eligible, families must have a Health Care or Pensioner Concession Card, have a child in a primary school we partner with and support their children to attend school regularly.

Learning for Life also offers educational programs to enhance students' literacy and numeracy skills, reading, mentoring and careers, transition to high school and learning clubs. *Learning for Life* also offers training for professionals in the early years learning programs Let's Count and Let's Read.

For more information, please contact:

Karen Mulligan

Family Partnerships Coordinator - Learning for Life

The Smith Family M 0481905240

E karen.mulligan@thesmithfamily.com.au

Tracey Blok-Earl

Programs Coordinator - Learning for Life

The Smith Family M 0434780077

E tracey.blok.earl@thesmithfamily.com.au

<https://www.thesmithfamily.com.au/programs/community/communities-for-children/capricorn>

Uniting Church Illoura Child Care Centre Rockhampton

Day Care Centre : 321 Berserker Street, Frenchville. Phone:(07) 4920 1700

<https://uel.org.au/illoura/>

EMERGENCY ACCOMMODATION

AnglicareCQ

Rockhampton Address: 160 - 164 Musgrave St,
North Rockhampton

Phone: 1800 769 814

Email: Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Service Types:

- Financial Support
- Homelessness Services

Australian Red Cross

Accommodation/Wellbeing Centre – for people from outside the region
Rockhampton Accommodation/Wellbeing Centre offers support to visiting relatives of patients in hospital, or to those accessing medical appointments. It provides a welcome home away from home for patients and their carers, who travel from some of the most remote part of Queensland to receive medical treatment in Rockhampton.

Current accommodation rates and conditions can be obtained by contacting us on 07 3367 4746 or 0466 516 085 after hours, or qldrockhamptonbranch@redcross.org.au
<https://www.redcross.org.au/services/medical-accommodation/>

Buderoo House Youth Shelter. *Darumbal Community Youth Services.* Youth Shelter
Young people 16 -21 years old who are homeless or at risk of homelessness. 24 hrs a day, 7 days a week. PH: 4927 5715

<https://www.darumbal.org.au/our-programs/budaroo-house/>

Capricornia Training Company - (YHARS)

The objective of Youth Housing and Reintegration Services (YHARS) is to assist young people transition to greater stability and independence. YHARS is a free, confidential service for young people aged 12-21 who are experiencing homelessness, or are at risk of becoming homeless. Young people are assisted to obtain safe accommodation and develop skills to live independently.

YHARS provides support to address a range of key life domains such as: Relationships Education, training and job related qualifications and employment, income support, health and personal development.

Contact Information: Located at 38 Armstrong St, Nth Rockhampton. Business hours Ph. 1300 999 CTC (282) After Hours 1800 616 289

Email: yhars@ctcqld.com.au

<https://au.linkedin.com/company/ctc-shaping-futures>

CQID Ltd Homeless to Housing (H2H) Services:

3 nights only Emergency Crisis Accommodation in Rockhampton, Livingstone, and Gladstone

Supported Accommodation in motels across Rockhampton, Livingstone, Central Highlands, Longreach and Hervey Bay for Singles, Couples and Families

Mobile Support for people couch surfing and at risk of homelessness

Support for Tenancies at risk (Private or Social Housing)

Rockhampton: 4920 000

CQ Service Directory September 2025

Building 26 CQ University, Norman Gardens

Emerald: 4987 4792
31 Ruby St, Emerald

Longreach: 4658 1577
39 Duck St, Longreach

Hervey Bay: 4313 1195
Lvl 3 Suite 21, Torquay Rd Hervey Bay

Website: [CQID | Central Queensland Indigenous Development](https://cqid.com.au/services/homelessness-to-housing/)
<https://cqid.com.au/services/homelessness-to-housing/>

Homeless Persons Information Queensland (HPIQ) - 1800 47 47 53

Neville Bonner Hostel - Aboriginal Hostels Limited

5 Bridge Street, The Common QLD 4701 (07) 3151 8760 Aboriginal and Torres Strait Islander Clients • 5 Bridge Street, North Rockhampton • Cost includes 3 meals/day • Cost is per/bed not per/room (2beds/room) • Referral via walk in or agency <https://www.ahl.gov.au/hostels/neville-bonner-hostel>

North Rockhampton Accommodation

18 Leeds Ave, Kawana

Medium and Long term accommodation providers. Self-catering.

Please note, all inspections are by appointment only.

If you would like to book an inspection please submit a request via email.

<https://northrockhamptonaccommodation.com.au/>

Pete's Place

212 Kent St, Rockhampton [Phone: \(07\) 4922 5343](tel:0749225343)

Furnished apartment building in Rockhampton. Accommodation for people looking for permanent lodgings. The minimum term is 4 weeks. Various different rooms available for between \$170-\$200 per week. <https://www.petesplace.com.au/>

Rockhampton Backpackers

60 MacFarlane St PH 4927 5288

Laid-back hostel offering an outdoor pool & complimentary Wi-Fi, plus a communal kitchen. Relaxed hostel with a pool & free Wi-Fi

<https://www.rockhamptonbackpackers.com.au/>

Rockhampton Women's Shelter

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

Roseberry Qld

Roseberry Qld 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.

Housing Services

Contact Information: 21 Dawson Road, Gladstone

Tel: 4972 0047; email: admin@roseberry.org.au

Community Housing

Community Housing provides accommodation for low to medium income earners. Referrals for long term accommodation are provided through the Department of Housing.

Crisis Housing Roseberry Qld manages crisis accommodation, which is available for singles, couples or families who are aged 16 years to 25 years. Call Roseberry Qld to enquire about availability.

Long Term Housing Roseberry manages a portfolio of long-term community housing units and houses.

As a community housing provider we operate under the One Social Housing System. All applications are made through the Department of Housing. Tel: (07) 48992400.

Youth Shelters

Jacks House – Rockhampton

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

Tel: 4922 2453; email: jackshouse@roseberry.org.au

Jack's House is a 24/7 crisis shelter for young people aged 16 - 19 years, who are homeless or at risk of homelessness in the Rockhampton region. Jacks House is staffed 365days a year. Jacks House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

Roseberry House – Gladstone Contact Information: Roseberry House: 20 Rollo Street, Gladstone, Qld Tel: (07) 4972 5383. Email:

RoseberryHouse@roseberry.org.au

Roseberry House is a 24/7 crisis shelter, for youth aged 16 – 25 years, experiencing homelessness, or at risk of homelessness. Roseberry House is staffed 365days a year. Roseberry House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

Dignity Hub Contact Information: 20 Rollo Street, Gladstone, Qld Tel: 0427 751 639
The Roseberry Dignity Hub provides community members and families experiencing homelessness (of any age bracket) access to free:

- laundry facilities
- bathroom facilities
- kitchenette (tea and coffee making facilities)
- access to perishable food items for those experiencing crisis
- information and referral to other services
- Adaptable Living Program

Transition to Independent Living (TIL)

Contact Information:

Rockhampton: 122 Kent Street, Rockhampton. Tel: 4922 2453;

Gladstone: 20 Rollo Street, Gladstone. Tel: (07) 4972 5383

Transition to Independent Living (TIL) TIL service provides Mobile support to young people aged 16-25 who are living independently, in Gladstone and Rockhampton. The program aims to provide practical support for the emotional well-being of the young person. As well as guiding young people to maintain and sustain their tenancies. This includes: referrals to appropriate service, information provision, advocacy, transport to appointments and practical assistance.

Family Support

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Email:

yfs@roseberry.org.au

Providing supports to families with children under 18 years of age (children in utero included):

Referral and advocacy

Therapeutic and practical supports to reconnect and strengthen families –

Parenting programs Triple P Teens, 123 Magic and Engaging Adolescence, FERP (Family Emotional Regulation Program 8 -11yrs)

Reconnect –

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Email:

yfs@roseberry.org.au yfs@roseberry.org.au

- Supporting youth aged 12 -18 homeless or at risk of homelessness or disconnection from family/education/community or positive social networks

Referral and advocacy

Therapeutic supports, brief intervention supports

Practical supports to reconnect or remain connected with housing services, specialist health services, education services, employment readiness and strengthen protective family connections

Youth Support –

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047;

Email: yfs@roseberry.org.au

- Supporting youth aged 12 – 21 vulnerable and at risk of homelessness or disconnection from family/education/community or social networks as well as;

Special consideration for siblings of Youth Support participant, aged 8 -11 years.

- Referral and advocacy linking youth with pathways to supports within community.
- Outreach services providing individual case management, practical supports to secure stable accommodation, develop life skills, connect with education and employment opportunities, develop positive social connections, link with medical and mental health professionals.

headspace Rockhampton and Gladstone

Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921
Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services

St Vincent De Paul Homeless Men's Hostel (Ozanam House) (formerly Ozcare)
Vinnies 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: St. Vincent De Paul Society Qld. 233 Alma Street: P O Box 81:
ROCKHAMPTON 4700: Ph: 49993207

EMERGENCY FOOD RELIEF
Food Relief Capricorn Coast

You choose the grocery items you like, with one item from each of the 24 shelves. Choice of meats plus you choose Fruits & Vegetables, Breads, Dairy & Eggs. No eligibility criteria. Recipients will receive around \$120-\$150 worth of basic groceries.

Orders close: 5.30pm Wednesday

[Place order here](#) or through link on [Food Relief Capricorn Coast](#)

Pick up Day: Friday 9.00am

33 William St, Yeppoon until 1pm.

&

Emu Park Corner Archer and Hunter Sts Friday 9.30am until 12pm.

Handling fee \$50. No EFTPOS

Please bring your bags.

You are welcome to attend every week

For more information call in or contact us on: 0468 799 843:

email frcapcoast@gmail.com

Powered by volunteers

Rockhampton Food Bank.

Hands of Compassion World Aid Inc. T/as Rockhampton Food Bank

Our charity is for all people, but especially for those who find themselves in need of financial relief. People can come in on Thursdays and Fridays between 9:30 and 2:00, fill in a once off registration form and pay a handling fee of \$60.00 each time they require a food hamper. These hampers are picked by the customer and include fresh fruit & vegies, dairy products, breads and a choice of two proteins - fish, meat or chicken.

We also have free clothing, shoes, toys, books and small household items. On Friday morning between 9:30 and 11:00 there is a free community breakfast BBQ.

No Eftpos.

No appointment needed. No criteria checks. Foodbank does not deliver

Thursday and Friday 9.30am until 1.45 pm
Free barbecue breakfast 9.30am until 11am on Friday only.

See [Rockhampton Food Bank](#)

16 Robison St Park Avenue Rockhampton, Queensland 4701

Mal Holmes [0412380511](tel:0412380511)

mal@hoc.org.au

<https://hoc.org.au/>

[Get Directions](#) 0412 380 511

[Send Message](#) Typically replies within minutes

www.hoc.org.au

[Double check when we are open](#)

Sacred Heart Conference St Vincent de Paul Conference Yeppoon

By arrangement, support provided for emergency situations including food and clothing and furniture when available.

Support Office: 74 John Street Yeppoon P.O. Box 628 Yeppoon Qld 4703

Phone Number: 4939 3141 Email: sh4703@svdpqld.org.au

Salvos Phone Assistance Line [07 3001 6288](tel:0730016288)

When you call the Salvos Phone Assistance Line, our team member will listen to the issues you're facing and conduct an assessment to better understand your needs and what support we may be able to provide — depending on your location or situation.

This may be a voucher that can be used for food, fuel, or other practical needs, or we may refer you to other services for casework, financial counselling, or other practical or emotional support. Our aim is to ensure you feel heard, cared for, respected, and supported to meet your needs.

Vinnies Support Centre

The Support Centre seeks to reach out and support those in need, offering a hand-up based on individual needs.

This is done by supporting and listening to all during difficult times and providing services, such as Food Hampers and Assistance for special requirements. These special situations include:- Children's Educational Funding, Christmas Hampers, assistance with completion and the submission of NILS Applications.

The Centre also assists Schools and Agencies with food to support those in need, as required.

We can be reached by calling 4927 6026, best call between 9.00 and 9.30am, to make an appointment to visit us at 233 Alma St, Rockhampton.

We are open on Tuesday, Thursday, and Friday from 9.00 am to Midday. Please bring hard copy of Income Statement to Interview.

EMPLOYMENT SERVICES

APM Employment Services

APM successfully provides Disability Employment Services (DES) to job seekers. Disability Employment Services (DES) is a government funded program to help people, who because of an injury, disability, or health condition, find getting into work difficult.

APM work with their job seekers to support them into gaining long term, sustainable employment and can offer several incentives to employers for employing clients.

APM also pride themselves in providing essential Post Placement Support to both job seekers and employers at no cost.

APM Employment Services 171 Bolsover Street, Rockhampton & 50 James St

Yeppoon QLD – Shae Eades – Business Manager 0447 021 573 -

Shae.Eades@apm.net.au

APM Employment Services 204 Musgrave St, Berserker QLD –

Sally Jasperson – Business Manager 0438 467 455 –

Sally.Jasperson@apm.net.au

<https://apm.net.au/>

Career Linker

Multi Services in Employment Support and Careers Consultancy. Servicing Job Seekers and Employers (Business and Industry)

PH: 0401 953 589 admin@careerlinker.com.au

<https://www.linkedin.com/company/the-career-linkers>

Career Transition Assistance Program – Intojobs

An individualised career transition/job searching program for people aged 45+.

Susie Thomas 0499284764

<https://intojobs.com.au/about-us/find-us/location/rockhampton-city/>

Community Solutions

A CoAct Accredited Employment Service Partner

Disability Employment Services | Workforce Australia

If you want to find work then Community Solutions is the place for you.

Open the door to a world of opportunity and be supported by a team who believe in you.

When you register with Community Solutions, our dedicated local team in Yeppoon, Emerald and Rockhampton, invests in you from the start. You'll get one - on - one support with staff who listen to your needs, give you options to reach your goals and build your confidence and skills to help you on your road to success.

Community Solutions is a leading specialist employment agency with over 20 years' experience in helping Queenslanders with disability, health conditions, injuries or mental illness to find rewarding and satisfying work. Our team can help you overcome any challenges to finding a job so that you can enjoy the benefits of being part of the workforce.

Get in touch

To find out more about Community Solutions contact your local team on:
48671591

<https://communitysolutions.org.au/>

- Shop 6A / 18-22 Anzac Parade, YEPPOON
- 189 Musgrave Street, ROCKHAMPTON
- Shop 1/112 Egerton Street, EMERALD

- 167 Auckland Street, GLADSTONE

CQROC: Regional Jobs Committee

CQROC Project Manager

P:0458787132

E: pmrjc@cqroc.org.au

The Regional Jobs Committee (RJC) is part of the Queensland Government's commitment to working with stakeholders in regions around Queensland to create more jobs, improve training pathways, drive economic activity and attract investment. RJC's are established as part of the [Skills for Queensland – Great Training for Quality Jobs Strategy](#).

For NDIS participants

CPL – Mylestones Solutions – Rockhampton & Gladstone Garden crew offers Supported Employment for NDIS participants on a Permanent part time employment basis.

CPL Mylestones Solutions – NDIS participants can see out employment opportunities using their NDIS funding to help achieve your goals in employment or self employment, part time and full time employment using their Core support funding for 1:1 assistance in achieving their goals. This program is called Individual Employment Support (IES).

CPL Mylestones Solutions – offers School Leaver Employment Support (SLES) funded by NDIS to school leavers

For all the CPL Mylestones Solutions above please contact Melinda Cameron on 0436 621 141 or email Melinda.cameron@cpl.org.au

For participants with a disability and/or NDIS participants interested in direct open employment and none of the above please contact: Mylestones Disability Employment Services (DES) Manager on Sharyn McCluskey 0456 406 287 <https://mylestones.org.au/>

MAX Solutions: Employment, Disability & Training Service ...

We provide jobactive, disability *employment* services (DES), NDIS SLES, health assessments and training.

Phone: 1800 603 503

<https://www.maxsolutions.com.au>

MRAEL

You can speak to an MRAEL Representative right now on 1300 4 MRAEL (1300 467 235). If you would prefer, send an email to people@mrael.com.au Or, connect via the Website [here](#)

Multicultural Australia (formerly Multicultural Development Association – MDA)

Provides employment assistance for young people and adults from culturally & linguistically diverse backgrounds. 4921 2222

[Mutlicultural Australia Rockhampton](#)

National Job Link (NJL)

CQ Service Directory September 2025

NJL deliver the Transition to Work (Federally Funded Program) that assists 15-21 years who have left school and want to undertake training and employment. We have offices in Rockhampton City, Berserker and Gladstone and welcome young people to come in and have a chat with us about how we can assist them into work.

- Berserker office: 4926 1678 – 173 Berserker Street, Berserker (Cnr of Elphinstone and Berserker Streets)
- Rockhampton City : 4921 3107 – 44a William street, Rockhampton City (Cnr of Bolsover and William streets)
- Gladstone : 4926 1678 – 2/175 Goondoon Street, Gladstone

NJL Parent Pathways.

ParentsNext is a Federally funded, pre-employment program that assists parents with young children to identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community.

NJL will be delivering ParentsNext in the following locations Berserker, Rockhampton City, Gladstone, Emerald, Woorabinda and Yeppoon.

For more information please contact our Rockhampton office on 07 4921 3107
Address Normanby House, 44A William Street, Rockhampton <https://www.njl.org.au/>

FAMILY SUPPORT SERVICES

Achieving Balance

Achieving Balance is now taking referrals, and there is currently *no waitlist* for Child and Family Counselling.

There is availability for families in the Rockhampton area for face to face or telehealth and can be arranged between practitioners.

For all referrals or information please email me on achievingbalance.cq@gmail.com, visit the website www.achievingbalance.com.au or call me on 0432 044 773. Alternatively please pass my details on to your clients for them to contact me directly.

Tamara Wickham : Child and Family Counsellor and Psychotherapist: 0432 044 773

Act for Kids

38 Armstrong Street,
Phone: 4860 8100

The Act for Kids Intensive Family Support (IFS) Program works with families who have consented to accept case management support to strengthen their families to keep their children safe. Referrals can be received from all community agencies, health services and education settings and self-referrals.

IFS services can take referrals without consent from the Department of Child Safety and other prescribed entities. Referrals into this service must demonstrate the referred family has multiple and complex needs, has a child/ren under 18, are at risk

of entering the child protection system if support is not obtained and would benefit from a case management service.

Enquiries can be received via Phone: 4860 8100

Or Email: rockhamptonintake@actforkids.com.au Referrals can be received via

On Line: <https://familysupportreferral.org.au>

Act for Kids – Individual support services (ISS)

About Individual Support Services

The Individual Support Services (ISS) Program works in partnership with Child Safety to provide holistic trauma-informed support to children in the child protection system. The ISS team works in close collaboration to deliver bespoke support packages informed by each child's needs and focuses on increasing the capacity of their support network to meet these.

This ecological model provides specialist attachment-based coaching and mentoring to carers and stakeholders, therapeutic care coordination, practical in-home therapeutic support, specialised therapy and psychoeducation based on a thorough assessment of the child and their support network. The program supports children who have experienced significant levels of toxic stress, trauma and adverse childhood experiences resulting in highly complex behaviour and attachment patterns indicative of intense cumulative harm.

Contact details: Sarah Watson Program Manager

P: 4860 8100 | M: 0473 612 315 E: sarah.watson@actforkids.com.au

Rockhampton Specialist Therapy Services- Act for Kids

Rockhampton Specialist Therapy Services- Act for Kids is a free therapeutic service that adopts evidence-based interventions for children and young people who have been impacted by unwanted sexual experiences (aged 0 to 18 years) or those who display harmful sexual behaviours (aged 10 to 17 years).

Our services are tailored to meet the individual needs of children, young people and their families in Rockhampton, Gracemere, Capricorn Coast and Mt Morgan.

We can help:

Develop responses to unwanted sexual experiences or to those who display harmful sexual behaviours by:

- Providing a safe place to express and process difficult thoughts and feelings
- Giving children and young people the opportunity to explore the impact of their experiences
- Supporting children and young people to develop skills for managing unpleasant physical sensations
- Empowering parents and care givers to help them deal with the complexity of the situation and any challenging behaviours of the child or young person.

Address: 38 Armstrong Street, Rockhampton. Phone: 07 4860 8100

Email: referralsrockysva@actforkids.com.au web: <https://www.actforkids.com.au/>

AnglicareCQ

Rockhampton Address: 160 - 164 Musgrave St,
North Rockhampton
Phone: 1800 769 814
Email: Web-enquiries@anglicarecq.org.au
Office Hours 8:30am – 5:00pm Monday – Friday
Website: <https://anglicarecq.org.au/>

Service Types

- Family Support
- Counselling

Australian Red Cross**Accommodation/Wellbeing Centre**

Rockhampton Accommodation/Wellbeing Centre offers support to visiting relatives of patients in hospital, or to those accessing medical appointments. It provides a welcome home away from home for patients and their carers, who travel from some of the most remote part of Queensland to receive medical treatment in Rockhampton.

Current accommodation rates and conditions can be obtained by contacting us on 07 3367 4746 or 0466 516 085 after hours, or qldrockhamptonbranch@redcross.org.au

Medical Equipment Hire Service

Rockhampton Branch assists people in times of need by providing a low cost mobility equipment and personal care aids for short term hire, to assist people in their home environment. All items are hired on a weekly basis and identification is required at the time of hire.

Clients should seek advice from their health professional as to the aid and the duration of use.

Phone: 07 3367 4736
Monday to Friday 9.30am – 4.30pm

Rocky Range Shop

The Rocky Range Shop provides a treasure trove of pre-loved, and vintage clothing, homewares and accessories for the fashion conscious and budget shopper alike. Red Cross Shops rely on the generosity of the public to donate quality pre-loved items, you can donate by dropping off your items to your local shop.

The money raised will help fund our work in vulnerable communities across Australia and our region.

Phone: 07 3367 4736

Trauma Teddies

Rockhampton Branch has a core group of volunteers across Central Queensland who knit Trauma Teddies. These teddies play such a vital comforting role in the

hospital, calming down children in stressful situations, and in times of natural disasters. They also provide a happy face in a lonely time for aged care residents.

Phone: 07 3367 4736

Bushfire Recovery Project Office

The role of the Bushfire Recovery Officer is to work with communities as directed to implement sustainable and effective community disaster preparedness and recovery initiatives. BRPO works with the Coordinator to increase community capacity to support a strong, positive recovery from drought and bushfires and to better prepare for future disaster events.

Emergency Activation Officer: 0403 251 226

Red Cross Milton Brisbane: 1800 733 276 qldrockhamptonbranch@redcross.org.au

Basic Rights Qld

What we do: Basic Rights Qld is a community legal centre providing free advice, support, advocacy, casework and representation when needed. For more information please see [Basic Rights Qld](#) in this Directory

How to get help Call 1800 358 511 Monday to Friday | 9.00am - 4.00pm Or go to <https://brq.org.au/contact/>

Find more information and useful resources at www.brq.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

www.health.qld.gov.au/cq/

CatholicCare Rockhampton, Gladstone, Yeppoon

Family relationship counselling

CatholicCare Central Queensland Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated.

Appointments can be made by phoning 1300 523 985.

Family and Relationship Community Education

The Family and Relationship Community Education program provides education to groups, individuals and professionals to strengthen relationships, support families, improve the wellbeing of children and increase participation within

communities. These services are provided to families, children, young people, communities and professionals. Topics include:

- Behaviour Management
- Self Esteem
- Budgeting
- Coping with Depression and Anxiety
- Parenting Workshops including 123 Magic
- Bullying
- Wheel of Wellbeing

To find out what workshops and/or education is coming up in your area, visit the CatholicCare website at www.Catholiccarecq.com or call our friendly Client Contact Team on 1300 523 985.

Child Development Service

The Child Development Service is to provide a trans-disciplinary early intervention developmental service for children experiencing complex multi-dimensional developmental conditions. The service focuses on children under six years of age who have challenges in multiple areas of development. Referrals are accepted from General Practitioners and paediatricians. Enquiries accepted from parents and a referral form can be provided to support a GP referral.

Contact information; Child Development Service / Division of Family, Women & Children. CQ Hospital & Health Service Qld Gov.

Sub-acute, Ambulatory & Community Services

82-86 Bolsover Street PO Box 501 Rockhampton Qld 4700

Phone (07) 4920 6900 Fax (07) 4920 6871 [Child Development Service](#)

CQID: Central Queensland Indigenous Development

CQID now has the Intensive Family Support Program, servicing all families in the Rockhampton, Emerald and Woorabinda Communities and surrounding catchment areas.

Rockhampton Region CQID provide programs: Intensive Family Support (ROK and WBA) Family Wellbeing/ Youth Wellbeing/Family Participation/Foster and Kinship Care Program /AOD treatment Services/Homeless to Housing Program/Next Steps Plus/ Strong in Family and Culture/Mimosa Creek Men's Healing- Woorabinda.

IFS/FWB are available in Rockhampton and Woorabinda. SDFV Workers attached to both of these programs.

FWB only in - Emerald/Blackwater .

We have small waiting lists currently for both FWB/IFS, but a phone call on any given day and FWB/IFS staff will be able to inform on expected wait list times. Any family placed on a waitlist is subject to our Active Efforts, where staff remain in contact weekly and are referred to services while the family awaits being allocated to suitable program.

We welcome walk-in and self referrals to the office.

Alternatively families can also refer themselves through the CQID or FACC website.

Contact Information: CQID, Community Enterprise and Inclusion Centre, Building 26, Darumbal Road, Central Queensland University. Ph. 4920 0000 Fax 4920 0010
enquiries@cqid.com.au <http://cqid.com.au>

Family Drug Support Australia

Family Drug Support is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- *One on one support:* face to face, Teams or telephone
Belinda: 0490 536 976 belinda@fds.org.au;
- *Family Support Meeting -Rockhampton Free*
2nd Tuesday of the month (5.30 pm - 7.30 pm) Contact Belinda
- *Website:* www.fds.org.au with information on events and meetings
- *24/7 Phone Support line – 1300 368 186*

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 telephone by assessment) and mediation which is booked for 3 hours. We offer FDR (mediation) outreach services to Gladstone, Emerald, Biloela, Yeppoon, Blackwater and Mount Morgan by appointment. We can offer telephone FDR (mediation) where necessary.

Costs

The first three hours of service (Intake & Assessment, Child Focus session and first hour of FDR) are free. 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: 16 Bolsover St, Rockhampton: Ph: 1300 783 544
Email: frcrockhampton@Catholiccarecq.com
Website: www.catholiccarecq.com

Foundations Care 1300 395 005

Children / Young People 0-18 years with complex needs that are referred by the Dept. Of Communities Child Safety. Foundations Care is an Intensive fostering agency that is currently supporting carers and children / Young People in the CQ region. PH:49273196 Unit 1/ 28 Bolsover St Rockhampton <https://www.foundcare.org.au/>

Gambling Help Service

UnitingCare
Central Queensland

We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:

- ☐ In person at our office in Rockhampton
- ☐ Via Teams (video call) or phone

For more information please see [Gambling Help Service](#) in this directory

For Gambling Help available to the whole of the CQ and Central West region contact:

Counsellor/Community Educator
Mobile: 0498 000 325

Community Educator
Mobile: 0498 000 817

Susan Guley

Counsellor/Community Educator

Mobile: 0455 865 293

Email: susan.guley@uccommunity.org.au

Generic email: gamblinghelp@uccommunity.org.au

Contact information valid for the whole of the CQ and Central West region.

After hours contact Gambling Helpline

Phone: 1800 858 858 Website: www.gamblinghelpqld.org.au

Girls Time Out – Young Womens Support Service Inc.

GTO Young Women's Support Service Inc provides a range of programs to young women, including parents across the Rockhampton Local Government Area.

Ph: 07 4922 7236 Ph: 0457 005 794 (After hours)

www.girlstimeout.com.au - website

girls.time.out – Instagram

Girls Time Out – Facebook

@: admin@girlstimeout.com.au

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 CQ 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

Helem Yumba does not condone violence of any sort.

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700
Phone: (07) 4931 8600 Fax: (07) 4921 3877 Free Call: 1800 776 727
admin@cqhealing.com.au <https://www.facebook.com/helemyumba/>

Homestay

The purpose of the service is to provide early intervention support to people at risk of homelessness, in order to maintain their tenancies. Works with over 18s, assists clients maintain & sustain accommodation. Provides information, advocacy, mentoring, group work and refers onto appropriate services.

PH:48904603 or PH: 48904600 . 87 Alma Street, Rockhampton
<https://www.vinnies.org.au/qld/home-stay>

Integrated Family and Youth Service

IFYS provides specialist support and intervention programs for children, young people and families. Across Queensland from Toowoomba to Cairns, IFYS provides a range of accommodation, support and counselling services.

- [Child Protection](#)
- [Support Programs](#)
- [Community Centres](#)
- [Disability / NDIS](#)
- [Accommodation](#)

Contact Information: 5438 3000
admin@ifys.com.au

Kids Helpline

1800 55 1800

Livingstone 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 Families, Seniors, Disability Services and Child Safety.

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

<https://www.livingstone.qld.gov.au/communitycentre>

Lotus Place CQ

Lotus Place is a dedicated support and resource centre for people who experienced abuse in an institutional setting including out of home care.

Lotus Place supports people who as children were in the care of church and state-run institutions, foster care and detention centres. It offers integrated peer support, advocacy, counselling, and other support services, including Find and Connect Services and assistance with applying to the National Redress Scheme. We can assist you by phone, email with information or referral to services, resources, and entitlements within your local area.

You can access individual advocacy and support to:

- ❖ Seek access to government and community services
- ❖ Seek redress of past abuse through the criminal justice system, civil processes or internal church or religious institutional processes
- ❖ Obtain personal records, reconnect with family and trace your history
- ❖ Access professional support and counselling services

Phone: 4999 4300

Address: 10 Albert Street, Rockhampton Q 4701

<https://www.micahprojects.org.au/support-services/lotus-services/lotus-place>

Our Children Australia

(<https://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.

Our Space All Abilities Club

Our Space is a community connection point located in Stockland Rockhampton. It is a place for community to connect to services, and services to connect to community, with a focus on improving health and wellbeing for children, youth, and families.

We are located opposite ANZ in Stockland Rockhampton and are open Wednesday to Friday (with some Saturdays). We also have a facebook and Instagram page for information about upcoming events and Our Space news.

If you have information (such as flyers or brochures) for our target group please feel free to drop them off! If you would like to operate an activity from the space please contact ourspacecoordinator@gmail.com or phone 0498 319 116 for a booking form and booking guidelines. Web: <https://www.facebook.com/OurSpaceRockhampton/>

Parentline

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm. **1300 30 1300**

To find out more, please visit: parentline.com.au or check out Parentline Qld + NT on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: admin@parentline.com.au

Relationships Australia (Qld)

Children's Contact Service: CCS provides a safe and neutral place for children of separated parents to establish and maintain a relationship with their other parent and family members. The main functions of the program are facilitated changeovers and supervised contact. The service is short-term process aimed at supporting families to transition to self-managed post-separated parenting. The general timeframe for service is aimed at 4-8 months though this may be extended depending on individual families' needs and the best interests of children. Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277

Parenting Orders Program (POP): Provides psycho-education around post-separation parenting, the impact of conflict on children, communicating with an ex-partner, and boundaries. It is an eight-week program delivered via group or one-on-one. Service users can register for the program by contacting Ph: 1300 364 277.

Family Dispute Resolution: Family Dispute Resolution is a forum that provides parents the opportunity to discuss and come to arrangements regarding the care and wellbeing of their children. Family Dispute Resolution occurs when each party has met with the mediator, and it has been assessed as suitable to proceed. In instances where it is not suitable to proceed then the parties may be eligible for a s60i certificate. This program conducts parenting and property mediations. Ph: 1300 364 277.

Relationship Counselling - Counselling provides an opportunity to discuss and be supported to work through couples' issues, conflicts with friends, relationship breakdown (family, intimate partner, parental, social etc). People may choose to attend counselling as an individual, couple or family. There is a charge for this service which is provided out of our Rockhampton and Gladstone venues. Ph.: 1300 364 277

<https://raq.org.au/locations/rockhampton/>

<https://raq.org.au/locations/gladstone/>

Rockhampton Neighbourhood Centre (RNC)

A: 81 High Street, Berserker (Co-located with the Housing Hub)

W: <https://www.vinnies.org.au/qld/rockhampton-neighbourhood-centre>

T: 7 4890 4604

E: rockync@svdpqld.org.au

The Rockhampton Neighbourhood Centre is community-driven and responsive which ensures the space remains diverse and vibrant.

Activities to be delivered through the Neighbourhood Centre can be categorized under three broad key areas:

- Link people with formal and informal support;
- Create social connections and inclusion; and
- Integrate local community action

As the RNC is a new initiative for Rockhampton, we will continue to update activity information on our website and send out alerts via Facebook

Rockhampton Specialist Therapy Services - Act for Kids

Rockhampton Specialist Therapy Services- Act for Kids is a free therapeutic service that adopts evidence- based interventions to children and young people that have been impacted by unwanted sexual experiences (aged 0 to 18 years) or those who display harmful sexual behaviours (aged 10 to 17 years). See [Act For Kids](#) in this Directory

Sacred Heart Conference St Vincent de Paul Conference Yeppoon

By arrangement, support provided for emergency situations including food and clothing and furniture when available.

Support Office: 74 John Street Yeppoon

Phone Number: 4939 3141

Postal Address: P.O. Box 628 Yeppoon Qld 4703

Email: sh4703@svdpqld.org.au

Salvos

The Salvation Army Capricorn Region. Offering a range of services for the regional area. PH: 49235600 131 - 137 Park Street NORTH ROCKHAMPTON QLD 4701. Emergency Relief program I Rockhampton hours will be Wednesday and Fridays (excluding Public Holidays) 9.00am to 11:00am

People requiring assistance will need to ring our Phone Assessment Line on 07 3001 6288 Monday to Friday between 9am and 4pm. (This line gets very busy of a morning and people tell us that late morning to early afternoon is perhaps the best time to ring)

• Assessment of eligibility and level of assistance to be given is determined over the phone.

•

If assistance is approved, a gift card that operates as an EFTPOS card may be assigned.

Once approved, SAL Connect cards can be collected on a Wednesday or Friday between 9am and 11.00. Two identification documents must be provided. One of them being photo ID.

Red Shield Family Stores

Rockhampton North: 414-434 Yaamba Rd, Norman Gardens QLD 4701 Red Hill Homemaker Centre, just down from BCF. This store is open Monday to Friday 9am to 4.30pm and Saturday 9am to 3pm

Doorways Case Work: The Doorways casework service supports people who want to make positive changes in their lives. The Salvation Army believes everyone has the capacity to change. A caseworker will walk alongside you, as you develop a plan together to achieve your goals.

Doorways case workers can help with · Living Skills · Advocacy · NILS Loans · Budgeting Skills · Spere Debts WDO · Connecting with community and interest groups · Relationships · Positive Lifestyle Program · Spiritual matters · Referrals to specialist service If we are not able to provide you with the right support, we will endeavour to put you in contact with people who can.

Call Kristine on 0438 144 502 or email kristine.fry@salvationarmy.org.au
Monday, Wednesday, Friday 8.00-4.00

Services Australia

Services Australia: we deliver government payments and services

Shared Mailbox for DHS Social work Team based in Rockhampton.

Social Workers no longer have an access phone line, which used to be 49385467. Due to new telephony it has gone. Each social worker now has their own direct number.

This mail box is not for customers, but for agencies to ask for contact by social worker regarding DHS business ROK.SW.Team@humanservices.gov.au

Centrelink

Centrelink delivers a range of payments and services which can be accessed online, via the Phone 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). – or click on [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.

Before you contact us, it may be faster for you to read more about:

CQ Service Directory September 2025

- The [parent's guide to child support](#)
- our [Child Support estimators](#)
- updating your [personal details](#)
- a [Child Support assessment](#)
- [Child Support when parents and children live overseas](#).

If you can't find what you're looking for, you can [contact us](#).

New Customers can apply online for a [Child Support assessment](#). If you have a general question that you can't find the answer to, and it's not urgent, you can make a [general Child Support enquiry online](#). Don't include sensitive information. If you require immediate assistance or you're facing crisis or hardship, [call us](#).

Before you contact us, read the information other people found useful:

- [Child Support online accounts](#)
- [help for online accounts and mobile apps](#)
- check for [scheduled outages](#) if you receive an error.

If you still need help with your online account, our [online account guides and video demonstrations](#) may help. Also see [Services Australia](#)

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

Strengthening Family Connections

Strengthening Family Connections (SFC) embraces a holistic approach utilising a strength's based framework to support families/individuals, with children/young people (0 - 18 years) on the Capricorn Coast. We recognise that all individuals have their own natural resources, strengths, knowledge, and life experiences to draw from.

SFC services include; Family and individual counselling/support (across a wide range of issues), education, parenting support, information, advice and referrals to other agencies and support services. Individuals/families can self-refer or be referred by other agencies with the individuals/family's consent.

SFC services are offered to individuals/families who are not currently subject to statutory child protection intervention and at no cost.

Strengthening Family Connections was proudly established by Livingstone Shire Council in partnership with the Livingstone Community Action Group (LCAG), and is funded by the Department of Child Safety, Youth and Women.

Phone: (07) 4913 3830

Address: 35 William Street, Yeppoon (behind the Library)

Email: sfc@livingstone.qld.gov.au

Open Hours: Monday – Friday 8:30am – 5:00pm

<https://www.livingstone.qld.gov.au/SFC>

Strong Communities

Strong Communities Ltd. Is a not-for-profit organisation which supports regional communities' wellbeing through the provision of services for children, families and organisations.

Programs offered include evidence based, early intervention programs to support parents, respectful relationship education programs for youth, grief, loss and resilience programs.

Facilitators are based in Rockhampton, Gladstone and Boyne Valley with outreach programs across Queensland.

Programs currently available:

- Circle of Security® Parenting™
- Engaging Adolescents™
- Seasons for Growth Child and Young People
- Seasons for Growth Parenting
- Seasons for Growth facilitator training
- 1-2-3 Magic® & Emotion Coaching
- Tuning in to Kids Parenting
- LOVE BiTES and LOVE BiTES Junior
- Drumbeat - Building resilience through rhythm
- Cultural Awareness Training

For more information: info@strongcommunities.org.au or: 0404 722 553
<https://strongcommunities.org.au/>

Time for Grandparents

Time for Grandparents 1300 135 500. Support for grandparents raising grandchildren. <https://grandparentsqld.com.au/>

The Smith Family

Saver Plus is a matched savings and financial education program funded by the Australian Government. It is delivered by Community organisations in 61 communities across Australia and is supported by the ANZ bank. The program is designed to assist families on lower incomes to:

- Improve their levels of financial education
- Develop a long term savings habit
- Purchase educational items for themselves, if they are studying as an adult, or children at school or starting Prep next year.

Participants attend 4 “MoneyMinded” financial skills workshops and remain on the program for 10 months. Participants are encouraged to save up to a maximum of \$500 and as an incentive, the ANZ rewards their savings by matching them dollar for dollar (up to \$500) to purchase education items.

To be eligible, Participants must:

- Have a Centrelink Health Care or Pensioner Concession Card
- Be at least 18 years old
- Have some regular income (paid) from work (themselves or their partners) including casual, part time, fulltime, seasonal employment or cash in hand.
- Be a parent or guardian of a child at school OR Prep next year, be attending or returning to vocational education themselves.

Communities for Children FP Capricorn works with local organisations to empower and support a strong, child friendly community to enhance the wellbeing of children

and families. Communities for Children FP Capricorn fund Community Partners to deliver early intervention and prevention services within the Capricorn Region (Rockhampton Regional and Livingstone Shire Council areas) for children aged birth to 12 years and their families.

All projects are aligned with one of the following priority areas:

1. Children and their families lead healthier lifestyles
2. Parents and carers are better able to support their child's development
3. Young children are better prepared for school and have increased school engagement
4. Aboriginal and Torres Strait Islander children have improved health and learning
5. Community Connectedness

The *Learning for Life* program works in partnership with families to support their children's education and increase their chances of success at school. *Learning for Life* provides support from a dedicated Family Partnerships Coordinator, access to programs for the whole family and scholarship money to help with the costs of schooling. To be eligible, families must have a Health Care or Pensioner Concession Card, have a child in a primary school we partner with and support their children to attend school regularly.

Learning for Life also offers educational programs to enhance students' literacy and numeracy skills, reading, mentoring and careers, transition to high school and learning clubs. *Learning for Life* also offers training for professionals in the early years learning programs Let's Count and Let's Read.

For more information, please contact:

Karen Mulligan

Family Partnerships Coordinator - Learning for Life

The Smith Family

M 0481905240 E karen.mulligan@thesmithfamily.com.au

Tracey Blok-Earl

Programs Coordinator - Learning for Life

The Smith Family

M 0434780077 E tracey.blok.earl@thesmithfamily.com.au

<https://www.thesmithfamily.com.au/programs/community/communities-for-children/capricorn>

True Relationships and Reproductive Health (Clinic)

True (formerly FPQ) provide expert reproductive and sexual health services to women. Clients do not need a referral to visit True however referrals from GPs and hospitals are welcome. Clinics are staffed by female GPs and all services are totally confidential. For an appointment phone 4927 3999 or online www.true.org.au/clinic

True Relationships and Reproductive Health (Community Education)

True has been trusted by schools, families and community groups to deliver relationships and sexuality education for over 40 years. True's approach to education involves respectful facilitation, free of discrimination and mindful of the diversity that exists in different relationships and families. True also offers education programs

tailored to meet the needs of people with a disability as well as their families and carers. A range of resources are also available to purchase through the website.

For further information phone 4921 3655 or visit www.true.org.au/education

UnitingCare Queensland - Rural Family Support Service – Central Queensland (CQRFSS)

Family support is funded to strengthen the capacity of families with children and young people (unborn to under 18) who find themselves in vulnerable circumstances. The service uses a case management model to prevent crises or problems within families arising or escalating and to stabilise or maintain family wellbeing.

Rural Family Support Service aims to improve the wellbeing and safety of families in our community by:

- o building the capacity of parents to care for, protect and raise their children,
- o providing links to local support services,
- o advocating at community and parenting groups,
- o providing resources to families to deal with and manage family issues, and
- o providing parenting tips, workshops and opportunities to meet with other parents

I can work with:

- o families with children aged 0 to 18 who live in the Mount Morgan region including: Mount Morgan, Stanwell, Dululu, Wowan and Westwood.
- o schools
- o service providers
- o self referrals

To chat, get more information or to refer:

- o Call 0447 043 304
 - o Email linda.browning@uccommunity.org.au
 - or cqruralfamilysupport@uccommunity.org.au
- 8.30 am to 4.30 pm Monday to Friday

Vinnies Support Centre

The Support Centre seeks to reach out and support those in need, offering a hand-up based on individual needs.

This is done by supporting and listening to all during difficult times and providing services, such as Food Hampers and Assistance for special requirements. These special situations include:- Children's Educational Funding, Christmas Hampers, assistance with completion and the submission of NILS Applications.

The Centre also assists Schools and Agencies with food to support those in need, as required.

We can be reached by calling 4927 6026, best call between 9.00 and 9.30am, to make an appointment to visit us at 233 Alma St, Rockhampton.

We are open on Tuesday, Thursday, and Friday from 9.00 am to Midday.

Please bring hard copy of Income Statement to Interview.

FINANCIAL COUNSELLING AND SUPPORT

Anglicare CQ

Rockhampton Address: 160 - 164 Musgrave St,
North Rockhampton
Phone: 1800 769 814
Email: Web-enquiries@anglicarecq.org.au
Office Hours 8:30am – 5:00pm Monday – Friday
Website: <https://anglicarecq.org.au/>

Service Types:

- Financial Resilience
- Emergency Relief

CQ Financial Counselling Service

The CQ Financial Counselling Service offers free financial counselling for areas that include:

- Credit/Debt Law
- Bankruptcy
- Budgeting
- Advocacy
- Consumer Law
- Finance Industry Practice
- NILS Loans

CQ Financial Counselling Service is now an agent for No Interest Loans Scheme through Foresters Group. If you have any clients who are seeking a No Interest loan of up to \$1200, please ask them to call CQ Financial Counselling Service on 49281844 to make an appointment. We will be conducting outreach for NILS to Yeppoon, Gracemere, Mount Morgan & Marlborough. Items include White goods, Health items, Technology, Outdoor Equipment, Education, Repairs & Maintenance, Household Furniture.

Must have a pension or health care card. We do not provide loans for Bond & Rent, rent arrears, Living expenses such as food, Gas electricity or phone bills. Loans are not approved for: Cash advances, debt repayment and consolidation.

If any organisation wish CQFCS staff to attend and explain NILS more fully please contact the office on 49281844 or email: info@cqfcs.com

Contact Information: Shop 4/72 High Street ((on the corner of High and Ford Street, next to Northside Plaza - the office faces Ford Street) North Rockhampton. Phone. 07 4928 1844.

For emergencies contact the Financial Counsellor on 0408 761 311.

Money Smart

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: To find teaching resources – then please click on [Money Smart](#)

Relationships Australia Qld's Senior Financial Protection Service (SFPS)

SFPS aims to improve the financial resilience of Older Persons through the provision of:

- Information, advice, and referrals to Older Persons experiencing, or at risk of experiencing, financial abuse
- Information, advice, and referrals to Older Persons who are in the process of making financial decisions for later on in life
- Financial counselling and case management in some instances

Who is the service for?

Older persons aged 60+ (non-Indigenous) and 50+ (Aboriginal and Torres Strait Islanders) who are experiencing, or at risk of experiencing, financial abuse and reside within one of the following areas:

- Gold Coast
- Sunshine Coast
- Mackay
- Rockhampton
- Gladstone

If you would like more information or are interested in accessing this free service please call 1300063232

<https://raq.org.au/services/senior-relationship-services/senior-financial-protection-service-srms/>

Rural Financial Counselling Service (RFCS)

RFCS provides free, confidential and impartial rural financial counselling to farmers, fishing enterprises, forestry growers and harvesters & small related businesses who are experiencing financial hardship or are at risk of financial hardship.

We can help:

- To prepare cash flows for finance loans (including government concessional loans), bank reviews or farm planning
- Negotiate and meet with lenders
- Identification of appropriate business options & development of an action plan
- Develop a Business Plan
- To prepare for succession planning
- To prepare for retirement
- To assist farmers to access the *Farm Household Allowance (FHA)* - this is Federal Government assistance for farmers experiencing hardship (drought, flood, or other issues effecting the financial capability of the business)
- To provide information about government (State and Federal) and other assistance schemes
- Referral to other appropriate agencies for personal or business support within the government & private sectors

Contact: Rural Financial Counsellor

Rural Financial Counselling Service Southern Queensland (Rockhampton Office)

C/- QDAF Building 25 Yeppoon Road Parkhurst QLD 4701

Tel 0429 894 474 | Fax 07 4622 3699

www.rfcssq.org.au | [Facebook](#)

Salvos: Moneycare Financial Counselling Services

Moneycare is The Salvation Army's free financial counselling service for individuals, couples and families. Our qualified staff provide information and support to help you deal with your current financial situation and learn how to manage money well in the future. Phone 1800 722 363

Small Business Financial Counselling

Small Business Financial Counselling is funded by the Government to assist, support, and empower Small to Medium Businesses – Our service is free of charge, confidential, impartial and independent.

We are able to:-

- One-on-one consultation to discuss options that are available, funding and grants and support in completing applications,
- Support in understanding situations and compliance obligations
- Confidentially assess and prepare reports on current financial position, cash flow and viability
- Identify appropriate business options, help develop an action plan.
- Help Prepare for meetings with financiers.
- Help identify the need for advice from, and to prepare for meetings with professional service providers.
- Help with preparation and management of natural disasters.
- Provide referrals to additional assistance from other professionals and services from within both government and private sectors.

Contact: Sharon Kingston | Small Business Financial Counsellor
Small Business Financial Counselling Service Southern Queensland
Capricorn Region: Mob 0436 122 381 | Head Office 1300 732 777 |
www.rfcssq.org.au | [Facebook](#)

UnitingCare - Financial Resilience and Wellbeing Services

UnitingCare's Financial Resilience and Wellbeing Services provides free, independent and confidential financial counselling and education, empowering individuals and communities to build financial resilience.

UnitingCare's financial counsellors provide face-to-face or phone financial counselling and advocacy to individuals within the community. They provide tailored support in relation to financial wellbeing, debt management and explore options available for individuals in financial crisis. They explain complex financial issues, for example bankruptcy, mortgage stress, debt waivers and payment arrangements. Financial counsellors ensure you are informed on your rights and responsibilities relating to credit and debt collection and can connect you with appropriate community agencies, Government Departments and resources to ensure you can make informed decisions around your financial situation.

UnitingCare delivers free education sessions and workshops to individuals or community groups, providing essential financial literacy skills and tools that enable them to manage and improve their finances.

To book a Financial Counselling appointment or enquire about financial education sessions please contact the Rockhampton office on 07 4930 7346 or the National Debt Helpline on 1800 007 007.

<https://www.unitingcareqld.com.au/services-and-support/counselling-and-wellbeing/financial-counselling>

GOVERNMENT SERVICES

Adult Restorative Justice Conferencing (ARJC)

The Department of Justice and Attorney General has expanded its Adult Restorative Justice Conferencing (ARJC) network and has commenced operations in Rockhampton and surrounds.

Restorative Justice Conferencing can take place at any stage of the criminal justice process (pre-charge, diversionary, pre-hearing/sentence, post-sentence) and is designed to address the harm caused by criminal behaviour. Crime is more than the breaking of a law - it harms people and the wider community. Where the person responsible for harm and the person or people harmed are willing and able, they may benefit from participating in a restorative justice process. The process allows each person to talk about what happened, explain the impact it has had and make decisions about ways to repair or reduce the harm. The ARJC process is voluntary, confidential, privileged, and free.

People harmed by crime may want to get answers from the person who harmed them. They may want to tell that person how their behaviour impacted them. They may want an apology, or to have that person do something meaningful to make things right. A person responsible for causing harm may want an opportunity to explain themselves to the person they hurt. They may want to apologise for their behaviour and make amends. Restorative justice provides people with a space to have their needs met and to move forward with their lives.

Any offence against a person which has caused harm can be referred to ARJC. Common referrals include (but are not limited to) common assault, assault occasioning bodily harm, grievous bodily harm, sexual assault, child complainants, fraud, wilful damage, and stealing. Offences where there is no readily identifiable victim, such as driving under the influence and most drug offences, are unlikely to be suitable for restorative justice conferencing.

Police and Police Prosecutions can refer matters to ARJC. Defence solicitors or barristers may initiate a referral by discussing the matter with Police Prosecutions or a Magistrate. People who have been the victims of crime can also self-refer. For further information or to discuss potential referrals, please contact ARJC.Rockhampton@justice.qld.gov.au or phone (07) 4887 1759.

Centrelink

Skip the queue — make an appointment

You don't have to wait in line for Centrelink services.

Let us know if you need an interpreter and we'll arrange one for free.

To make an appointment:

- call your regular payment line
- Job seekers..... 132 850

Students and trainees.....	132 490
Families.....	136 150
Disability and carers.....	132 717
Older Australians.....	132 300
My Aged Care	1800 227 475

To speak to us in languages other than English call..... 131 202

For more information go to:

<https://www.servicesaustralia.gov.au/appointments>

CQ Dispute Resolution Centre

Established by the Queensland Government as a free, confidential and impartial mediation service to the community, the Dispute Resolution Centre's provide an alternative way of settling dispute without going to court. Large organisations may be charged a fee.

The Central Queensland Dispute Resolution Centre mediates a wide range of dispute including neighbourhood, trees and fences, workplace, commercial, family (property, elder and intergenerational) and court-ordered matters. The Centre also facilitates multi-party meetings and facilitations for larger groups. Around 90% of matters that are mediated result in agreement with high satisfaction rates.

The Central Queensland Dispute Resolution Centre is situated in the Rockhampton Courthouse and can provide mediations over the phone, MS Teams and through various Central Queensland venues. Office hours are 8.30am-4.30pm Mon-Fri. After hours mediations are conducted by appointment.

To apply for mediation online, visit www.qld.gov.au/applymediation. For more information on the full scope of Dispute Resolution and Training services visit www.qld.gov.au/disputeresolutionbranch

Address: Virgil Power Building, 46 East Street, Rockhampton Qld 4700

Telephone: (07) 4887 1760 or 1800 817 927 (toll free outside Rockhampton)

Email: drc.central@justice.qld.gov.au

CQ Hospital & Health Service *Child Development Service*

The Child Development Service is to provide a trans-disciplinary early intervention developmental service for children experiencing complex multi-dimensional developmental conditions. The service focuses on children under eight years of age who have challenges in multiple areas of development. The service focuses on empowering families with a shared diagnostic understanding of their child's developmental and medical presentation and how they can best support their child across the life course. Referrals are accepted from General Practitioners, Child Health Nurses and Paediatricians. Enquiries accepted from parents and a referral form can be provided to support a GP referral.

Queensland Health provide other paediatric allied health services (e.g. dietetics, occupational therapy, physiotherapy, podiatry, speech pathology) for young people up to 18 years of age relating to medical conditions that are likely to result in deterioration of health status or hospitalisation if not treated. Referral processes and eligibility criteria differ across allied health departments.

Contact information; Child Development Service / Division of Family, Women & Children. CQ Hospital & Health Service Qld Gov. Sub-acute, Ambulatory & Community Services 82-86 Bolsover Street PO Box 501 Rockhampton Qld 4700 Phone (07) 4920 6900 Fax (07) 4920 6871

Child & Youth Mental Health Service (CYMHS)

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

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

[Child Development Service](#)

Department of Customer Services, Open Data and Small and Family Business

Level 3, State Government Building, 209 Bolsover Street

General enquiries [13 QGOV \(13 74 68\)](tel:13007468) <https://desbt.qld.gov.au/>

Department of Families, Seniors, Disability Services and Child Safety

Address: 36 East St, Rockhampton City QLD 4700

Phone: (07) 4848 4500 <https://www.dcssds.qld.gov.au/>

Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism

The Rockhampton office covers the local government (regional and shire council) areas of Central Highlands, Gladstone, Rockhampton, Banana, Barcaldine, Barcoo, Blackall Tambo, Diamantina, Longreach, Winton and Woorabinda.

Address: Level 2, 209 Bolsover Street, Rockhampton Qld 4700

Postal address: PO Box 883 Rockhampton Qld 4700

Phone: 07 4887 1600 Web <https://www.tatsipca.qld.gov.au/>

Department of Youth Justice and Victim Support

Level 3, State Government Building, 209 Bolsover Street. Ph: 4848 4600

<https://www.youthjustice.qld.gov.au/>

Housing Assistance, Bond Loans, RentConnect Services

Department of Housing & Public Works, Rockhampton Housing Service Centre

PH: 4848 7000

Family Court of Australia

Family Law Court and Federal Magistrates Court

Ph: 1300 352 000

National Emergency Management Agency

david.mazzaferri@nema.gov.au ph 0448 046 436). or

National Emergency Management Agency

Ph 0417632018

[Recovery Support Officers | National Recovery and Resilience Agency](#)

Office of Early Childhood and Education Care

Early Childhood Information Service Free Call 13 7468

Kindy Hotline 1800 45 4639 Website: www.deta.qld.gov.au

Public Guardian Office Of The

1300 65 3187 adult@publicguardian.qld.gov.au www.publicguardian.qld.gov.au

Queensland Human Rights Commission Queensland

James Larcombe Place, Level 1, 209 Bolsover St. Rockhampton. Phone: 07 4933

5104 or toll free on 1300 130 670 Email: enquiries@qhrc.qld.gov.au

Web: www.qhrc.qld.gov.au

Rockhampton Community Corrections (formerly Probation and Parole)

209 Bolsover Street, Ground Floor, James Larcombe Building, Rockhampton Qld 47001 Office phone number – 07 4999 4500

Rural Financial Counselling Service (RFCS)

See [Rural Financial Counselling Service \(RFCS\)](#) in this Directory

Contact: Rural Financial Counsellor

Rural Financial Counselling Service Southern Queensland (Rockhampton Office)

C/- QDAF Building 25 Yeppoon Road Parkhurst QLD 4701

Tel 0429 894 474 | Fax 07 4622 3699 | www.rfcssq.org.au | [Facebook](#)

Services Australia

Services Australia: we deliver government payments and services

Centrelink

Centrelink delivers a range of payments and services which can be accessed online, via the Phone 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). – or click on [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. For more information on child support see [Services Australia](#) in this Directory and the [Services Australia](#) website.

My Aged Care

Services Australia now provides a new [face-to-face service](#) to support older Australians and their representatives or nominees to access and navigate My Aged Care.

Staff in all our service centres can help with general information about My Aged Care. For more specialised assistance we also have Aged Care Specialist Officers (ACSO) available for face-to-face appointments in some service centres. From December 2022, there will be 70 ACSOs and 10 outreach ACSOs around the country.

Jill Griffiths is the new Aged Care Specialist Officer for Rockhampton service centre and is available for face-to-face appointments. Appointments can be made by calling our Aged Care Line 1800 227 475 or by visiting any service centre.

GRIEF AND BEREAVEMENT COUNSELLING (including for suicide)

Calm C-A-R-E Suicide Awareness Program – 3.5 hours duration

The Calm C-A-R-E Suicide awareness program can be delivered to organisations or community groups to ensure our community has members who are suicide aware, and recognise when someone may be thinking about ending their life. This course will educate to recognise the subtle warning signs that are often missed or overlooked, how to approach them, make a connection, and know what to say. Above all, it will instil confidence to put your hand up to assist, when someone may be signalling they are in crisis.

For enquiries contact Scharryn Kneen, a qualified facilitator, on 0407 147 778 or email kalmerwaters@bigpond.com

Time & Space For You

- Life Purpose Coaching
- Grief & Bereavement Counselling
- Parent – Child Relationships
- Women's Matters

www.eva-lpc.com timeandspace.lpc@gmail.com

At Time & Space for You Eva's holistic approach starts with attentive, mindful and compassionate listening. As an experienced counsellor, Eva will provide a safe and supportive environment.

Here you can explore your thoughts and feelings.

If you find yourself in a time of transition, or you know something has to change for you – Eva guides you to more clarity, enabling you to see your path ahead.

Eva is dedicated to empowering individuals to achieve their full potential by supporting them on their journey to personal clarity & self awareness.

Eva Reins-Haag is also a German Learning Consultant & Practical Educator (Pedagogical Specialist). Counselling in this specific area will involve the parents and/or the child. First Eva gives them an understanding how learning processes are unique for each individual. Then she shares practical tools tailored to each individual to make the learning situation a more relaxed one.

The first, brief conversation with Eva is free and an opportunity for both to get to know each other and identify the beneficial areas of focus.

(Conversations are offered in English, German and PNG Tok Pisin)

Find out more: www.eva-lpc.com

StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast

STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. This is a free service.

Many people are impacted by each suicide death including family members, close friends, kinship groups, colleagues and whole communities.

We can help with:

- Understanding and responding to your needs
- Phone, Telehealth, face to face and group support
- Locally tailored community and workplace workshops
- Information and referrals to other local organisations.
- Free books and resources are also available

Contacts: StandBy Central Qld, Wide Bay & Sunshine Coast Support

Ph: 1300 727 247

Email: standby.cqwbcs@uccommunity.org.au

Web: www.standbysupport.com.au

Suicide Call Back Service 1300 659 467

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

Telehealth Bereavement Counselling

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service.

The Service is the first of its kind in Australia. It gives clients access to a specialist bereavement counsellor in a virtual setting, via a computer, iPhone or smart phone, or a tablet. Now, all Australians, regardless of location or circumstance, can access the Centre's services and can maintain control over the setting and context of their own counselling.

The telehealth counselling service can be accessed through:

(03) 9265 2100 or

info@grief.org.au.

www.grief.org.au

HEALTH

ashar health.

ashar health is a specialist mental health and addiction practice providing assessment, treatment, interventions and planning for people 14 and older via in person and telehealth service. The first private Nurse Practitioner service for Mental health and addiction in Central Queensland. This service is mixed billing and clients do not require a referral.

The practice is ran by Stacey Styles, Nurse Practitioner.

Phone: 0456 925 795 Email: asharhealth1@gmail.com

CQUniversity Rockhampton Health Clinic

The CQUniversity Rockhampton Health Clinic is a public access clinic with state-of-the-art health facilities. It allows a practical learning environment for students and a

range of health services which are available to CQUniversity staff and students as well as the general public. This facility is a working partnership with the Central Queensland Hospital and Health Service (CQHHS).

Health Services offered at the clinic include:

Physiotherapy
Oral Health
Podiatry
Speech Pathology

Book an appointment today.

Benefits of booking an appointment with CQUniversity health students:

- Very competitive pricing.
- CQUniversity students are studying latest practice in the areas of allied and oral health.
- A registered clinical supervisor oversees all work done by the students.
- You will be supporting CQUniversity students as they work to gain full qualifications/accreditation.

Email: RockhamptonHealthClinic@cqu.edu.au

For oral health appointments phone 07 4930 9031, for all other appointments phone 07 4930 9030.

Central Queensland Hospital and Health Services

- Occupational therapy
- Social Work
- Pharmacy

For appointments see [Queensland Health -Sub Acute Care and Chronic Rehabilitation \(SACCR\) Clinic Referral](#) or phone: 07 4930 9009

Expand Health – mobile physiotherapist

Leigh Besch mobile physiotherapist providing an in your own home service.

Phone number: 0459 889 359

Email: Leigh.expandhealth@gmail.com

Maternal and Child Health Services

The Maternal and Child Health Service provides a range of community health and support services for children and their parents/carers to give every child the best possible start in life. By providing support, early intervention and prevention services at the right time, the service aims to ensure children and their families are nurtured, safe and able to realise their full potential. Services are delivered in Child Health Centres or in the home. We have a dedicated team of Child Health Nurses, Indigenous Health Workers and Early Intervention Clinicians (Social Worker or Psychologist)

Our Team Offer:

- Feeding and nutritional support/information
- Parent support groups
- Indigenous Immunisation clinic
- Parenting intervention to enhance parenting

- Health, growth and developmental checks including sight, hearing, sleep, behaviour and any other parental concerns

Services provided include:

- Drop-in Clinics
- Extended Midwifery Service
- Well Baby Clinics
- Early Intervention Clinicians
- Parenting Groups
- Home Visiting
- Hearing Tests for 4-18 years age group
- Aboriginal and Torres Strait Islander Specific Maternal and Child Health Services:
 - Immunisation Clinic
 - Paediatric Clinic
 - Hospital Liaison
 - Well Baby Clinics at The Children and Family Centre

Our Maternal and Child Health Service is available in Community Health Centres in Rockhampton, Gracemere and Mount Morgan.

For more information or to book a free appointment please call us on Phone: 07 49206900

Email: MACHS.Rockhampton@health.qld.gov.au

<https://www.health.qld.gov.au/cq/services/child-and-family-health>

National Health Services Directory: *Download the healthdirect app*

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia's free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <https://www.healthdirect.gov.au/health-app>

Pregnancy, Birth and Baby 1800 882 436 www.pregnancybirthbaby.org.au

Visit Pregnancy, Birth and Baby is a phone and online service for all Australians, providing information, advice and support through pregnancy, childbirth and the first year of parenthood

Queensland Government: Find a medical Service

<https://www.qld.gov.au/atsi/health-staying-active/find-medical-service>

INDIGENOUS KNOWLEDGE SPECIALISTS AND BUSINESSES

Darumbal People Aboriginal Corporation

Darumbal People Aboriginal Corporation Registered Native Title Body (DPAC RNTBC) is a non-profit organisation that acts on behalf of Darumbal people. We take real action for the benefit of our people. We promote our [culture](#), our [language](#) and [customs](#). We are advocates for [traditional land management](#) and are the traditional custodians of Darumbal country.

CONTACT: [\(07\) 4926 0026](tel:0749260026) admin@darumbal.com.au

Contact hours: 8.30am – 5.00pm Monday to Friday

<https://darumbal.com.au/>

DBS Group

DBS Group are excited to now be working in the NDIS space.

Our family owned & operated business believes in working towards brightening the future for indigenous people and those with significant and permanent disability by creating a safe and liveable household environment with our services.

We do this by making personal connections with the traditional owners and elders of the land on which we are working and encourage them to engage the young members of their community in our workforce.

We are a 100% Indigenous owned and operated organisation, servicing Central Queensland and Central Highlands areas. Principal Director, Neil Berry, is also a Traditional Owner of the Gugu-Badhun mob in North Queensland.

Our values:

- Integrity
- Loyalty
- Quality
- Family
- Fun

Our services for NDIS:

- Building maintenance and renovations
- Home repairs and fit outs
- Yard and lawn maintenance
- Landscaping

Contact us:

1800 DBSQLD | projects@dbsqld.com.au

| 155 East St, Rockhampton

<https://dbsqld.com.au/>

37 Macaulay Road, Emerald

Ev Carte. Aboriginal Broker, Capricorn Coast Abn: 93204944261

Aboriginal & Torres Strait Islander Peoples engagement specialist/facilitator

Proud Gooreng Gooreng Woman: Part of the "Bringing them Home Policy":

Long term local to Capricorn Coast

- .Available to provide tailor-made Education Sessions, to assist in embedding Aboriginal and Torres Strait Islander Perspective's (including on Country)
- Supporting organisations until trust/engagement is established with clients.

Please contact if you feel I may assist with anything evcarte@gmail.com 041 8755434

Hookoli Arts and Design

Sharon Schneider

FB: Hookoli Arts and Design IG: chocolate bunyah

<https://www.facebook.com/groups/141396206020717/>

Indigenous Knowledge Centre (IKC)

Address: 122 Carbine Street, Woorabinda QLD 4713

Email: ikc1@woorabinda.qld.gov.au

Phone: (07) 4935 073

[Follow us on Facebook](#)

The Woorabinda IKC is a place to research, read and relax. We are 1 of 25 Indigenous Knowledge Centre across the state of Queensland from Cherbourg (South Burnett, Qld) to the Torres Strait Islands (Far North Qld).

These IKCs provide access to knowledge such as books and records, as well as a range of other reading and study material and free internet access. Specific Indigenous knowledge material are also available.

Indigenous Knowledge Centres (IKCs) are a Queensland public information hub and library owned and operated by Indigenous Shire Councils, with assistance provided by the Library Board of Queensland (Library Board)

Kerryanns Art

Kerryann Rostron – Aboriginal Artist

Traditional and Modern

Authentic and Original

Ph: 0413 692 555

FB: Kerryanns Art <https://www.facebook.com/groups/271590573498175/>

Melissa Mills Studio

Rockhampton's Award Winning Photographer

Melissa is a proud First Nation Woman and has been capturing people since 2015 and she is a pretty inspirational speaker too.

Born and raised in Rockhampton, Qld, Australia, Melissa first love has always been crafting art that her clients love.

Our studio is class and exceptional service for gorgeous portrait (fine art) and boudoir sessions!!

You deserve this experience and we make it all about you.

With our extensive high-key professional knowledge and experience in photo sessions, we take on all the pressure, so you have an incredible time with a copious amount of fun!

Our entire experience is purposely designed specifically to you and provide stunning wall art that you and your family will adore forever!

*My job is to capture you. How do you want to be seen? Who is the person within?
Fine Art Portraits are our speciality.*

All you need to do arrive, and let me worry about the rest."

- Melissa Mills

Phone: 0450 781 007

Appointments: melissamillsstudio.com.au

<mailto:melissa@melissamillsstudio.com.au> 176 Campbell Street, Rockhampton Qld 4700

<https://melissamillsstudio.com.au/>

Six Sister Girls – Jo Burgen – Waanyi Artist

Monto, Queensland Ph: 0467184646 Email: Info@sixsistergirls.com.au

Wade Mann – Darumbal Elder: Indigenous Cultural Awareness Training.

Group training sessions run at regular intervals. Cost 181.50pp with morning tea and lunch provided. This training is open to everyone – Indigenous and Non-Indigenous (businesses, non-profit organisations, TAFE Colleges, hospitals, sporting clubs and individuals).

Participants will be welcomed with a traditional Welcome To Country and performances by traditional Darumbal dancers.

Topics covered include: Darumbal history pre-European settlers; Structure of Darumbal land and Darumbal tribes; Cultural practices; Massacres around Central Queensland; History of removal from land; Issues in community – and much, much more.

For bookings contact Wade Mann on 0429 395 840 : wademann@hotmail.com

INFANTS

Mandy Dexter MAPS Neonatal Behavioural Observations accredited practitioner, working with all infants, including high risk infants and parents. 28 Bolsover Street, PO Box 540 Rockhampton Q 4700.

Phone 4921 1224; 0437827164.

LEADERSHIP

Leadership Development

Trudy Graham is a leadership mentor, trainer and speaker. She offers programs for government, NGOs and businesses who are interested in:

- Growing leadership capability, including middle managers
- Developing stronger teams to deliver results
- Investing in leadership development for women
- Facilitating communities of practices, leaders learning circles or professional learning groups
- Providing executive coaching for leaders.

Trudy has over 30 years of leadership experience in education, including 8 years as an Assistant Regional Director with Dept of Education in Central Queensland. She has a Bachelor of Education and holds a Solution-Focus Business Professional certificate in coaching. She lives in Rockhampton and her entire career has been in rural, regional and remote areas, so she knows first-hand the challenges for leaders across Central Qld.

Website: www.trudygraham.com.au

Email: trudy@trudygraham.com

Mobile: 0400 830 400

LEGAL PRIVATE: CQFLPN Network members

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

Duffield and Associates: Solicitors. Level 1/212 Quay St. Family Law and Divorce. Peter Duffield. Gemma Smith. Ph. 4994 0725

Everyday Lawyers.

Everyday Lawyers is a legal practice with branches in Rockhampton (Central QLD) as well as Sandgate (Brisbane).

- Until further notice, we will be running our office electronically and by phone. We will make face to face appointments on an "as needed" basis and by appointment only. Our Contact numbers and hours are –
- Rockhampton Office: (07) 4839 7210 (8:30am-4:30pm)
- Sandgate Office: (07) 3269 5020 (8:30am-4:30pm)
- We are committed to taking the stress out of your legal proceedings. We offer especially thorough, friendly and straightforward counsel.

<http://www.everydaylawyers.com.au/> Follow us on [Facebook](#) and [Twitter](#).

Farnsworth Legal.

Family Law, Wills and Estates and Property. 5/15 Drynan Drive CALLIOPE Qld 4680.

Tel: 07 4845 0801 Email: legal@farnsworthgroup.com.au Website:

<https://farnsworthgroup.com.au/>

Grant and Simpson Lawyers & Notary. 226 Quay St. Family Law Ph. 4999 2000

<https://www.grantsimpson.com.au>

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

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

Joanne Madden and Katina Perren: Family Law, Divorce

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

<https://www.cqldbar.com.au/jordan>

Journey Family Lawyers

Journey Family Lawyers are a Queensland based Law Firm who specialises in Family Law. Journey Family Lawyers offers a one (1) off free 15-minute consultation over the phone regarding all of your Family Law inquiries including, Property Settlement, Children's Matters, Grandparent's Rights and Divorce. Should you require further information, further consultation, for a fee, can either be done at one of our three offices or over the phone.

Opening Hours: 8:30am to 5:00pm Monday to Friday
Contact Details:

- Brisbane CBD: 07 3832 5999
- North Lakes: 07 3448 2199
- Strathpine: 07 3205 9000

Our team is led by Bryan Galvin who has over 45 years experience as a Lawyer. Our team has a wealth of experience and the right attitude to help you reach a settlement as quickly as possible. Call us and see what we can do for you.

[Click here to get your free phone consultation](#)

Or to find out more see <https://www.brisbanefamilylawyers.com.au>

KCHL Lawyers. Level 1, 99 Bolsover Street, Rockhampton. Tel: 4927 9477
Fax: 4922 440 Email: whoward@kchl.com.au <https://www.kchl.com.au>

Areas of law:

Parenting and financial matters, Divorce, Domestic Violence and all other areas of family law

Wills and Estate Administration
General Law

Conveyancing

Commercial

Maree Willey Barrister. 1/67 East St. Maree Willey Ph. 4922 3200
<https://www.cqldbar.com.au/maree>

Rees R and Sydney Jones Solicitors Level 1, 55 Denham St. Paula Phelan Family Law Solicitor. Ph. 4927 6333. <https://reesjones.com.au/>

Yeppoon Lawyers. 2/15 Hill St. Yeppoon. Ph. 4925 0229
E: reception@yeppoonlawyers.com.au W: www.yeppoonlawyers.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

Capricornia LGBTQIA+ Collective

The Capricornia LGBTQIA+ collective is a local community collective within the Rockhampton and Livingstone region. We are a collective of individuals within the LGBTQIA+ community (and allies), aiming to reduce isolation, discrimination and loneliness within our queer community.

We are a new collective, and welcome all individuals who identify as part of the LGBTQIA+ community, allies or family members who wish to support us. We welcome people from diverse backgrounds who identify as part of our community, including people with disability, multicultural identities and our first nations people. We meet regularly as a collective to offer peer support, catch up's within the community and information sessions.

If you wish to be involved or are seeking LGBTQIA+ information and support, please do not hesitate to reach out.

Lauren Beecroft - Capricornia LGBTQIA+ collective

E: capricornia.collective@outlook.com Facebook: Capricornia lgbtqia+ collective

Diverse Voices previously Gay and Lesbian Welfare Association Queensland (GLWA)

Diverse Voices is a non-profit organization with a focus on the wellbeing of the LGBTI community in conjunction with QLife: they operate a free telephone counselling service. To Contact Qlife Call 1800 184 527;

(This service operates between 3pm and Midnight 365 days)

For administrative and non-peer support related calls please phone our office during the hours of 9am-5pm on 0402 109 337 (Monday – Thursday)

<https://www.diversevoices.org.au>

LGBTI LEGAL SERVICE

LGBTI Legal Service is a non-profit community legal service. The Service recognises the difficulties faced by LGBTQIA+ community and strives to provide access to justice and legal assistance to all Queenslanders within the LGBTQIA+ community.

Phone: (07) 3124 7160 Text: 0485 908 380 mail@lgbtilegalservice.org

Referral E. mail@lgbtilegalservice.org or Web www.lgbtilegalservice.org

PFLAG (Parents and Friends of Lesbian and Gays)

PFLAG CQ is a peer support group, mostly directed towards family and friends who are finding it hard to cope with their loves ones or family members who identify as LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning) Community.

PFLAG is not a counselling service: referrals can be made to the Rainbow counsellors at RAQ or to headspace.

Contact – 0409 363 335

Brisbane PFLAG contact information - PH: 3017 1739

<https://www.pflagbrisbane.org.au/contact-us>

<https://www.pflagbrisbane.org.au/>

<https://www.facebook.com/pflagbrisbane/>

Rainbow Counselling – Relationships Australia (Qld)

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. Ph.: 1300 364 277 Cnr 119 High & Berserker Sts

LITERACY SUPPORT

Dyslexia Assessment

Provision of comprehensive assessment for dyslexia. Analysis of results often yields useful pointers to remedial strategies. Two assessment sessions are involved – can be completed in one extended session. Total cost is \$500.00 for children, \$600.00 for adults. Having a formal diagnosis can be advantageous in respect of institutional support. I can be contacted on grahamking@westnet.com.au or m. 0407 279 841

Reading Writing Hotline 1300 6 555 06

A free national referral service for adults. Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or email for more information – or see our website <https://www.readingwritinghotline.edu.au/>

TAFE Queensland English Language and Literacy Services

TAFE offers programs across a range of locations in Central Queensland. For further information please contact TAFE Queensland English Language and Literacy Services call [1300 308 233](tel:1300308233) or click on the link below: <https://tafeqld.edu.au/courses/tells/index.html>

MEDIATION (PRIVATE)

Children Beyond Dispute

Childrenbeyonddispute.com showcases the works of Prof. Jennifer McIntosh, specifically the Child-Inclusive Mediation & Counselling (CIMC) program that she used to run in person, as well as the 90-minute Young Children in Divorce & Separation (YCIDS) parent education program aimed at those with very young children (0-4 years), addressing all evidence-based complexities and developmental imperatives in post-separation parenting arrangements.

For more information about the *CIMC* program click [here](#)

For more information about the *YCIDS* program click [here](#).

Journey Lawyers

Mediator and Arbitrator, Lynette Galvin

Lynette has over 30 years' experience in Family Law, she is an Accredited Family Law Specialist who also is a nationally recognised Mediator, Family Dispute Resolution Practitioner and Arbitrator. She offers face to face, video and telephone mediations.

Accepting instructions for mediation in property and children's matters and 60(i) certificates.

She also conducts Arbitration in property matters. Opening hours: 8:30 to 5:00pm Monday to Friday.

Contact Details: 07 3832 5999 Lynette@journeyfamilylawyers.com.au
<https://www.brisbanefamilylawyers.com.au/author/client/>
<https://www.brisbanefamilylawyers.com.au/>

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

Website: <http://farnsworthgroup.com.au>

Rockhampton Mediation

At Mediations Australia, we have a team of Nationally Accredited Mediators and Family Lawyers who can help you resolve your family law dispute anywhere in Australia.

[Book a Consultation](#)

<https://mediationsaustralia.com.au/rockhampton-family-law-mediation/>

MENOPAUSE AWARENESS AND SUPPORT

Menopause Awareness, Support, Healthy workplaces – Queen Be

Queen Be is a certified social enterprise dedicated to building up-to-date awareness and support around Peri/Menopause for individuals, families, workplaces and the community.

Free resources are available for anyone to access and benefit from via our website <https://queenbe.com.au>

Email: connect@queenbe.com.au or call Tanya on 0407105408 for workplace talks/workshops or for more information.

MENTAL HEALTH SUPPORT

Achievable Wellbeing

Over the last 9 years, I have worked as an Accredited Mental Health Social Worker, and 14 years as a Social Worker across the life span in acute and sub-acute cases, community and project settings, plus delivering training in the mental health sector. In recent years I've focused on providing psychotherapy and counselling to children, young people and families, as well as delivering training.

I enjoy working with parents and carers in supporting their child/ren. I have extensive experience working with vulnerable adolescents (and their greater support networks) presenting with mental illness and risky behaviours. I use evidence-based therapeutic approaches tailored to the individual needs of the client.

How will psychotherapy and counselling help?

I provide a safe space to unload, to help you understand your thoughts and feelings, and how they become actions and habits. We also discover ways to overcome unwanted thoughts and behaviours to overcome difficult times.

You can expect to feel better about yourself and become confident in improving the quality of your life in every way. Just like the cells in a beehive, each side needs to be in balance. We'll find how to reach balance for you.

How does psychotherapy and counselling work?

During our first meeting, I'll ask lots of questions – to get to know you and understand how best to help you. I'm curious about the unique person you are, and what you'd like to achieve.

In the following counselling sessions together, we may apply cognitive behavioural therapy or any of a range of evidence-based therapies that I have used successfully. None of them are painful, scary or weird! Professionals use psychotherapy to help people identify and change unwanted thought patterns, emotions and behaviours. Change can take a little time and effort, but I've seen wonderful outcomes. People of all ages and stages can discover new ways to balance their lives and build wellbeing.

I'm experienced with:

- Anxiety disorders
- Depression
- Disordered Eating
- Self-esteem and confidence building
- Grief and loss
- Stress management
- Mental health disorders
- Emotional dysregulation
- Coaching
- Adjustment Disorders
- Trauma
- Non-suicidal self-Injury
- Problem Solving
- Changes in life circumstances
- Positive parenting

It's never too late to get started.

I work with youth, adults, families or NDIS participants, with clients from GP referrals on a current Medicare care plan, or Workcover referrals.

Or you're welcome to pay or use private health cover, with no referral needed (please check your cover level first).

Face-to-face not possible? No problem, we can work via phone or video chat.

Call for a no-obligation chat

Kelly Whitaker

Accredited Mental Health Social Worker

Achievable Wellbeing

0481 59 1133 www.achievablewellbeing.com.au

PO Box 811 Rockhampton QLD 4700

Anglicare CQ

Rockhampton Address: 160 - 164 Musgrave St,
North Rockhampton

Phone: 1800 769 814

Email: Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Better Connect

Better Connect provides people living in the Central Queensland, Wide Bay and Sunshine Coast regions with access to free mental health care, support with alcohol and other drugs, and suicide prevention services.

Addressing the burden of navigating a complex health system, nine organisations have established a partnership to provide care to those in need. These organisations are:

- CQID (Central Queensland Indigenous Development)
- Each
- Flourish Australia
- Gympie Women's Health Centre
- Open Minds
- QulHN
- Refocus
- Stride
- Wellways

Better Connect offers a range of services designed to meet diverse community needs, these programs are:

- *SheWell* – A gentle 12-week wellbeing program for women in Gympie (*Gympie Women's Health Centre*)
- *Each One Matters* – Psychological support for aged care residents
- Youth Enhanced Services – Intensive mental health support for young people aged 12–25
- *Clinical Care Coordination* – Tailored support for children, youth, and adults with severe mental illness
- *Warmline** – Free, confidential after-hours helpline for individuals experiencing suicidal distress (1300 186 176)
- *Commonwealth Psychosocial Support Program* – Support for people with complex, ongoing mental health needs
- *QulHN & CQID AOD Services – Evidence-based support for alcohol and substance use*
- *Targeted Regional Initiative for Suicide Prevention* – Suicide prevention training, community awareness and action initiatives
- *Wellways NewAccess* – Low-intensity CBT for mild to moderate depression and anxiety

Better Connect is proudly funded by Country to Coast, Queensland through the Australian Government's Primary Health Network (PHN) program, enabling a unified, person-centred approach to care across the region.

To find out more about Better Connect, contact the Medicare Mental Health phone line on 1800 595 212, or email us directly at info@betterconnectqld.com.au
More information can be found on our website at www.betterconnectqld.com.au

Better Connect

**Warmline - Suicide Prevention Call Back Service*

Warmline is a free peer-led suicide prevention call back phone service for individuals who are experiencing suicidal thoughts or distress. The phoneline is also available after hours and on weekends. Once a referral is received, a peer support worker will

typically contact you within 48 hours to arrange a suitable time for a conversation and provide support.

Please note that this is not a crisis number, if you or someone around you needs immediate help please ring Triple Zero (000) or Lifeline 13 11 14.

To access Warmline, please call 1300 186 176. You can also contact the Medicare Mental Health phone line on 1800 595 212. They'll discuss your needs and connect you with the appropriate support services.

More information can be found on our website at www.betterconnectqld.com.au

Bridges Community Health Services.

Bridges is Wide Bay's longest established, leading provider of community-based mental health and drug and alcohol services, with a strong commitment to providing new initiatives and evidence-based processes to enhance and deliver for people at risk and facing adversity within the services catchment.

Bridges have expanded their footprint through Central Queensland to deliver services in Rockhampton, Gladstone, Agnes Water and surrounding towns in the Central Queensland Region. Our team provides services as far south as the Sunshine Coast, West to Dalby, Miles, Cherbourg, and through both the South and North Burnett Regions.

Our Services include allied health, psychological services, community-based mental health services, counselling and support programs for children, youth, adults, families and carers. Bridges offer a disability employment and NDIS support services in several areas in Regional Queensland.

Bridges delivers innovative projects to increase awareness and understanding of mental illness, drugs, and alcohol to reduce stigma and discrimination and improve models of service delivery.

The organisation provides justice and advocacy services for people with experiences of correctional facilities, as well as a Youth Bail Support Service to help young people get on the right track. We provide individualised support for people with mental illness released from Central Queensland Correctional Centres, as well as pre and post transition support services in the North Coast Queensland Corrective Services Catchment.

Contact Bridges on phone: 1300 707 655, find us online at: www.bridgeshcc.org.au, follow us on Facebook, LinkedIn and YouTube.

Calm C-A-R-E Suicide Awareness Program – 3.5 hours duration

The Calm C-A-R-E Suicide awareness program can be delivered to organisations or community groups to ensure our community has members who are suicide aware, and recognise when someone may be thinking about ending their life. This course will educate to recognise the subtle warning signs that are often missed or overlooked, how to approach them, make a connection, and know what to say. Above all, it will instil confidence to put your hand up to assist, when someone may be signalling they are in crisis.

For enquiries contact Scharryn Kneen, a qualified facilitator, on 0407 147 778 or email kalmerwaters@bigpond.com

Central Queensland Mental Health Alcohol and Other Drug Services
1300 MH CALL 1300 64 2255

One number for 24hr specialist mental health care for anyone anywhere in Queensland. Referrals/ crisis/ support

In an emergency always dial Triple Zero

Central Queensland Rural Health (CQRH)

Central Queensland Rural Health (CQRH) is a not for profit service providing quality mental health care within Central Queensland local Government areas (Rockhampton, Gladstone, Livingstone, Banana and Central Highlands) and the North Burnett regions. We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral: *Contact:* CQRH on 4992 1040 or referrals@cqrdgp.com.au for all referral enquiries. <https://www.cqruralhealth.com.au/>
Centrelink Ph. 4983 7000

Change Ahead Mental Health Service

Kate Coulson: Accredited Mental Health Social Worker.

0456 559 202

Admin@ChangeAheadMHS.com

Change Ahead MHS works from a Trauma informed recovery model and specialises in mental health Tele- health and Face to Face service for:

- Private fee for service (No MHTP required)
- Medicare (MHTP required)
- NDIS Services (Self or Plan managed participants)
- Work Cover
- Clinical Supervision and Debriefing

Change Ahead MHS has a special interest in, but not limited to, the treatment of:

- Grief and Bereavement
- Palliative care/ End of life
- Veterans / PTSD
- Family Violence
- Mental illness

<https://changeaheadmhs.com/>

Coffee & Couch Therapy Services

Lee Valentine is an experienced local Accredited Mental Health Social Worker who provides telehealth services to individuals aged 16+ in areas such as:

- anxiety
- depression
- trauma
- exploring sexuality and gender identity
- relationship problems

- adjustment issues

Rebates are available with a valid Mental Health Care Plan.

For more information please go to: <https://www.coffeeandcouch.com.au/>

Or reach out at: admin@coffeandcouch.com.au

Compass House

Our vision is to assist individuals in achieving their best possible version of personal and emotional wellbeing, whilst living with, or recovering from psychosocial disability.

Our mission

Compass House Pty Ltd is committed to the wellness of individuals through guidance, friendship, encouragement, intervention and education.

Our Core Values:

- To deliver a wide variety of programs and services to support individuals impacted by mental health conditions and to improve the quality of their lives.
- To promote mental health and well-being for individuals through education and training.
- To educate the public about mental health and mental illness; working to eliminate stigma, labels and prejudice.
- To provide a safe, inclusive space at COMPASS HOUSE for individuals impacted by mental health conditions.
- To celebrate the achievements of people with mental health conditions.

Compass House

116 Elphinstone Street

Berserker Rockhampton Qld 4701

info@compasshouse.com.au 0484 721 913 www.compasshouse.com.au

CQ Community Suicide Prevention Network Inc - The network meets in Rockhampton on the 2nd Monday of the month from 4.30PM at Community Health Building, Bolsover Street. All interested community members and service providers are welcome to join. Email: cqcspn@gmail.com for more details. The network also holds a reflection gathering for those bereaved by suicide on the fourth Saturday of each month at the northern end of Huish Drive at our reflection space. Email: camelia.perkins@gmail.com for information.

CQ Creative Connections

Culinary Art and Creative Craft Classes

CQ Creative Connections offers Culinary art and craft classes that cater to a person's needs and ability, servicing Yeppoon and the surrounding areas of CQ. CQ Creative Connections has a multitude of different projects for ages 5 years and over and has a creative class to suit private clients and service organisations alike. In the short span of time we have been operating, we have helped people of all different ages, disabilities and backgrounds gain back a positive outlook on life through being productive, learning new skills and enjoying social interaction with others in a safe and fun environment.

CQ Creative Connections is a Private NDIS Service Provider. Class charges will change according to the client's plan, funding or other contributing factors. Please contact us with any questions you may have.

Contact: 0437 92 0410 cqcreativeconnections@gmail.com
<https://www.facebook.com/cqcreativeconnections/>

CQ Mental Health Interagency Stakeholder Meetings (formally Local Network Groups LNG's) Monthly meeting:

- Banana Shire – 1st Monday – 12pm to 2pm at Biloela Hospital
- Rockhampton – 2nd Tuesday – 2.30pm to 4.30pm at Community Health on the corner of Bolsover and Cambridge Street
- Capricorn Coast – 2nd Wednesday – 9.30am to 10.30am at Capricorn Coast Hospital
- Gladstone – 2nd Thursday – 1pm to 3pm at Gladstone Mental Health

Contact –4920 5500 or 0447 511 927 :

CQHHS_CQMHAODS_ServiceIntegrationCoordinator@health.qld.gov.au

Dianne McDowell

Social Worker (Private Practice) – AASW 436518
NDIS Provider – specialising in Capacity Building including Support Coordination and Therapy Support
Email: dianneNDISprovider@gmail.com Phone: 0412315691

Dog Therapy walking and social group

If you work with people who would like community connection but are challenged by social situations, or who love dogs but don't have one, this may be helpful.

Our free monthly dog walking group offers a relaxed, socially connecting situation where the dogs create natural conversation starters and easy interaction.

The walk is held monthly in Yeppoon on the first Wednesday of the month, starting at 8.30am

- Anderson Park Ross Creek Boat-ramp carpark.
If it's raining we meet at the Jolt café on Yeppoon beachfront.

Open to people with certified assistance therapy dogs, any well behaved dogs, and anyone who enjoys the company of dogs.

Contact 0408 577 403 or navigate_ndis@outlook.com

Dr Kenneth J. O'Brien

Intergenerational Trauma Specialist / Mental Health Social Worker

Defence / Emergency Services / Security / NDIS / Corrections / Employment / Child Safety

Mobile: 0423 893 911 Email: morethannormalptsd@gmail.com

We have moved and are currently offering remote services only:

Face-to-face

Telephone

Video

<https://www.morethannormal.com.au/>

Grow – mental health and personal growth

Grow meetings are based on the learned experience of people who have come through significant mental and emotional challenges to a healthier and happier life. They provide acceptance, encouragement, friendship, inspiration and mutual support for participants.

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 describe a more connected, meaningful and happier life with greater resilience (emotional muscle) to meet life's challenges.

CQ Grow meetings:

YEPPOON. Every Wednesday at 6.15 for 6.30pm start, in John St Community Centre Yeppoon. First Contact Vicki 0421 209 620 - backup 0408 577 403.

Visit the website www.grow.org.au

E-Grow online meetings are also available <https://grow.org.au/our-programs/>

And facebook <https://www.facebook.com/growau/>

Head to Health

The Head to Health model is based on a 'no wrong door' philosophy and will provide an information and referral pathway for any people in the Central Queensland, Wide Bay, and Sunshine Coast community in need of mental health support. The purpose of the Head to Health model will be to ensure people can be referred to the most appropriate level of support based on their mental health needs.

Anyone can contact Head to Health as it is free to contact the national intake service. This includes referrals from GPs and other mental health providers, friends, or family members.

The provider/consumer can start by calling 1800 595 212. A trained mental health professional will ask them a range of questions to ensure their needs are appropriately identified, and from there they can be directed to the right service.

You can call 1800 595 212 Monday to Friday, 8.30am to 5pm (except public holidays).

Please note: This is not a crisis service. If immediate help is required or they are at risk of harm to themselves, or others call 000.

Helena Hammer

Mental Health Social Worker

0493552542

helena@attuneandbloom.com.au

Telehealth available to CQ and beyond.

Based in Yeppoon

CQ Service Directory September 2025

Specialising in Perinatal and Infant Mental Health - preconception pregnancy, birth trauma, postpartum, perinatal/Infant grief and loss, motherhood, children 0-5 years. Medicare rebates available.

headspace Rockhampton and Gladstone

Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace

Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. To see what other support is available from Roseberry, please go to [Roseberry Qld](#) in this Directory.

Let's Talk Suicide Virtual Camp: Feel the Magic

Helping grieving kids to heal.

Let's Talk Suicide is the first program of its kind in Australia, created specifically for children grieving the loss of a family member to suicide.

The Let's Talk Suicide Virtual Camp is a one-day camp delivered by experienced facilitators who have lived through the grief of suicide. This virtual camp equips children aged 7 to 17 with mental tools and coping strategies to help them process the complex emotions of guilt, shame, and blame that often accompany suicidal grief.

In addition, the Let's Talk Suicide Family Day Camp is a one-day, face-to-face event where families who share similar experiences can come together. Participants have the chance to connect, hear from guest speakers and panelists from support organizations, and engage in activities that promote healing and understanding.

For children who have specifically been bereaved by suicide, Camp Magic offers a 2.5-day, in-person camp program. This camp provides a supportive environment where kids can further explore their grief, develop coping skills, and connect with others who have experienced similar loss.

<https://www.feelthemagic.org.au/our-programs/let%27s-talk-suicide-virtual-camp>

Lifeline Telephone Crisis Support

13 11 14 24 hours crisis support helpline.

Medicare Mental Health Centres - Wellways Australia

"Medicare Mental Health Centres offer free, safe, and welcoming services for adults over 18 who are experiencing distress, feeling overwhelmed, or concerned about themselves or someone they care about."

For more information, please visit our website.

Medicare Mental Health Centre, is located at 3/49 William Street Rockhampton (previously Southern Cross offices); entrance via Bolsover Street, between The Two Professor's Cafe and Schotia Place.

Medicare Mental Health Centre (MMHC), Rockhampton is a 'short-term' mental health service (i.e., approx. 12 weeks).

The program is funded by Country to Coast Qld. in partnership with Wellways and Clarity Health Care. Participants of the service do not require a Medicare card or a referral to attend. That means anyone can access the service, whether homeless, travelling or non-Australian citizens.

Please note: We do not duplicate psychology services (exclusion criteria).

Referral pathways:

- Walk ins
- Head to Health Intake Referral Form (eReferral) <https://portal.headtohealth.hda.gov.au/eReferral/> [Ensure you make mention of your preferred provider in BOLD in the comments section].
- Email referrals to intake.ccg@mentalhealthwellbeing.org
- Head to Health phone line: 1800 595 212

MMHC Rockhampton:

Service hours: Monday to Friday 10am-5pm PH: (07) 2141 9203

Available services: In-person peer support, Phone and video Psychology services

Mental Health Occupational Therapy Services in Rockhampton and Yeppoon

Hi, my name is Lauren, lovely to meet you. I am a Mental Health Occupational Therapist providing psychological services in offices in Rockhampton and Yeppoon. I also provide comprehensive, and timely, Functional Capacity Assessments for NDIS participants with Mental Health illnesses.

I see clients from ages 10 and up, and my approach is very gentle caring, person-centred and evidence-based. I use a range of therapeutic techniques, including sensory regulation, neuropsychotherapy, sound therapy, nature based therapy, art therapy, body based therapies (formally known as somatic therapy), behavioural regulation and counselling (among others).

I am really passionate about working with clients who are neurodivergent, and I have been working in this field for 10 years. My website has more information about my style www.thehealingweave.com.au

I also run nature based groups in Yeppoon (and hopefully soon Rockhampton), Nature-based therapy, often known as ecotherapy, plays a vital role in the therapeutic landscape for clients with autism, offering a soothing and enriching alternative to traditional therapeutic environments. The gentle embrace of nature can significantly enhance therapeutic outcomes for individuals with autism by providing a serene backdrop that fosters emotional and sensory integration in profound ways.

If you would like any information about anything listed above, please feel free to send me an email or give me a bell, I would love to catch up.

With care,

Lauren Beaumont
Mental Health Occupational Therapist & Psychotherapist

I am in the office on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays.
Please note I am often in sessions so may take a few days to respond to calls

The Healing Weave operates on the land of the Darumbal Peoples. Sovereignty never ceded. We acknowledge the People who are the traditional custodians of this land. We pay respect to the Elders past and present, and extend that respect to all First Nations' Peoples.

The Healing Weave
info@thehealingweave
www.thehealingweave.com.au

Offices in Rockhampton and Yeppoon
Rockhampton, QLD
0401775413

MS Queensland

We are the only Queensland provider with specialised services, dedicated to supporting people with MS and other neurological conditions. We tailor our services, offering caring, coordinated, and high-quality outcomes to support people living with Multiple Sclerosis (MS), Motor Neurone Disease (MND) and other related progressive neurological diseases, to live their best quality lives.

Related diseases: [Multiple Sclerosis and Related Disorders | MS Queensland \(msqld.org.au\)](http://msqld.org.au)

Our services and supports include:

- Employment Support
- NDIS Support Coordination
- Accommodation- SIL, SDA and Short-term (certain areas only)
- NeuroAssist Info Line
- MS Support Groups
- Workshops and Webinars
- Physiotherapy

Services Link: [Services & Support for People with Multiple Sclerosis | MS Queensland \(msqld.org.au\)](http://msqld.org.au)

Please refer to our website for further information:

[MS Queensland | Ensuring no Queenslander faces MS alone \(msqld.org.au\)](http://msqld.org.au)

For any referrals or enquiries please contact our Customer Service team on: 1800 177 591 or email: infomsqld.org.au

mindhealthconnect

www.mindhealthconnect.org.au

Mind Health Connect. Connecting Mental & Dental Health

We connect mental health with physical health, such as dental health and exercise.

Phone : (07) 4580 3980 Address : 12 Mt Berryman Road, Mount Sylvia QLD 4343

Email : info@mindhealthconnect.org.au

My-Art Therapy

CQ Service Directory September 2025

What is ART THERAPY?

- Art therapy is not about making pretty pictures.
- It is not an art or craft class.
It is not verbal counselling.
- Art therapy is a gentle, non verbal form of therapy and healing that can have a profound, life-changing impact.

Is it suitable for anyone?

Yes, anyone can benefit. And you do not need to be artistically inclined :-)

- It can help you to:
 - Improve creativity
 - Improve self-esteem
 - Increase sense of having power of choice
 - Increase sense of self and self-ownership
 - Reduce stress and anxiety
 - Reduce depression and fatigue
 - Improve interpersonal skills
 - Enhance mind-body-spirit connection
 - Increase sense of meaning and life-purpose.
-
- If all sounds good to you, welcome to My-Art Therapy.
-
- Contact Dr José van den Akker @ My-Art therapy, by calling 0429 547 515.

E: myarttherapy2015@gmail.com / jose@universal-heart.com.au

For more information, please visit

<https://www.universal-heart.com.au/art-therapy>

and <https://www.naturaltherapypages.com.au/connect/myarttherapy/service/66941?>

PHN Central Queensland Mental Health Service

For information on primary care mental health services available in the Central Qld Region please click on <https://www.ourphn.org.au/mental-health/>

Psychology Wellness Centre

PROVIDING ASSESSMENT AND THERAPY SERVICES TO THE COMMUNITY

The CQUniversity Psychology Wellness Centre, provides a range of psychology assessment and therapy services to children (6+yrs), adolescents and adults in the Central Queensland community. The CQUniversity Psychology Wellness Centre is a psychology training centre staffed by registered and provisionally registered psychologists who are completing their Master of Clinical Psychology, under the supervision of registered clinical psychologists.

THERAPY SERVICE

- | | |
|------------------------------------|--------------------------------------|
| • Anxiety and related disorders | • Social skills development |
| • Depression and bipolar disorders | • Coping with attention difficulties |
| • Trauma and related disorders | • Managing challenging behaviour |
| • Adjustment issues | • Sleep difficulties |
| • Grief and loss | • Pain management |
| • Stress management | • Health related issues |
| • Interpersonal Issues | |

SESSIONS

Typically, therapy clients are seen once a week for a 50 minute consultation with the psychologist. The number of sessions may vary depending on the situation, with most people attending between 6 – 10 sessions.

ASSESSMENT SERVICES

Cognitive/Intellectual

- Academic/Achievement Testing
- Learning Disorder
- Autism Spectrum Disorder (ASD)
- Attention Deficit Hyperactivity Disorder
- Personality (Adolescent and Adults only)
- Memory
- Neuropsychological (Adults only)

OUR CENTRE HOURS

- The CQUniversity Psychology Wellness Centre operates by appointment from 9 am to 4.30 pm on weekdays. Days are subject to change. Please contact the centre administration to discuss bookings
- The CQUniversity Psychology Wellness Centre operates as a low-cost service to clients.
- Therapy \$30 per session/Concession Card \$15 per session. Assessment Costs are available on our website or by contacting the centre.

- Also see [Wellness Centre](#) in this directory

CLIENT REFERRALS

Clients can be referred by their doctors, other mental health agencies and schools, or may refer themselves to the service.

REFERRAL PROCESS

Wellness Centre Referral forms are available online at: [CQU Psychology Wellness Centre](#)

Referrals can be made by the following options:

Post. CQUniversity Psychology Wellness Centre Building 32, Ground Level 32 550-700 Yamba Road Rockhampton Qld 4701

Phone. 07 4923 2233 Fax: 07 4930 6999 Email: wellness-admin@cqu.edu.au

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

Brisbane contact: QPASTT on 3391 6677 for further information or alternatively refer to the QPASTT website: www.qpast.org.au

Queensland Health Victim Support Service (QHVSS)

The Queensland Health Victim Support Service (QHVSS) is a specialist counselling and support service for victims and their families during the Mental Health Court process. We provide specialised counselling, support and information to victims of crime when the person charged has been assessed as having a mental illness or intellectual disability. We provide support throughout the Mental Health Court process, help victims to prepare Victim Impact Statements and attend Mental Health Court. We also provide after court support and assist with Information Notices under the Mental Health ACT 2016. We have offices in Brisbane, Cairns and Townsville and we outreach to our clients in other parts of Queensland. More information about our service is also available at: www.health.qld.gov.au/qhvss

Please feel free to contact our service any time by phoning 1800 208 005 or you can email us at: victim.support@health.qld.gov.au

Cath McCormack covers the Rockhampton region for the QLD Health Victim Support Service (QHVSS). For Rockhampton region she is the best contact PH 0437 149 925

Recovery group

A friendly, weekly meeting where people can share any personal challenges and learnings for the purpose of helping themselves and others to learn and grow.

- Thursdays 10.45 am for an 11.00am start. Meetings last 1.5 hours followed by a cuppa and informal chat.
- At Rocky Baptist Centre, Norman Rd (brick building at back of main building).

Aim is to turn a breakdown into a breakthrough, to explore together the balance for mental and emotional wellbeing, to work to become truer and stronger versions of ourselves. Contact 0408 577 403 or navigate.ndis@outlook.com

Renew Psychology and Rehabilitation

At Renew Psychology and Rehabilitation we have three core values which define us as practitioners:

- o Firstly, there is no judgement - we want you to feel accepted and at home
- o Secondly, we are inclusive of all people and believe that everyone has the potential to move
- o Finally, we are authentic to the core - we are genuine, straight-forward and passionate about what we do

We don't guide from the sidelines - we get in the game with you.

We provide a local, responsive service that is proactive and outcome focused. We have strong community connections and work collaboratively with a range of other professionals and organisations to achieve your results.

We will be providing the following to CQ – NDIS, Disability Services, Positive Behaviour Support Plans

People who have complex support needs and/or mental health diagnoses can also exhibit challenging behaviours which can cause harm to themselves and/or others. These behaviours of concern more often also create distress and upheaval in home, workplace and community environments. At Renew, we implement a 5 stage model that is person-centred and collaborative in approach. These are:

- o Data gathering and assessment
- o Hypothesis formulation and testing
- o Plan development
- o Training and implementation
- o Review and ongoing follow-up

As we are outcome focused, we work with people in their homes, workplaces and community settings in which the behaviours of concern occur. At Renew, we believe that for a positive behaviour support plan to be successfully implemented, particularly with people with complex needs, requires the time and commitment that is outlined in our comprehensive stages of development.

Please feel free to contact us directly via our email admin@renewrehab.com.au phone (07) 4659 9133 Mobile 0447 674 765 or have a look on our website for more information www.renewrehab.com.au

Rockhampton Mental Health Interagency Community of Practice (MHICOP)

The MHICOP meetings are on the third Thursday of the month via Teams or face to face at CatholicCare Central Queensland 16 Bolsover St Rockhampton. Time is 10am to 11.30pm

The MHICOP meetings are on the third Thursday of the month via Teams or face to face at Catholic Care.

[Click here to join on 3rd Thursday 10 am](#)

Meeting ID: 464 640 205 459

Passcode: HV3BJ7XL

The Teams information should remain constant, so you can put it in your calendar and then have it repeat for all the third Thursdays until the end of 2025.

Any person with and interest in improving mental health is welcome

For more information or to RSVP please contact: Sandy on sandypaton@bigpond.com

Reminders and meeting notes will be circulated via the CCDA email list monthly.

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 afterhours 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

Rural Health Connect

Rural Health Connect is an online platform that connect with a psychologists over video calls or phone call. Medicare subsidies available.

A referral from a bushfire related program does not require a GP referral.

All other referrals require GP and MHCP.

To refer just send an email or fax the consumer's name, brief spiel and contact details.

referrals@ruralhealthconnect.com.au or fax 07 4573 1100.

<https://ruralhealthconnect.com.au/>

SANE Free Digital & Telehealth Complex Mental Health Services in Central Queensland

Our friends at SANE offer a range of free digital and telehealth support services for people over 18 years of age with complex mental health needs, and their family, friends and carers. They also provide mental health support to people with intellectual disability, autism or acquired brain injury.

Referrals for their Guided Service program, which includes a personalised support plan, 1:1 counselling or peer support sessions, mental health recovery groups, and more, are open to residents in Central Queensland. The service is also offered in the Wide Bay, Sunshine Coast, Brisbane North, Darling Downs and West Moreton regions.

Referrals can be self-initiated or submitted by a health professional, close family member, carer, or referral organisation using SANE's online form.

To learn about the [guided service](#) or submit a referral visit <https://www.sane.org/referral>

SANE Support line: available Monday to Friday, 10am - 8pm (AEST/AEDT).

Call [1800 187 263](tel:1800187263). Free Translating and Interpreting Service (TIS) available on [131 450](tel:131450).

[SANE Forums](#) [Mental Health Support Forum In Australia - Sane forums](#)
Email: info@sane.org

[SANE Services Flyer](#)
[Allservices_flyer_V2_DIGITAL.pdf](#) | Powered by Box
<https://www.sane.org/>

selectability

selectability is proudly one of regional Queensland's largest and leading providers of mental health services and contributes to suicide prevention.

selectability is a Carer Gateway regional delivery partner. As part of this, selectability deliver respite and counselling services to carers across regional Queensland, including Rockhampton.

selectability is also an NDIS service provider, including providing NDIS mental health services. selectability Rockhampton currently provides both individual support in the home and community, as well as services to build capacity.

In your home we can develop your skills to empower you to live independently and make positive choices to improve your wellbeing via:

- Assistance with daily living
- Personal activities
- Supported independent living

Within the Rockhampton selectability can improve your confidence accessing our community via transport and to engage in the activities that will help you achieve your goals. selectability Rockhampton can help you build your capacity, independence, knowledge and resilience to provide you with the tools and resources to better understand the services and support that will get you closer to achieving your NDIS goals. As an NDIS provider we have helped hundreds of people access and implement their NDIS plans via:

- Support coordination
- Psychosocial recovery coach
- Counselling and therapeutic supports

Contact selectability Rockhampton today and let us connect you with the support you need:

Email: rockhampton@selectability.com.au or JoanneLeonard@selectability.com.au
Phone: 07 4999 2100 Address: 2/233 Musgrave Street, Berserker 4701
<https://www.selectability.com.au/mackay-rockhampton-programs-and-services/>

StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast

STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. This is a free service.

Many people are impacted by each suicide death including family members, close friends, kinship groups, colleagues and whole communities.

We can help with:

- Understanding and responding to your needs
- Phone, Telehealth, face to face and group support
- Locally tailored community and workplace workshops
- Information and referrals to other local organisations.
- Free books and resources are also available

Contacts: StandBy Central Qld, Wide Bay & Sunshine Coast Support

Ph: 1300 727 247

Email: standby.cqwbcs@uccommunity.org.au

Web: www.standbysupport.com.au

Suicide Awareness Training - Calm C-A-R-E (1/2 day).

Please see Eventbrite for scheduled training in September and October in Yeppoon. Workplace workshops can also be facilitated by arrangement.

Contact Scharryn Kneen PH. 0407147778 or scharryn@gmail.com

Suicide Call Back Service 1300 659 467

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

<https://www.suicidecallbackservice.org.au/>

Suncare Community Services Limited (Auspicing the Commonwealth Respite Centre for Carers (CRC))

Suncare Community Services is a not for profit organisation that provides frontline services to people in the Rockhampton, Yeppoon, Mt Morgan, Gracemere and Gladstone area including:

- Respite Care (including in-home, out-of-home and cottage options)
- Personal Care
- Aged Care Support
- Mental Health Support
- Disability Support (including package case management)
- Carer Support
- Domestic Assistance
- Home and Garden Maintenance
- Community Access
- Social Support
- Your Life Your Choice

- CHSP - Flexible Respite

Contact Information:

102 Denham Street (Cnr Denham & George Street)

Phone: 1800 786 227

Email: rockinfo@suncare.org.au Website: www.suncare.org.au

Commonwealth Respite Centre - CRC

The Commonwealth Respite Centre is a federally funded Carer Respite and Support Program that provides emergency assistance and support to carers who need a break from their caring role for a short period of time.

The CRC service area encompasses Rockhampton, Yeppoon, Mt Morgan, Gracemere, Gladstone, Biloela, Emerald and surrounding areas.

The CRC Team provide the following:

- Respite care in emergency and short term care situations. (eg. If a carer becomes ill, or is unable to maintain their caring role due to stress and burnout, the centre can provide extra help to support the carer for a short period of time).
- Information and options about respite care and other support services for carers.
- Referral to appropriate local and regional service providers.
- Assistance in booking residential respite.
- Access to a 24 hour per day emergency respite service.
- Tutor / educational support to Young Carers.

Don't wait until an emergency arises to register with CRC.

Call the CRC team and they will provide advice and assistance to register the carer for the most appropriate program that fits their care needs and support in case they require this assistance in the future at a time of emergency or severe stress.

Contacts: Ph: 24 hour carer support :1800 059 059 <https://suncare.org.au/>

Tedoo – Behavioural Support and Therapeutic Services

Owned and operated by Jodie Logan

Behavioural & Therapeutic Support, Wherever You Are.

Improve your quality of life and gain positive new strategies.

Call us on [0408 682 287](tel:0408682287)

Also see: <https://www.tedoo.com.au/>

Telehealth Bereavement Counselling

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or info@grief.org.au. www.grief.org.au

Thirilli: Indigenous Suicide Postvention Service 1800 805 801

Formerly NICRS) now funded by the National Indigenous Australians Agency

Thirilli provides crucial and timely support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

For more information please see the website: <https://thirrili.com.au/>

To contact a Critical Response Support Advocate call 1800 805 801

The 1800 805 801 number is available 24 hours, 7 days a week.

For more information please see [Thirilli](#) in this directory

Time & Space For You

- Life Purpose Coaching
- Grief & Bereavement Counselling
- Parent – Child Relationships
- Women's Matters

www.eva-lpc.com

timeandspace.lpc@gmail.com

At Time & Space for You Eva's holistic approach starts with attentive, mindful and compassionate listening. As an experienced counsellor, Eva will provide a safe and supportive environment.

Here you can explore your thoughts and feelings.

If you find yourself in a time of transition, or you know something has to change for you – Eva guides you to more clarity, enabling you to see your path ahead.

Eva is dedicated to empowering individuals to achieve their full potential by supporting them on their journey to personal clarity & self awareness.

Eva Reins-Haag is also a German Learning Consultant & Practical Educator (Pedagogical Specialist). Counselling in this specific area will involve the parents and/or the child. First Eva gives them an understanding how learning processes are unique for each individual. Then she shares practical tools tailored to each individual to make the learning situation a more relaxed one.

The first, brief conversation with Eva is free and an opportunity for both to get to know each other and identify the beneficial areas of focus.

(Conversations are offered in English, German and PNG Tok Pisin)

Find out more: www.eva-lpc.com

Virtual Psychologist

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to

individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

Well Mob – Healing Our Way

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People. Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Loss, and Trauma.

See: [Well Mob](#)

Women's Health Information and Referral Service CQ Inc.

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ) aims to enhance people's quality of life by providing a holistic service, contributing to the empowerment of individuals and improving the health and well-being of all women and their families throughout Central Queensland. WHIRSCQ works from a feminist perspective that values gender equality, acknowledges cultural diversity and provides a person-centred service delivery model. WHIRSCQ encompasses strength-based philosophies through open, honest and transparent therapeutic sessions with clients.

WHIRSCQ provide Free and confidential counselling and support in a safe, supportive, non-judgmental and non-discriminatory environment. This service can be accessed face-to-face, by phone or video counselling.

General Counselling and Support:

- Women 14 years and over
- Any issue affecting the well-being of the client
- Historical domestic and family violence
- Information and Referral

Sexual Assault Counselling & Support:

- Women, men & youth 12 years and over
- Recent or historical sexual assault

Outreach Services:

North Rockhampton, Yeppoon, Gracemere, Mount Morgan, Emerald, Blackwater.

Referral: Individuals can self-refer by completing intake over the phone or face-to-face at the centre.

WHIRSCQ receive referrals from various sources, including community or government services and general practitioners. We accept referrals via phone, walk-ins, or by emailing intakeofficer@whccq.org.au.

A referral form can be downloaded from our website at:
<https://womenshealthrockhampton.com/wp-content/uploads/2025/02/WHIRSCQ-Client-Referral-Form.pdf>

Other Services:

WHIRSCQ assists women who are homeless or at risk of homelessness by providing shower and laundry facilities, and, where possible, basic clothing, sanitary items, and a meal.

Clients can also access the phone and internet and receive information and referral support to other services.

For further information and referral or enquiries, please contact the Centre:

225 Bolsover Street Rockhampton

PH. 4922 6585 or 1800 017 382

reception@whccq.org.au

<https://womenshealthrockhampton.com/>

Women's Wellbeing Line

The Women's Wellbeing Line operates Monday-Friday 8am to 8pm, and Saturday from 9am to 5pm. To access the service, call 1800 4 WOMEN (1800 496 636), email wellbeing@wheq.org.au, or connect via [webchat](#).

Well Mob – Healing Our Way

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People. Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma. See: [Well Mob](#)

MICROFINANCE

Many Rivers

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE. <https://manyrivers.org.au/>

Contact: 0439 785 225 | donna.burton@manyrivers.org.au or 1300 626 974

MULTICULTURAL

Australia South Sea Islander Organisations

Queensland United Australian South Sea Islander United Council Inc.

President: Clacy Fatnowna

Vice President: Imelda Miller
Treasurer: Dennis Bobongie
Secretary: Joanne Warkill
Postal Address: PO Box 5444 MACKAY MAIL CENTRE QLD 4741
Email: secretary@quassic.org.au
Website: www.quassic.org.au
Facebook: [Queensland United Australian South Sea Islander Council Inc - Quassic Inc | Facebook](#)

QUASSIC Inc. is the state peak body for the Australian South Sea Islander community here in Queensland. Their objectives are:

- ❖ To liaise with and advise government agencies on protocols and expectations pertaining to Queensland Australian South Sea Islander (ASSI) communities.
- ❖ Cooperate and collaborate with other groups or individuals in promoting good community relations, harmony and advancing the outcomes of ASSI's community objectives.
- ❖ To develop policy to influence state and federal government in core curriculum development around ASSI history.
- ❖ To include identification of Australian South Sea Islander people as a distinct identity group in government policy.
- ❖ To improve access for ASSI community to services and programs (in areas of Education, Health, Housing, Sports, Financial Literacy, Tourism, History and Heritage, Recreation, Environment, Science, Arts, Culture, Justice, Social Welfare).
- ❖ To identify, document, and preserve ASSI culturally significant heritage and historical sites.
- ❖ To preserve ASSI identity and heritage through collections, conservation, and dissemination of oral histories, photographs, archival documents, films, and digital media.
- ❖ To improve employment opportunities, lifestyles, cultural capabilities, and professional aspirations of all Australian South Sea Islanders including social, mental, physical, and spiritual.

Australian South Sea Islander United Council - Independent Rockhampton and District Inc.

President: Kerry Warkill
Vice President: Christine Evans
Treasurer: Nicole Leo
Secretary: Raeleen Willie

Postal Address: P.O. Box 788 Rockhampton Qld 4700
Email: assiucrockhamtpon@gmail.com
Phone Contact: 0473 594 154
Facebook: [Australian South Sea Islander United Council | Rockhampton QLD | Facebook](#)
Website: www.assiuc.com.au

Joskeleigh Community Association Inc

President: Tricia Brown
Treasurer: Tricia Brown
Secretary: Aunty Dos (Doris) Leo

Phone: 07 4934 4854

Email: dorisleo@bigpond.com

Facebook: [Joskeleigh Community Association | Facebook](#)

Joskeleigh South Sea Islander Museum

The tiny community of Joskeleigh on the Capricorn Coast has a fascinating past, with links to the South Sea Islanders who were blackbirded and brought to Queensland in the nineteenth century. The small museum at Joskeleigh ensures this history is not forgotten.

Address: 356 Joskeleigh Road, Joskeleigh QLD 4702

Phone: 07 4934 4996

Hours: Normally open with a volunteer staff Monday, Wednesday, Friday, Saturday, and Sunday from 11:00 am - 4:30 pm, Tuesday and Thursday by appointment only.

Rockhampton Australian South Sea Islander Community Association Inc

President: Dallas Fewquandie
Vice President: Sam Kawane Jnr
Treasurer and Secretary: Reegan Bickey and Leonie Bickey
Address: 70-72 Simpson Street, Berserker QLD 4701
Postal Address: PO Box 501 Red Hill MC QLD 4701
Facebook: <https://m.facebook.com/southseaislander>
Email: rassic.inc@gmail.com

Australian South Sea Islander Movement Inc.

President: Stacey Malamoo
Vice President: Geraldine Yow Yeh
Treasurer: Wilma Warcon
Secretary: Karla Pinkerton
Email: assimi.4702@gmail.com
Address: Hitchcock Lane, Keppel Sands QLD 4702
Facebook: [Australian South Sea Islander Movement Incorporated - QLD | Facebook](#)

Bridging Health Inc. Charitable organisation

President: Riccardo Yasso
Treasurer: Niseika Yasso
Secretary: Renee Rieson
Address: 147 Codd Street, Koongal QLD 4701
Phone: 0475 245 163
Email: infobridginghealth@gmail.com
Facebook: [Bridging Health Inc. | Rockhampton QLD | Facebook](#)
Website: [TANNA DISASTER RECOVERY | Bridging Health Inc \(square.site\)](#)

Brasileiros em Rockhampton

Please click on the [Braisileiros em Rockhamptom](#) Facebook page to find out more.

Central Queensland Multicultural Association (CQMA)

Multiculturalism and community harmony enhanced and achieved through advocacy, representation, education, research, consultation, social activities, and program development management and delivery.

“Leading and managing in a world of cultural connectivity, and creating a space to live, work and play in harmony”

Activities, Events, Programs and Courses

CQMA Social Activities:

- One-to-one social support and advocacy
- Various cultural community get-togethers
- End of year celebrations
- Monthly CQMA Management Committee Meetings
- CQMA actively participate in other community celebrations e.g. Chinese New Year, Sri Lankan Christmas

CQMA Events and Projects:

- Annual Taste of the World Festival: running since 2009 and showcasing our cultural diversity and includes traditional food, entertainment, dress.
- Harmony Day: celebrating cultural diversity and inclusiveness, respect and a sense of belonging for everyone.
- Cross-Cultural Community Sports Carnival

CQMA delivered programs:

CQMA are proud to support these government initiatives

- *My Health for Life (MH4L) program:* supporting small steps to achieve great health results.
- *CAMS (Community Action for a Multicultural Society) program:* building a united, harmonious and inclusive Qld.

Sessions include

- Everyday English, IELTS support
- Women's programs in Rockhampton and Yeppoon involving monthly cultural-themed activities
- Driving
- Swimming & Water Safety
- Partnership sessions with Umbrella Network and Berserker Street State School

Courses: Proudly funded and supported by the Queensland Government through its *Skilling Queenslanders for Work Initiative*. CQMA partner with registered training organisations to manage and deliver these courses.

- **Skilling Queenslanders for Work:**
 - Certificate II in Skills for Work and Vocational Pathways
 - Certificate III in Individual Support

Location

CQMA are located on the grounds of the CQUniversity Nth Rockhampton campus, and are grateful for the University's ongoing support. We can be found in Building 41, Room 31, Buzacott Circle (off Blair Drive).



Contacts:

Darren Mundie (Program Manager)
 Phone: 0401 645 571
 Email: manager@cqma.org.au
 Postal Address: PO Box 5535, Redhill; Nth Rockhampton Qld, 4701
 Website: <https://www.facebook.com/CQMAInc> :

Capricorn Coast Multicultural Group

Contact: Sandy Djafar sandy@ozzievisaservices.com.au 0423 920 498
<https://www.facebook.com/p/Capricorn-Coast-Multicultural-Group-100068812093569/>

Indian Association of Central Queensland

IACQ was formed in 1997. As of today, there are more than 600 people of Indian origin residing in Central Queensland (CQ). IACQ endeavours to connect people living in Rockhampton, Yeppoon, Gracemere, Gladstone, Biloela, Emerald and Mackay areas of CQ. IACQ represents and enriches Indian culture in CQ's communities by celebrating different regional festivals, sports activities and various get together. IACQ also engages in a variety of programs to promote cultural diversity with other Multicultural Organisations.

Contact: Ombir Joon: 0413592386 iacqinfo@gmail.com
<https://www.facebook.com/groups/139439572759521/>

Islamic Society of Central Queensland (ISCQ)

ISCQ is a registered community based organisation providing social and cultural services to Muslims of Central Queensland. All ISCQ affairs are managed by an Executive Committee. All Executive Committee members are volunteers. ISCQ works closely with various stakeholders to promote love, peace, compassion and interfaith harmony among CQ communities. ISCQ arranges for community events on a regular basis eg Mosque open days, cricket matches, food festivals, Iftar (share a meal) parties, special lectures, kids' festivals and kids' schools. These events are open to the general public and mostly no prior invitation is required.

Contacts:

PH: 0451 974 937 Email: president.iscq@gmail.com
 ISCQ Masjid & Islamic Centre, 132 Kent Street, Rockhampton
<https://www.iscq.com.au/>

Multicultural Australia (formerly Multicultural Development Association – MDA)

CQ Service Directory September 2025

Multicultural Australia 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. Multicultural Australia 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: 108 Alexandra St., Kawana, Rockhampton.

Ph: (07) 4921 2222, Fax: (07) 3337 544

[Multicultural Australia Rockhampton](#)

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

QPASTT Brisbane 3391 6677 or alternatively refer to the QPASTT website:

<https://qpastt.org.au/>

Rocky Kiwis.

This Facebook page is a private group especially for Kiwi's living in Rockhampton and CQ area. Our rules are few, treat others as you would like them to treat you. We will not tolerate bullying or ratbag behavior. To find out more please see [Rocky Kiwis](#) on Facebook [Tu Te Awaroa Maori Cultural Group Rockhampton](#)

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: 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 Community Health Service (*'Bidgerdii' means healing plant.*)

Bidgerdii Community Health Services provide comprehensive primary health and well-being services to the Aboriginal and Torres Strait Islander community in the Rockhampton and surrounding regions. The organisation is a bulk billing community controlled health service. 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:

- Medical Clinic
- Social and Emotional Wellbeing Program
- Chronic Disease Unit
- Maternal Child and Welfare Unit (Mums and Bubs)
- Children and Family Centre
- Binbi Meta (Healthy Dwelling)
- Partners in Recovery
- Services and Home Visits
- Transportation

Four locations:

- Medical Centre 88 High St Berserker 1800 224 700 - press #1
- Wellness Hub Elphinston St Berserker 1800 224 700 - press #3
- Medical Centre, Morgan Street, Mount Morgan 1800 224 700 - press #2 4835 4200
- Rockhampton Children & Family Centre, cnr Bawden & Charles Street 4928 5043

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

Central Queensland Indigenous Development Ltd (CQID)

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.

To find out more see about the [CQID Drug and Alcohol Treatment Program \(NGO-TGP\)](#) in the Alcohol and Other Drugs section of this directory.

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

<http://cqid.com.au/>

CQUniversity – Office of Indigenous Engagement

If you are a current or prospective student seeking information about courses or enrolment, please visit the [First Nations Students page](#). For general student inquiries, please call the Student Enquiries Hotline at [13 27 86](tel:132786). For non-study related matters, you can reach the Indigenous Engagement Division via email at

indigenous@cqu.edu.au <https://www.cqu.edu.au/about-us/indigenous-engagement>

CQ Service Directory September 2025

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. We manage 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.

- .Budaroo House Youth Shelter
- Regional Youth Support Services
- Darderrhi: Youth Substance Misuse Treatment Service
- Parent and Community Engagement Program

Hours of Operation:

- Darumbal Office: Monday to Friday 8.30am – 4.30pm
- Budaroo House Youth Shelter: 24hrs 7 days a week

Contact Information:

- Darumbal Office – 703 – 751 Yaamba Rd, Parkhurst PO Box 266, Rockhampton QLD 4700. Office Phone: 07 4922 6180
- Budaroo House: 07 4927 5715

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

Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism

Address: Level 2 209 Bolsover Street Rockhampton

Telephone: 07 4887 1600 <https://www.tatsipca.qld.gov.au/>

Drug ARM

CREATING OPTIONS

Creating Options is a twelve week treatment program for Aboriginal and Torres Strait Islanders who want help to address issues related to their alcohol or other drug use.

Our team of specialist provide non-judgemental and confidential support through weekly counselling sessions and case management. We can help in areas such as relapse prevention, coping strategies, relationship skills, anger management, emotional regulation, mental health, and other life skills support.

Creating Options can also help to coordinate care by engaging with existing healthcare and social services providers, or connecting to new providers.

Our holistic approach means we help with all of the issues that might be contributing to, and maintaining alcohol and other drugs use.

We work with each person to identify their goals, and provide practical solutions to make progress towards them.

Creating Option is free, voluntary and no referral is required. Our flexible program delivery approach means that you can access support in our office, your home, a safe community space or via telephone.

Drug ARM Rockhampton
Unit 7, 190 Bolsover Street – entry via Denham St
Clinical Worker P 0407 633 790 *Intake number 07 3620 8880*
Intake email: intake@drugarm.com.au
Website <http://drugarm.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 admin@gumbi.com.au <http://www.gumbigumbirockhampton.com/>

Helem Yumba CQ 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

Helem Yumba dos not condone violence of any sort.

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700 Phone: (07) 4931 8600 Fax: (07) 4921 3877 Free Call: 1800 776 727 admin@cqhealing.com.au
<https://www.facebook.com/helemyumba/>

Indigenous (Legal Aid) Hotline on 1300 650 143

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: 27 East Street: P O Box 1249: ROCKHAMPTON 4700: Ph.: 4927 7508: Ph.: 0418 985 849: Fax: 4927 7058: <http://juwarki.org.au/>

Murri Court Coordination

Laurel Mason
Coordinator - Murri Court and Yoombooda gNujeena CJG
Juwarki Kapu Lug Ltd
27 East Street

ROCKHAMPTON QLD 4700

PH: 07 4927 7508

MOB: +61 429 271 652 EMAIL: lmason@juwarki.org.au

New Endings Men's Program

The New Endings Men's Program provides health awareness and access to services to empower men towards better health and lifestyle choices. All Aboriginal and Torres Strait Islander Men over 18 years of age can access the service. The service also supports men transitioning from prison to the community. Referral to the service can be self, family member or other organisations.

The New Endings Men's program Outreach workers assist you with health and support needs which may include:

- GP appointments
- Social Emotional & Wellbeing support
- Cultural support
- Culturally appropriate health promotion and education
- Referral to organisations like housing or Centalink
- Domestic violence support and or referral to appropriate services
- Support to access specialist health services
- Men's Yarning Group

Contact/Referral Information

New Endings Men's Program Coordinator Ph. 0428 379 814

Agency

New Endings Men's Program Outreach Workers Ph. 0439 227 521 Ph. 0427 551 799

Office hrs: Mon-Fri 8:00 am – 4:30 pm

Email: CQHHS.Newendingsprogram@health.qld.gov.au

https://www.cq.health.qld.gov.au/services/community-health#section_new-endings-men%E2%80%99s-health-program

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: program: [Darumbal Community Youth Services Inc.](#)

07 4922 6180

Gladstone Reconnect program is auspiced by Roseberry Community Services located at 39 Flinders Parade, Gladstone 4680. Ph.: 4972 0047 E: yfs@roseberry.org.au

Thirilli: Indigenous Suicide Postvention Service 1800 805 801

Formerly NICRS) now funded by the National Indigenous Australians Agency

Thirilli provides crucial and timely support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing. To achieve this purpose, we:

- Support communities in the aftermath of suicide or other fatal critical incidents
- Work collectively with communities to build self-determined lives free from the impacts of suicide
- Inform systems change at all levels

Our organisation is immersed in Aboriginal and Torres Strait Islander community values. By our actions we demonstrate that all are welcome, everyone belongs, and everyone has a positive contribution to make. We invite communities to hold us accountable to these cultural values..

For more information please see the website: <https://thirrili.com.au/>

To contact a Critical Response Support Advocate call 1800 805 801

The 1800 805 801 number is available 24 hours, 7 days a week.

Generally, the phone is answered by one of our Aboriginal Support Advocates. If for some reason the call is diverted to an answering machine, we ask callers to leave their best contact number, and the Support Advocate will call them back as soon as possible.

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 4927 6453. Also see [QIFVLS](#) in this Directory.

Well Mob – Healing Our Way

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People. Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma. See: [Well Mob](#)

Wakai Waian Healing

Wakai Waian Healing offers direct and focused *psychology* and *counselling services*. We also collaborate with communities and other organisations to run family and community oriented initiatives for *enhanced wellbeing*.

In delivering its services Wakai Waian Healing focuses on the following:

- The encouragement of *holistic healing*
- Maintaining a *strength*-based focus
- Giving consideration to factors relevant across *generations* (our children are literally our future, and our elders hold much of our wisdom)
- Promotion of the principles of *social justice* and *human rights*
- Ensuring the centrality of *cultural competency* and *safety*
- The promotion of *individual, family* and *community safety*

For Wakai Waian Healing, our ways of knowing, being and doing are founded upon our [principles and ways of working](#). As a dynamic, committed & *motivated organization*, we deliver a range of services, in Government, non-Government, community (Aboriginal and Torres Strait Islander *Community Health Centres* and *specialist services*), and private settings. We understand the importance of *healing* for all, and its for this reason we reach out to communities in *regional, rural* and *remote locations* to help those at *high risk*.

As an *organization* we regularly provide support to Aboriginal and Torres Strait Islander community members who may have contact with or involvement with the Child Safety and welfare system, Corrective Services, and the NDIS.

A key aspect of Wakai Waian Healing work is:

- Developing *Partnerships*
- Collaborations
- Building *Relationships*

Phone: 1800 732 850 Fax: (07) 4829 4011

Email: enquiries@wakai-waian.com.au

<https://wakai-waian.com.au/>

NO INTEREST LOANS (NILS)

The *No Interest Loan Scheme (NILS)* provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months. To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans

cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

*Banana Shire Support Centre provides NILS services statewide
Shop 2b /58 Kariboe St. Biloela 4992 3322*

*St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.
1800 846 643*

Local Phone numbers are: Rockhampton 4927 6026 2000

*CQ Financial Counselling Services are also an agent for NILS
and may be contacted on 49281844 or email: info@cqfcs.com
To find out more about what CQFCS can offer, please click on
[CQ Financial Counselling Service](#) to see their entry in this directory.*

PSYCHOLOGISTS

Central Queensland Rural Health (CQRH) – is a not for profit service providing quality mental health care within Central Queensland. Psychologists are available in the Central Highlands, Banana and North Burnett Local Government areas. We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral

Contact: CQRH on 4992 1040 or referrals@cqrhgp.com.au for all referral enquiries.
<https://www.cgruralhealth.com.au/>

CQ Allied Health

CQ Allied Health offer services for adults, adolescents, couples, families and children for psychological interventions. Our practitioners are able to support recovery ranging from everyday issues to the more complex mental distress issues.

- Mandy Dexter - Registered Psychologist
- Helen Madell - Clinical Psychologist
- Keera Ross - Clinical Psychologist
- Joanne Bell - Registered Psychologist
- Megan Olive - Registered Psychologist
- Megan Humpris - Social Worker
- Alliance Rehabilitation - Speech Therapy

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

CQUniversity Psychology Wellness Centre

Master of Clinical Psychology students (registered or provisionally registered psychologists under supervision of Clinical Psychologists) provide therapy and assessments to children (6yrs and above) and adults at the Psychology Wellness

Centre on the CQUniversity North Rockhampton campus. Our centre is open from the end of April to the end of October.

Therapy sessions are \$30 per 50-minute individual session or \$15 for CQUniversity Students or concession cardholders.

Testing ranges from \$330 per individual (full fee) for complex assessment i.e.; Neuropsychological assessment or Autism spectrum testing to \$240.00 per individual (full fee) for standard assessment i.e.; cognitive assessment. This fee includes all appointments, testing, report and feedback appointment. Concession cardholder fees reduce to half the full fee. In extenuating situations, fee reduction can be requested and may be approved by our Director if deemed appropriate.

Discussions on Group therapy workshops and organisational arrangements are welcomed.

The Website provides further information and the referral form.

<https://www.cqu.edu.au/industry-and-partnerships/services/wellness-centre>

Fly2Health

We provide Occupational Therapy, and Psychology in Gladstone, Biloela, Clermont, Longreach, Tambo, Blackall, Barcaldine, Middelmount, Rockhampton, Dysart, Moranbah, Monto, etc. All of these communities we are there at least fortnightly. [Book online today.](#)

For more information please see <https://www.fly2health.com.au>

Green Fields Health and Performance.

Green Fields Health and Performance is a psychology practice that offers a broad range of evidenced based interventions for individuals, groups and organisations. Located in the beautiful coastal town of Yeppoon this practice provides quality mental health support, skills training, facilitation and assessment.

Green Fields Health and Performance operates from a philosophy of genuine positive regard and strength based interventions. We are committed to continuous development and feedback informed therapy, which prioritises the knowledge of clients.

Check out our website <https://www.greenfieldspychology.com.au> to find out more about the services we can offer, our team of practitioners and the referral process.

We offer a free 20min telephone intake booking so that you can discuss your needs and be assigned to the clinician that best matches your preferences.

IMMEDIATE AVAILABILITY

for face to face and telehealth appointments at the moment.

Book now to start your engagement.

[BOOK NOW](#)

Phone: 07 4911 3234 Email:

intake@greenfieldspychology.com.au

84 Queen Street Yeppoon, 4703.

8.00am – 5pm Mon. – Fri.

[Facebook: Green Fields Health and Performance](#)

Jaime Parnell, Clinical Psychologist.

Special interest in children with anxiety; children with behavioural difficulties; children with ADHD and Autism. I am a provider under the HCWA and Better Start funding. Children can access a mental health care plan from their doctor for a rebate. Servicing Rockhampton and Biloela.

Contact details: 0749140977 or admin@jaimeparnell.com

www.jaimeparnell.com

Karren Scholz of Karren Scholz Psychology

Clinical Psychologist

C/- 19B East Street Rockhampton

E: kscholz@protonmail.com M: 0411 362 825

(Not taking new referrals)

Light Me Up Therapy

Light Me Up Therapy is a registered NDIS provider offering specialized Positive Behaviour Support (PBS) services in Rockhampton and across Australia. Our dedicated team of experienced practitioners is committed to empowering individuals with psychosocial disabilities and neurodevelopmental disorders.

Services Offered:

- Positive Behaviour Support: Tailored strategies to understand and address challenging behaviours, fostering positive change and enhancing quality of life.
- Psychology and Counselling: Person-centered therapeutic approaches to support mental health and emotional well-being.
- Early Childhood Intervention: Specialised support focusing on the developmental needs of young children.

Why Choose Us:

- Experienced Team: Our practitioners hold relevant qualifications in psychology, counselling, and related fields, with extensive experience in community mental health services.
- Person-Centered Approach: We prioritize creating a safe and welcoming environment, collaborating closely with clients to achieve their personal goals.
- Immediate Availability: Currently, we have immediate capacity to accept new clients for Positive Behaviour Support services.

Contact Information:

- Email: info@lightmeuptherapy.com
- Phone: +61 422 951 924
- Operating Hours: Monday to Friday, 8 am to 6 pm
- Website: lightmeuptherapy.com

Nurture and Thrive Psychology Rockhampton

Nurture and Thrive Psychology Rockhampton are a team of registered psychologists who offer a holistic range of evidence-based interventions. It is our objective to tailor

therapy to the client's needs, considering developmental stages and presenting problems. We support children, adolescents, adults and families in Rockhampton through a range of psychological services including assessment, psycho-education, individual counselling, family counselling and group sessions.

Our Team:

- Kaylene Paradine
- Emma Richards
- Angylene Woltmann
- Stephen Braun
- Katelyn Beacroft

Suite 2, 28 Bolsover Street, Rockhampton 4700

☎ Ph.: 4921 1224 📠 Fax: 4921 2487

📧 admin@nurtureandthrive.com.au 🌐 www.nurtureandthrive.com.au

Phillippa Stunzner, Dr. 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

Psychologist – Kristie Schirmer. One Psychology

22 Kirkellen Street, Berserker Q 4701.

PO Box 5427, Red Hill Q 4701.

Phone 0447 447 655; Fax 4928 2898;

Email – kristie.schirmer@onepsychology.com.au

[Linked-In Kristie Schirmer](#)

Experience and expertise in providing Psychological Services –

- Individual therapy with children, adolescents and adults experiencing general mental health conditions including (but not limited to) Stress, Depression, Anxiety, Panic, Obsessive Compulsive Disorder, Post-Traumatic Stress and Adjustment Disorders.
- Behaviour Management and Social Skills training (particularly for children and adolescents).
- Parenting Skills training.
- Services accepted under Mental Health Treatment Plans including education, skills training (e.g., stress, anxiety, relaxation, and anger management training), cognitive behaviour therapy, and interpersonal therapy.

Appointments are available Monday to Thursday. One Psychology operates on a fee for service basis – please call for current rates. Current Health Care Card Holders are offered a discounted fee. Clients referred under a Mental Health Treatment Plan are eligible for a rebate from Medicare. Members of Private Health funds may be eligible for a rebate through their fund.

Rachel - Psychologist (Clinical Registrar)

Currently offering psychological intervention for those 13+.

I am able to see clients with a variety of funding including private, rebate from mental health treatment plan, and workcover.

Servicing Rockhampton & Surrounds F2F and via tele-health.

Currently seeking referrals

Mobile: 0401 389 856

Email: racheldomoneypsychologist@gmail.com

Website: racheldomoneypsychology.com.au

Tilly's Yumba – a place to connect.

Loretta George psychologist. ABN 32881146599. Psych Board reg. PSY0000946642.: Specialising in Domestic Violence, Workplace issues, Sexual Assault and welcoming to our Indigenous and LGBTI community members. 29 Granville Street Emu Park

Bulk Billing for health care card holders.

Ph.: 0408 950 773 tillysyumba@gmail.com

Tedoo – Behavioural Support and Therapeutic Services

Owned and operated by Jodie Logan

Behavioural & Therapeutic Support, Wherever You Are.

Improve your quality of life and gain positive new strategies.

Call us on [0408 682 287](tel:0408682287) Also see: <https://www.tedoo.com.au/>

Virtual Psychologist

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

Wakai Waian Healing

Ed Mosby B Psych (Hons) Associate Member Australian Psychologists Society

10/99 Musgrave St. Rockhampton 4701

Mobile 0477 012 836 Free Call 1800 732 850 Email: enquiries@wakai-waian.com.au

Also see [Wakai Waian](#) in this directory <https://wakai-waian.com.au/>

SOCIAL WORKERS

Accredited Mental Health Social Worker / Psychotherapist

Paul Tyler, Rockhampton Counselling Services, City Heart Medical, Shop 2, 23
Denham Street Rockhampton Qld 4700
Contact number is 0490 033 945
Fax 07 4922 7536 <https://www.rockhamptoncounselling.com.au/>

Central Queensland Rural Health (CQRH) – is a not for profit service providing quality mental health care within Central Queensland. Social workers are available in the Rockhampton Local Government areas. We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee. Referrals: GP referral with MHCP or self-referral Contact: CQRH on 4992 1040 or referrals@cqrdgp.com.au for all referral enquiries. <https://www.cqruralhealth.com.au/>

Dianne McDowell

Social Worker (Private Practice) – AASW 436518

NDIS Provider – specialising in Capacity Building including Support Coordination and Therapy Support

Email: dianneNDISprovider@gmail.com Phone: 0412315691

Heart & Haven

Healthy Relationship – Social Work Services

I am a fully qualified social worker, with experience and passion for working alongside people with a disability.

I am passionate about ensuring that people with disability have access to resources, education and information about identifying, understanding and maintaining healthy relationships.

I am offering five week programs, developed for people with a disability focusing on:

- Dignity and self respect
- Different types of relationships
- Setting boundaries and consent
- Knowing the law
- Keeping you safe
- Foundations of a relationship

NDIS Self Managed or Plan Managed participants only.
Capacity Building – Daily Activity

Lauren Beecroft

Availability. MONDAYS ONLY

Location: Rockhampton

heartandhavencq@gmail.com 0409 573 508

Helena Hammer

Mental Health Social Worker

0493552542

helena@attuneandbloom.com.au

Telehealth available to CQ and beyond.

Based in Yeppoon

Specialising in Perinatal and Infant Mental Health - preconception pregnancy, birth trauma, postpartum, perinatal/Infant grief and loss, motherhood, children 0-5 years. Medicare rebates available. <https://www.attuneandbloom.com.au/>

TENANCY SUPPORT

Homestay

St Vincent de Paul Society QLD Rockhampton Housing and Homelessness Programs are specialist homelessness services that and within Vinnies this service is known as Homestay.

Supporting people throughout the Banana, Gladstone, Rockhampton and Livingstone Shires to maintain and establish accommodation tenancies. This service is available to people over the age of 18 years, who have a tenancy:- private, social, community and public rentals.

 Support is available for people who:

- ✓ Are having difficulty in maintaining their existing tenancy
- ✓ Have received rental breaches or eviction notices
- ✓ Having difficulty to manage the expectations for property maintenance
- ✓ Support with tenancy skills - lease, rights and responsibilities

? Are moving into accommodation after experiencing homelessness, to establish a successful tenancy?

- ✓ Filling out forms
- ✓ Setting up rent, power and gas payments
- ✓ Assistance to source essential household items

 Homestay is a service delivered in the community which works to empower participants through support, information, skilling and linking in with services. Support staff work with people in their home environments in a confidential and individualised basis. Access to this service can be by self-referral or referral from other organisations with your consent. Referrals can be made 5 days per week between 8:30am and 4:00pm. <https://www.vinnies.org.au/qld/home-stay>

Local Contact for all CQ Homestay services:

- Phone: (07) 4890 4603
- Email: rockhamptonprograms@svdpqld.org.au
- <https://www.vinnies.org.au/qld/home-stay>

RentConnect

The RentConnect service helps Queenslanders find and apply for a place to rent.

This service may help you if you're struggling to access the private rental market due to non-financial barriers, such as:

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

RentConnect provides a range of information and practical assistance to help you overcome these barriers.

RentConnect Advisory Service

[Housing Service Centre](#) staff across Queensland can provide general advice and information on private rental and other housing assistance products. RentConnect is available in 18 Housing Service Centres.

Staff can provide one-on-one assistance and referrals for people who need more tailored information and advice to find and secure a home in the private rental market. They can also help people strengthen their skills to maintain their private rental tenancy.

RentConnect officers will work out what help you may need, including helping you to:

- find a home to rent
- understand the rental application process
- fill out rental application forms
- contact local real estate agents.

To receive specialised, one-on-one assistance from RentConnect, you need to:

- meet income eligibility requirements
- be facing non-financial barriers to renting in the private market
- be able to successfully manage a private rental tenancy.

RentConnect Tenancy Assistance

RentConnect Tenancy Assistance helps capable tenants overcome short-term tenancy problems and strengthen their skills to maintain their private rental home.

Officers work one-on-one with private rental market tenants to help them *maintain their existing tenancy*.

They help eligible clients:

- identify tenancy issues
- develop tenancy plans
- improve their ability to maintain their tenancy in the future.

To receive this assistance, you need to be a tenant who either:

- is experiencing a short-term financial setback and needs assistance to overcome this hurdle
- needs help to find more affordable housing.

Additionally, you must:

- meet income eligibility requirements

- live in the premises where tenancy assistance is required.

Templates for tenant references

Sometimes it can be difficult to move into private housing if you don't have references from previous landlords and housing providers. To help with this, we've developed several templates that you can ask a landlord or provider to use to provide a reference when you leave a property. [Access the reference templates](#).

See:

<https://www.qld.gov.au/housing/renting/help-to-find-a-rental-home/help-to-find-a-rental-home-rentconnect>

Make an appointment with a RentConnect officer via:

- phone 13 QGOV (13 74 68) or [Housing Service Centre](#).

Read more information about [renting in the private market](#).

Contact: Rockhampton Housing Service Centre, State Government Building Level 3,
209 Bolsover Street Rockhampton QLD 4700
Phone: 4848 7000 Toll free: 1800 801 176

Tenancy Skills Institute

The Tenancy Skills Institute is delivering Skillsets for Successful Tenancies - Dollars and Sense, a free, competency-based training program which up skills people who are wanting to enter the private rental market. The program is designed to help tenants successfully secure and keep a rental tenancy. Because of this, if you are at risk of losing a current tenancy, but unsure where you're going wrong or how to steer your rental journey back on track, this program will equip you with skills and knowledge that are key to taking control in a positive way. Upon completion, graduates receive a certificate which may be recognised by real estate agents when applying for a private rental tenancy. The 10-hour training covers four key skillsets that are vital for a successful tenancy including communication skills, tenant rights and responsibilities, cleaning and maintaining a property and budgeting.

This course is delivered over multiple sessions, sessions begin and end at the same time each day. To find out about training in your area, please contact 07 3413 6997 : info@tenancyskills.com.au or make contact through www.tenancyskills.com.au/contact/

Tenants Queensland.

QSTARS program can assist you with:

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

QSTARS is a free advice service for all Queensland renters.

You will receive expert advice and assistance.

Tenants Queensland 240 Quay Street Rockhampton QLD 47001: PH1300 744 263

<https://tenantsqld.org.au/>

TRAINING

Be Change

Be Change is an organisation determined in ensuring that those suffering from addiction receive the best possible support, in the best possible way, by the best possible people. Be Change does this in 3 specific and targeted ways. Training, Coaching, and Consultancy.

Firstly, Be Change provides *training* and *workshops* to individuals and organisations in:

- Motivational Interviewing.
- Addiction Treatment.
- Be Change also believes in prevention and provides positive mental health and wellbeing workshops to Primary and Secondary Schools.
- <https://www.bechange.com.au/training-workshops>

Secondly, Be Change provides *direct coaching support* to those suffering from addiction, or with a loved one suffering from addiction.

- High quality, best practice, 1 on 1 Recovery Coaching.
- Service Navigation and Referral Support for those struggling to navigate the system and find the right support.
- <https://www.bechange.com.au/services>

And thirdly, Be Change provides *consultancy to organisations* who are providing care, assisting with:

- Program Content development.
- Policy and Procedure development.
- Workforce Capability plans.
- Audit preparation, and a variety of other aspects of your business.
- <https://www.bechange.com.au/consultancy>

Mikel Gellatly is the Owner Operator of Be Change – Behaviour Change Consultancy. In his 'day-job' he is also the Clinical Services Manager for Lives Lived Well's Central Queensland Clinical Services. Mikel is a qualified Social Worker and has a background in Psychotherapy. Mikel is also a member of the Motivational Interviewing Network of Trainers (MINT), delivering MI training across a variety of social and health support domains in both Australia and Singapore. Having worked in clinical and leadership roles within Alcohol and Other Drug sector for the past 13 years, Mikel's career has largely focussed on program development, workforce capability, and the implementation of

evidence-based practice within these settings, ensuring those accessing services are receiving the most effective support possible.

Mikel has an in-depth knowledge of the complexities and challenges involved in treating individuals with substance use disorders, as well as the various theories and models that can be employed to support their recovery. In addition to his professional experience, Mikel also brings a personal perspective to his training, workshops, coaching, and consultancy, having gone through his own journey of addiction and recovery. This lived experience has provided Mikel with a unique insight into the emotional and psychological aspects of addiction, and how to best support clients through the recovery process. Those receiving our services can therefore be assured that they are learning from someone with both a substantial theoretical underpinning and practical experience in the field.

Contact Be Change today on 0432 664 982 or via mikel.gellatly@gmail.com
Or visit our website <https://www.bechange.com.au/>

Dispute Resolution Branch - training:

Become a dispute resolution practitioner by completing training courses with the Dispute Resolution Branch. Help others to resolve their disputes and develop your dispute resolution skills. Become a Nationally Accredited Mediator and gain professional recognition of your skills. For more information, visit www.qld.gov.au/disputeresolutiontraining or email trainingdrb@justice.qld.gov.au

Five Bridges

Five Bridges is a not-for-profit led by the local community for the local community. Our organisation is passionate about assisting individuals with barriers to education and employment and local Aboriginal and Torres Strait Islander communities. We are also extremely proud of our work facilitating the Queensland Governments Skilling Queenslanders for Work program which allows disadvantaged Queenslanders to gain skills, qualifications and experience to enter and stay in the workforce.

Five Bridges offers a range of training programs designed to equip local community members with the skills and knowledge needed to gain employment opportunities. Our programs are open to Indigenous and Non-Indigenous participants. The program we run are:

- Certificate II in Security Operations
- Certificate III In Community Services
- Certificate III in Driver Operations & HR License
- Certificate II Skills for Work & Vocational Pathways

This training is proudly funded and supported by the Queensland Government through its Skilling Queenslanders for Work initiative.

Five Bridges is proud to partner with CoAct to deliver employment support through the Australian Government's new Workforce Australia program in Rockhampton, Gladstone and Woorabinda.

Rockhampton Contacts:

Skilling Queenslanders for Work – Sonja 0457 219 941 / sonja@fivebridges.org.au

WFA – Angela 0458 521 339 / angelaj@fivebridges.org.au

The entire Five Bridges team is dedicated to our joint vision, as best expressed in our purpose statement: *To provide a range of culturally sound activities and initiatives that build capacity, supporting the social norms and behaviors that constitute a positive, proud and responsible Indigenous community.*

Our organisations values are *Integrity, Relationships, Passion, Respect, Innovation and Professionalism.*

IT Tutor

Judi Blanchard

Digital Skills Tutor

P O Box 754 Rockhampton Qld 4700

Mobile: 0447 227 630

Email: judiblanchard@gmail.com

ABN: 94197358059

TRANSPORT

CatholicCare Community Transport

CatholicCare Central Queensland provides affordable, safe, and convenient transport to ensure all members of our community can get out and about. CatholicCare welcomes the aged, those living with disability and socially disadvantaged members of the public, to make use of this convenient and affordable Transport Service.

Some passengers may be eligible for subsidies under the following programs:

- Home Support Program
- Queensland Community Care
- Home Care Packages
- Disability Support Program

Where a person is not eligible for any of the above subsidies, they may still be eligible as a private passenger.

Transport and booking available 7am -5pm Monday to Friday. The modern cars and buses are built for comfort and for safety and convenience. All buses have wheelchair lifts, easy-access steps and extra standing height.

All CatholicCare Transport Drivers are experienced, qualified Community Care staff and hold Queensland Driver Authorisations, as per Transport regulations. Fees are calculated

to suit individual needs. One carer may travel free of charge with each passenger. For more information or a TOLL FREE booking please call 1800 374 772

<https://www.catholiccare.org/senior-services/our-home-care-services/out-and-about>

LiveBetter

Transport. At LiveBetter, we understand that as the years go by it becomes harder for our aged community members to get around. We can provide a personalised, door-to-door service to give you the support you need. If you are frail, have a disability or are a carer, then LiveBetter's transport service can make it easier for you to get around. Call us today on 1300 952 273 to start accessing our personalised transport service.

<https://livebetter.org.au/location/rockhampton/>

UNION

The Services Union – Your Union for Social and Community Sector Workers

The Services Union is committed to supporting Queensland workers and communities. Our members work everyday to build our community and to provide high-quality public and community services.

Our Social & Community Sector Workers Work In:

- Disability services
- Child protection, youth and family services
- Health, mental health and alcohol and other drug services
- Community and neighbourhood services Migrant and settlement services
- Homelessness, housing and tenancy services
- Community legal services
- Aboriginal & Torres Strait Islander services
- Women's services
- Policy, advocacy and campaigning;
- Employment services
- Community transport

Our Values

Fairness, Justice, Democracy, Dignity, Equality and Collectivism.

Our Vision

All members have the right to the dignity of safe and secure work. Our vision is for a strong, courageous and collective voice to continually improve our conditions and the culture of our workplaces and communities. We will achieve this *together*.

Join us, support us and make a difference – *The Services Union* is always *by your side*.

Your Local Organiser

With 5+ years experience working in the Social & Communities Sector – I would love for you to get in contact for a chat or to arrange a workplace visit to introduce myself and the many benefits of joining your Union or to hold an information session.

Wayne Inman

P: 0499 072 334 **E:** wayne.inman@theservicesunion.com.au **A:** 178 Quay Street, Rockhampton <https://www.theservicesunion.com.au/member-information/join/>

VICTIM SUPPORT – state wide

ConnectCare For Victims of non-violent Property Crime 1800 574 066

What we do... ConnectCare helps people in Queensland who have been victims of non-violent property crimes. It's a service where you can get information, advice, and referrals to better understand what support is available. If you need emotional support, ConnectCare also offers counselling sessions. Through counselling and case management, ConnectCare aims to guide and support you, helping to reduce the impact of the crime and improve your overall well-being.

Client Eligibility. As long as you reside in QLD and have been victim to a non-violent property crime you are eligible.

Referrals. You can self refer or be referred into the program by existing health professionals (including Queensland Police), networks, organisations or by another service provider.

Self-Referral through contacting ConnectCare: 1800 574 066
connectcare@ucommunity.org.au

<https://www.unitingcareqld.com.au/services-and-support/counselling-and-wellbeing/mental-health-support/connectcare>

Victim Assist Queensland

Victim Assist Queensland provides assistance for victims of crime anywhere in Queensland, to help them to recover from the effects of a violent crime and get their lives back on track. Victim Assist Queensland is part of the Queensland Government's Department of Justice and Attorney-General.

[Rockhampton Courthouse - 1st floor, Rockhampton QLD 4700](#)
[1300 546 587](#) [Email](#) [Website](#)

WORKERS' MENTAL HEALTH SUPPORT

Workers' Psychological Support Service (WPSS)

WPSS is a free, independent and confidential support service for Queenslanders experiencing a work-related psychological injury.

The WPSS will provide Queensland workers with practical advice and connect and engage them with existing community and support services, aiming to minimise the impact that a work-related psychological injury can have across other areas of people's lives.

This independent, confidential and free service is available state-wide to Queensland workers who:

- have experienced a work-related psychological injury, or
- are experiencing psychological symptoms linked to a physical workplace injury

The WPSS can be contacted on a toll-free telephone number 1800 370 732 between the hours of 9AM to 5PM Monday to Friday, by email at info@wpss.org.au, or through the website at www.wpss.org.au.

Karina Maxwell, an experienced social worker with the WPSS will collaborate with you to provide support, guidance, and advice connecting you with the community services you need.

YARD MAINTENANCE & NDIS BUILDER

DBS Group

DBS Group are excited to now be working in the NDIS space.

Our family owned & operated business believes in working towards brightening the future for indigenous people and those with significant and permanent disability by creating a safe and liveable household environment with our services.

We do this by making personal connections with the traditional owners and elders of the land on which we are working and encourage them to engage the young members of their community in our workforce.

We are a 100% Indigenous owned and operated organisation, servicing Central Queensland and Central Highlands areas. Principal Director, Neil Berry, is also a Traditional Owner of the Gugu-Badhun mob in North Queensland.

Our values:

- Integrity
- Loyalty
- Quality
- Family
- Fun

Our services for NDIS:

- Building maintenance and renovations
- Home repairs and fit outs
- Yard and lawn maintenance
- Landscaping

Contact us:

1800 DBSQLD | projects@dbsqld.com.au
 dbsqld.com.au | 155 East St, Rockhampton
 37 Macaulay Road, Emerald <https://dbsqld.com.au/>

LiveBetter

Yard Maintenance We offer a yard maintenance service to those living in our community who are unable to complete these tasks on their own. Our yard maintenance service is performed by a professional mowing man and/or gardener. To access our yard maintenance service, please contact LiveBetter on 1300 952 273

<https://livebetter.org.au/aged-care/home-care-services/home-modifications-and-maintenance/>

Trevor Boswood - NDIS Registered Builder

Trevor has been in the trade for 42 years and has a wealth of experience in modification and maintenance in domestic and commercial properties including renovation to ensure accessibility for aged or those with a disability.

T.G. & J. Boswood Pty Ltd P: 07 4926 2787 M: 0418 792 657 F: 07 49265730 E: tgboswood@bigpond.com Bld Lic No 72882

CENTRAL HIGHLANDS

Amica

amica is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information www.amica.gov.au or watch this [explainer video](#)

Adis 24/7 Alcohol and Drug Support

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) in this directory

Alzheimer's Association of Queensland Inc

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

AnglicareCQ

Emerald

Address: 44 School Lane, Emerald

Phone: 1800 769 814

Email: Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Blackwater

Address: AnglicareCQ c/o Community Centre, Wey St, Blackwater

Phone: 1800 769 814

Email: Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Service Types:

- Mental Health Support
- Youth Services for children & young people
- Foster and Kinship Care
- Housing

AQ (Autism Queensland)

Our specialist therapy and teaching team deliver services for autistic children, adolescents and adults living in Central Queensland including Rockhampton, Central Highlands, The Gemfields (including Emerald), Yeppoon and surrounding areas. AQ Rockhampton is located at the John Villiers Centre of Excellence Central Queensland <mailto:rockhampton@autismqld.com.au> 373 Lakes Creek Rd, Koongal.

rockhampton@autismqld.com.au. Ph. 4923 4800 [Find/Contact Us](#) | [Our Services](#) |

[Other Centres](#)

Please note that fees apply to AQ services and supports

Autism Connect

Autism Connect (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via www.amaze.org.au/autismconnect/

Basic Rights Qld

What we do: Basic Rights Qld is a community legal centre providing free advice, support, advocacy, casework and representation when needed. For more information please see [Basic Rights Qld](#) in this Directory

How to get help Call 1800 358 511 Monday to Friday | 9.00am - 4.00pm Or go to <https://brq.org.au/contact/>

Find more information and useful resources at www.brq.org.au

Calvary Care:

We are the outreach arm of Calvary Christian Church in the Emerald / Blackwater location. We have 9 Calvary church locations across Australia and 2 overseas.

People from within our church donate finances that Calvary Care directors have access to, we then use this to assist those in need. To receive support, people can refer directly to us or through an agency and do not need to attend church to receive this support. In fact – Calvary Care exists to help the community!

Our goal is to support agencies already doing amazing work, so do our best to point people in the right direction for where they can receive appropriate support however we know sometimes there are gaps in funding and service provision. Calvary Care can step in at these times so please let us know where you may have needs.

Calvary Church:

Calvary Church also runs many mid-week social groups in Emerald and Blackwater as well as our Playcentre as well as many events throughout the year. These are open for anyone to attend. These mid-week groups run the duration of the school term. These include but are not limited to:

- Mothers & Parents groups including Music & Play

- Social Groups for different ages, life stages & demographics including a 50yr + social group
- Junior Youth & Youth groups
- Red Frogs support & school programs

We run a 9am Sunday Service in Emerald and a 5pm Sunday Service in Blackwater.

The main supports of Calvary Care:

At the moment, we are mainly supporting people through our Food Bank and Crisis Funding however I have listed a brief description of projects we do throughout the year and supports we have provided in the past. We unfortunately cannot support people in an ongoing week by week basis but can help people get back on their feet, get through a crisis or provide some relief when things are tough.

Food Bank – Helping individuals and families with Food Bags:

We provide around 2 bags per family – we aim to have meat and meal ingredients for up to 3 meals plus some snack / school lunch and dry food. We can also provide nappies, formula, hygiene items, toilet paper and washing powder. We also have Single Person bags made up especially for someone experiencing homelessness and these have easy to make items and non-perishable foods that someone can have on the go.

Vouchers - In some cases we also have Woolworths, Big W and Fuel vouchers but no longer give these out to direct referrals and need to receive a referral from an agency as we are limited in how many we can give out. We have a limit of one per person and use these when someone is facing significant need or crisis.

Donations – We receive A LOT of community donations and will do our best to pass these on to those who need it quickly. We have often donated to agencies who need for clients. If we know of a family either starting over or escaping Domestic Violence, we will do a donation call out and get items needed for their home and deliver them as well.

Blessing Bags - We can also support families who have just had a baby or have welcomed a foster child into their home who do not have the needed supplies.

Crisis Funding – We have a small budget available for those facing eviction or fleeing domestic violence; however due to the limitation of finances, this funding is reserved for those facing significant crisis and we prefer referrals will need to be made through agencies.

Projects:

On a needs by needs basis we have provided personally made up donations, hampers and gifts to:

- Schools (period packs, lunch packs)
- Hospitals (gifts & necessary emergency items, maternity packs) and
- Agencies (with gifts for those who would otherwise not receive anything on Mothers day, Fathers day, Easter, Christmas etc as well as supplied necessary items for tough times including our Winter appeal)

If you have an idea or need in mind please get in touch.

Referrals:

Service Provider Referral is preferred

Email: amie.coop@calvarycc.global

Church Phone: 49822821 Whilst we do not have a volunteer to man this phone daily, we do check it between Tue – Thur and get back to people as soon as we can.

<https://www.facebook.com/calvaryemerald/>

CQID: Central Queensland Indigenous Development

Family Participation/Family Well Being/Next Steps Plus/Homelessness to Housing

Specialist DFV Workers are attached to the FWB programs in Emerald/Blackwater .

We have small waiting lists currently for FWB, but a phone call on any given day and FWB staff will be able to inform on expected wait list times. Any family placed on a waitlist is subject to our Active Efforts, where staff remain in contact weekly and are referred to services while the family awaits being allocated to suitable program.

We welcome walk-in and self referrals to the office.

Alternatively families can also refer themselves through the CQID or FACC website.

Contact Information: CQID Emerald, 31 Ruby Street EMERALD Q 4720.

07 49874792

enquiries@cqid.com.au <http://cqid.com.au>

CQID Ltd Homeless to Housing (H2H) Services:

3 nights only Emergency Crisis Accommodation in Rockhampton, Livingstone, and Gladstone

Supported Accommodation in motels across Rockhampton, Livingstone, Central highlands, Longreach and Hervey Bay for Singles, Couples and Families
Mobile Support for people couch surfing and at risk of homelessness
Support for Tenancies at risk (Private or Social Housing)

Emerald: 4987 4792

31 Ruby St, Emerald

Website: CQID | Central Queensland Indigenous Development

DBS Group

DBS Group are excited to now be working in the NDIS space.

Our family owned & operated business believes in working towards brightening the future for indigenous people and those with significant and permanent disability by creating a safe and liveable household environment with our services.

We do this by making personal connections with the traditional owners and elders of the land on which we are working and encourage them to engage the young members of their community in our workforce.

We are a 100% Indigenous owned and operated organisation, servicing Central Queensland and Central Highlands areas. Principal Director, Neil Berry, is also a Traditional Owner of the Gugu-Badhun mob in North Queensland.

Our values:

- Integrity
- Loyalty
- Quality
- Family
- Fun

Our services for NDIS:

- Building maintenance and renovations
- Home repairs and fit outs
- Yard and lawn maintenance
- Landscaping

Contact us:

1800 DBSQLD | projects@dbsqld.com.au
dbsqld.com.au | 155 East St, Rockhampton
37 Macaulay Road, Emerald <https://dbsqld.com.au/>

BUSHKids Rockhampton and Central Queensland

BUSHkids has been chosen as the National Disability Insurance Scheme (NDIS) Partner

in the Community to deliver Early Childhood Early Intervention (ECEI) Services to Rockhampton and Central Queensland.

Phone: 38707288

Email: info@bushkids.org.au

Web: <http://www.bushkids.org.au/>

Carer Gateway

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and

support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

CatholicCare Central Queensland

Family Support Service

CatholicCare assists families, children, parents and individuals gain knowledge, skills and resources to enhance their wellbeing and create a safe and caring family environment. The purpose of the program is to support vulnerable children, young people (unborn to 18) and their families to improve their safety and wellbeing, and to preserve the family. Our aim is to respond to the needs of children, young people and their families. This includes single and two parent families, kinship carers, guardians and extended family members with children 0 -18 years living in the same house. Sessions last approximately one hour. The number of sessions will depend on your needs, and they will proceed at your pace. This is a free service for eligible clients. Appointments can be made by phoning CatholicCareCQ on 1300 523 985.

Family relationship counselling

CatholicCare Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively effecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated. Appointments can be made by phoning 1300 523 985.

Family and Relationship Community Education

The Family and Relationship Community Education program provides education to groups, individuals and professionals to strengthen relationships, support families, improve the wellbeing of children and increase participation within communities. These services are provided to families, children, young people, communities and professionals. Topics include:

- Behaviour Management
- Self Esteem
- Budgeting
- Coping with Depression and Anxiety
- Parenting Workshops including 123 Magic
- Bullying

sTo find out what workshops and/or education is coming up in your area, visit the CatholicCare website at <https://catholiccarecq.com/> or call our friendly Client Contact Team on 1300 523 985.

Central Queensland Mental Health Alcohol and Other Drug Services

1300 MH CALL

1300 64 2255

One number for 24hr specialist mental health care for anyone anywhere in Queensland.
Referrals/ crisis/ support

In an emergency always dial Triple Zero

Central Queensland Rural Health (CQRH) – is a not for profit service providing quality mental health care within Central Queensland local government area of the Central Highlands (and Rockhampton, Gladstone, Livingstone and Banana LGAs and the North Burnett regions). We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral

Contact: CQRH on 4992 1040 or referrals@cqrdgp.com.au for all referral enquiries.

Centrelink Ph. 4983 7000

Children's Contact Service – Relationships Australia (Qld)

Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 See [Children's Contact Service](#) in this Directory.

Community Solutions

A CoAct Accredited Employment Service Partner

Disability Employment Services | Workforce Australia

If you want to find work then Community Solutions is the place for you.

Open the door to a world of opportunity and be supported by a team who believe in you. When you register with Community Solutions, our dedicated local team in Yeppoon, Emerald and Rockhampton, invests in you from the start. You'll get one - on - one support with staff who listen to your needs, give you options to reach your goals and build your confidence and skills to help you on your road to success.

Community Solutions is a leading specialist employment agency with over 20 years' experience in helping Queenslanders with disability, health conditions, injuries or mental illness to find rewarding and satisfying work. Our team can help you overcome any challenges to finding a job so that you can enjoy the benefits of being part of the workforce.

To find out more please see [Community Solutions](#) in this Directory

Get in touch

To find out more about Community Solutions contact your local team on:
1300 621 499

<https://communitysolutions.org.au/>

Shop 6A / 18-22 Anzac Parade, YEPPOON
189 Musgrave Street, ROCKHAMPTON | Shop 1/112 Egerton Street, EMERALD

Counselling Notes Protect (CNP)

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records.

To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

CQID (Central Queensland Indigenous Development).

CQID Aboriginal and Torres Strait Islander Family Support Service is an indigenous organisation that provides support to indigenous families through direct support within the family home and local community.

44 Ruby Street, PO Box 2639, EMERALD Q 4720

Phone: (07) 4987 4792 Fax: (07) 4987 4928 <https://cqid.com.au/>

CQ Rural Health Ph. 4992 1040

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

Department of Families, Seniors, Disability Services and Child Safety

Ph. 4983 7500

Domestic and Family Violence Response Program

Our local Response Team understands the complex reality of domestic and family violence. Catholic Care CQ partner with Helem Yumba to support women and children in our Central Queensland community.

Our service provides collaborative, trauma informed, culturally safe response and person-centred approach to assist, women and children who are experiencing or have experienced domestic family violence, free of charge.

Services include;
Information, support, referrals and advocacy
Risk assessment and safety planning
DFV counselling
Child witness counselling
Court support
Shark Cage

Please contact;

07 49 774 107

dfvreferral@catholiccarecq.com

CQ Service Directory September 2025

www.catholiccarecq.com

DV Connect

Women's Line 1800 811 811

Men's Line

1800 600 636

Emerald Neighbourhood Centre.

Emergency relief; crisis intervention; Information; Referral; Community Visitor.

Ph. 4982 1696

<https://emeraldneighbourhoodcentre.org.au/>

Family Drug Support Australia

Family Drug Support is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- *One on one support:* face to face, Teams or telephone
Belinda: 0490 536 976 belinda@fds.org.au;
- *Website:* www.fds.org.au with information on events and meetings
- *24/7 Phone Support line – 1300 368 186*

Fly2Health

We service Speech Pathology (Emerald and Blackwater), Occupational Therapy, and Psychology. We're also in Gladstone, Biloela, Clermont, Longreach, Tambo, Blackall, Barcaldine, Middlemount, Rockhampton, Dysart, Moranbah, Monto, etc. All of these communities we are there at least fortnightly. [Book online today.](#)

For more information please see <https://www.fly2health.com.au>

Gambling Help Service

UnitingCare

Central Queensland

We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:

- Via Teams (video call) or phone

Staff induction training for licensed venues, community services, support groups and other stakeholders throughout the Central Queensland region, promoting harm minimisation, support service information and identifying problem gambling:

- Via Teams (video call) or phone
- From licensed venues

We attend community events and activities providing gambling help education and awareness.

For Gambling Help available to the whole of the CQ and Central West region contact:

CQ Service Directory September 2025

221

Counsellor/Community Educator
Mobile: 0498 000 325

Community Educator
Mobile: 0498 000 817

Susan Guley
Counsellor/Community Educator
Mobile: 0455 865 293
Email: susan.guley@uccommunity.org.au

Generic email: gamblinghelp@uccommunity.org.au
Contact information valid for the whole of the CQ and Central West region.

After hours contact Gambling Helpline
Phone: 1800 858 858
Website: www.gamblinghelpqld.org.au

Grow – mental health and personal growth

Grow meetings are based on the learned experience of people who have come through significant mental and emotional challenges to a healthier and happier life. They provide acceptance, encouragement, friendship, inspiration and mutual support for participants.

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 describe a more connected, meaningful and happier life with greater resilience (emotional muscle) to meet life's challenges.
Emerald Grow meeting: Every Thursday 7.30pm to 9.30 pm at the Neighbourhood Centre, 17 Yamala St, Emerald. Please ring 0408 577 403 or 0413 449 008 for any further information. www.grow.org.au

Gryphon Psychology

Psychologist in Emerald, Queensland
Address: 132A Opal St, Emerald QLD 4720
Phone: (07) 4953 5499 <https://www.gryphonpsychology.com/our-services.php>

headspace

headspace Emerald is part of a National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds. We support young people with mental health, physical health, alcohol and other drug services, as well as work and study support. We accept referrals from everyone by phone, email and in person. We are located at 65 Hospital Road, Emerald. Our contact number is 1800 950 722.

Highlands Nutrition

We are a locally owned & operated business. Supporting clients of all ages living across the Central Highlands 'Create Healthier Lives'. Annette who is a Dietitian & Diabetes Educator together with her team of Dietitians provide clinics at Blackwater, Emerald,

Sapphire and Springsure. Telehealth and phone consultations are also available. With a GP referral clients may be eligible for a bulk billed consultation. We also provide services via Private Health rebates and through Aged Care, DVA and NDIS funding.

Book online at highlandsnutrition.com.au or <https://www.halaxy.com/profile/highlands-nutrition/location/688151> also you can call 07 4881 1590

Our Team provides services for:

Weight loss

Malnutrition (weight regain and weight maintenance)

Diabetes (controlling blood glucose levels)

Cardiovascular Disease (high cholesterol/lipids and hypertension)

Food intolerances/allergies (e.g. gluten, lactose, nuts, etc.) including coeliac disease

Bowel Health (constipation, diarrhoea, Crohn's Disease, IBD, and IBS)

And a wide range of other chronic diseases such as cancer, osteoporosis, arthritis, COPD, kidney disease, anaemia,

eating disorders and gastro-oesophageal reflux disease

We also provide consultations for the following:

Preventative nutrition to reduce the risk of chronic disease

Bariatric Nutrition – pre and post weight loss surgery

Weight gain/muscle bulking

Supplementation

Post-operative nutritional regimes

General health and fitness enquiries

Nutrition for different life stages (pregnancy, lactation, infants, children, teenagers, students, professionals, elderly)

Feeding therapy for fussy eaters

Nutrition consultations for those already leading a healthy lifestyle

Contact: Lydia Harries, Clinic Manager: Phone: 07 4881 1590

W highlandsnutrition.com.au

Homeless Persons Information Queensland (HPIQ)

1800 474 753

Kanda: Formerly Southern Cross Support Services

Care and support services as individual as you are.

We provide a wide range of care and support services to Rockhampton and surrounding communities'

Our dedicated team works tirelessly to ensure our clients receive the highest standard of support, empowering them to live their best lives.

Call Us: [1300 727 701](tel:1300727701)

<https://www.kandacare.com.au/locations/>

Opening Hours: Monday to Friday: 8:30am to 5pm

Saturday and Sunday: Closed

Kids Helpline

1800 55 1800

LAC in Community Emerald - Carers Queensland

Emerald Neighbourhood Centre. 17 Yamala Street Emerald, QLD 4720

Phone: (07) 4843 9200 to schedule one on one appointments to find out more about the National Disability Scheme. Or book online

<https://carersqld.com.au/organiser/carers-queensland-ndis/>

Lifeline Telephone Crisis Support 13 11 14 24 hours crisis support helpline.

Many Rivers

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE. Contact: 0439 785 225 | donna.burton@manyrivers.org.au 1300 626 974 <https://manyrivers.org.au/>

Men's Behaviour Change Program

For men who have used harmful and controlling behaviours.

A Sixteen Week MBC Program that encourages men to be accountable and responsible for the choices they make.

MBC Groups are located in:

Emerald - Mount Morgan - Rockhampton
Serving central Queensland

For enquiries please contact:
(07) 4977 4107

Email: mbcreferrals@catholiccarecq.com

CatholicCare CQ works closely with Helem Yumba to make sure all family violence support is safe and respectful for Indigenous communities.

Money Smart

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – then please click on [Money Smart](#)

NDIS Appeals Support – Qld Advocacy Inc.

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable

people with disability who are going through the review or appeal process, have access to skilled advocacy support.

NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

To be eligible for assistance through the Decision Support Pilot you must:

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

Contact: *Qld Advocacy for Inclusion: QAI*

Address: South Central Commercial, Level 2/43 Peel St, South Brisbane QLD 4101

Phone: [\(07\) 3844 4200](tel:0738444200) or 1300 130 582 (cost of a local call)

Email: gai@gai.org.au

National Health Services Directory: Download the healthdirect app

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone.

The healthdirect app is Australia's free health app that helps you make informed decisions about your health. You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

NJL Parent Pathways

Parent Pathways is a Federally funded, pre-employment program that assists parents with young children to identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community.

NJL will be delivering Parent Pathways in the following locations Berserker, Rockhampton City, Gladstone, Emerald, Woorabinda and Yeppoon.

For more information please contact our Rockhampton office on 07 4921 3107 located at: Normanby House, 44A William Street, Rockhampton 4700

No Interest Loans (NILS)

The No Interest Loan Scheme (NILS) provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months. To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide
Shop 2b /58 Kariboe St. Biloela 4992 3322*

❖ *CQ Financial Counselling Services may be contacted on 49281844 or email:
info@cqfcs.com. To find out more about what CQFCS can offer, please click on
[CQ Financial Counselling Service](#) to see their entry in this directory.
Does not cover Banana Shire or Woorabinda*

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.
1800 846 643
Local Phone numbers are:
Rockhampton 4927 6026
Gladstone 4972 2662*

Parentline

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm.

1300 30 1300

To find out more, please visit: parentline.com.au or check out *Parentline Qld + NT* on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: admin@parentline.com.au

Psychologist: Gryphon Psychology.

Anger Management; Stress and Conflict; Couples Counselling; Family and parenting issues; Children's emotional and behavioural problems; Anxiety
CQ Service Directory September 2025

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. <https://gryphonpsych.com.au/>

Pure Home Care Services new

<https://purehomecareservices.com.au/>

Currently servicing Emerald and the Southern Central Highlands district. Pure Home Care provides a range of support under the NDIS model, including personal care, community access, social participation, life skills development, in-home support, and assistive assistance with daily living.

Unit 7/29 Esmond St, Maraboon Gardens, Emerald 4720

460 936 179

Business Hours : 24 hours

Queensland Community Care Services

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk. For more information please see [Queensland Community Care Services](#) in this directory.

Reading Writing Hotline 1300 6 555 06

A free national referral service for adults.

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or

[email](#) for more information – or see our website

<https://www.readingwritinghotline.edu.au/>

Renew Psychology and Rehabilitation

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [Renew Psychology and Rehabilitation](#) in this directory. Contacts: Email admin@renewrehab.com.au PH 4659 9133 Mobile 0447 674 765 Website: www.renewrehab.com.au

Rural Health Connect

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply.

Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info: <https://www.ruralhealthconnect.com.au/#/rural-home>

Salvos: Moneycare Financial Counselling Services

Moneycare is The Salvation Army's free financial counselling service for individuals, couples and families. Our qualified staff provide information and support to help you deal with your current financial situation and learn how to manage money well in the future. Phone 1800 722 363

Springsure and Woorabinda Commonwealth Home Support Program (CHSP)

Springsure and Woorabinda Commonwealth Home Support Program supports reablement, independence and individualised restorative support, promoting quality of life while remaining in home.

The CHSP program provides a range of in-home support services across both delivery sites, with a focus on assisting the aging and frail in our local community and surrounds to remain living independently in their own home.

CHSP also assist in the provision of support to those wishing to be assessed for the Commonwealth Home Support Program.

Funding for these services is provided by the Australian Government, and individuals receiving CHSP services may also be asked to contribute via co-contribution through service delivery fees.

CHSP eligibility is assessed on a case-by-case basis and is available to older people aged 65 and over, or 50 and over for Aboriginal and Torres Strait Islander people.

To enquire, you can contact our services Monday – Friday between 8:00 am and 4:30 pm

Springsure Multipurpose Health Service:

07 4847 9200

21 Woodbine Street Springsure 4722

Thirilli: Indigenous Suicide Postvention Service 1800 805 801

Formerly NICRS) now funded by the National Indigenous Australians Agency

Thirilli provides crucial and timely support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

For more information please see the website: <https://thirilli.com.au/>

To contact a Critical Response Support Advocate call 1800 805 801

The 1800 805 801 number is available 24 hours, 7 days a week.

For more information please see [Thirilli](#) in this directory

StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast. STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. This is a free Service.

See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support
Ph: 1300 727 247 Email: standby.cqwbcs@uccommunity.org.au
Web: www.standbysupport.com.au

Suicide Call Back Service 1300 659 467

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.
<https://www.suicidecallbackservice.org.au/>

Telehealth Bereavement Counselling

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or info@grief.org.au. www.grief.org.au

UnitingCare Queensland - Rural Family Support – Central Highlands

Family support is funded to strengthen the capacity of families with children and young people (unborn to under 18) who find themselves in vulnerable circumstances. The service uses a case management model to prevent crises or problems within families arising or escalating and to stabilise or maintain family wellbeing.

Rural Family Support aims to improve the wellbeing and safety of families in our community by:

- building the capacity of parents to care for, protect and raise their children,
- providing links to local support services,
- advocating at community and parenting groups,
- providing resources to families to deal with and manage family issues, and
- providing parenting tips, workshops and opportunities to meet with other parents

I can work with:

- families with children aged 0 to 18 who live in the Central Highlands region
- schools
- service providers
- self referrals

To chat, get more information or to refer:

- Drop in to 124 Borilla St Emerald
- Call 0417 400 354

- Email: myra.shaw@uccommunity.org.au.
- 8.30 am to 4.30 pm Monday to Friday

Virtual Psychologist

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ)

Women's Health Information and Referral Service CQ Inc. (WHIRSCQ) aims to enhance people's quality of life by providing a holistic service, contributing to the empowerment of individuals and improving the health and well-being of all women and their families throughout Central Queensland. WHIRSCQ works from a feminist perspective that values gender equality, acknowledges cultural diversity and provides a person-centred service delivery model. WHIRSCQ encompasses strength-based philosophies through open, honest and transparent therapeutic sessions with clients.

WHIRSCQ provide Free and confidential counselling and support in a safe, supportive, non-judgmental and non-discriminatory environment. This service can be accessed face-to-face, by phone or video counselling.

General Counselling and Support:

- Women 14 years and over
- Any issue affecting the well-being of the client
- Historical domestic and family violence
- Information and Referral

Sexual Assault Counselling & Support:

- Women, men & youth 12 years and over
- Recent or historical sexual assault

Outreach Services:

North Rockhampton, Yeppoon, Gracemere, Mount Morgan, Emerald, Blackwater.

Referral:

Individuals can self-refer by completing intake over the phone or face-to-face at the centre.

WHIRSCQ receive referrals from various sources, including community or government services and general practitioners. We accept referrals via phone, walk-ins, or by emailing intakeofficer@whccq.org.au.

A referral form can be downloaded from our website at:

<https://womenshealthrockhampton.com/wp-content/uploads/2025/02/WHIRSCQ-Client-Referral-Form.pdf>

Other Services:

WHIRSCQ assists women who are homeless or at risk of homelessness by providing shower and laundry facilities, and, where possible, basic clothing, sanitary items, and a meal.

Clients can also access the phone and internet and receive information and referral support to other services.

For further information and referral or enquiries, please contact the Centre:

225 Bolsover Street Rockhampton

PH. 4922 6585 or 1800 017 382

reception@whccq.org.au

<https://womenshealthrockhampton.com/>

Women's Wellbeing Line 1800 4 WOMEN (1800 496 636),

The Women's Wellbeing Line operates Monday-Friday 8am to 8pm, and Saturday from 9am to 5pm.

Email wellbeing@wheq.org.au, or connect via [webchat](#).

Well Mob – Healing Our Way

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People. Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma.

See: [Well Mob](#)

Yumba Bimbi Support Services

Yumba Bimbi Support Services provides specialist disability services across the rural ...

Yumba Bimbi operates on the premise that everyone's needs, preferences and aspirations are unique and different. 65 Anakie St, *Emerald* QLD 4720

Just contact us on 4987 7933 or at admin@yumbabimbi.com.au

<https://yumbabimbi.com.au/>

GLADSTONE AND BILOELA

Amica

amica is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information www.amica.gov.au or watch this [explainer video](#)

Adis 24/7 Alcohol and Drug Support

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) is this directory

Al-Anon

GLADSTONE, WEDNESDAY, 9.30am, Hopelink building, 19 Dalrymple Dr, Toolooa Al-Anon
<https://al-anon.org.au/>

Alcoholics Anonymous (AA)

Alcoholics Anonymous is a worldwide fellowship of men and women who help each other to maintain sobriety and who offer to share their recovery experience freely with other who have a drinking problem. The program AA suggests consists basically of “Twelve Steps” designed for personal recovery from alcoholism The only requirement to be an AA member is the DESIRE to stop drinking.

Open meetings are available to anyone interested in Alcoholics Anonymous' program of recovery from alcoholism. Nonalcoholics may attend open meetings as observers.
90 minutes

<https://aameetings.org.au/m/gladstone-tuesday>

[Philip Street Communities and Families Precinct](#)

1 Pengelly St, West Gladstone QLD 4680, Australia

Off Phillip Street in Maxine Bruche Building room no.3

0493671937 – group phone

Alzheimer's Association of Queensland Inc

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023 <https://alzheimeronline.org/>

AnglicareCQ

Gladstone

Address: 50 Young Street, Gladstone

Phone: 1800 769 814

Email: Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Anglicare CQ Financial Resilience Service

Financial Resilience Service can:

- Support you to set up Payment Plans including phone, internet and utilities
- Review your personal budget and provide you options to improve it
- Provide information and referral for a range of support services including general or financial counselling, health & wellbeing services including addiction services & NILS
- Deliver financial workshops i.e. Money Minded

- Assist with the set up MyGov and Centrepays
- Assist you to increase your understanding of credit
- Help you to access low cost financial products and/or hardship programs

Financial Resilience Service is not a Financial Counselling service and is not able to assist with:

- Superannuation Matters
- Emergency Relief payments
- General counselling support
- Financial planning and advice
- Bankruptcy matters
- Legal matters
- Matters where debt collectors are involved

We are happy to provide you with referral information for these matters.

Bianca Andrewartha:

Financial Resilience Worker
Homelessness and Financial Support
P: 07 4970 6130
M: 0419 138 950

Biloela Address: 79 Kariboe St, Biloela Phone: 1800 769 814

Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm

Monday – Friday

Website: <https://anglicarecq.org.au/>

Service Types: Mental Health Services

- Foster and Kinship Care
- Financial Resilience Program

Autism Connect

[Autism Connect](https://autismconnect.org.au/) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via www.amaze.org.au/autismconnect/

Banana Shire Emergency Accommodation Support Centre.

Emergency accommodation and crisis support. Ph. 4992 3322 <https://bssc.org.au/>

Basic Rights Qld

What we do: Basic Rights Qld is a community legal centre providing free advice, support, advocacy, casework and representation when needed. For more information please see [*Basic Rights Qld*](#) in this Directory

How to get help Call 1800 358 511 Monday to Friday | 9.00am - 4.00pm Or go to <https://brq.org.au/contact/>

Find more information and useful resources at www.brq.org.au

Biloela : Free Counselling Service available in Biloela: Services available : •

General Counselling for Women only • Sexual Assault Counselling for victims (Women, Men & Children ages 12+) - please call *The Gladstone Women's Health Centre* 4979 1456 or info@gladstonewomenshealth.org.au

Blue Care Services Biloela

<i>Community</i>	4 Hospital Rd. Biloela	4992 2481
<i>Respite</i>	4 Hospital Rd. Biloela	4992 1385

Bridges Community Health Services.

Bridges is Wide Bay's longest established, leading provider of community-based mental health and drug and alcohol services, with a strong commitment to providing new initiatives and evidence-based processes to enhance and deliver for people at risk and facing adversity within the services catchment.

Bridges have expanded their footprint through Central Queensland to deliver services in Rockhampton, Gladstone, Agnes Water and surrounding towns in the Central Queensland Region. Our team provides services as far south as the Sunshine Coast, West to Dalby, Miles, Cherbourg, and through both the South and North Burnett Regions.

Our Services include allied health, psychological services, community-based mental health services, counselling and support programs for children, youth, adults, families and carers. Bridges offer a disability employment and NDIS support services in several areas in Regional Queensland. Bridges delivers innovative projects to increase awareness and understanding of mental illness, drugs, and alcohol to reduce stigma and discrimination and improve models of service delivery.

The organisation provides justice and advocacy services for people with experiences of correctional facilities, as well as a Youth Bail Support Service to help young people get on the right track. We provide individualised support for people with mental illness

released from Central Queensland Correctional Centres, as well as pre and post transition support services in the North Coast Queensland Corrective Services Catchment.

Contact Bridges on phone: 1300 707 655, find us online at: www.bridgeshcc.org.au, follow us on Facebook, LinkedIn and YouTube.

BUSHKids Rockhampton and Central Queensland

BUSHkids has been chosen as the National Disability Insurance Scheme (NDIS) Partner in the Community to deliver Early Childhood Early Intervention (ECEI) Services to Rockhampton and Central Queensland.

Phone: 38707288

Email: info@bushkids.org.au

Web: <http://www.bushkids.org.au>

Carer Gateway

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

Carers Queensland NDIS LAC PITC Team

Rockhampton Service Area including LGA's – Rockhampton, Livingstone, Central Highlands, Gladstone, Banana Shire: 3 offices Rockhampton, Gladstone and Emerald.

Gladstone office: Shop 8, 190 Goondoon Street, Gladstone
GladstoneLAC@carersqld.asn.au

- Supporting Participants in Planning, Bringing their plan to life and scheduled reviews
- Providing support to people with disability to request access to the scheme
- Working with People with Disability who do not meet access to the scheme
- Skill building workshops for people with disability, participants and carers
- Information sessions for community groups, business, industry and mainstream organisations

CatholicCare Central Queensland

1 Glenlyon St, Gladstone

Family relationship counselling

CatholicCare Family Relationship Counselling services assists families, children, couples, youth and individuals strengthen and grow in their relationships. Counselling can assist with a range of issues including relationship issues, family changes, conflict resolution, separation or divorce, parenting issues, grief and loss, or any other issue that is negatively affecting your life or relationships. The first one hour session is provided free of charge – if further appointments are required there are fees for this service starting

at \$25 per hour for concession card holders. No client is refused a service based on an inability to pay so fees can be negotiated. Appointments can be made by phoning 1300 523 985.

Family and Relationship Community Education

The Family and Relationship Community Education program provides education to groups, individuals and professionals to strengthen relationships, support families, improve the wellbeing of children and increase participation within communities. These services are provided to families, children, young people, communities and professionals. Topics include:

- Behaviour Management
- Self Esteem
- Budgeting
- Coping with Depression and Anxiety
- Parenting Workshops including 123 Magic
- Bullying
- Wheel of Wellbeing

To find out what workshops and/or education is coming up in your area, visit the CatholicCare website at <https://catholiccarecq.com/> or call our friendly Client Contact Team on 1300 523 985.

Central Queensland Mental Health Alcohol and Other Drug Services **1300 MH CALL**

1300 64 2255

One number for 24hr specialist mental health care for anyone anywhere in Queensland. Referrals/ crisis/ support. *In an emergency always dial Triple Zero*

Central Queensland Rural Health (CQRH) – is a not for profit service providing quality mental health care within Central Queensland local government areas of Gladstone and Banana (and the Central Highlands, Rockhampton and Livingstone and the North Burnett regions). We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral <https://www.cqruralhealth.com.au/>

Contact: CQRH on 4992 1040 or referrals@cqrdgp.com.au for all referral enquiries.

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

ChaplainWatch

ChaplainWatch is a Safe Night Precinct Support Service working in the community to ensure the safety of its young people and to establish a vibrant and safe nightlife precinct within the Gladstone Region.

ChaplainWatch has a long history of engaging with key stakeholders that directly affect the experience of those who are vulnerable in the regions we work in. ChaplainWatch recognises that its NightWatch service is essentially a first response service. Because we are the only community services organisation on the ground in the public sphere on Friday and Saturday night, we intervene in a diverse number of situations that include but are

not limited to: domestic violence, mental health, suicide, self-injury, drug and alcohol addiction, youth, and aggression. Often the people we assist in these situations require further ongoing assistance that our service cannot provide. If you are a local provider of any of these services we encourage you to contact us so that we can refer individuals who need ongoing support after their point of crisis.

NightWatch Chaplaincy Patrols – Vehicle and foot patrols in the entertainment precinct, engaging with all late night patrons and stakeholders (venues, taxi, security, police and ambulance etc.) to ensure the safety and wellbeing of the community. This service can be anything from problem solving to ensure people get home safely, providing care and support to those who are distressed or seeking guidance, de-escalation of aggression, mental health first aid and first aid for intoxication, accident or injuries.

Contact: Email at dylan@chaplainwatch.org.au Phone 0478817000

<https://www.chaplainwatch.org.au/gladstone-chaplainwatch>

Children's Contact Service – Relationships Australia (Qld)

Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 See [Children's Contact Service](#) in this Directory.

CPL : Choice, Passion : Life

Community Care

At CPL, we provide disability support for people of all ages, helping them grow beyond expectations, seize new opportunities and do amazing things with their lives. From early intervention, to education, personal growth and employment, CPL provides the solutions, services and support to help you create the life you really want.

One-size-fits all solutions aren't what we're about at CPL – we work alongside you and your family to understand your goals. We're here to help you chase your best life.

Call us today on [1800 275 753](tel:1800275753)

CPL is a NDIS registered, not for profit organisation that provides frontline services to people in the Rockhampton

- [Home Support](#)
- [Creative, Recreational & Life Skills Programs](#)
- [Employment Services](#) – Supported Employment, Individual Employment Support,

Disability Employment services, Individual Employment support (IES) and School Leaver Employment support (SLES)

- [Equipment & Aids](#)
- [Therapies](#)
- [Housing Options](#)
- [Getting Into Your Community](#)
- [Online programs](#)
- [Aged Care](#)

CONTACT: Choice Passion Life – Area Manager – Rockhampton - Janita McLeod –
Area Manager - 0436 647 836

Address: 62 Toolooa St Gladstone 4976 9929

CQ Service Directory September 2025

CPL – Mylestones Solutions – Rockhampton Garden crew offers Supported Employment for NDIS participants on a Permanent part time employment basis.

CPL Mylestones Solutions – NDIS participants can see out employment opportunities using their NDIS funding to help achieve your goals in employment or self employment.

CPL Mylestones Solutions – offers School Leaver Employment Support (SLES) funded by NDIS to school leavers

For all the CPL Mylestones Solutions above please contact Melinda Cameron on 0436 621 141 or email Melinda.cameron@cpl.org.au <https://mylestones.org.au/>

Counselling Notes Protect (CNP)

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts.

See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

CQID (Central Queensland Indigenous Development).

CQID Aboriginal and Torres Strait Islander Family Support Service is an indigenous organisation that provides support to indigenous families through direct support within the family home and local community.

Contact: 32 Tank Street, PO Box 5005, GLADSTONE Q 4680 Phone: (07) 4972 8332 Fax: (07) 4972 7708 <https://cqid.com.au/>

CQ Mental Health Interagency Stakeholder Meetings (formally Local Network Groups LNG's).

Biloela: Monthly meetings: 1st Monday – 12pm to 2pm at Biloela Hospital

Gladstone: Monthly meetings: 2nd Thursday – 1pm to 3pm at Gladstone Mental Health

Contact – Susie Cameron susan.cameron@health.qld.gov.au 4920 5500 or 0447 511 927

DV Connect

Women's Line 1800 811 811
Men's Line 1800 600636

Endeavour Foundation

Learning and Lifestyle Centres.

Biloela – 68 Valentine Plains Road. Phone 4992 6298

CQ Service Directory September 2025

Family and Child Connect (FaCC) - UnitingCare Qld (UCC)

FaCC is an early intervention referral service that works with families, who have children under the age of 18 in their care, that are facing challenges and could benefit from supports. The aim of FaCC is to connect families with the right service at the right time to ensure the safety of children in the family home.

Once a referral is received FaCC will:

- make contact with the referrer to discuss the concerns listed in the referral
- make contact with the family to discuss the concerns and explore what supports would be beneficial for the family
- connect families to support services that will meet their needs
- exit the family once the appropriate supports have been arranged

In order to refer a family to FaCC it is necessary for non-mandatory reporters, such as early education providers and non-government organisations, to obtain consent from the family to do so. Mandatory reporters, such as schools, health, police and Child Safety are able to make a referral without consent however it is still recommended, where possible, to obtain consent from the family prior to referrals being made. There is no cost involved or limit to the number of times a family can access this service.

You can make a referral to FaCC by using the Online Referral Form, calling 13 FAMILY (13 32 64), or by email to facc.cq@uccommunity.org.au . If you are after further information about FaCC please call or see <https://www.familychildconnect.org.au>

In CQ our offices locations are as follows:

- 229 Musgrave Street, Rockhampton
- 25 Off Street, Gladstone
- 124 Borilla Street, Emerald

Family Drug Support Australia

Family Support Meetings Gladstone (Face to face)

Family Drug Support is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- *One on one support:* face to face, Teams or telephone
Belinda: 0490 536 976 belinda@fds.org.au;
- *Family Support Meeting – Gladstone - Free* on the first Wednesday of each month at the Gladstone City Library 5:30pm – 7:30pm – contact Belinda
- *Website:* www.fds.org.au with information on events and meetings
- *24/7 Phone Support line – 1300 368 186*

Fly2Health

We provide Occupational Therapy, and Psychology in Gladstone Biloela at least fortnightly. [Book online today.](#)

For more information please see <https://www.fly2health.com.au>

Foundations Care

Children / Young People 0-18 years with complex needs that are referred by the Dept. Of Communities Child Safety. Foundations Care is an Intensive fostering agency that is currently supporting carers and children / Young People in the CQ region.

PH: 49273196: 1300 395 005:
9-10/190 Goondoon Street Gladstone
<https://www.foundcare.org.au/>

Gambling Help Service

UnitingCare
Central Queensland

We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:

- ☐ *In person at our office in Gladstone*
- ☐ *Via Teams (video call) or phone*

For more information please see [Gambling Help Service](#) in this directory

For Gambling Help available to the whole of the CQ and Central West region contact:
Counsellor/Community Educator
Mobile: 0498 000 325

Community Educator
Mobile: 0498 000 817

Susan Guley
Counsellor/Community Educator
Mobile: 0455 865 293
Email: susan.guley@ucommunity.org.au

Generic email: gamblinghelp@ucommunity.org.au
Contact information valid for the whole of the CQ and Central West region.

After hours contact Gambling Helpline
Phone: 1800 858 858
Website: www.gamblinghelpqld.org.au

Gladstone Community Engagement Service

Gladstone Regional Council's Community Engagement Service provides a diverse range of community services that are responsive, effective, equitable and supportive of the members of our community, with the aim to build social cohesion for a connected and empowered community. The Programs currently running from our centre include

advice and referral, Regional Volunteering and visiting services: Tax Help and Financial Counselling.

Contact Information: 142 Goondoon St, 4976 6300

<https://www.gladstone.qld.gov.au/community-engagement>

Gladstone Community Linking Agency

Provides housing support and assistance for people with disabilities.

1/13 Herbert St.

Phone 4972 8855

<https://www.gcla.com.au/>

Gladstone Aboriginal & Islanders Co-Operative Society Ltd

Assistance with Housing, Tenancy and Welfare, Community Information

[Shop 2, 35 Off Street, Gladstone QLD 4680](#)

(07) 4972 2699

<https://www.facebook.com/groups/561041932265658/>

https://www.mycommunitydirectory.com.au/Queensland/Gladstone/Aboriginal_Services/General_Aboriginal_Services/56949/187864/Gladstone_Aboriginal_Islanders_Co-Operative_Society_Ltd

Gladstone Mindcare

Gladstone Mindcare is a not-for-profit organisation that is supporting our local community with challenges relating to mental health, alcohol and other drugs. At Gladstone Mindcare our mission is to promote improved mental health and wellbeing by empowering our community through education, information and connectivity. Gladstone Mindcare is a safe and inclusive community gateway for the people of the Gladstone region to obtain information and referral to support for mental health, alcohol and other drugs concerns as well as social connection and health promotion activities.

Our work is comprised of:

Connecting people to support

Gladstone Mindcare eases the way for community members to access information and referral to support for mental health, alcohol and other drug challenges, reducing the feelings of stress and vulnerability that can be associated with accessing support. The diversity of our network enables the right fit of service to each individual's need.

Co-Locating Partners

Gladstone Mindcare is home to a number of organisations who work to improve the mental health and wellbeing of our community. This means that you can access a range of services in the one place.

Training Room Hire

The Sunflower Training Room is a beautiful, comfortable and well-appointed training room configured in a traditional boardroom style and seats up to 20 people. It's the perfect place to hold your next support group, board meeting, strategic planning session, training course, off-site confab, seminar or launch.

The room has a dedicated entry/exit, audio-visual equipment, and has its own kitchenette.

Social Connection Activities

Individuals and families impacted by mental health, alcohol and other drugs may experience isolation which in turn can contribute to escalating mental health concerns. Having a community of like-minded people can be an important part of your wellbeing and recovery. At Gladstone Mindcare, we hold regular social connection activities throughout the week, to provide a safe place to build connections.

Collective Impact

We operate in a collective impact model as a backbone organisation underpinned by principles of community engagement and partnership. As a collective impact initiative we bring together research, government and non-government organisations and the community to work collaboratively on initiatives that empower the Gladstone community to achieve measurable improvements in wellbeing.

Contact information:

Address: 147 Goondoon Street Gladstone Phone: (07) 4837 7170

Email: info@gladstonemindcare.org.au Website: www.gladstonemindcare.org.au

Gladstone Reconnect

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

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

Gladstone Women's Health Service

Phone 4979 1456 9 Derby Street Gladstone

<https://www.facebook.com/GladstoneWomensHealthCentre>

Also offers service in Biloela : Services available : • General Counselling for Women only • Sexual Assault Counselling for victims (Women, Men & Children ages 12) - please call The Gladstone Women's Health Centre 4979 1456 or info@gladstonewomenshealth.org.au

Grow – mental health and personal growth

Grow meetings are based on the learned experience of people who have come through significant mental and emotional challenges to a healthier and happier life. They provide acceptance, encouragement, friendship, inspiration and mutual support for participants.

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 describe a more connected, meaningful and happier life with greater resilience (emotional muscle) to meet life's challenges.

Please ring 0408 577 403 or 0413 449 008 for any further information. www.grow.org.au

headspace

headspace Rockhampton and Gladstone

Contact Information

CQ Service Directory September 2025

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

<https://headspace.org.au/headspace-centres/gladstone/>

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

<https://headspace.org.au/headspace-centres/rockhampton/>

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. To find out about what other support Roseberry can offer, please click on [Roseberry Qld](#).

Homeless Persons Information Queensland (HPIQ) 1800 474 753

HopeLINK

HopeLINK uses an holistic approach to respond to the needs of people in the Gladstone community with a broad range of programs to support and empower people.

Contact: contact@hopelink.com.au : webadmin@hopelink.com.au Phone: 4979 3626

<https://www.facebook.com/hopelink.gladstone/>

HopeLINK is a community care division of Churches of Christ in Gladstone

Karyn Tighe

Positive Minds Counselling

Address: 1 Manning Street South Gladstone QLD 4680

Phone no. 0493 622 721

Email address: positive-minds-counselling@outlook.com

Provide counselling supports to a range of ages using various styles including play therapy and face-to-face for all ages.

Kids Helpline

1800 55 1800

Lifeline Telephone Crisis Support

13 11 14 24 hours crisis support helpline.

Legal Private (CQFLPN 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
Website: <https://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

Lifeline Telephone Crisis Support

13 11 14 24 hours crisis support helpline.

Lionheart Care

Inclusion: Training: Support

We are family owned and operated, committed to supporting individuals and families living with disability in our local community. As a client, our team of professionals will work with you to achieve your goals, and live your best life, according to you.

Our business name is Lionheart because fierce advocacy is at the heart of everything we do. Those living with disability know that the life they deserve – the community, the purpose, the belonging – does not come on a silver platter. It is something that has to be fought for with fearless passion. We emphasise inclusion because this is the right of every person we work with, and an inclusive world is what we dream of for our daughter.

Our team of highly qualified inclusion support staff know that a full and meaningful life looks like many different things to many different people. We take a collaborative approach to understand the barriers that exist in each of our client's unique circumstances. It is through this understanding that we tailor our support to best meet the needs of each individual, creating the inclusion and belonging that we all deserve.

Contact Us: info@lionheart.care: PH: (07) 4910 8777 <https://lionheart.care/>
1 Manning Street, GLADSTONE QLD 4680 : <https://www.facebook.com/LionheartITS/>

LiveBetter Gladstone

We're for people - not for profit. It's time to LiveBetter.

We are a registered NDIS and Aged Care Provider delivering Aged, Carer, Child & Family, Allied Health and Disability services across regional New South Wales and Queensland.

Shop 3, 6 Barry St. 4938 8400 <https://livebetter.org.au/location/gladstone/>

Lives Lived Well

Lives Lived Well Gladstone offers free alcohol and other drug counselling and support for adults. You can find us at Gladstone Mindcare Hub, 147 Goondoon Street Gladstone Qld 4680. Inquiries to 1300 727 957 or check us out at www.liveslivedwell.org.au

Magenta Community Services

We provide Support Services (NDIS & My Aged Care), Plan Management and Coordination of Supports in Qld and NSW.

We services the Central Queensland region in Gladstone, Agnes Water, Biloela and surrounding areas.

Please see our website with more info <https://www.mcsnsw.com.au/> or call 4899 0261.

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

Medicare Mental Health Centre

E: intake.ccq@mentalhealthwellbeing.org

Please see link for reference.

<https://www.wellways.org/our-services/medicare-mental-health-centres/>

Money Smart

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – then please click on [Money Smart](#)

Many Rivers

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE.

Contact: 0439 785 225 | donna.burton@manyrivers.org.au 1300 626 974

<https://manyrivers.org.au/>

NDIS Appeals Support – Qld Advocacy Inc.

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

To be eligible for assistance through the Decision Support Pilot you must:

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

Contact: *Queensland Advocacy for Inclusion*

Address: South Central Commercial, Level 2/43 Peel St, South Brisbane QLD 4101
Phone: [\(07\) 3844 4200](tel:0738444200) or 1300 130 582 (cost of a local call) **Email:** gai@gai.org.au

National Health Services Directory: Download the healthdirect app

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia’s free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

National Job Link (NJL)

NJL deliver the Transition to Work (Federally Funded Program) that assists 15-21 years who have left school and want to undertake training and employment. We have offices in Rockhampton City, Berserker and Gladstone and welcome young people to come in and have a chat with us about how we can assist them into work.

- Berserker office: 4926 1678 – 173 Berserker Street, Berserker (Cnr of Elphinstone and Berserker Streets)
- Rockhampton City : 4921 3107 – 44a William street, Rockhampton City (Cnr of Bolsover and William streets)
- Gladstone : 4926 1678 – 2/175 Goondoon Street, Gladstone

NJL Parent Pathways.

ParentsNext is a Federally funded, pre-employment program that assists parents with young children to identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community.

NJL will be delivering ParentsNext in the following locations Berserker, Rockhampton City, Gladstone, Emerald, Woorabinda and Yeppoon.

For more information please contact our Rockhampton office on [07 4921 3107](tel:0749213107) located at: Normanby House, 44A William Street, Rockhampton 4700 <https://www.njl.org.au/>

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
<https://www.nhulundu.com.au/>

The **No Interest Loan Scheme (NILS)** provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months.

To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide
Shop 2b /58 Kariboe St. Biloela 4992 3322*

❖ *CQ Financial Counselling Services may be contacted on 49281844 or email:
info@cqfcs.com. To find out more about what CQFCS can offer, please click on
[CQ Financial Counselling Service](#) to see their entry in this directory.
Does not cover Banana Shire or Woorabinda*

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.
1800 846 643
Local Phone numbers are:
Rockhampton 4927 6026
Gladstone 4972 2662*

NFP House: Not-For-Profit House

Leaders in the Not For Profit Sector

We strengthen a resilient, skilled, compliant Not For Profit Sector that contributes to the local economy and community wellbeing.

We build their capacity and resilience and improve their benefits to the community. We specialise in compliance, sustainability and growth.

We deliver organisational health checks, strategic plans, generate and sustain volunteers via the NFP House volunteer portal, grant writing support and much more
Contact

admin@nfphouse.org.au

0460792812

CEO – Lois Lodding

www.nfphouse.org.au

Parentline 1300 30 1300

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm.

To find out more, please visit: parentline.com.au or check out Parentline Qld + NT on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: admin@parentline.com.au

Parent to Parent Association Qld Inc.

Disability Support Service: brings together parents and family members for mutual support and to share practical information, skill enhancement opportunities and planning activities.

Contact: 1 Uniting Place, Telina. Ph: 4979 2777 : email gladstone@p2pqld.org.au : web address <https://p2pqld.org.au>

Public Guardian Office Of The

1300 65 3187 adult@publicguardian.qld.gov.au www.piublicguardian.qld.gov.au

Public Trustee of Queensland

Trustee House 66 Goondoon St. 4962 1100

Local call charge: 1300 36 0044

Email: pt_gladstone@pt.qld.gov.au

Website: www.pt.qld.gov.au

Queensland Community Care Services

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk. For more information please see [Queensland Community Care Services](#) in this directory.

Reading Writing Hotline 1300 6 555 06

A free national referral service for adults.

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or email for more information – or see our website <https://www.readingwritinghotline.edu.au/>

Regional Health and Mobility *previously Central Queensland Mobility*

Owned by the community, for the community.

Serving the Central Queensland community with a great range of health, rehab and mobility equipment. We're part of the CQ Friendly Society Pty Ltd and were formally

Daniel's Surgical, CQ Mobility and Regional Rehab & Mobility.

As an experienced rehabilitation equipment hire and sales business, we can proudly claim over 75 years of staff experience.

As part of a long standing, local community owned organisation (est 1894) our charter is to provide quality healthcare equipment with exemplary after sales service.

Needs covered include:

- Mobility equipment
- Surgical recovery
- Sleep diagnostics
- Compression therapy
- Bedroom and bathroom aids

Suppliers for:

- Medical Aids Subsidy Scheme (MASS)
- Department of Veteran Affairs (DVA)
- National Disability Insurance Scheme (NDIS)

Contact: 101 Hanson Road Gladstone: Phone:4972 4449

Email: enquiries@regionalrehab.com.au <https://www.regionalhealthmobility.com.au/>

Relationships Australia

1 Pengelly Street, West Gladstone (Phillip Street Precinct)

Relationships Australia QLD's Elder Abuse Prevention and Support Service (EAPSS) is a case management service providing assistance to those at risk or experiencing elder abuse through individualized support and referral. The current Service Locations are in both Rockhampton, Gladstone. This is a free service.

Clients are encouraged to contact us on 1300 364 277 to arrange an appointment. General opening hours for the venues is 9am – 5pm, however this may vary by venue and from time to time. After hours appointments are available for some of our services.

Relationship Counselling - Counselling provides an opportunity to discuss and be supported to work through couples' issues, conflicts with friends, relationship breakdown (family, intimate partner, parental, social etc). People may choose to attend counselling as an individual, couple or family. There is a charge for this service which is provided out of our Rockhampton and Gladstone venues. Ph.: 1300 364 277

Contact: We ask new clients to register for services using 1300 364 277. Alternatively stakeholders can send referrals and enquiries to: rockhamptonadmin@raq.org.au
Existing clients and stakeholders may contact us on (07) 4926 9726

Renew Psychology and Rehabilitation

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [*Renew Psychology and Rehabilitation*](#) in this directory.

Contacts: Email admin@renewrehab.com.au PH 4659 9133 Mobile 0447 674 765
Website: www.renewrehab.com.au

RentConnect

The RentConnect service helps Queenslanders find and apply for a place to rent. This service may help you if you're struggling to access the private rental market due to non-financial barriers, such as:

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

RentConnect provides a range of information and practical assistance to help you overcome these barriers. To find out more please click [*RentConnect*](#) on in this Directory.

Contact: Gladstone Housing Service Centre Level 2, 20-22 Herbert Street Gladstone QLD 4680
Phone: 4899 2400 Toll free: 1800 266 80

Roseberry Qld

Roseberry Qld 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.

Housing Services

Contact Information: 21 Dawson Road, Gladstone
Tel: 4972 0047; Fax: 4972 0917; email: admin@roseberry.org.au

Community Housing

Community Housing provides accommodation for low to medium income earners. Referrals for long term accommodation are provided through the Department of Housing.

Crisis Housing

Roseberry Qld manages crisis accommodation, which is available for singles, couples or families who are aged 16 years to 25 years. Call Roseberry Qld to enquire about availability.

Long Term Housing

Roseberry manages a portfolio of long-term community housing units and houses. As a community housing provider we operate under the One Social Housing System. All applications are made through the Department of Housing. Tel: (07) 48992400.

Youth Shelters

Jacks House – Rockhampton

Contact Information: *Jack's House*: 122 Kent Street Rockhampton
Tel: 4922 2453; Fax: 4922 2054; email: jackshouse@roseberry.org.au

Jack's House is a 24/7 crisis shelter for young people aged 16 - 19 years, who are homeless or at risk of homelessness in the Rockhampton region. Jacks House is staffed 365days a year. Jacks House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

Roseberry House – Gladstone

Contact Information: Roseberry House: 20 Rollo Street, Gladstone, Qld Tel: (07) 4972 5383. Email: RoseberryHouse@roseberry.org.au

Roseberry House is a 24/7 crisis shelter, for youth aged 16 – 25 years, experiencing homelessness, or at risk of homelessness. Roseberry House is staffed 365days a year. Roseberry House work to enhance the dignity and independence of young people while recognising the importance of families and provide basic living skills, information and referral and advocacy to broaden the young person's support network, ensuring their identified needs are met.

Dignity Hub

Contact Information: 20 Rollo Street, Gladstone, Qld Tel: 0427 751 639

The Roseberry Dignity Hub provides community members and families experiencing homelessness (of any age bracket) access to free:

- laundry facilities
- bathroom facilities
- kitchenette (tea and coffee making facilities)
- access to perishable food items for those experiencing crisis
- information and referral to other services
- Adaptable Living Program

Transition to Independent Living (TIL)

Contact Information:

Rockhampton: 122 Kent Street, Rockhampton. Tel: 4922 2453; Fax: 4922 2054

Gladstone: 20 Rollo Street, Gladstone. Tel: (07) 4972 5383

Transition to Independent Living (TIL) TIL service provides Mobile support to young people aged 16-25 who are living independently, in Gladstone and Rockhampton. The program aims to provide practical support for the emotional well-being of the young person. As well as guiding young people to maintain and sustain their tenancies. This includes: referrals to appropriate service, information provision, advocacy, transport to appointments and practical assistance.

Parent Pathways

Contact Information: 20 William Street, Rockhampton. Tel: 4923 7700.

Our Parent Pathways team is based in Rockhampton and visits Gladstone, Biloela, Emerald, Woorabinda and Emu Park/Yeppoon.

Parent Pathways Program is designed to assist and support parents in receipt of parenting payment, with a youngest child under the age of six, to overcome challenges and barriers to build their individual pathway to education and employment goals. The program offers support to participants experiencing barriers such as homelessness, mental health issues, substance misuse, lack of support networks, parenting skills, access to counselling services, information provision, education, mentoring and advocacy.

Family Support

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: yfs@roseberry.org.au

Providing supports to families with children under 18 years of age (children in utero included)

- Referral and advocacy
- Therapeutic and practical supports to reconnect and strengthen families –
- Parenting programs Triple P Teens, 123 Magic and Engaging Adolescence, FERP (Family Emotional Regulation Program 8 -11yrs)

Reconnect –

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: yfs@roseberry.org.au

- Supporting youth aged 12 -18 homeless or at risk of homelessness or disconnection from family/education/community or positive social networks
 - Referral and advocacy
 - Therapeutic supports, brief intervention supports
 - Practical supports to reconnect or remain connected with housing services, specialist health services, education services, employment readiness and strengthen protective family connections

Youth Support –

Contact Information:

Gladstone: 21 Dawson Road, Gladstone Tel: 4972 0047; Fax: 4972 0917 Email: yfs@roseberry.org.au

- Supporting youth aged 12 – 21 vulnerable and at risk of homelessness or disconnection from family/education/community or social networks as well as; Special consideration for siblings of Youth Support participant, aged 8 -11 years.
- Referral and advocacy linking youth with pathways to supports within community.
- Outreach services providing individual case management, practical supports to secure stable accommodation, develop life skills, connect with education and

employment opportunities, develop positive social connections, link with medical and mental health professionals.

headspace Rockhampton and Gladstone

Contact Information

Gladstone: 1/147 Goondoon Street, Gladstone QLD 4680 (07) 4903 1921

Rockhampton: 155 Alma Street, Rockhampton QLD 4700 (07) 4911 6040

Roseberry Qld is the Lead Agency for headspace Gladstone and headspace Rockhampton. headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year old. The service is designed to make it as easy as possible for a young person, and their family, to get the help they need for problems affecting their wellbeing. headspace covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. <https://roseberry.org.au/>

Rural Health Connect

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply. Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info: <https://www.ruralhealthconnect.com.au/#/rural-home>

Senior Financial Protection Service (SFPS) Relationships Australia (Qld)

The Senior Financial Protection Service (SFPS) aims to improve the financial resilience of Older Persons through the provision of:

- Information, advice, and referrals to Older Persons experiencing, or at risk of experiencing, financial abuse
- Information, advice, and referrals to Older Persons who are in the process of making financial decisions for later on in life
- Financial counselling and case management in some instances

Who is the service for?

Older persons aged 60+ (non-Indigenous) and 50+ (Aboriginal and Torres Strait Islanders) who are experiencing, or at risk of experiencing, financial abuse and reside within one of the following areas:

- Gold Coast
- Sunshine Coast
- Mackay
- Rockhampton
- Gladstone

If you would like more information or are interested in accessing this free service please call 1300063232

StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast. STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. This is a free Service.

See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support
Ph: 1300 727 247 Email: standby.cqwbcs@uccommunity.org.au
Web: www.standbysupport.com.au

Strong Communities

Strong Communities Ltd. Is a not-for-profit organisation which supports regional communities' wellbeing through the provision of services for children, families and organisations.

Programs offered include evidence based, early intervention programs to support parents, respectful relationship education programs for youth, grief, loss and resilience programs.

Facilitators are based in Rockhampton, Gladstone and Boyne Valley with outreach programs across Queensland.

Programs currently available:

- Circle of Security® Parenting™
- Engaging Adolescents™
- Seasons for Growth Child and Young People
- Seasons for Growth Parenting
- Seasons for Growth facilitator training
- 1-2-3 Magic® & Emotion Coaching
- Tuning in to Kids Parenting
- LOVE BiTES and LOVE BiTES Junior
- Drumbeat - Building resilience through rhythm
- Cultural Awareness Training

For more information: info@strongcommunities.org.au or: 0404 722 553
<https://strongcommunities.org.au/>

St Vincent De Paul Society, Biloela & Gladstone

21/23 Dawson Highway, Biloela. Ph. 4992 2909

St Vincent De Paul Society, Gladstone 185 Goondoon St Gladstone 4680

- General Community and Support Services
- Welfare Assistance Crisis & Emergency Support

St Vincent De Paul Counselling and Support Service (Was Ozcare)

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

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.

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

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. 49374318: Mobile 0439 085214: Fax 07 4979 6209. Email melodi.simpson@svdpqld.org.au . Shop 1/174 Goondoon Street, Gladstone. PO Box 1194, Gladstone, Qld, 4680 www.ozcare.org.au

Suicide Call Back Service 1300 659 467

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

<https://www.suicidecallbackservice.org.au/>

Telehealth Bereavement Counselling

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or info@grief.org.au. <https://www.grief.org.au>

Thirilli: Indigenous Suicide Postvention Service 1800 805 801

Formerly NICRS) now funded by the National Indigenous Australians Agency

Thirilli provides crucial and timely support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

For more information please see the website: <https://thirrili.com.au/>

To contact a Critical Response Support Advocate call 1800 805 801

The 1800 805 801 number is available 24 hours, 7 days a week.

For more information please see [Thirilli](#) in this directory

UnitingCare Queensland.

UnitingCare Queensland 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 Telephone No: 131 114 (Lifeline 24 hour crisis counselling) Free call from mobile Phones

Financial Counselling UnitingCare Queensland Outreach

Unitingcare is now able to offer a telephone service to clients who reside in the following towns: Rockhampton; Yeppoon; Mount Morgan; Gladstone; Emerald; Blackwater; Biloela and Moura.

Clients can self-refer by ringing the 1800 007 007 line, or the Rockhampton office 4930 7300, and will be booked in for a counsellor to ring them at a time that suits them. Agencies can also support clients to be referred, on their behalf with their permission, by ringing the same telephone numbers or calling into the Rockhampton office. There are referral forms available from that office and resource packs that can be given to the client when they engage in financial counselling.

Unique Quality Care – Gladstone

Unique Quality Care assists people with disabilities to learn independent life skills, or provide domestic assistance, respite for families in home, personal care assistance or whatever the family feel they need from their support service. The support package is tailored to the individual.

Contact: Unit 2, 17 Dawson Highway, West Gladstone QLD 4680. Phone: 0473 052 900

Virtual Psychologist

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text.

What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

Women's Wellbeing Line

The Women's Wellbeing Line operates Monday-Friday 8am to 8pm, and Saturday from 9am to 5pm. To access the service, call 1800 4 WOMEN (1800 496 636), email wellbeing@wheq.org.au, or connect via [webchat](#).

Well Mob – Healing Our Way

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma. See: [Well Mob](#)

LONGREACH, BARCOLDINE and CENTRAL WEST

Amica

amica is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information www.amica.gov.au or watch this [explainer video](#)

Adis 24/7 Alcohol and Drug Support

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) in this directory

Adult Community Health Longreach Hospital

Cnr Jabiru and Plover St

Monday to Friday 8 am to 5 pm

PH: 07 4658 4700

<https://www.centralwest.health.qld.gov.au/services/adult-community-health/adult-community-health-longreach-hospital>

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

<https://adf.org.au/>

Alzheimer's Association of Queensland Inc

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

<https://alzheimeronline.org/>

AnglicareCQ

Longreach

Address: 124c Eagle Street, Longreach

Phone: 1800 769 814

Email: Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Barcaldine

Address: 82 Ash Street, Barcaldine

Phone: 1800 769 814

Email: Web-enquiries@anglicarecq.org.au

Office Hours 8:30am – 5:00pm Monday – Friday

Website: <https://anglicarecq.org.au/>

Service Types:

- Housing
- Mental Health Support
- Homelessness services
- Foster and Kinship Care

Autism Connect

[Autism Connect](#) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time.

Webchat and email are also available via www.amaze.org.au/autismconnect/

Basic Rights Qld

What we do: Basic Rights Qld is a community legal centre providing free advice, support, advocacy, casework and representation when needed. For more information please see [Basic Rights Qld](#) in this Directory

How to get help Call 1800 358 511 Monday to Friday | 9.00am - 4.00pm Or go to CQ Service Directory September 2025

<https://brq.org.au/contact/>

Find more information and useful resources at www.brq.org.au

BUSHKids Rockhampton and Central Queensland

BUSHkids has been chosen as the National Disability Insurance Scheme (NDIS) Partner

in the Community to deliver Early Childhood Early Intervention (ECEI) Services to Rockhampton and Central Queensland.

Phone: 38707288 Email: info@bushkids.org.au Web: <http://www.bushkids.org.au/>

Carer Gateway

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

Central Queensland Indigenous Development (CQID)

Central Queensland Indigenous Development 39 Duck St. CQID is committed to generating and leading positive social change for Indigenous Australians and other people in our communities. PH. 4658 1855. <https://cqid.com.au/>

Central Queensland Mental Health Alcohol and Other Drug Services

1300 MH CALL

1300 64 2255

One number for 24hr specialist mental health care for anyone anywhere in Queensland. Referrals/ crisis/ support *In an emergency always dial Triple Zero*

Children's Contact Service – Relationships Australia (Qld)

Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 See [Children's Contact Service](#) in this Directory.

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 <https://www.centralwest.health.qld.gov.au/services/adult-community-health/adult-community-health-longreach-hospital>

Counselling Notes Protect (CNP)

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

Domestic and Family Violence Response Program

Domestic and family violence is at significant levels across Australia, and the CatholicCare and Helem Yumba service response program will address the critical support needs of the Central Queensland Community.

CatholicCare, in partnership with Helem Yumba Healing Centre, is the new domestic & family violence service provider for Central Queensland.

The CatholicCare and Helem Yumba Domestic & Family Violence Service provides a range of *collaborative* and *person-centered support* interventions to adults, children, and young people who are experiencing, or who are at risk of experiencing, domestic and family violence.

CatholicCare is an established and well-respected community services agency that have been providing domestic and family violence services to our local communities for many years (previously as CentacareCQ). Helem Yumba is CatholicCare's service delivery partner.

Helem Yumba are a healing centre that provides a range of therapeutic domestic and family violence supports to Aboriginal, Torres Strait Islander, or Indigenous people, all while upholding the indigenous values, protocols, and preferred ways to engage.

The CatholicCare and Helem Yumba partnership is an innovative first for the Central Queensland region.

Providing services to:

Rockhampton Yeppoon Blackwater Emerald Longreach

To access services or provide referrals please contact:

CatholicCare
Central Queensland
Call (07) 4977 4107 or email

Helem Yumba
Healing Place
Call (07) 4931 8600 or email

<https://catholiccarecq.com/services/domestic-violence-response/>

DV Connect

Women's Line 1800 811 811 Men's Line 1800 600636

Family Drug Support Australia

Family Drug Support is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- *One on one support:* face to face, Teams or telephone
Belinda: 0490 536 976 belinda@fds.org.au;
- *Family Support Meeting – Gladstone - Free* on the first Wednesday of each month at the Gladstone City Library 5:30pm – 7:30pm – contact Belinda
- *Website:* www.fds.org.au with information on events and meetings
- *24/7 Phone Support line – 1300 368 186*

Fly2Health

We provide Speech Pathology (Emerald and Blackwater) and Occupational Therapy, and Psychology in Longreach, Tambo, Blackall, Barcaldine, at least fortnightly. [Book online today.](#)

For more information please see <https://www.fly2health.com.au>

Gambling Help Service

UnitingCare
Central Queensland

We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:

- Via Teams (video call) or phone

For more information please see [Gambling Help Service](#) in this directory

For Gambling Help available to the whole of the CQ and Central West region contact:
Counsellor/Community Educator
Mobile: 0498 000 325

Community Educator
Mobile: 0498 000 817

Susan Guley

Counsellor/Community Educator

Mobile: 0455 865 293

Email: susan.guley@ucommunity.org.au

Generic email: gamblinghelp@ucommunity.org.au

Contact information valid for the whole of the CQ and Central West region.

After hours contact Gambling Helpline
Phone: 1800 858 858
Website: www.gamblinghelpqld.org.au

Go To Court Lawyers – Family Law – National Legal Hotline 24/7

[Go To Court Lawyers](#) Longreach Lawyers: Expert Solicitors: Affordable legal service:

- Divorce
- Property

- Children

Ph. 1300 636 846

<https://www.gotocourt.com.au/family-law/>

Homeless Persons Information Queensland (HPIQ)

1800 474 753

Lifeline Telephone Crisis Support

13 11 14 24 hours crisis support helpline.

Longreach Community Centre: Bluecare

Our experienced team will work with you, your family or carer to develop a personalised care plan that is suited to your exact needs and your lifestyle goals; whether it be long term care or just until you're back on your feet again.

BlueCare Longreach provides assistance to the Longreach community and is located at 106 Galah Street, Longreach.

Speak to a Community Care specialist today 1300 258 322

<https://www.bluecare.org.au/community-care/locations/longreach>

Longreach Home and Community Care Inc.

Longreach Home and Community Care Inc. provides a range of services in the Longreach area to assist frail, aged, younger people with disabilities and their carers as well as helping people with special needs to remain living independently in their own homes.

Funding is provided through the Department of Families, Seniors, Disability Services and Child Safety (for persons under 65), the Department of Health under the Commonwealth Home Support Program (for persons over 65 and Indigenous persons over 50) and the Department of Housing and Public Works under the Home Assist Secure Program.

Ph: (07) 4658 1416 or (07) 4658 0114 (07) 4658 0671 (Home Assist Secure)

19 Duck Street LONGREACH, QLD 4730

Hours of Operation: 8.30am – 5.00pm Monday – Friday

<https://www.longreachhacc.org.au/>

Longreach Regional Council: Community Development

PH. 4658 0431

Kids Helpline

1800 55 1800

Lifeline Telephone Crisis Support

13 11 14 24 hours crisis support helpline

liveBetter

Our staff work and live locally, which means we understand our customers and their exact needs.

- Aged Care
- NDIS and Disability
- Child and Family
- Carer
- Transport
- Nursing and Behaviour support

See: <https://livebetter.org.au/location/longreach/>

Ph: 1800 580 580

Lives Lived Well: Alcohol and Drug Counselling

Covers Longreach, Barcaldine, Winton, Blackall, and Boulia. Provide individual and group drug and alcohol counselling support. All referrals accepted with individual consent. Appointments can be made via phone (1300 727 957) or email:

longreach@liveslivedwell.org.au

<https://adis.health.qld.gov.au/service-providers/lives-lived-well-longreach>

Longreach Home and Community Care Inc.

Maintaining health and independence through flexible, professional care services

Longreach Home and Community Care Inc. provides a range of services in the Longreach area to assist frail, aged, younger people with disabilities and their carers as well as helping people with special needs to remain living independently in their own homes.

Funding is provided through the Commonwealth Home Support Program and Support at Home funding is provided through the Department of Health and Aged Care and the Department of Housing and Public Works under the Home Assist Secure Program.

PH: (07) 4658 1416 or (07) 4658 0114

(07) 4658 0671 (Home Assist Secure)

19 Duck Street

Open: 8.30am – 5.00pm Monday – Friday

<https://www.longreachhacc.org.au/>

LiveBetter

Your local Longreach team are here to support and guide you through local LiveBetter services.

17 Swan St. 1800 580 580

<https://livebetter.org.au/location/longreach/>

Mental Health, Alcohol and Other Drugs Service

- *Adult Mental Health Service.* Provides specialist services for adults over 18 experiencing severe and complex mental illness. Afterhours support provided by a Consultant Psychiatrist in Rockhampton (4620 6111)

- *Child and Youth Mental Health Service.* Provides specialist services for Consumers under 18 with complex needs and their families. Afterhours support provided by Child and Adolescent Consultant Psychiatrist in Brisbane (3068 2555)
- *Alcohol and Other Drugs Service.* Provides drug and alcohol counselling and assessment (including the Queensland Illicit Drug Diversion Initiative), coordinate rehabilitation and detoxification, and promote harm minimisation strategies and events

Referral Details: All teams cover the Central West district (RAPAD shires) and are supported by Indigenous Health Workers. Any source can refer via phone (4652 7951), fax (4652 7959), or email: cw.mhaods.referral@health.qld.gov.au
<https://adis.health.qld.gov.au/service-providers/alcohol-and-other-drugs-service-aods-longreach>

Money Smart

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – click on [Money Smart](#)

My Plan Manager

My Plan Manager is Australia's largest plan management service – we take the stress out of the NDIS. We can process your NDIS invoices, reduce time-consuming paperwork, and support you to quickly and simply track your NDIS plan spending. We can also work with you to maximise your NDIS plan and ensure it includes the important items that really make a difference to achieving your goals.

For more information, visit www.myplanmanager.com.au or call 1800 934 170.

National Health Services Directory: Download the healthdirect app

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia's free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

NDIS Appeals Support – Qld Advocacy Inc.

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

To be eligible for assistance through the Decision Support Pilot you must:

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

Contact: *Qld Advocacy for Inclusion: QAI*

Address: South Central Commercial, Level 2/43 Peel St, South Brisbane QLD 4101

Phone: [\(07\) 3844 4200](tel:0738444200) or 1300 130 582 (cost of a local call)

Email: gai@qai.org.au <https://qai.org.au/>

The **No Interest Loan Scheme (NILS)** provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months.

To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide
Shop 2b /58 Kariboe St. Biloela 4992 3322*

❖ *CQ Financial Counselling Services may be contacted on 49281844 or email:
info@cqfcs.com. To find out more about what CQFCS can offer, please click on
[CQ Financial Counselling Service](#) to see their entry in this directory.
Does not cover Banana Shire or Woorabinda*

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.
1800 846 643
Local Phone numbers are:
Rockhampton 4927 6026*

Outback Futures: Mental Health and Wellbeing Program

Covers Longreach, Barcaldine, Blackall-Tambo, and Winton with face-to-face clinics. Currently also servicing Boulia, Barcoo, and Diamantina by phone while face-to-face clinics are established. Provide individual, child and family support including psychology, counselling, learning/literacy, occupational therapy, speech and language pathology, and physiotherapy via face-to-face mobile clinics, phone, and online support. All referrals accepted with individual consent.

Appointments can be made via phone (0417 703 729) or email:

info@outbackfutures.org.au

<https://outbackfutures.org.au/>

Outback Independent Living Inc

Outback Independent Living (OIL) supports people with a disability in Outback Queensland to belong and thrive. We are a peak body under the Queensland Government's Disability Peak and Representative Body Program, by providing support for accessing the NDIS, referrals and assessments, accessing service providers, plan reviews, accommodation and respite, employment opportunities, and advocacy. PH. 0477 645 577

Parentline

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm. **1300 30 1300**

To find out more, please visit: parentline.com.au or check out **Parentline Qld + NT** on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: admin@parentline.com.au

Queensland Community Care Services

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk. To link to more information in this directory, please click on [Queensland Community Care Services](#) in this directory

Reading Writing Hotline 1300 6 555 06

A free national referral service for adults.

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or email for more information – or see our website <https://www.readingwritinghotline.edu.au/>

RAPAD Small Business and Individual Financial Counselling Service

Covers the Central West district (RAPAD shires. Provides a confidential, free financial counselling to non-rural business operators who are suffering financial hardship and assistance to manage the challenges presented by the current drought and ongoing economic conditions. Available to all individuals and small non-rural businesses in the region. Available to all individuals and small non-rural businesses in the region. Appointments can be made via phoning Peter Whip (0428 581 512) <https://rapad.com.au/>

Renew Psychology and Rehabilitation

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [*Renew Psychology and Rehabilitation*](#) in this directory. Contacts: Email admin@renewrehab.com.au PH 4659 9133 Mobile 0447 674 765 Website: www.renewrehab.com.au

Royal Flying Doctors Service

The Royal Flying Doctor Service in Queensland provides excellence in, and access to primary health care and aeromedical services across the state. Our emergency retrieval service operates 24 hours a day, seven days a week, delivering the finest care to more than 330,000 Australians each year — that's one person every two minutes. In addition to aeromedical retrievals of the critically ill or injured, the RFDS also delivers a broad range of essential primary and preventative healthcare services, including telehealth, mental health, oral health and health promotion. <https://www.flyingdoctor.org.au/qld/>

Rural Financial Counselling Service North Queensland (RFCS-NQ)

100 Galah Street, PO Box 592. Office PH. 4652 5669 8:30am and 5pm Mon to Fri. Covers the Central West district excluding Blackall-Tambo Region. Provides confidential, free and impartial rural financial counselling service face-to-face on properties or via phone. Available to primary producers, fishers and small rural businesses seeking financial information and options.

The office is open between. General enquiries 07 4652 5669.

- [Rural Financial Counsellors](#)
- [Small Business Financial Counsellors](#)
- [Business Wellness Coaches](#) <https://www.rfcsnq.com.au/>

Rural Health Connect

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply. Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info:

<https://www.ruralhealthconnect.com.au/#/rural-home>

Salvos: Moneycare Financial Counselling Services

Moneycare is The Salvation Army's free financial counselling service for individuals, couples and families. Our qualified staff provide information and support to help you deal with your current financial situation and learn how to manage money well in the future. Phone 1800 722 363

StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast. STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. This is a free Service.

See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support
Ph: 1300 727 247 Email: standby.cqwbcs@uccommunity.org.au
Web: www.standbysupport.com.au

Suicide Call Back Service 1300 659 467

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.
<https://www.suicidecallbackservice.org.au/>

Telehealth Bereavement Counselling

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory. The telehealth counselling service can be accessed through (03) 9265 2100 or info@grief.org.au. www.grief.org.au

Thirilli: Indigenous Suicide Postvention Service 1800 805 801

Formerly NICRS) now funded by the National Indigenous Australians Agency
Thirilli provides crucial and timely support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

For more information please see the website: <https://thirrili.com.au/>

To contact a Critical Response Support Advocate call 1800 805 801
The 1800 805 801 number is available 24 hours, 7 days a week.

For more information please see [Thirilli](#) in this directory

Virtual Psychologist

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for?

[Rural & Remote](#)

[Corporate Sector](#)

[Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

Well Mob – Healing Our Way

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma.

See: [Well Mob](#)

Winton Shire Council Rural Family Support.

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

Women's Wellbeing Line

The Women's Wellbeing Line operates Monday-Friday 8am to 8pm, and Saturday from 9am to 5pm. To access the service, call 1800 4 WOMEN (1800 496 636), email

wellbeing@wheq.org.au, or connect via [webchat](#).

Youth Support Service: CatholicCareCQ

Growing up can be tough, especially when faced with challenges like homelessness, school struggles, or feeling disconnected from family and community.

Our Youth Support Service helps people aged 12 to 21 get back on track by providing the support they need to feel safe, stable and connected.

Through case management, referrals, and practical support, we focus on building resilience, strengthening relationships, and opening doors to education and employment.

Our team understands the unique challenges of living in regional and remote areas, and works closely with young people to help them create a future they can be proud of.

[Submit An Enquiry](#)

MONTO, MOURA AND TAROOM

Amica

amica is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information www.amica.gov.au or watch this [explainer video](#)

Adis 24/7 Alcohol and Drug Support

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support.

[Adis QLD Statewide website](#) Also see [Adis](#) is this directory

Alzheimer's Association of Queensland Inc

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

AnglicareCQ; Moura

Address: St Augustine Hall, 17 Young St, Moura

Phone: 1800 769 814

Email: Web-enquiries@anglicarecq.org.au
Office Hours 8:30am – 5:00pm Monday – Friday
Website: <https://anglicarecq.org.au/>

Service Types:

- Youth services
- Emergency Relief

Autism Connect

[Autism Connect](#) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via www.amaze.org.au/autismconnect/

Basic Rights Qld

What we do: Basic Rights Qld is a community legal centre providing free advice, support, advocacy, casework and representation when needed. For more information please see [Basic Rights Qld](#) in this Directory

How to get help Call 1800 358 511 Monday to Friday | 9.00am - 4.00pm Or go to <https://brq.org.au/contact/> Find more information and useful resources at www.brq.org.au

Blue Care Respite Services

22 Shirley St. 4997 3383

Central Queensland Mental Health Alcohol and Other Drug Services

1300 MH CALL

1300 64 2255

One number for 24hr specialist mental health care for anyone anywhere in Queensland.

Referrals/ crisis/ support

In an emergency always dial Triple Zero

Boutique Care Pty Ltd

Lee Pratt 0432776961

Sherene Treeby 0456901313

Email lee.boutique.care@outlook.com
Email. boutique.care@outlook.com
Email sherene.boutique.care@outlook.com
<https://boutiquecare.com.au/>

Carer Gateway

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

Central Queensland Rural Health (CQRH) – is a not for profit service providing quality mental health care within North Burnett and the Central Queensland local government areas of Gladstone and Banana, the Central Highlands, Rockhampton and Livingstone. We offer care to all ages and can provide services via telehealth where needed. Providing service via PHN funded Low Intensity Psychological Therapies (LIPT) Program (eligibility criteria apply), NDIS and private fee.

Referrals: GP referral with MHCP or self-referral

Contact: CQRH on 4992 1040 or referrals@cqrhgq.com.au for all referral enquiries.
<https://www.cqruralhealth.com.au/>

Counselling Notes Protect (CNP)

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

DV Connect

Women's Line 1800 811 811
Men's Line 1800 600636

Family and Child Connect (FaCC)– UnitingCare Queensland (UCC) - Moura

You can make a referral to FaCC by using the Online Referral Form, calling 13 FAMILY (13 32 64), or by email to facc.cq@ucccommunity.org.au. If you are after further information about FaCC please call or see our website <http://familychildconnect.org.au>

Family Drug Support Australia

Family Drug Support is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- *One on one support:* face to face, Teams or telephone
Belinda: 0490 536 976 belinda@fds.org.au;
- *Website:* www.fds.org.au with information on events and meetings
- *24/7 Phone Support line – 1300 368 186*

Fly2Health

We provide Occupational Therapy, and Psychology in Monto at least fortnightly. [Book online today](#). For more information please see <https://www.fly2health.com.au>

Gambling Help Service

UnitingCare
Central Queensland

We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:

- Via Teams (video call) or phone

For more information please see [Gambling Help Service](#) in this directory

For Gambling Help available to the whole of the CQ and Central West region contact:
Counsellor/Community Educator
Mobile: 0498 000 325

Community Educator
Mobile: 0498 000 817

Susan Guley
Counsellor/Community Educator
Mobile: 0455 865 293
Email: susan.guley@ucommunity.org.au

Generic email: gamblinghelp@ucommunity.org.au
Contact information valid for the whole of the CQ and Central West region.

After hours contact Gambling Helpline
Phone: 1800 858 858
Website: www.gamblinghelpqld.org.au

Homeless Persons Information Queensland (HPIQ)
1800 474 753

Kids Helpline
1800 55 1800

Lifeline Telephone Crisis Support

13 11 14 24 hours crisis support helpline.

Many Rivers

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE.

Contact: 0439 785 225 | donna.burton@manyrivers.org.au 1300 626 974
<https://manyrivers.org.au/>

Money Smart

Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Find teaching resources – then please click on [Money Smart](#)

Monto Neighbourhood Centre ([LiveBetter](#) Australia Inc)

Ph 1300 952273 7 Huxley St Monto.

NDIS Appeals Support – Qld Advocacy Inc.

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

To be eligible for assistance through the Decision Support Pilot you must:

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

Contact: *Qld Advocacy for Inclusion: QAI*

Address: South Central Commercial, Level 2/43 Peel St, South Brisbane QLD 4101

Phone: [\(07\) 3844 4200](tel:(07)38444200) or 1300 130 582 (cost of a local call)

Email: gai@qai.org.au

National Health Services Directory: Download the healthdirect app

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia's free health app that helps you make informed decisions about your health. You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

NDIS Appeals Support – Qld Advocacy Inc.

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

To be eligible for assistance through the Decision Support Pilot you must:

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

Contact: *Qld Advocacy for Inclusion: QAI*

Address: South Central Commercial, Level 2/43 Peel St, South Brisbane QLD 4101

Phone: [\(07\) 3844 4200](tel:0738444200) or 1300 130 582 (cost of a local call)

Email: gai@qai.org.au <https://qai.org.au/>

The **No Interest Loan Scheme (NILS)** provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and

medical procedures. Repayments are set up at an affordable amount over 12 to 24 months.

To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide
Shop 2b /58 Kariboe St. Biloela 4992 3322*

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri.
1800 846 643*

*Local Phone numbers are:
Rockhampton 4927 6026
Gladstone 4972 2662*

Parentline

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm.

1300 30 1300

To find out more, please visit: parentline.com.au or check out **Parentline Qld + NT** on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: admin@parentline.com.au

Queensland Community Care Services

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk. To link to more information in this directory, please click on [Queensland Community Care Services](#)

Reading Writing Hotline 1300 6 555 06

A free national referral service for adults.

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or email for more information – or see our website <https://www.readingwritinghotline.edu.au/>

Renew Psychology and Rehabilitation

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [Renew Psychology and Rehabilitation](#) in this directory. Contacts: Email admin@renewrehab.com.au PH 4659 9133 Mobile 0447 674 765 Website: www.renewrehab.com.au

Rural Health Connect

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply. Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info: <https://www.ruralhealthconnect.com.au/#/rural-home>

StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast. STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. This is a free Service.

See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support
Ph: 1300 727 247 Email: standby.cqwbcs@uccommunity.org.au
Web: www.standbysupport.com.au

Suicide Call Back Service 1300 659 467

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.
<https://www.suicidecallbackservice.org.au/>

Telehealth Bereavement Counselling

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or info@grief.org.au. www.grief.org.au

Thirilli: Indigenous Suicide Postvention Service 1800 805 801

Formerly NICRS) now funded by the National Indigenous Australians Agency
Thirilli provides crucial and timely support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

For more information please see the website: <https://thirilli.com.au/>
To contact a Critical Response Support Advocate call 1800 805 801
The 1800 805 801 number is available 24 hours, 7 days a week.

For more information please see [Thirilli](#) in this directory

Virtual Psychologist

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp. If it's too hard to talk, just Text. What Text counselling service are you looking for? [Rural & Remote](#) [Corporate Sector](#) [Individual](#)

Or click on [Virtual Psychologist](#) to find out more.

Well Mob – Healing Our Way

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma.

See: [Well Mob](#)

Women's Wellbeing Line

The Women's Wellbeing Line operates Monday-Friday 8am to 8pm, and Saturday from 9am to 5pm. To access the service, call 1800 4 WOMEN (1800 496 636), email wellbeing@wheq.org.au, or connect via [webchat](#).

WOORABINDA

Amica amica is a new online resource to help Australians deal with family law issues. It can help separating couples reach amicable agreements online. See the *amica* website for more information www.amica.gov.au or watch this [explainer video](#)

Adis 24/7 Alcohol and Drug Support

Call **1800 177 833** for 24 hour/7 day free anonymous alcohol and drug support. [Adis QLD Statewide website](#) Also see [Adis](#) in this directory

AODS – Sober up shelter Ph. 49132840

Alzheimer's Association of Queensland Inc

Dementia Helpline 24 hr 1800 639 331

National Education Helpline 1800 180 023

Autism Connect

[Autism Connect](#) (1300 308 699) is Australia's first national autism helpline and aims to be "a first step and a one-stop-shop for anyone seeking information, support and guidance about autism," and can be accessed by phone, email, and webchat service. The service can support with a range of issues, including but not limited to:

- Exploring autism and autistic identity
- Assessment and diagnosis
- School and education
- The NDIS
- Behaviour strategies
- Referrals to services
- Peer support connections
- Finding autism-friendly places and events.

Evidence-based advice and support will be provided through the helpline. To access Autism Connect, call 1300 308 699, Monday to Friday, from 8am to 7pm local time. Webchat and email are also available via www.amaze.org.au/autismconnect/

Baralaba State School. Ph.: 49982333

Basic Rights Qld

What we do: Basic Rights Qld is a community legal centre providing free advice, support, advocacy, casework and representation when needed. For more information please see [*Basic Rights Qld*](#) in this Directory

How to get help Call 1800 358 511 Monday to Friday | 9.00am - 4.00pm Or go to <https://brq.org.au/contact/>

Find more information and useful resources at www.brq.org.au

Carer Gateway

You may be a carer if you are looking after someone with disability, a medical condition, mental illness or who is frail due to age. Carers are just children, parents, partners or friends who care for someone close to them. If you are a carer, you can get help and support from the government and other organisations. To find out more please click on [Carer Gateway](#) or phone Carer Gateway number 1800 422 737

Central Division of General Practice

Counselling services. Ph.: 49350038

Central Queensland Mental Health Alcohol and Other Drug Services

1300 MH CALL

1300 64 2255

One number for 24hr specialist mental health care for anyone anywhere in Queensland.

Referrals/ crisis/ support

In an emergency always dial Triple Zero

Centrelink Agent. Ph.: 49350489

Children's Contact Service – Relationships Australia (Qld)

Our CCS Centre is based in Rockhampton. There is a charge for this service. Ph.: 1300 364 277 See [Children's Contact Service](#) in this Directory.

Community Justice Group

The Community Justice Group Program (the CJG Program) provides essential support and services to Aboriginal and Torres Strait Islander victims and offenders within the criminal justice system. 11 Saunders Lane Woorabinda Phone 4935 0259

Counselling Notes Protect (CNP)

The Counselling Notes Protect (CNP) service is a new free legal service being delivered by Legal Aid Queensland in partnership with Women's Legal Service. CNP provides advice, assistance and representation under a new Queensland law, which protects the counselling records of victims of sexual assault or alleged sexual assault from being used in some courts. See [Counselling Notes Protect Service](#)

You should get immediate legal advice if someone is trying to access your counselling records. To access the Counselling Notes Protect service call 1300 267 762 for Legal Aid Queensland or 1800 957 957 for Women's Legal Service.

CQID (Central Queensland Indigenous Development).

Family Participation/Family Well Being/Intensive Family Support

Specialist DFV Workers are attached to the FWB programs.

We have small waiting lists currently for FWB, but a phone call on any given day and FWB staff will be able to inform on expected wait list times. Any family placed on a waitlist is subject to our Active Efforts, where staff remain in contact weekly and are referred to services while the family awaits being allocated to suitable program.

We welcome walk-in and self referrals to the office.

Alternatively families can also refer themselves through the CQID or FACC website.

141 Munns Drive, Mimosa Creek Healing Centre, WOORABINDA Q 4713

Phone: (07) 4913 2100 <https://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, including Woorabinda.

Contact Information:

Darumbal Office - 79b Bolsover Street: PO Box 266, Rockhampton QLD 4700. Office

Phone: 07 4922 6180 <http://www.darumbal.org.au/> admin@darumbal.org.au

Helem Yumba CQ 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. Helem Yumba services the Woorabinda community.

CQ Service Directory September 2025

Helem Yumba does not condone violence of any sort.

Contact Information: 10/99 Musgrave St. PO Box 98. Rockhampton, 4700 Phone: (07) 4931 8600 Fax: (07) 4921 3877 Free Call: 1800 776 727 admin@cqhealing.com.au
<https://www.facebook.com/helemyumba/>

DV Connect

Women's Line 1800 811 811

Men's Line 1800 600636

Family and Child Connect (FaCC)– UnitingCare Queensland (UCC)

To access the Family and Child Connect Service please phone 133 264

Family Drug Support Australia

Family Drug Support is an Australian wide not for profit, non – religious organisation. Family Drug Support provides information and support to families who are impacted by someone else's drug and/or alcohol dependency, with family referring to 'anyone who cares'.

We offer a number of services to assist family members;

- *One on one support:* face to face, Teams or telephone
Belinda: 0490 536 976 belinda@fds.org.au;
- *Website:* www.fds.org.au with information on events and meetings
- *24/7 Phone Support line – 1300 368 186*

Gambling Help Service

UnitingCare Central Queensland

We provide free and confidential gambling counselling, referral, support and information to individuals and families towards empowerment and wellbeing:

- Via Teams (video call) or phone

For more information please see [Gambling Help Service](#) in this directory

For Gambling Help available to the whole of the CQ and Central West region contact:

Counsellor/Community Educator

Mobile: 0498 000 325

Community Educator

Mobile: 0498 000 817

Susan Guley

Counsellor/Community Educator

Mobile: 0455 865 293

Email: susan.guley@ucommunity.org.au

Generic email: gamblinghelp@ucommunity.org.au

Contact information valid for the whole of the CQ and Central West region.

After hours contact Gambling Helpline

Phone: 1800 858 858

Website: www.gamblinghelpqld.org.au

Homeless Persons Information Queensland (HPIQ) 1800 474 753

HUB – Housing Qld: Youth Justice: Child Safety_ Ph.: 49259024

Indigenous Knowledge Centre (IKC)

Address: 122 Carbine Street, Woorabinda QLD 4713

Email: ikc1@woorabinda.qld.gov.au

Phone: (07) 4935 073

[Follow us on Facebook](#)

The Woorabinda IKC is a place to research, read and relax.

We are 1 of 25 Indigenous Knowledge Centre across the state of Queensland from Cherbourg (South Burnett, Qld) to the Torres Strait Islands (Far North Qld).

These IKCs provide access to knowledge such as books and records, as well as a range of other reading and study material and free internet access. Specific Indigenous knowledge material are also available.

Indigenous Knowledge Centres (IKCs) are a Queensland public information hub and library owned and operated by Indigenous Shire Councils, with assistance provided by the Library Board of Queensland (Library Board)

Kids Helpline

1800 55 1800

Lifeline Telephone Crisis Support 13 11 14 24 hours crisis support helpline.

Local Area Coordination (LAC) – National Disability Insurance Agency (NDIA)

Phone 49385338

Many Rivers

Many Rivers Microfinance Limited (Many Rivers) is a not-for-profit organisation that supports aspiring business owners with microenterprise development support and access to finance in order to see the potential of people and communities realised. All services are FREE. Contact: 0439 785 225 | donna.burton@manyrivers.org.au
1300 626 974 <https://manyrivers.org.au/>

Money Smart Want to - Manage your money: Reduce your debt: Plan for your future: Grow your wealth: Tools and Resources: Teaching resources –click on [Money Smart](#)

Multipurpose Health Service/Hospital-doctor Ph.: 49132800

Murrup

CQ Service Directory September 2025

Murrup is an Aboriginal Community Controlled Organisation that supports First Nations children and young people, and their families, through their early years, school journey and beyond.

Our journey started in 2007 as the Cathy Freeman Foundation. In 2022 we changed our name to Community Spirit Foundation and then, in 2024, we adopted the Wurundjeri word for 'spirit' and became Murrup.

We partner with four of Australia's most remote First Nations communities – Woorabinda and Palm Island in Queensland, and Galiwin'ku and Wurrumiyanga in the NT.

Murrup's Strong Transitions program breaks down the barriers and obstacles that young people face when transitioning into life after school, by guiding them towards greater independence and opportunity. And the program has got off to a flying start in 2025 in Woorabinda.

Nine young people have obtained essential identification documents, including their birth certificates, Medicare cards, bank cards, and even their learner licences.

<https://www.pmffoundation.com.au/community-spirit-foundation>

NDIS Appeals Support – Qld Advocacy Inc.

Have you been denied access to the NDIS or is your NDIS Plan not meeting your needs? QAI's NDIS Appeals Support offers free and independent advocacy, support, and referral to people with disability for NDIS Internal Reviews and External Appeals to the Administrative Appeals Tribunal. The objective of this service is to ensure that vulnerable people with disability who are going through the review or appeal process, have access to skilled advocacy support.

NDIS Decision Support Pilot – Qld Advocacy Inc.

The NDIS Decision Support Pilot provides advocacy and decision-making support (within a supported decision-making framework) for people with disability who have limited decision-making capacity, and who require assistance to engage with the NDIS at any stage of process, including:

- submitting NDIS Access Requests
- preparation towards the development of the initial NDIS Plan
- attendance at the initial NDIS Plan meeting where appropriate
- selecting a Support Coordinator with input from the participant
- problem-solving initial issues during implementation of the Plan
- capacity-building in interactions with the NDIA

To be eligible for assistance through the Decision Support Pilot you must:

- Be aged between 18 and 65
- Have limited decision-making capacity
- Have limited existing avenues of informal or formal decision-making support.

Contact: *Qld Advocacy for Inclusion: QAI*

Address: South Central Commercial, Level 2/43 Peel St, South Brisbane QLD 4101

Phone: [\(07\) 3844 4200](tel:0738444200) or 1300 130 582 (cost of a local call)

Email: gai@gai.org.au

<https://gai.org.au/>

National Health Services Directory: *Download the healthdirect app*

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia's free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.

For more information, visit <http://www.healthdirect.gov.au/health-app>

NJL Parent Pathways.

Parent Pathways is a Federally funded, pre-employment program that assists parents with young children to identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community.

NJL will be delivering Parent Pathways in the following locations Berserker, Rockhampton City, Gladstone, Emerald, Woorabinda and Yeppoon.

For more information please contact our Rockhampton office on **07 4921 3107** located at: Normanby House, 44A William Street, Rockhampton 4700 <https://www.njl.org.au/>

The **No Interest Loan Scheme (NILS)** provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for up to \$2,000 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up at an affordable amount over 12 to 24 months.

To be eligible for NILS you must have a Health Care or Pension card or earn less than \$57,000 a year after tax (\$75,000 for joint applicants or people with children). Loans cannot be used for cash, debt consolidation or bills. There is no upper income threshold for clients impacted by FDV

❖ *Banana Shire Support Centre provides NILS services statewide*

Shop 2b /58 Kariboe St. Biloela 4992 3322

❖ *St Vincent De Paul is a state wide provider, contactable by phone Mon. to Fri. 1800 846 643*

Local Phone numbers are:

Rockhampton 4927 6026

Gladstone 4972 2662

Parentline

Parentline is a FREE virtual service (phone, web chat and email) providing professional counselling to parents and carers offering support from 8am to 10 pm every day of the year across Queensland and the Northern Territory. Parentline offers one-off or on-

going support to clients by taking a parent-centered and child-focused approach to meet the needs of children and improve family connection.

Our phones are open every day from 8am – 10pm, while WebChat is available every day from 8am – 9pm. 1300 30 1300

To find out more, please visit: parentline.com.au or check out Parentline Qld + NT on [FACEBOOK](#) and [INSTAGRAM](#) today!

Service Providers can contact service management/community engagement officer via email: admin@parentline.com.au

Police Station. Ph.: 49350155

Post Office. Ph.: 49350144

Queensland Community Care Services

The Queensland Community Care program is funded by the state government. It provides basic maintenance and support services for eligible people aged under 65, or under 50 for Aboriginal and Torres Strait Islander people, who live at home and whose capacity for independent living is at risk.

<https://www.qld.gov.au/community/getting-support-health-social-issue/community-home-care-services>

Reading Writing Hotline 1300 6 555 06

A free national referral service for adults.

Want help with reading, writing, or with basic maths? Call now on 1300 6 555 06 or email for more information – or see our website <https://www.readingwritinghotline.edu.au/>

Renew Psychology and Rehabilitation

Renew Psychology and Rehabilitation are offering mental health and disability services in this area. For more information see [Renew Psychology and Rehabilitation](#) in this directory.

Contacts: Email admin@renewrehab.com.au PH 4659 9133 Mobile 0447 674 765
Website: www.renewrehab.com.au

Rural Health Connect

Referrals are now open for a new online platform linking people living in rural areas to psychologists via video conferencing. Rural Health Connect is also available to patients across the state. Medicare rebates apply.

Referrals can be made via Medical Objects or fax on 07 4573 1100 Head to the Rural Health Connect Website for info: <https://www.ruralhealthconnect.com.au/#/rural-home>

Salvos: Moneycare Financial Counselling Services

Moneycare is The Salvation Army's free financial counselling service for individuals, couples and families. Our qualified staff provide information and support to help you deal with your current financial situation and learn how to manage money well in the future. Phone 1800 722 363

Springsure and Woorabinda Commonwealth Home Support Program (CHSP)

Springsure and Woorabinda Commonwealth Home Support Program supports reablement, independence and individualised restorative support, promoting quality of life while remaining in home.

The CHSP program provides a range of in-home support services across both delivery sites, with a focus on assisting the aging and frail in our local community and surrounds to remain living independently in their own home.

CHSP also assist in the provision of support to those wishing to be assessed for the Commonwealth Home Support Program.

Funding for these services is provided by the Australian Government, and individuals receiving CHSP services may also be asked to contribute via co-contribution through service delivery fees.

CHSP eligibility is assessed on a case-by-case basis and is available to older people aged 65 and over, or 50 and over for Aboriginal and Torres Strait Islander people.

To enquire, you can contact our services Monday – Friday between 8:00 am and 4:30 pm

Springsure Multipurpose Health Service:

07 4847 9200

21 Woodbine Street Springsure 4722

Thirilli: Indigenous Suicide Postvention Service 1800 805 801

Formerly NICRS) now funded by the National Indigenous Australians Agency

Thirilli provides crucial and timely support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

For more information please see the website: <https://thirilli.com.au/>

To contact a Critical Response Support Advocate call 1800 805 801

The 1800 805 801 number is available 24 hours, 7 days a week.

For more information please see [Thirilli](#) in this directory

Woorabinda Multipurpose Health Service:

07 4913 2800

1 Munns Drive, Woorabinda 4713

StandBy - Support after Suicide: Central Queensland, Wide Bay and Sunshine Coast. STANDBY is dedicated to supporting people and communities across Australia bereaved or impacted by suicide. This is a free Service.

See [StandBy-Support after Suicide](#) in this directory.

Contacts: 24/7 StandBy Central Qld, Wide Bay & Sunshine Coast Support

Ph: 1300 727 247 E: standby.cqwbcs@uccommunity.org.au

W: www.standbysupport.com.au

St Vincent De Paul Society, Biloela

21/23 Dawson Highway, Biloela.

Ph. 4992 2909

Suicide Call Back Service 1300 659 467

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

<https://www.suicidecallbackservice.org.au/>

Telehealth Bereavement Counselling

The Australian Centre for Grief and Bereavement (ACGB) has launched a new national online telehealth bereavement counselling service. See [Telehealth Bereavement Counselling](#) in this directory.

The telehealth counselling service can be accessed through (03) 9265 2100 or info@grief.org.au. www.grief.org.au

ss

Undoonoo Day Care Centre. Ph.: 49350500

Virtual Psychologist

Australia's first text counselling service delivered by qualified mental health professionals. We offer a select range of text based psychological and counselling support services to individuals and those in the corporate, rural and remote settings. Whether it be in the workplace, out on the mine site or in the home, you can reach us anywhere, any time and on any day. We're here for you by Text SMS, Facebook Messenger, Twitter and WhatsApp.

If it's too hard to talk, just Text. What Text counselling service are you looking for? [Rural & Remote](#) [Corporate Sector](#) [Individual](#) Or see [Virtual Psychologist](#).

Wadja Wadja High School. Ph.:49350158

Well Mob – Healing Our Way

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.

Topics covered include: Strong Minds; Sadness; Worries; Suicide and Self Harm; Jumbled Thoughts and Psychosis; Eating Disorders; Drugs; Grog; Grief and Toss and Trauma. See: [Well Mob](#)

Women's Wellbeing Line

The Women's Wellbeing Line operates Monday-Friday 8am to 8pm, and Saturday from 9am to 5pm. To access the service, call 1800 4 WOMEN (1800 496 636), email wellbeing@wheq.org.au, or connect via [webchat](#).

Woorabinda Multipurpose Health Service

Woorabinda Multipurpose Health Service provides a range of health services to the community, including emergency, inpatients and outpatients, and residential aged care.
1 Munns Drive Woorabinda Phone 07 4913 2800 8am -5pm Monday to Friday

Woorabinda Primary School. Ph.:4913 2222**Woorabinda Shire Council**

112 Munns Drive. Phone 4925 9800

Yoonthalla Services Woorabinda

164 Munns Drive, Woorabinda, QLD, Australia 4713
0436 621 122

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

Supporting Women and Children that maybe be fleeing from Domestic & Family Violence requiring supported accommodation or assistance and provide relevant programs and activities which focusing on strength base framework.
Bill Thaiday Centre 166 Munns Drive, Woorabinda, phone 4935 0219.

Yumba Binda Aged Hostel. Ph.:49350069**LINKS TO ONLINE DIRECTORIES****Ask Izzy: The A to Z directory of homeless help**

Ask Izzy is an innovative mobile website that connects people who are homeless or at risk with shelter, food, health and other essential support services. Ask Izzy helps people find important information when they need it most
<https://www.infoxchange.net.au/ask-izzy>

Compassionate Communities Service Directory for Rockhampton and Livingstone

aims to provide links to strategic resources and highlight our local communities' services and assets that can assist people connect with activities, places and people that will improve their quality of life.

<https://catholiccarecq.com/compassionate-communities-directory/> or on
<https://catholiccarecq.com/ccd>

CQ Community Health

www.health.qld.gov.au

Gladstone Community Directory

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

Lifeline Service Finder

The Lifeline Service Finder is a directory of free or low cost health and community services available in Australia. It includes accommodation, domestic violence, family and children's services, financial assistance and mental health services.

<https://lifeline.serviceseeker.com.au/>

Guide for women in need in regional Queensland

[The Handy Guide for Women in Need in Regional Queensland 21-23](#)

The guide provides vital support for women who are without shelter or at risk of becoming homeless, and includes emergency phone numbers, details for accommodation services such drop-in support centres and housing information, food, health and welfare services, legal assistance, and specialist services for domestic violence and immigration support.

Health Exchange – supporting health professionals delivering health education and promotion activities. Free resources available in a variety of formats to adapt to use to improve the health and well-being of communities in rural and remote areas. Email admin@cqrddp.com.au; URL: <https://healthexchange.org.au/>

My Community Directory

Australians face a range of social, health, and welfare challenges. Solving these requires information. However good information is hard to find.

My Community Directory is the one place Australians find quality, online health and community information to meet these challenges now and in the future.

<https://www.mycommunitydirectory.com.au/?qclid=CNvst8-i4soCFQqAvQodFYcHNq>

National Health Services Directory: Download the [healthdirect app](#)

You can now find national health services - such as General Practices, Pharmacists, Hospitals and Emergency Departments – anytime, anywhere from your mobile phone. The healthdirect app is Australia's free health app that helps you make informed decisions about your health.

You can use the healthdirect app to:

- check your symptoms
- find a health service
- get trusted health information.
-

For more information, visit <http://www.healthdirect.gov.au/health-app>

One Place

oneplace Community Services Directory is an easily accessible directory of community services to help Queensland families to get to the right service at the right time.

From parenting groups and classes to domestic and family violence support services, *oneplace* is the go-to resource for children, families, community members and professionals looking to find local support in Queensland. <https://www.oneplace.org.au/>

Queensland Government: Service Finder

<https://www.qld.gov.au/services>

Queensland Multicultural Resource Directory

The Queensland Multicultural Resource Directory lists organisations that offer information, advice, support and networking opportunities.

<https://www.qld.gov.au/community/your-home-community/multicultural-resource-directory-search/index.html>

Rockhampton Regional Council Community Directory

http://www.rockhamptonregion.qld.gov.au/CommunityEvents/Community-Directory?dlv_OC%20CL%20Public%20Local%20Directory%20Listing=%28pageindex=2%29