



# SERVICE DIRECTORY

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**For further information or comment please contact:**

Angela Williams

Bundaberg Family Law Pathways Network Project Officer

5 Bingera Street Bundaberg Q 4670

PH: 41307500 or 0427217077

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## **USING THE FAMILY LAW SERVICE DIRECTORY**

The Bundaberg Family Law Pathways Network (BFLPN) 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 Family Law Pathways Networks represent an essential component of the Government's commitment to an accessible justice system that meets the needs of Australian Families.

The Bundaberg Family Law Pathways Network, auspiced by Uniting Care Community, commenced in July 2010 and services the Wide Bay Burnett region. Membership is broad and inclusive and consists of a diversity of professionals working within the Family Law System across the region.

The BFLPN Service Directory has been developed to provide information on both the core, legal and support services that are crucial to the Family Law System in the Wide Bay Burnett region. Both private and Not for Profit services have been included.

Information has been gathered and collated from BFLPN members and existing local service directories.

To use this Service Directory, either click on the most relevant heading in the contents page, or quickly scroll through the guide. The directory is now also available on-line at <http://www.qldfamilylawnet.org.au/>

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### **Acknowledgements**

- All activities undertaken by the Bundaberg Family Laws Pathway Network are funded through the Federal Attorney General's Department as part of the national Family Law Pathway Network, an Australian Government initiative.
- Thanks to the Bundaberg Family Laws Pathway Network Steering Committee for their input and support in the development of this Service Directory.
- Existing local directories used in the development of this resource include:
  - Bundaberg Region Community Directory
  - Fraser Coast Online Community Directory
  - South Burnett Community Directory

# **CORE FAMILY LAW SERVICES**

## **Family Dispute Resolution**

### **Family Relationship Centre**

The Bundaberg Family Relationship Centre is a first port of call for families in the Wide Bay Burnett region. Through information and referral, the Centre helps families strengthen relationships and deal with relationship difficulties.

The Centre provides families experiencing separation with information, advice and dispute resolution services with qualified practitioners to help them to reach agreement on parenting arrangements without going to court. Additional support is provided by a child consultant and an Indigenous Family Support Officer.

The Centre can also refer individuals, couples and families to a range of other helpful services to enhance family relationships.

### **Core Services**

- Family Dispute Resolution
- Indigenous Family Support
- Child Consultant
- Library
- Adult information and education including:
  - Parent information sessions
  - Conflicting Conversations
  - Putting Children First

### **Bundaberg**

5 Bingera Street,  
Bundaberg Q 4670  
Phone: (07) 4130 7500  
Email: [bundaberg.frc@lccq.org.au](mailto:bundaberg.frc@lccq.org.au)

### **Hervey Bay**

C/- UnitingCare Community  
94 Old Maryborough Road  
Hervey Bay Q 4655  
Phone: 1300 885 373

### **Maryborough**

C/- UnitingCare Community  
Corner Alice & Bazaar St  
Maryborough Q 4650  
Phone: 1300 885 373

## **Kingaroy**

C/- UnitingCare Community  
1 Victoria Street  
Kingaroy Q 4610  
Phone: 1300 885 373

## **Murgon**

C/- UnitingCare Community  
80 Gore Street  
Murgon Q 4605  
Phone: 1300 885 373

## **Nanango**

By Appointment Only  
Phone: 1300 885 373

## **Legal Aid Queensland**

Legal Aid Queensland provides access to justice for disadvantaged Queenslanders by providing:-

- Legal Information - face to face in the Bundaberg office of Legal Aid Queensland, via website [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au) , by telephone 1300 65 11 88;
- Legal Advice - face to face advice clinics in the Bundaberg office of Legal Aid Queensland, telephone advice by phoning 1300 65 11 88;
- Legal Representation - Legal Aid Queensland works with private law firms throughout the region (preferred suppliers) to provide representation for family dispute resolution conferences and court proceedings (subject to means and merit tests) - you can apply for a grant of legal aid through a private lawyer who does legal aid work (preferred supplier) or directly to Legal Aid Queensland. It is best to get legal advice before applying for a grant of legal aid.

**Address:** 2<sup>nd</sup> Floor Win Tower, Corner Quay and Barolin Streets Bundaberg Q 4670

**Phone:** 1300 65 11 88 or 4131 5455 **Email:** [mailbox@legalaid.qld.gov.au](mailto:mailbox@legalaid.qld.gov.au)

## **Relationships Australia**

A service to help separating families resolve their family law disputes. The Family Dispute Resolution Service includes education, information, counselling, dispute resolution, conciliation and group work to help couples who are separating to resolve their family law disputes. These disputes may include conflicts over child care, child support, financial arrangements and property settlement.

Family Dispute Resolution endeavours to help separating couples reach agreements that are in the best interest of their children. It also encourages separating couples to parent cooperatively.

Outreach face-to-face and telephone mediation are available when appropriate for outlying towns in the Wide Bay region. Online Family Dispute Resolution also caters mediation to regional Queensland via the internet.

**Services include:**

- Family Dispute Resolution
- Online Family Dispute Resolution
- Outreach Family Dispute Resolution
- Telephone Mediation
- Culturally & Linguistically Appropriate Services
- Child Consultancy
- Education, Strategies & Skills Training
- Parenting Orders Program (POP) including:
  - Specialised Community Presentations – Information Sessions
  - Focus on Kids
  - For the Children
  - Distance Education/Correspondence
  - Children’s Groups

**Address:** 14 Tantitha Street, Bundaberg Q 4670

**Phone:** 1300 364 277

**Email:** [www.raq.org.au](http://www.raq.org.au)

## **Wide Bay Dispute Resolution Service**

The Dispute Resolution Centre's Mediation and Facilitation Service, is useful in resolving disputes in a wide range of conflict situations eg. between neighbours, housemates, families and separating couples. The service is unable to issue 60I certificates under the Family Law Act.

Workplace disputes, family law property disputes, commercial and tenancy matters, trades people and money lent and owed are also resolvable through mediation. Environment and development issues may be addressed through a facilitation process.

Mediation is available during and outside business hours and, in most cases, is free of charge. All matters brought to the Dispute Resolution Centre remain confidential.

**Address:** Brendan Hansen Building Level 1, 50-54 Main Street Hervey Bay

**Phone:** (07) 4125 9225 or 1800 681 109

## **Child Support**

Assisting separated families to transfer money to each other for the support of their children and linking people to support services.

**Phone:** 131 272

**Website:** [www.humanservices.gov.au](http://www.humanservices.gov.au)

## **Contact Services**

Children's Contact Services help children from separated families to establish or maintain a relationship with the parent they do not live with. When families separate and the transfer of children from one parent to another is a problem, a Children's Contact Service provides a neutral venue for safe changeovers.

Any separated families can use a Children's Contact Service, whether or not the parents have ever been married or lived with each other. Where necessary, or as directed by a court order, these services can supervise the time children spend with a parent or other family members.

The supervision is neutral as the focus is on the child and not on the dispute that parents or other family members may have. However a Contact Centre is not a confidential service, anything that is said or done can be reported as evidence to the Court.

## **Hervey Bay**

### **Children's Contact Service - Hervey Bay**

Harmony House By appointment only

**Phone:** (07) 4124 1681

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

An outreach service is also provided to Bundaberg, please contact the above number or visit website.

## **Parenting Orders Program**

The Parenting Orders Program assists separated parents who have become engaged in entrenched conflict, over a period of time, around child contact issues. It also assists newly separated parents who are becoming stuck and struggling to reach agreements with child contact issues.

This service uses a variety of child-focused and child-inclusive interventions to respond more effectively and flexibly to families' needs and work where possible with parents and children. The program helps parents focus on their children's needs and uses education, counselling, mediation and access to children's contact services as appropriate to each case. High conflict families may be referred by the courts to this service, giving separated parents an alternative to taking their disputes back to court. Groups include:

- Focus On Kids           6-8 weeks (parents)
- For The Children       4 weeks (parents)
- Poppers                 6 weeks (6-9 years of age)
- Pop Stars                6 weeks (10-12 years of age)
- Popping & Locking    6 weeks (13-16 years age)

## **Bundaberg**

### **Relationships Australia**

**Address:** 14 Tantitha Street, Bundaberg Q 4670

**Phone:** 1300 364 277

Fax: (07) 4153 2955

Email website: [www.raq.org.au](http://www.raq.org.au)

### **Sunshine Coast Parenting Orders Program** *(Outreach to Gympie, Maryborough, Hervey Bay and surrounding areas as required)*

Foundations Child and Family Support

Address: Outreach Offices in Gympie and Hervey Bay

Phone: (07) 54 437 207 or 1300 854 733



## **Post Separation Cooperative Parenting Program**

Post Separation Cooperative Parenting services assist separated parents in conflict to work cooperatively over parenting arrangements. This child focused program is available as one session of three hours duration and is recognised by the family law court. Services are located in regional areas and provide education, counselling, individual support and access to children's contact services as appropriate to each case. High conflict families may be referred directly by the courts to this confidential service to provide more in depth support.

### **PSCP is for:**

- Separated parents
- Parents contemplating separation
- Extended family members including step-parents and grandparents
- Voluntary and Court Mandated Clients

### **PSCP Offers:**

- Generalised counselling (for as long as required)
- 3hr education program – Building Connections which assists to:
  - address parental conflict
  - build stronger parental relationships
  - promote positive communication
  - promote parental cooperation (group or individual setting)
- Referral to other services (if required)
- Service delivery for
  - Individual parents
  - Individual parent and new partner

### **Bundaberg, Hervey Bay, Kingaroy, Maryborough**

**UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Phone:** (07) 4191 3100

**Email:** [pscp@uccommunity.org.au](mailto:pscp@uccommunity.org.au)

## **Supporting Children After Separation Program**

Provides support for children and young people to deal with issues arising from the separation of their parents and to better participate in decisions that impact on their lives.

The program supports children and young people to understand and adapt to family changes, to get in touch with and express their feelings, to work through their grief, and to develop resilience. The program offers individual counselling for children and young people up to the age of 18 years.

SCASP also offers group work programs including '**Rollercoasters**' an 8 week facilitated program supporting children to share their experiences, deal with the changes and loss from recent or past separation of parents, a **Young Women's** group, **Tree of Life Narrative Therapy** workshops and a **Young Men's** group.

### **Bundaberg and Wide Bay Area (excluding Hervey Bay)**

**UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 3a River Terrace, Bundaberg Q 4670

**Phone:** (07) 4153 8400

## **FAMILY LAW LEGAL SERVICES**

### **Legal Aid Queensland**

**Address:** 2<sup>nd</sup> Floor, WIN Tower, Cnr Barolin & Quay Streets, Bundaberg Q 4670.

**Phone:** 1300 65 1188 or 4131 5455 **Email:** mailbox@legalaid.qld.gov.au

### **Family Relationship Advice Line**

**Phone:** 1800 050 321

### **Women's Rural Advice Line**

This service provides free legal information, advice and referrals to women throughout Queensland. A new advice phone line has been dedicated to connect women in rural, regional and remote areas to much needed legal assistance in the areas of family law and domestic violence. This service is free and confidential.

The service operates every Tuesday from 9.30am - 1.30pm

**Phone:** 1800 457 117

**General Advice Line:** 1800 677 278 Mon, Tues & Thurs 9.30am-1.30pm, Wed 1.00pm to 4.00 pm

### **Aboriginal & Torres Strait Islander Legal Aid Service**

#### **Bundaberg**

Level 1, WIN Tower, Cnr Quay & Barolin Street, Bundaberg Q 4670

**Phone:** (07) 4152 8044

#### **Hervey Bay**

2/17 Torquay Road, Hervey Bay

**Phone:** (07) 4128 2488

#### **Murgon**

120 Lamb Street, Murgon

**Phone:** (07) 4168 1944

**24 Hour Emergency Line: 1800 012 255**

### **Community Justice Groups**

#### **Cherbourg**

**Barambah Local Justice Group Aboriginal and Torres Strait Islander Corporation**

**Address:** 3 Fisher Street, Cherbourg

**Phone:** (07) 4168 1190 **Mobile:** 0488 116 499

**Email:** [bljig@burnett.net.au](mailto:bljig@burnett.net.au)

## **Maryborough**

**Kahwun Wooga** meaning "Caring and Giving", is an Indigenous Organisation providing Social Justice, Advocacy and Practical Support Services focusing on Legal Issues including Cellwatch, Patrolling, Court Support and Community Development in the Maryborough District

**Address:** 2/164 Bazaar Street, Maryborough Q 4650

**Phone:** (07) 4123 5910

## **Taylor Street Community Legal Service**

An independent non-profit community organisation, which provides FREE advice and assists with community legal education. ***Appointments are essential.***

## **Bundaberg**

Bundaberg Family Relationship Centre  
5 Bingera Street, Bundaberg

**Phone:** (07) 4130 7500

## **Gin Gin**

Kolan Neighbourhood Centre  
39 Mulgrave Street, Gin Gin

**Phone:** (07) 4130 4630

## **Biggenden, Gayndah, Monto & Munduberra**

**Phone:** (07) 4194 2663

## **Hervey Bay**

16 Torquay Rd, Hervey Bay

**Phone:** (07) 4194 2663

## **Maryborough**

Maryborough Neighbourhood Centre  
25 Ellena Street, Maryborough

**Phone:** (07) 4121 2141

## **Tiaro**

Tiaro Library

Forgan Terrace Tiaro

**Phone:** (07) 4129 2453

## **Family Law Lawyers**

### **Bundaberg**

<b>Name</b>	<b>Address</b>	<b>Phone</b>	<b>Contact</b>
<b>Baker O'Brien &amp; Toll</b>	7 Maryborough St Bundaberg Q 4670	4152 4555	Chris Rowe
<b>Bedford &amp; Assoc.</b>	29 Takalvan St Bundaberg Q 4670	4153 5858	Brian Bedford
<b>Charlton Lawyers</b>	14 Quay St Bundaberg Q 4670	4152 2311	Alan Keleher
<b>ClientCare Solicitors</b>	Suite 3, 39 Bourbong St Bundaberg	4153 2353	Peter Zufic
<b>Finemore Walters &amp; Story</b>	51 Woongarra St Bundaberg Q 4670	4152 1022	Geoff Ebert Haatsari Marunda
<b>Geldard Suthers Lawyers</b>	Tom Quinn Centre 8 Killer St Bundaberg Q 4670	4153 3557	Pam Cooper
<b>Highland Ferguson Lawyers</b>	60 Barolin St Bundaberg Q 4670	4153 3100	Sharon Ferguson Cathy Tallon Rian Dwyer
<b>Legal Aid Qld</b>	Win Tower Barolin St Bundaberg Q 4670	1300 651 188	Linda Adcock Jan Kingston Mary Buchanan
<b>Messenger Legal</b>	Win Tower, Level 2, Barolin Street, Bundaberg Q 4670	4153 5588	Matt Messenger
<b>MRH Lawyers</b>	Wide Bay Australia House 16-20 Barolin St, Bundaberg Q 4670	4154 5500	Christine Delaney
<b>Payne Butler Lang</b>	Qunaba House 2 Targo Street Bundaberg Q 4670	4132 8900	Jason Greig

### **Kingaroy**

<b>Name</b>	<b>Address</b>	<b>Phone</b>	<b>Contact</b>
<b>Kelly &amp; Frecklington</b>	44 King Street, Kingaroy 4610	4162 2599	Andrew Kelly
<b>South Burnett Lawyers</b>	3 Mary Street, Kingaroy 4610	4162 2550	
<b>South Burnett Lawyers</b>	99 Lamb Street, Murgon 4605	4168 3333	
<b>South Burnett Lawyers</b>	87 Drayton Street, Nanango 4615	4163 1021	
<b>Woods Murdoch Solicitors</b>	Shop 2, 26 King Street, Kingaroy 4610	4162 1144	Chris Campbell
<b>Neilson Stanton and Parkinson Solicitors</b>	236 Mary Street Gympie 4570	5482 1933	

## Hervey Bay

Name	Address	Phone	Contact
<b>Bell Dixon Butler, Hervey Bay</b>	12 Bideford Street Torquay	4125 1611	Margaret Kummerfield Joel Blane
<b>Carswell &amp; Company</b>	17 Torquay Rd, Pialba	4124 3944	Fiona Terrell
<b>Fraser Coast Lawyers</b>	74 Torquay Rd, Pialba	4124 7330	Elizabeth Bevan
<b>Gahagan &amp; Associates</b>	8 Fraser Street, Torquay	4125 2500	Jacklyn Gahagan
<b>Geldard Sherrington</b>	1/43 Hunter Street, Pialba	4194 5422	Justin Geldard Trinity McGarvie
<b>McDuff &amp; Daniel Lawyers</b>	14 Queens Road, Scarness	4128 4777	John McDuff
<b>Corser, Sheldon and Gordon</b>	5 Torquay Rd Pialba	4194 4555	David Hinton
<b>Lewis &amp; McNamara</b>	Shop 5, 6 Liuzzi Street, Hervey Bay	4128 1177	Darren Hunter
<b>Turner Riddell Lawyers</b>	Shop 7, 415 Esplanade, Torquay	4125 4818	Claire Riddell
<b>Allan Mallard</b>	32 Endeavour Way Eli Waters	4191 4001	Allan Mallard
<b>Law Essentials</b>	65 Torquay Road, Pialba	4197 5600	Chris Thompson
<b>James &amp; Co Lawyers</b>	Shop 1, 25 Queens Road, Scarness	4128 3844	Bradley James

## Maryborough

Name	Address	Phone	Contact
<b>Corser Sheldon &amp; Gordon</b>	211 Bazaar Street, Maryborough	4122 1500	David Hinton Alison Geerlings
<b>Suthers Lawyers</b>	128 Richmond Street, Maryborough	4121 3650	Travis George
<b>Morton &amp; Morton</b>	130 Wharf Street, Maryborough	4121 2236	Judy Millward
<b>Carswell &amp; Company</b>	192 Bazaar St, Maryborough	4122 2622	Peter Ponti Samantha Mackay

## **SUPPORT SERVICES**

### **Child Safety**

#### **Central Queensland (includes Bundaberg, Maryborough, South Burnett)**

##### **Regional Intake Service**

A Regional Intake Service is the contact point when you have concerns for a child and suspect that a child is being harmed or may be at risk of experiencing harm in the near future.

Trained child protection workers talk to you about your concerns for the child. They will record information you provide and gather other information that may be helpful to assess the situation. The worker will then decide the best way of responding to the information you have provided.

When you contact a Regional Intake Service to report concerns, your details will be confidential and identity, if provided, will be protected by law.

The Regional Intake Service receives information from community members, government and non-government agencies during business hours from 9am to 5pm, Monday to Friday.

**Phone:** 1300 703 762

**Email:** [CQRISintake@communities.qld.gov.au](mailto:CQRISintake@communities.qld.gov.au)

##### **Child Safety Service Centre**

Child safety service centres provide support and a range of services to children, young people, families and carers to ensure children's safety and wellbeing and to prevent children from being harmed.

A child safety service centre is the contact point during business hours when:

- you have an enquiry or support need and are an existing client (you or your family currently have contact with a child safety officer working in the service centre)
- as a member of the public, you would like to talk to a child safety officer as you have information about a child or young person in contact with the child safety service centre; or
- you are a carer of a child who is involved with the child safety service centre

##### **Bundaberg Child Safety Service Centre**

**Address:** 1<sup>st</sup> Floor, 46 Quay Street, Bundaberg Q 4670

**Phone:** (07) 4131 5517

### **Maryborough Child Safety Service Centre**

**Address:** 161 Bazaar Street, Maryborough Q 4650

**Phone:** (07) 4190 4560

### **South Burnett Child Safety Service Centre**

**Address:** 180-182 Haly Street, Kingaroy Q 4610

**Phone:** (07) 4164 9400

### **Child Safety After Hours Service Centre**

Outside of usual business hours, the Child Safety After Hours Service Centre:

- provides a range of services to current clients of Child Safety Services
- is the contact point when you are concerned that a child has been harmed or may be at risk of harm
- provides support for foster and kinship carers.

**Phone:** (07) 3235 9999

**Freecall:** 1800 177 135 (Queensland only)

### **Wide Bay Burnett**

#### **Indigenous Wellbeing Centre – Child Protection Family Support Service**

This service is a department of the Indigenous Wellbeing Centre and provides services to the Wide Bay and South Burnett Regions, with offices in Bundaberg and Murgon. The service:

- Is an early intervention/prevention service for Indigenous (Aboriginal and Torres Strait Islander) children & parents/carers
- Aims to reduce the number of Indigenous families from entering the child protection system, by providing a range of family supports.

Our role is to provide a range of family related practical supports, education, skills development and case manage identified children and families/carers. It is designed to assist Indigenous children (unborn to 18 years of age), their parents/carers and pregnant mothers.

**Referral Pathways:** Child Safety Offices, Regional Intake Centre, Queensland Health and the Department of Education.

**Phone:** 1300 492 492

**Address:** Shop 12B, 9 Maryborough Street, Bundaberg Q 4670

**Email:** [info@iwc.org.au](mailto:info@iwc.org.au)

**Website:** <http://www.iwc.org.au>



## **Sexual Assault Services**

### **Phoenix House Association Inc**

Phoenix House offers a comprehensive, integrated sexual assault service which provides:

- A safe, supportive, women-centered program for adult women who have been sexually assaulted, either recently or in the past;
- A child centred and family focused program for children and young people who have been sexually and/or physically abused, and
- Support for non-offending family members and carers.
- An outreach Program for adult males who have been sexually abused, or who want to address abusive behaviours;
- A comprehensive primary, secondary and tertiary sexual violence prevention program; and
- Is the site for the first 'Stop It Now' project in Australia.

**Address** 8 Barolin Street, Bundaberg Q 4670

**Phone:** (07) 4153 4299 | Crisis Line 1800 737 732

**Email:** admin@phoenixhouse.com.au

**Website:** <http://www.phoenixhouse.com.au/>

### **Wide Bay Sexual Assault Association Inc.**

This service provides counseling and support for women who are victims or survivors of a recent or past sexual assault. The service also provides a kids intervention prevention program for children up to 18yrs of age.

**Operating Days:** Monday to Friday

**Postal Address:** Maryborough Q 4650

**Phone:** (07) 4121 5999

## **Domestic and Family Violence**

### **Bundaberg**

#### **EDON Place Women's Domestic Violence Service Inc**

This DV Service provides crisis accommodation and support to women and children escaping/ living with domestic violence as well as referrals to other agencies.

EDON Place Women's Domestic Violence Service is a crisis service and does not provide long term counseling however the service provides:

- Assistance with Domestic Violence Protection Order applications
- Court support
- A rural outreach program.
- Two 12 week personal development groups which are run each year, each in two, six week blocks.

**Postal Address:** P.O. Box 1440, Bundaberg Q 4670

**Phone:** (07) 4153 6820 | 1800 811 811 (24 hour crisis service)

**Email:** [support@edonplace.org.au](mailto:support@edonplace.org.au)

#### **UnitingCare Community** (formerly Lifeline Community Care Queensland) *Domestic & Family Violence Counselling Support Service*

UnitingCare Community offers a range of professional support and counselling services. If you feel abused in a relationship or are challenged by your abusive behaviour towards someone you care about, then this service can offer you:

- Face-to-face counselling in Bundaberg
- Video Link counselling in North Burnett Region
- An Indigenous Family Care Service to help to heal together
- Alternatives to Aggression – men's behaviour management program
- Referral, advice, networking workshops and support programs
- Education and awareness programs

This program is respectful of culture, gender, age, location and confidentiality.

#### *Video Link Counselling*

This service offers the same face to face personal attention, support and interaction with a trained professional who is in the same room with you, just via a video link.

This service is provided exclusively at healthcare and community facilities in the North Burnett at Monto, Mundubbera Gayndah, Eidsvold, Mt Perry and Biggenden.

Video Link Counselling is a service for persons (16 and over) who are affected by, or are at risk from domestic and family violence. This service is also available for men, women and families requiring personal counselling for issues such as depression, anxiety, relationship issues, gambling issues including grief and loss. This service is free of charge and no technical knowledge is needed. **Phone: 07 4153 8400**

## **Relationships Australia**

**Counselling & Support** – any person who has, or may be currently experiencing abuse, or challenging behaviours, can see a professional practitioner for counselling, support, and referral.

**Reflections** – an overarching title for two on-going facilitated groups, separately for men and women covering 6 modules. This program rests on the philosophy that long-term change comes through self reflection:

- Man In the Mirror (for men)
- Through The Looking Glass (for women)

**Victims Of Crime Support Service (VCSS)**. Any person who has been a victim of a crime, or witness to a crime, and is experiencing difficulties as a result of this can seek counselling from a specialist practitioner. (Not all crime needs to be within the family).

**Postal Address:** 14 Tantitha Street, Bundaberg Q 4670

**Phone:** 1300 364 277

**Email:** [www.raq.org.au](http://www.raq.org.au)

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

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

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

For general information on VAQ email [victimslinkup@justice.qld.gov.au](mailto:victimslinkup@justice.qld.gov.au) phone 1300 546 587.

## **Fraser Coast**

### **Yoorana Women's Domestic Violence & Resource Service Inc**

This service provides a range of emergency accommodation, counselling, referral and support services for women and their children who are affected by domestic violence; Yoorana assesses each woman's needs on the basis of her individual situation providing services that respond to her specific needs;

The service also promotes community education and awareness on the issue of all forms of violence against women.

**Postal Address:** P.O. Box 630, Maryborough Q 4650

**Phone:** (07) 4122 2218

### **Specialised Family Violence Program**

Using a whole-of-family approach, Specialised Family Violence Services support individuals, couples, families, young people and children who have experienced or witnessed family violence, this includes helping those who use violent behaviour to change.

These services consider the individual needs of each family member and provide assistance through referral to complementary services.

These services include counselling; behaviour change groups; support; and information and referral.

## **Hervey Bay**

### **UnitingCare Community**

94 Old Maryborough Road, Pialba

Phone: (07) 4191 3100

## **Maryborough**

### **UnitingCare Community**

Cnr Alice & Bazaar Street, Pialba Q 4655

Phone: (07) 4122 9000

## **Kingaroy**

### **DV Outreach Service**

Service Description: For women in the South Burnett needing support and information relating to domestic and family violence.

**Phone:** UnitingCare Community (07) 4160 4600 for an appointment.

### **Centacare South Burnett Women's Service**

The South Burnett Womens Service offers support and counselling for women who are survivors of rape, sexual assault, child sexual abuse or domestic violence at any time in their life.

**Address:** 15 Albert Street, Kingaroy Qld 4610

**Phone:** (07) 4162 5439

## **Domestic Violence Regional Service (South West)**

Provides counselling and support to those people affected by domestic violence. Referrals can be made by calling during business hours to make an appointment or phone support is available.

This service also offers court support to people going to court for domestic violence at Kingaroy, Murgon and Nanango Magistrates Courts. The service also provides community education and training.

**Phone:** (07) 4639 3605

## **Drug & Alcohol**

### **Bundaberg**

#### **Alcohol, Tobacco and Other Drug Service**

Assessment and Treatment, Clinical Consultation Counselling, Rehabilitation, Referral, Health Promotion and Prevention Strategies, Community Development, Needle and Syringe program outlet.

**Address** 312 Bourbong Street, Bundaberg Q 4670

**Phone:** (07) 4150 2740

### **Al-Anon Family Groups**

Support groups for the families & friends of problem drinkers. No dues or fees. Groups are self supporting through voluntary contributions. Anonymity & confidentiality is essential. A 12 step recovery program based on Alcoholics Anonymous (AA) & adapted with their permission.

**Phone:** (07) 4154 3905/(07) 4159 4121/AH (07) 4155 1445

**Email:** [reilly.jan@gmail.com](mailto:reilly.jan@gmail.com) **Website:** [www.al-anon.alateen.org/australia](http://www.al-anon.alateen.org/australia)

### **Alcoholics Anonymous (AA)**

A fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership; we are self-supporting through our own contributions.

A.A. is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

**Phone:** (07) 4151 8084

## **Bridges Aligned Services Inc**

Bridges Drug & Alcohol Treatment Service (DATS) provides FREE confidential treatment and support for people who have problems with their use of drugs or alcohol and significant others who may be affected by the individual's use. Any person over the age of 13 years is eligible to receive our services.

Family therapy is available to help re-build family connections and improve treatment retention. Bridges employs professional and qualified staff with extensive experience in providing evidence-based interventions and supports for people with problematic substance use. People who meet the above criteria may self-refer or be referred from government and community agencies, health practitioners, mental health services, drug and alcohol programs, families and advocates.

Referees (including self-referees) must use our Referral Form, which can be obtained online.

**Address:** Junction of O'Connell St & River Terrace, Bundaberg Q 4670

**Phone:** 1300 707 655

**Email:** admin@bas.org.au

## **Fraser Coast**

### **Alcohol, Tobacco & Other Drug Service (ATODS)**

#### **Hervey Bay**

**Address:** 34 Torquay Road, Pialba

**Phone:** (07) 4122 8576

### **Alcoholics Anonymous (AA) – Hervey Bay/Maryborough**

Primary Purpose is to stay sober and help others recover from alcoholism. Contact telephone number for Maryborough, mobile number for Hervey Bay.

**Phone:** 0438 169 764 Maryborough | 0458 408 921 Hervey Bay

## **South Burnett**

### **Alcoholics Anonymous (AA) – Kingaroy Group**

Meets Thursdays at 7:30pm in the "Biscuit Tin" (small building behind the church hall, 15 Albert Street, Kingaroy)

### **Alcoholics Anonymous (AA) – Murgon Recovery Group**

Meets every Wednesday evening at 7:30pm in the Lutheran Hall, Edward Street, Wondai

**Phone:** (07) 4168 9715 | 0407 150 216

## **Wunjuada Rehabilitation Centre**

Alcohol and drug rehabilitation centre.

**Address:** 19 Barambah Avenue, Cherbourg Q 4605

**Phone:** (07) 4168 1225

## **Family Relationship Counselling**

Family Counselling helps couples and families to manage relationship issues arising from relationship changes, separation or divorce. Anyone can use these services, including intact, separated or extended families, and carers.

### ***Bundaberg***

#### **Centacare**

**Address:** 79 Woongarra Street, Bundaberg Q 4670

**Phone:** (07) 4131 6800

#### **Relationships Australia**

**Address:** 14 Tantitha Street, Bundaberg QLD 4670

**Phone:** 1300 364 277

#### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

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

**Phone:** (07) 4153 8400

### ***Hervey Bay***

#### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 94 Old Maryborough Road, Pialba Q 4655

**Phone:** (07) 4191 3100

#### **Centacare**

**Address:** 6/152 Boat Harbour Drive, Hervey Bay Q 4655

**Phone:** (07) 4194 0172

### ***Maryborough***

#### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 276 Alice Street, Maryborough Q 4650

**Phone:** (07) 4122 9000

#### **Centacare**

**Address:** 138 Wharf Street, Maryborough Q 4650

**Phone:** (07) 4121 6410

## **Kingaroy**

### **Centacare**

**Address:** 15 Albert Street, Kingaroy Q 4610

**Phone:** (07) 4162 5439

### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 1 Victoria Street, Kingaroy Q 4610

**Phone:** (07) 4160 4609

## **Family Relationships & Parenting Skills**

### **Early Intervention Service**

Family Relationships and Parenting Skills services assist couples and families, including those with children, to develop skills to foster positive, stable relationships with their partner or family. Service providers run groups or courses for a broad audience or tailor programs for certain individuals including family relationship education, family relationship skills training; parenting skills; support; information and referral.

These services assist couples to address relationship issues early, before they become a problem. Support services include:

- **1,2,3 Magic Parenting course:** is a simple three week course to assist parents in managing difficult behaviors, encouraging good behaviors and strengthening your relationship with your children. This course is offered at **Uniting Care Community and Centacare** several times a year.
- **Engaging Adolescents** is available for parents who find teens difficult. This three week program is available twice per year and will be offered at **Uniting Care Community and Centacare**
- **Making Step Families work:** This course moves through the many relational challenges that are associated with stepfamilies, which include the different influences on the couple, the role of the parents, and the pressures on the children and the parents. The course is available twice per year and offered by **Uniting Care Community**.
- **Circle of Security** is a delightful course that will assist mums and dads recognize their child's needs and respond in a way that will generate security for their child. The program is 8 weeks and will be offered twice per year and offered by **Uniting Care Community**.
- **ADHD course:** This course is for parents who would like to feel supported, with discussions of practical strategies; some of the topics to be presented: frustration/anger; stress; siblings; impulsiveness; social skills; the child's strengths and more. The course is available mid year and offered by **Uniting Care Community**
- **Raising Children's Self Esteem:** This is a 2 hour information session for parents / carers of children to help them understand their own self esteem, which will assist parents with strategies to build self esteem in children and is offered by **Centacare**.



- ***Coping with Depression and Anxiety***: This is a two hour information session for people / carers and looks at the symptoms, options for treatment and how to help yourself or someone else. Problem solving, coping skills and relaxation are included and is offered by **Centacare**.
- ***Time management skills, self care, coping and relaxation skills***: This is a 2 hour information session. Contact 1300 523 985 to put your name on the waiting list.

## **Bundaberg**

### **UnitingCare Community**

PO Box 1473  
Bundaberg Q 4670  
Phone: (07) 4153 8400

### **Indigenous Wellbeing Centre**

Shop 12 b-9 Maryborough St  
Bundaberg Q 4670  
Phone: 1300 492 492

### **Centacare**

79 Woongarra Street  
Bundaberg Q 4670  
**Phone:** 1300 523 985

### **Bundaberg Family Relationship Centre**

**Address:** 5 Bingera Street, Bundaberg  
**Phone:** (07) 4130 7500

## **Financial Counselling**

### **Financial First Aid**

**Phone:** 1300 370 255

### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 3a River Terrace, Bundaberg Q 4670  
**Phone:** (07) 4153 8400

### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 1 Victoria Street, Kingaroy Q 4610  
**Phone:** (07) 4160 4609

### **Gambling Help Service** (UnitingCare Community)

This service provides support and counselling for problem gamblers and their families across the Wide Bay Burnett region.

**Phone:** Bundaberg - (07) 4153 8400, Hervey Bay – 4191 3100, Maryborough – 4122 9000 and Murgon – 4160 4600

## **Regional Housing Limited**

Financial counsellors provide information, options and support for individuals and families to explore, develop and implement strategies to overcome their financial situation.

**Phone:** (07) 4153 1239

**Address:** 30 Tantitha Street, Bundaberg Q 4670

**Email:** [info@regionalhousing.org.au](mailto:info@regionalhousing.org.au)

## **Rural Financial Counselling**

### **Burnett Inland Economic Development Organisation**

Financial counsellor that can negotiate with Australian Taxation Office and other financial institutions. Provide specialized management to help businesses move forward after natural disasters. One on One assistance provided.

**Phone:** 4169 7851

**Email:** [biedoadmin@burnett.net.au](mailto:biedoadmin@burnett.net.au)

### **Kingaroy**

Rural Financial Counsellor works specifically with farmers having financial issues and helping farm businesses move forward.

**Phone:** 4160 0736 or 0448 999742

**Email:** [alan.broome@rfcsqsw.org.au](mailto:alan.broome@rfcsqsw.org.au)

### **Mundubbera and Biggenden**

The Federal Government Department Agricultural, Fisheries and Forestry Rural Farm Financial Counselling Services works specifically with farmers having financial issues with offices located in Mundubbera and Biggenden (Coulston Lakes).

**Phone:** 4165 4544 Mundubbera and 4127 5051 Biggenden

## **General Counselling**

Family counselling helps couples and families to manage relationship issues arising from relationship changes, separation or divorce. Anyone can use these services, including intact, separated or extended families, and carers.

### ***Bundaberg***

#### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 3a River Terrace, Bundaberg Q 4670

**Phone:** (07) 4153 8400

#### **Relationships Australia**

**Address:** 14 Tantitha Street

**Phone:** 1300 364 277

**Email:** [bbgadmin@raq.org.au](mailto:bbgadmin@raq.org.au)

#### **Centacare**

**Bundaberg:** 79 Woongarra Street, Bundaberg

**Phone:** 1300 523 985

### ***Hervey Bay***

#### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 94 Old Maryborough Road, Pialba Q 4655

**Phone:** 4191 3100

#### **Centacare**

**Address:** 6/152 Boat Harbour Drive, Hervey Bay Q 4655

**Phone:** (07) 4194 0172

### ***Maryborough***

#### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 276 Alice Street, Maryborough Q 4650

**Phone:** 4122 9000

#### **Centacare**

**Address:** 138 Wharf Street, Maryborough Q 4650

**Phone:** (07) 4121 6410

## **Kingaroy**

### **Centacare**

**Address:** 15 Albert Street, Kingaroy Q 4610

**Phone:** (07) 4162 5439

### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

**Address:** 1 Victoria Street, Kingaroy

**Phone:** (07) 4160 4609

## **Family and Relationship Services for Men**

Family and Relationship Services provide a broad range of assistance to men and their families. These services help men to develop and maintain strong family relationships, or deal with conflict or separation.

All family members including partners, ex-partners, children, stepchildren, brothers, sisters, aunts, uncles, cousins and grandparents can use these services. These services include family relationship counselling; relationship education and skills training for men; community development and community education activities; support; and information and referral.

### **Wide Bay Burnett**

#### **UnitingCare Community** (formerly Lifeline Community Care Queensland)

*“Alternatives to Aggression”* is a 12 week program designed to increase men’s understanding of their behaviours, help men feel secure and improve their empathy in relationships.

*“Nuts & Bolts”* - A 4 session parenting course designed specifically for men to strengthen parenting skills and to make the whole fathering experience more fulfilling for you and your children.

**Address:** 3a River Terrace, Bundaberg Q 4670

**Phone:** (07) 4153 8400

### **Bundaberg**

#### **Relationships Australia**

Reflections: an overarching title for two on-going facilitated groups, separately for men and women covering 6 modules. This program rests on the philosophy that long-term change comes through self reflection.

- Man In the Mirror (for men) a program for men to build healthy relationships, challenge negative and abusive behaviour and learn to be self-reflective.
- Through The Looking Glass (for women)

**Address:** 14 Tantitha Street, Bundaberg Q 4670  
**Phone:** 1300 364 277  
**Website:** [www.raq.org.au](http://www.raq.org.au)

## **Mental Health Services**

### **Bundaberg**

#### **Bridges Aligned Services Inc.**

Psychosocial rehabilitation program for people with mental illness and mental health disorders. Main activities include a structured 'work ordered day', social and recreational activities, non-clinical counseling, employment and education assistance, advocacy and individual practical support.

The service focuses on recovery, building self-esteem, developing friendships and networks and linking in with other programs and services in the community. Self, carer or agency/service referral.

**Address:** 341-F Bourbong Street, Bundaberg Q 4670 (next to Blue Care)  
**Phone:** (07) 4154 2300  
**Email:** [rossw@bridgesclubhouse.org.au](mailto:rossw@bridgesclubhouse.org.au)

#### **Bundaberg Child & Youth Mental Health Service (CYMHS)**

Provides a community-based free and confidential service for children, young people (and their families) who are at risk of developing, or are experiencing, mental health problems.

**Address:** 273 Bourbong Street (next to the base hospital), Bundaberg Q 4670  
**Phone:** (07) 4150 2620

#### **IMPACT Make Your Mark**

Providing long term support to families, carers, young people and children living in households with mental illness through on-on-one assistance; education; information and community access; group and individual support for young people and children

**Address:** 108 Bargara Road, Bundaberg Q 4670  
**Phone:** (07) 4153 4233  
**Email:** [mail@impact.org.au](mailto:mail@impact.org.au)  
**Website:** [www.impact.org.au](http://www.impact.org.au)

#### **Ozcare – Mental Health Recovery Program**

This program assists the client to achieve their desired independence and social ability within a recovery framework. The Recovery Program works within a network

of community services both clinical and non-clinical with the aim of supporting clients navigate between agencies to have fair, equitable services to fulfill their need

**Address:** 73 Woongarra Street, Bundaberg Q 4670

**Phone:** (07) 4130 8900

### **Wide Bay Integrated Mental Health Service (WBIMHS)**

This service provides specialised mental health assessment, treatment and support to people with serious mental illness, their families and carers in the Bundaberg and North Burnett communities. The service includes: Adult Community Mental Health, Child and Youth Community Mental Health and an In-Patient Unit.

**Address:** Bourbong Street, Bundaberg Q 4670

**Phone:** (07) 4150 2600 After hours (07) 4150 2500

### **Fraser Coast**

#### **Fraser Coast Integrated Mental Health Services – Maryborough**

Integrated Mental Health Service including community based adult and child/youth Mental Health Service.

**Address:** 185 Walker Street, Maryborough Q 4650

**Phone:** (07) 4122 8222

#### **Fraser Coast Integrated Mental Health Services – Hervey Bay**

Assessment and treatment of patients with major mental illness.

**Address:** 32 Torquay Road, Pialba QLD 4655

**Phone:** (07) 4128 5400

#### **Centacare Fraser Coast**

Family Mental Health Support Program: offers counselling and support across the Wide Bay Burnett area to Carers and family members of individuals who have a mental health issue, from all cultural backgrounds and aged 5 years up.

**Address:** 6/152 Boat Harbour Drive, Hervey Bay Q 4655

**Phone:** (07) 4194 0172

**Headspace Fraser Coast**

A youth friendly service for anyone aged 12-25 making sure young people have the best support, access, information and services for a range of health issues.

**Address:** Shop 9, Central Plaza, 3-15 Central Avenue, Pialba 4655

**Phone:** (07) 4303 2100

## **FAMILY FRIENDLY WEBSITES**

### ***www.raisingchildren.net.au***

A parenting website covering a host of issues for children 0-8 years such as sleep, teething, nutrition, safety, bullying and post natal depression and much more.

### ***www.kidsafe.com.au***

All about keeping babies and young children safe; resource ideas, information about equipment, toys and furniture.

### ***www.healthinsite.gov.au***

Gives health topics A-Z, conditions & diseases, oral health and well being, life stages and pregnancy.

### ***www.sidsandkids.org***

Has the latest on safe sleeping.

### ***www.kidscount.com.au***

Has great information on how to raise happy, healthy, confident children. Translations in 16 languages.

### ***www.savingmum.com.au***

Has ideas about saving money, time and the planet! Library of resources for savings with recipes, travel, cleaning and much more.

### ***www.breastfeeding.asn.au***

The Australian Breastfeeding Association website. Their resources include breastfeeding mothers and their partners, lactation consultants, doctors and midwives.

### ***www.menslineaus.org.au***

Provides telephone support, information and referral services for men with family and relationship concerns.

### ***www.familyrelationships.gov.au***

Provides families with access to information about family relationship issues ranging from building better relationships to family dispute resolution.

### ***www.parentline.com.au***

Supports and nurtures positive, caring relationships between parents, children, teenagers and the significant other people who are important to the well-being of families.

### ***www.familyseparation.humanservices.gov.au***

*My family is separating-what now?* Helps guide families through the complex maze of legal, financial and emotional issues associated with separation.