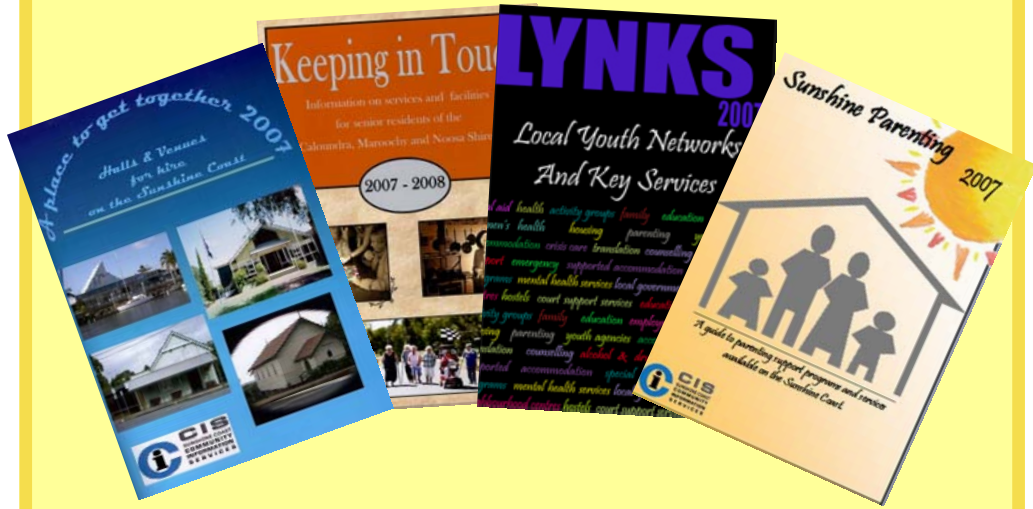


Community Information Services



Grab the latest edition of the CIS booklets at the library, customer service centre, visitor information centre OR online at

www.sunshinecoastcis.qld.gov.au

LYNKS 2008

LOCAL YOUTH NETWORKS AND KEY SERVICES

Web Address: www.sunshinecoastcis.qld.gov.au

Email Address: cis@maroochy.qld.gov.au

April, 2008

This booklet contains contact details on approximately 188 community organisations across the Sunshine Coast as listed by CIS (Community Information Services) and is produced as a resource for youth agencies and workers.

Every endeavour has been made to verify that this information is correct. If you have further amendments, additions or enquiries, please contact CIS on (07) 5475 8925.

CIS provides comprehensive information for the communities of Caloundra, Maroochy and Noosa on approximately 2,400 organisations. CIS can provide you with contacts, location and postal address, email and web addresses as well as descriptions, hours, hire of equipment and facilities, languages and accessibility.

Other publications provided by CIS include:

A Place to Get Together – Halls and Venues for Hire in Maroochy Shire

Keeping in Touch – Information on services and facilities for senior residents of the Maroochy, Caloundra and Noosa region

SCORS - Sunshine Coast Organisations for Recreation & Sport



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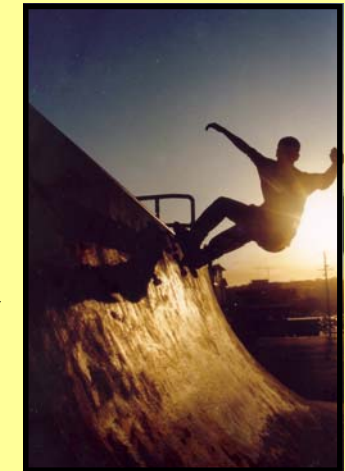
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COUNCIL SERVICES



Council offer a number of services for youth throughout the Sunshine Coast.

- Skateparks (*over 25*)
- Patrolled Beaches
- Youth Centres
- Holiday Activities
- Libraries (*with internet, CD's, DVD's and magazines*)
- Music Room



For more information on these and many more council services check out the CIS website.

www.sunshinecoastcis.qld.gov.au

ABUSE - PHYSICAL / SEXUAL

Advocates for Survivors of Child Abuse (ASCA) - (PO Box 1608, Toowoomba 4350)

Email: toowoomba@asca.org.au

24-hour support line - 1300 657 380

ASCA is a national organisation dedicated to serving the needs of all survivors of child abuse.

ASCA is an Australian national not-for-profit organisation for men and women campaigning for recognition of the life impact of the trauma of child abuse, and building the resources - support, advocacy and education - needed to promote healing.

Our primary mission is the healing and well-being of survivors. Our ultimate goal is the prevention of all child abuse.

We welcome not only survivors of childhood abuse, but also partners, family members, professionals and interested members of the public.

Department of Child Safety - Bernard House
21 Cornmeal Parade , Maroochydore (PO Box 213, Maroochydore 4558)

Intake Officer - (07) 5475 0000

Provide services to children who have been abused or are at risk of abuse, and their families. Investigation of allegations of child abuse. Counselling and support to child victims and their families. Alternative care services to children unable to live at home. Community awareness and education in relation to child safety

9.00am - 5.00pm Monday to Friday

Queensland Police Service - Juvenile Aid Bureau/Child Abuse Unit - Cornmeal Parade, Maroochydore; Bulcock Street, Caloundra; Langura Street, Noosa Heads

Emergency - 000
Maroochydore Station - (07) 5475 2432
Caloundra Station – (07) 5439 4444
Noosa Station - (07) 5447 5613

Investigate alleged offences committed by juveniles under the age of 17 as

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Family/Parenting/Birth

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well as limited truancy, behavioural matters and child abuse investigations in the Caloundra and Kawana police divisions when the Sunshine Coast Child Abuse Unit are not available.

Suncoast Cooloola Outreach Prevention & Education for Safer Communities (SCOPE) - 1/8 Denna Street, Maroochy Waters (PO Box 5350, Maroochydore BC 4558)

Email: scoperegdv@centacarebrisbane.net.au

Administration - (07) 5479 5911

Regional domestic and family violence service:

- * Court support and counselling throughout the region
- * Outreach service
- * COMET - Community minded employment and training program
- * "MR" - Mens Relationship Group offered in Gympie, Noosa and Maroochydore
- * Self-esteem workshops / various workshops
- * Community education / training / awareness raising
- * Child counselling
- * Support to other agencies through training in all aspects of Domestic and Family Violence

Office: Monday to Friday 9.00am to 4.00pm

Sunshine Cooloola Services Against Sexual Violence Inc (SCSASV) - Laurel House, 31-33 Dalton Drive, Maroochydore and Laurel Place, 13 Alfred Street, Gympie , (PO Box 384, Cotton Tree 4558)

Email: admin@laurelhouse.com.au

Office - (07) 5443 4711

Laurel House (Maroochydore) & Laurel Place (Gympie) covers the area from north of Caboolture to Gympie and west to the Kingaroy Shire boundary.

Sunshine and Cooloola Services Against Sexual Violence provides counselling for women, children and young people (including males to the age of 18 years) who have experienced recent or past sexual assault. Counselling is available for non-offending supporters of people who have experienced sexual assault. The service also provides family counselling, group therapy programs and support groups as well as counselling for children up to 12 years of age who display sexualized behaviours. The service also provides training and education to a variety of groups and organisations. Information on sexual assault, legal, medical and court

procedures can be supplied.

9.00am - 5.00pm Monday - Friday (Maroochydore)

9.00am - 5.00pm Monday - Thursday (Gympie)

ACCOMMODATION

Alexandra Park Conference Centre - Mari Street, Alexandra Headland
(Mari Street, Alexandra Headland 4572)

Email: alexpark@uccc.com.au

Centre Manager - (07) 5443 8966

Provide group accommodation - dormitory, units. Meals provided.

Apex Queensland Youth Camps Ltd - 171 Nojoor Road, Mudjimba
(171 Nojoor Road, Mudjimba 4564)

Vince Boeske - (07) 5448 7637 Vince Boeske

Provide group dormitory style accommodation, to schools, church groups, youth groups, sporting groups and community groups. Provide activities for all of these groups. Provide meals for all of these groups.

Caloundra Youth Focus Inc - 71 Coronation Avenue, Golden Beach
(PO Box 14, Golden Beach 4551)

Email: ythfocus@bigpond.net.au

Manager - (07) 5492 2498

Provides a range of accommodation options and related support services for homeless and at risk youth aged 15 - 21 years.

Services Include:

- * Information and referral for at risk youth and their families via phone;
- * A medium term facility located at Golden Beach that offers full support and accommodates up to four young people. Clients are case managed by youth workers to assist them to reach their goals and to gain the skills needed for independent living. A Living Skills program which includes budgeting, cooking and personal development is offered to all residents.
- * A number of semi supported and independent houses in Caloundra and the Hinterland are available for young people moving towards independent living.

(07) 5494 3354

TRAINS

Queensland Rail - Services all of Queensland

13 16 17

For timetable visit website - www.qr.com.au

that have been through the program, then leadership training facilitate the sessions on the camp. Young people attend the camps with a support adult, usually at a ratio of 1:5. Support people are an integral part to the Youth Insearch Program, providing necessary support and motivation to the young people during and also after the camp.

9.00am - 5.00pm Monday to Friday

Young Media Australia - (PO Box 447, Glenelg 5045)

Email: info@youngmedia.org.au

Help-line - 1800 700 357

Young Media Australia is a unique national community organisation whose members share a strong commitment to the promotion of the healthy development of Australian children. Their particular interest and expertise is in the role that media experiences play in that development.

24 hours a day, seven days a week.

TRANSPORT

BUS SERVICES

Sunbus - Local bus service

Email: transscoastdp@bigpond.com

(07) 5450 7888

For timetables visit website - www.sunshinecoastcis.qld.gov.au

Sun-air - Brisbane airport to Sunshine Coast service

(07) 5478 2811

For timetables visit website - www.sunair.com.au

TAXIS

Suncoast Cabs Ltd. - local taxi service

131 008

Range Taxi Service - services Maleny & Hinterland

* Assistance is offered to young people enabling them to access other options when appropriate.

7 day a week services Office 8.30am - 4.30pm Monday - Friday

First Contact Aboriginal Corporation for Youth - 450 Main Street, Kangaroo Point (PO Box 941, Mt Gravatt 4122)

Email: admin@firstcontact.asn.au

Geoff Coakley - (07) 3895 8177

First Contact was born because a group of community minded people could see a need in the community to provide a co-ordinated approach to youth services. A majority of the Australian population are Youths, this includes children, teenagers and young adults up to the age of 24 years. "BREATHING SPACE" Youth Accommodation - the accommodation facility was developed to cater for children under care and protection orders with the Department of Community, Youth and Family Services. Admittance to this facility is referral through the above Department.

Breathing Space provides the following:

1. Overnight to 1 day (Short Term) accommodation for young males aged 13 to 17 years (gender will vary on a needs basis).
2. When in residence, house rules must be strictly followed.
3. 6 bed accommodation.
4. No admittance (under any circumstances) by people accessing the Resource and Referral Centre.

Unfortunately youth is a group whose voice is very often not heard in the process of developing and delivering programs and services to the community. The power struggle and resource distribution almost always clearly favours adults in most cases. Because of this young people continually receive far less program funding than their population number should warrant. Racism, institutional bias and marginalisation is faced by all Aboriginal and Torres Strait Islander people in Australia today. However, for young people, the problems are often compounded by peer pressure and confusion about their cultural and social identity. This fact is very alarming, because when young people become adults, they may have the additional difficulties of unemployment, health and social problems. As the case has shown, more and more programs and resources will be required if we don't make changes now. In conclusion, First Contact's need to target young people should not be seen as separate from the projects for the community and most importantly, families. We at First Contact have a proven record of achievements to date and continually review our strategies to ensure full involvement is gained by youth in our projects. Thus giving

our young people a voice and a place in history.

Monday - Friday 8.00am - 5.00pm

Kabi Kabi Aboriginal Corporation - (Aboriginal and TSI Corp) -
Suite 5/170 'Avalon Apartments' 170 Alexandra Parade, Alexandra
Headland (PO Box 1041, Maroochydore 4558)

Email: kabikabi@bigpond.com

Kathleen Hicks - (07) 5479 2766

A housing organisation that purchases/constructs homes for Aboriginal and Torres Strait Islander families who are on the housing waiting list. Members are to be financial to be eligible for housing when funding is available.

9.00am - 5.00pm

Lions Emergency Accommodation Centre Inc - 16 Carroll Street,
Nambour (PO Box 5218 SCMC, Nambour 4560)

Email: Leac23@bigpond.net.au

Co-ordinator - (07) 5441 3837
After Hours Police or Lifeline - 1800 811 811

We offer short-term crisis accommodation for women and children escaping domestic and family violence in a secure shelter. We also have short term crisis accomodation in the Nambour community for single parents, two parent or multigenerational families who are homeless and medium term crisis accomodation for single women and single dads who have overnight or extended contact with their children. All accomodation is supported and we have a 24 hour service for emergencies or a/h admissions to the shelter. We provide emergency relief for accomodation or utilities to residents of the Nambour Centrelink area with a referral from Centrelink Social Workers or other ER agencies. We also have an intensive home visiting program for families with complex needs.

24 hours via 1800 811 811 or Police or Lifeline

Luther Heights Youth Camp - David Low Way, Point Arkwright (32
Roderick Street, Ipswich 43085)

Email: lhyc@lyq.org.au

Camp Office - (07) 5446 1135

The camp is in an elevated position with panoramic views extending over

Street Reach is a mobile, activity based young peoples support service. We operate mostly between the hours of 9.30pm - 12.00midnight on Friday evenings in the Noosa Heads region.

We provide tea/coffee, chat, occasional movies in the park, table-tennis, live music, first aid, bus transportation home on occassions, assistance to security services for blue light discos.

9.30pm - 12.00midnight Friday

Sunshine Coast Family Relationship Centre (SCFRC) - Big Top
Shopping Centre Shop 31, 25 Duporth Avenue , Maroochydore (PO Box
542, Maroochydore 4558)

Email: frc@lccq.org.au

Family Relationship Advice Line - 1800 050 321

A family relationship centre can help you by providing information about family relationships at all stages - forming new relationships, overcoming relationship difficulties or dealing with seperation. Centre staff can also refer you to other services that can help. If you are experiencing separation, centre staff will talk with you to help you focus on your children's needs and help you decide what to do next. Centres can also provide joint sessions with the other parent or family members to help you agree on parenting arrangements.

Monday - Friday 9.00am - 5.00pm
Thursday 9.00am - 9.00pm

Youth Insearch - (PO Box 65, Cotton Tree 4558)

Email: megan@youthinsearch.org.au

Head Office - (02) 9659 6122

Youth Insearch is a unique non profit community organisation, which aims to empower young people to take responsibility for their lives, by giving them the opportunity and skills to develop their self esteem and play a positive role in society. We provide weekend camps from Friday afternoon to Sunday afternoon. Over the weekend a family environment which is safe, trusting and challenging is created. Participants develop trust and communication skills, which sets the foundation for them to break through the barriers and the real reasons for the inability to cope. Issues include family breakdown, bullying and domestic violence, drug and sexual abuse, suicide and death are discussed in an open forum. Barriers which hide the real issues are dropped in an environment where it is safe to do so, alternatives and positive solutions are discussed and found. Young people

New members are always welcome.

Meet on the 4th Friday of every month January - November at 9.30 am.

Save the Children - Caloundra - Bribie Room Library Administration Building Omrah Avenue , Caloundra (3/28 Minchinton Street, Caloundra 4551)

Lorna - (07) 5491 4864

"Save the Children" was established in Queensland in 1919 and today is an independent non profit, non-sectarian, autonomous organisation, owned by the members. The majority of the funds raised by our Queensland members are used to provide a wide range of projects for abused, neglected, and exploited children in Queensland. Some funds are transferred to "Save the Children Australia" to help disadvantaged children overseas. Monies raised by Caloundra branch are used to help finance programs for Queensland.

Thrift Shop 9.00am - 3.30pm Monday to Friday & Saturday 9.00am - 12.00noon Meet on the second Monday of each month at the Bribie Room, Library Administration Building, Omrah Avenue, Caloundra at 10.00am

StandBy Response Service - "The BeachHead at Sunshine", 1st Floor, 26 Duke Street, Sunshine Beach (PO Box 365, Tewantin 4565)

Office - (07) 5455 3322 000

StandBy provides a 24 hour coordinated community response for families, friends and associates bereaved by suicide in the Cooloola, Noosa, Maroochy & Caloundra City Local Government Areas. On request by people bereaved by suicide StandBy can provide initial telephone support including crisis counselling, information and linkage to the Standby Referral Pathway or outreach by the StandBy Trauma Response Team. StandBy also provides Living Works applied suicide intervention skills training; Suicide Bereavement Skills Training and Community Pathways Workshops as well as assistance to other communities to establish a StandBy model. StandBy is currently being replicated in a 3 year trial at Canberra, Cairns and North Brisbane.

Bereavement Crisis Response - 24 hours Office 9.00am - 5.00pm Monday & Friday

Street Reach - Various Locations, (PO Box 1221, Noosaville DC 4566)

Email: josh.noosa@coc.org.au

Office - (07) 5449 9658

the ocean on three sides, and to Mount Coolum and the Maroochy Valley on the other.

There are two camps - Chapel Hill and Cross Ridge. Each of these is available for separate booking.

The camps are used by a wide range of groups, including:

- * Primary & Secondary Schools
- * Church Groups
- * Sporting Groups
- * Youth Groups
- * Special Interest Groups

The camp is owned and operated by the not for profit organisation, Lutheran Youth of Queensland. The involvement of volunteers in the management, maintenance and development of the camp enables us to keep costs down, and to provide excellent facilities at very reasonable prices. It also enables a portion of the proceeds of the camp's operation to go towards assisting with the wider youth ministry work of LYQ.

Maroochyore YHA Backpackers Hostel (YHA) - 24 Schirmann Drive, Maroochyore (24 Schirmann Drive, Maroochyore 4558)

Email: mail@yhabackpackers.com

Geoff Harris - (07) 5443 3151

YHA's charter is "To help all, but especially young people, to a greater knowledge and understanding of their country and the world, particularly by providing hostels for them in their travels and thus promoting their health, education and recreation". Thus we provide clean, high standard, inexpensive short term accommodation for travelers, and on occasion to students and local workers.

8.00am - 7.00pm

Najidah Association Inc - Suite 22/27 Evans Street, Maroochyore (PO Box 1936, Sunshine Plaza 4558)

Email: admin@najidah.org.au

Office - (07) 5479 0394

Najidah believes all forms of abuse are unacceptable and that everyone has the right to live in a safe community.

Najidah provides:

- * crisis and short term accommodation for women and children escaping domestic and family violence;
- * outreach support and referral services to all people experiencing domestic and family violence;
- * Building Safer Communities through information, community education and media liaison.

Office Hours are from 8.30 am - 4.30 pm Monday - Friday. A 24 hour on-call service operates for emergencies/intakes after hours, weekends and public holidays (1800 811 811).

Queensland Youth Housing Hotline (an initiative of Queensland Youth Housing Coalition) - 17 Ross Street, Paddington (PO Box 122, Paddington 4064)

Email: hotline@qyh.org.au

Office - (07) 3876 2088
Freecall - 1800 177 107

*Queensland Youth Housing Hotline is a free telephone service that provides information about housing options for young people (aged 15-25) who live in Queensland.

*The Hotline is not a referral service but it does provide information about emergency accommodation, short/medium/long-term housing options, and housing related services (including tenancy advice, emergency relief, counselling etc) to young people who are homeless or at risk of becoming homeless.

*The Hotline operates between 2.00 pm - 6.00 pm Monday to Friday and is available to all young people (aged 15-25) throughout QLD.

*The Queensland Youth Housing Hotline is funded by Jupiters Casino Community Benefit Fund.

2.00pm to 6.00pm Monday - Friday

Residential Tenancies Authority (RTA) - 33 Herschel Street, Brisbane (GPO Box 390, Brisbane 4001)

Head Office - 1300 366 311

The Residential Tenancies Authority (RTA) administers the Residential Tenancies Act 1994 and the Residential Services (Accommodation) Act 2002. The RTA provides services to tenants, lessors, agents, residents (in boarding houses, aged persons' rental complexes, supported

We offer counselling:

- * Family
- * Relationships
- * Personal
- * Mediation
- * Gambling Help
- * VCSS - Victims of Crime Counselling

Monday, Thursday & Friday 8.30am - 4.30pm. Tuesday & Wednesday 8.30am - 8.30pm.

Save the Children - Buderim - Buderim Bowls Club, Buderim (263/52 University Way, Chancellor Park Sippy Downs 4556)

Eileen Trewin (President/Treasurer) - (07) 5476 9127

Save the Children is an independent, non-profit, non-religious, community-based organisation which has been operating in Queensland for over 80 years. Its mission states that Save the Children aims to ensure all children, regardless of gender, race, country or origin or religious belief have the means for survival, receive protection and have access to nutrition, primary health care and basic education.

Today in Queensland the work of Save the Children includes:-

- * Accommodation and support for mothers and children escaping domestic violence.
- * Residential program for young women in State Care.
- * Future Parents' Program's Basic Babysitting Course which is a primary child abuse prevention program. It is specifically designed to equip young people aged 13 - 19 years with practical child care knowledge, skills, personal development and access to resources for positive parenting attitudes and behaviour.
- * Mobile Playscheme for pre-school children and their young mothers living in isolated areas including caravan parks.
- * A prison visiting scheme for parents and children.
- * As an advocate, working closely with government and peak welfare bodies to develop policies and programs that bring about better outcomes for children.
- * Child health, education and community development programs in Asia/Pacific countries including Papua New Guinea, Vanuatu, Laos, Cambodia, Vietnam and Bangladesh managed by Save the Children.
- * Supporting the work of Save the Children International Alliance.

We run fund-raising events throughout the year including cinema mornings, a Trivia Night and the sale of Christmas cards. All events are advertised in the local press.

Multilink Community Service Inc - 38 Blackwood Road, Woodridge
(PO Box 146, Woodridge 4114)

Email: info@multilink.org.au

Peter Balmer - (07) 3808 4463

Multilinks mission is to provide co-ordinated creative and responsive programs that meet the needs of our communities. This is achieved by adopting principles of social justice. Multilinks services include aged & disability care; youth; settlement services; child & family; community engagement and interpreting services.

Monday - Friday 8.30am - 5.00pm

Noosa Regional Chaplaincy - Noosaville Baptist Church, Noosaville
(PO Box 276, Tewantin 4565)

Warren Evans (Chairman) - 0428 711 163

Noosa Regional Chaplaincy support the work of chaplains in the Noosa region. Currently we have chaplains in:

- * Sunshine Beach State High School
- * Noosa District State High School
- * Noosaville Primary School
- * Tewantin Primary School
- * Cooroy Primary School
- * Pomona Primary School

Chaplains are an inter denominational outreach to schools. Chaplains are a point of contact for "at risk" students and support many students through challenging times in their lives. The chaplain role varies from school to school but they are involved in students lives and "making a difference".

Last Tuesday of the month

Relationships Australia (RA) –

Caloundra - Suite 13, 65 - 67 Bulcock Street
Maroochydore - 22 Plaza Home Centre, 27 Evans Road
Noosaville - Noosa Youth Service, 12-14 Ernest Street, Tewantin , (PO Box 1029, Caloundra 4551)

Email: raqcaloundra@relateqld.com.au

Relationship & family counselling - 1300 364 277
Victims counselling & support - 1300 139 703

accommodation and student accommodation), and service providers in Queensland. The RTA assists clients by providing a rental bond custodial service, tenancy and residency information and education, and a dispute resolution service. The RTA also regulates compliance with both the Acts it administers.

Monday - Friday 8.30am - 5.00pm Saturday 9.00am - 12.00pm (telephone enquiries only)

Salvation Army Noosa Shire Accommodation Service - 26
Doonella Street, Tewantin (PO Box 671, Tewantin 4565)

Email: sacrisis@iprimus.com.au

Carol Hilditch - (07) 5447 1184

To provide safe, affordable and supported accommodation to families who are homeless or at imminent risk of being homeless.

To provide opportunity, information, support and referral to enable them to obtain independent housing.

8.30am - 4.30pm Monday to Friday

Sonshine Sanctuary Assoc Inc - (PO Box 225, Woombye 4559)

Business Hours - (07) 5476 2785

Sonshine Sanctuary is a crisis accommodation and support centre for women and children who have lived with domestic/family violence and who want to make some changes in their lives. We provide short-term emergency accommodation. We will also help accommodate other women for lengths of time, depending on their situation. We offer counselling, and we aid the residents with legal matters, police/court support, getting children settled into a school/pre-school, doctor and hospital visits etc. When a lady is able, we help her find appropriate accommodation and help her furnish it with what resources we have at the time.

24 hours, 7 days

Sport & Recreation Queensland (Currimundi Active Recreation Centre) - Currimundi Road, Currimundi (PO Box 141, Wurtulla 4575)

Gary Hepburn - (07) 5491 5804

Low cost accommodation for various groups.

Acacia - 108 people
Banksia - 70 people

Bracken - 84 people
Cassia - 48 people
BOOKINGS: Office of Sport and Recreation, PO Box 141, Wurtulla Qld
4575

7 days a week

St Vincent De Paul Society Ozanam House - 15 Lamington Terrace,
Nambour (15 Lamington Terrace, Nambour 4560)

Dez Pain (Manager) - (07) 5441 7468

Ozanam House is an overnight men's shelter operated by the St Vincent De Paul Society. Staffed mainly by volunteers.

6.00pm - 8.00am (in bed by 10.00pm)

Suncoast Backpackers Lodge - 50 Parker Street, Maroochydore (50
Parker Street, Maroochydore 4558)

Email: vip_suncoast@hotmail.com.au

Peter Stone - (07) 5443 7544; 0438 887 974

Low cost accommodation

8.30am - 1.00pm and 5.00pm - 7.00pm

Sunshine Coast Regional Housing Council Inc

* **Transitional Housing**

* **AAA Long Term Housing Program** - 15 Sydney Street, Nambour
(PO Box 324, Nambour 4560)

Email: admin@scrhc.org

Housing Managers - (07) 5451 2900

The Transitional and AAA Long Term Housing Programs aim to assist people on low income who are experiencing housing difficulties. We provide low cost, medium term housing (not emergency/crisis accommodation). All applicants must be on the public housing waitlist.

Tenant Advice and Advocacy Service (TAAS Q) tenancy law advice/referral/advocacy (see separate listing).

9.00am - 4.00pm Monday, Tuesday, Thursday, Friday

1.00pm - 4.00pm Wednesday

Closed each day from 12.00noon – 1.00pm

stress disorder and body image distortion. Many people with gambling problems fail to seek help with their problems in part because of the shame and embarrassment they can experience regarding the extent of their gambling. Thus, development of an internet-based intervention may overcome some of the barriers that prevent some people from obtaining treatment by more traditional means and provide a highly useful addition to treatment options in this area. Participation in the Improving the Odds program is free and involves completing 6 sessions online, once a week for six weeks. Participants can complete the program in the privacy of their own home and are provided with regular feedback on their progress throughout the program. For more information, please go to the website <http://www.improvingtheodds.com.au> or contact info@improvingtheodds.com.au or call on 07-3735 3383.

Improving the Odds is a joint initiative between Griffith University and the University of Queensland that is designed to increase treatment options for problem gambling. It is run from Griffith University (Mount Gravatt campus, Brisbane)

Kids Help Line - (PO Box 2000, Milton 4064)

Email: admin@kidshelp.com.au

Toll Free (except from Mobile phones) - 1800 55 1800

24 hour free, confidential, telephone counselling service for children and young people. Aim to listen to client and empower; will refer to other services when appropriate, no issue is too big or small or too embarrassing. All counsellors are professional and paid. Counsellors are trained to be child centred and understand issues confronting young people. Web counselling available 3.00 - 9.00pm Monday - Friday & 10.00am - 4.00pm Saturday. Email counselling is also available.

Admin - Monday to Friday 9.00am - 5.00pm. Counselling - 7 days, 24 hours.

Menzwork - 115 Nichols Road, Yandina (PO Box 908, Nambour 4560)

Email: brinnand@squirrel.com.au

John Brinnand - (07) 5472 8377

Clinical counselling for men and boys, their partners and families. Specialising in relationships, abuse, violence, anxiety and depression, suicide and anger management. Professional supervision for clinicians, case managers and support workers.

Monday - Friday 8.30am - 5.00pm

meet monthly to provide support, acceptance and encouragement to families, friends and colleagues affected by the loss of someone through suicide.

Caloundra 1st Monday of the month 10.45am - 12.00noon.

Community Care Network - A Division of Christian Community Care Network Inc. - (PO Box 5608, Maroochydore BC 4558)

Email: suzanne@parkerpropertygroup.com

Phil Parker (Secretary) - (07) 5444 8028

Printing and distribution of "Suicide Prevention" handbook. Co-ordinating and running support groups for grief, loss, marriage breakdown etc.

Business hours

Head High - Young People Living Beyond Suicide Support Group (Head High) - Maroochy Neighbourhood Centre Fifth Avenue, Maroochydore (PO Box 1936, Sunshine Plaza 4558)

Chris Turner - (07) 5479 0394

Head High runs a group for young people who have been bereaved by suicide - providing support, acceptance and encouragement as well as an opportunity for young people to meet others who have experienced a similar loss. Each meeting includes a free sausage sizzles and is overseen by an experienced facilitator. Head High provides a space for young people and a place of acceptance. It is not a therapy group, but it is an opportunity for participants to express how they feel and talk with others who understand.

Meet on the last Thursday of each month from 4.30pm - 6.30pm. (Please check by phone or online as Maroochydore Support Group may occasionally take a short break and/or change its meeting times.

Improving the Odds - (School of Psychology - Mt. Gravatt Mt. Gravatt Campus, Griffith University, Brisbane 4111)

Email: info@improvingtheodds.com.au

Program Manager - (07) 3735 3383

Improving the Odds is an internet-based treatment program that has been developed to assist problem gamblers to either control or abstain from gambling. Online interventions have been shown to be useful in the management of other problems such as depression, anxiety, post traumatic

Sunshine Coast Regional Housing Council Inc - Tenant Advice and Advocacy Service (Qld) - 15 Sydney Street, Nambour (PO Box 324, Nambour 4560)

Email: tenantadvice@scrhc.org

Lee Banfield - (07) 5476 0555

The Tenant Advice and Advocacy Service provides - information and advice on the rights and responsibilities of tenants. Information and advice to people who require help to establish and/or maintain housing in the private market including rental housing, mobile homes, caravans and share accommodation. Residents in boarding houses, hostels and some retirement rental and student accommodation who are covered under the Residential Services (Accommodation) Act 2002. Assistance to obtain a Bond Loan and/or Rental Grant from the Department of Housing. Support for tenants, when needed, to ensure their interests are represented. Accommodation referral for all people with housing needs including youth, Aboriginal and Torres Strait Islander people and people with disabilities etc. It is a telephone based service however for more individual assistance please ring for an appointment.

Office hours 9.00am - 12.00noon & 1.00pm - 4.00pm.

Tenants Union of Queensland - 28 Robertson Street, Fortitude Valley (28 Robertson Street, Fortitude Valley 4006)

Email: mail@tuq.org.au (tenancy advice is not available via email)

Sunshine Coast Office - (07) 5476 0555

The Tenants' Union of Queensland provides services to tenants and aims to improve and protect the rights of all Queensland tenants, including caravan park and boarding house residents.

Advice 9.00am - 4.00pm

COMMUNITY & NEIGHBOURHOOD CENTRES

Caloundra Community Centre Inc - 78 Buderim Street, Currimundi (78 Buderim Street, Currimundi 4551)

Email: manager@calcomm.org.au

Manager - (07) 5491 4511

The Caloundra Community Centre is a community based organisation that

provides a range of services and programs to residents of the Caloundra local government area.

SERVICES OFFERED:

- * Information, support and referral
- * Community Information Services (CIS)
- * Emergency Relief
- * Free Community Legal Service
- * Free Tax help (July to October)
- * Volunteer training
- * Venue Hire
- * Community Development assistance
- * Literacy Classes
- * Education Programs and Workshops
- * Coffee, Craft and Chat
- * Lifeline - counselling
- * Playgroups
- * Community Rent Scheme - Outreach Service
- * SCOPE - Domestic Violence Regional Service
- * JP Service

Monday - Friday 9.00am - 3.00pm. Weekend and evening availability by prior arrangement.

Glass House Mountains Neighbourhood Centre - Lot 4 Ryan Street, Glass House Mountains (PO Box 76, Glass House Mountains 4518)

Email: ghmnc@bigpond.net.au

Neighbourhood Centre Volunteer - (07) 5438 7000

Our mission is to provide local people with a place where they can be involved in the creation of a fair, just and compassionate community for all. The centre offers information support and referral services, youth and family support, emergency relief, a venue for community groups, and numerous other services.

Office hours:

Monday - Tuesday 9.00am - 4.00pm

Wednesday - Friday 9.00am - 12.00noon

Kin Kin Community Centre - Kin Kin Sport & Rec Club Main Street, Kin Kin (C/- Post Office, Kin Kin 4571)

Email: kkcdg@sctelco.net.au

Centre - (07) 5485 4000

help disadvantaged people with clothing, blankets, food etc.

9.00am - 3.30pm

Society of St Vincent De Paul - Maroochydore - 48 Aerodrome Road, Maroochydore (PO Box 5238, Maroochydore BC 4558)

Email: nth.maroochydore.cc@svdpqld.org.au

Office - (07) 5443 1946

We are a voluntary welfare organisation providing emergency assistance to help disadvantaged people with clothing, blankets, food etc.

9.30am - 3.00pm Monday – Friday

Society of St Vincent De Paul Nambour (SVDP) - 12A Rigby Street, Nambour (PO Box 1113, Nambour 4560)

Email: SVDP-Nambour@spiderweb.com.au

Mary (Store) - (07) 5441 7977

Charitable works including person to person contact to provide relief and to promote human dignity and integrity.

Welfare assistance is provided from the Family Assistance Centre in Rigby Street - primarily food parcels, clothing, blankets and some items of furniture. Also located at 12A Rigby Street, Nambour is the Clothing and Furniture Warehouse which through the sale of items, provides the main fund raising support for the Family Assistance Centre.

Shop hours: 8.30am - 3.30pm Monday - Thursday. 8.30am - 3.00pm Friday.

Welfare hours: 9.00am - 12.00noon Monday and Friday

9.00am - 12.00 Noon Wednesday

SUPPORT GROUPS

Bereaved Through Suicide Support Group (Caloundra Living Beyond Suicide Support Group) - Caloundra, (PO Box 365, Tewantin 4565)

Diana Holmes - (07) 5455 3322

Facilitated Support group for anyone who is bereaved through suicide who may wish to meet others who have experienced a similar loss. The group

Material Aid - Shop 2B, Coora Crescent, Currimundi: Tuesday - 12.00noon - 2.00pm, Friday - 8.30am - 12.15pm. Centrelink referral is required. Counselling and case work by appointment

The Salvation Army Community Services and Welfare - Nambour
- 4 Maud Street, Nambour (PO Box 5326 SCMC, Nambour 4560)

Email: margaret.kenyon@aue.salvationarmy.org

Margaret Kenyon - (07) 5441 5538

The Salvation Army Community Services Centre provides crisis relief to those in need, through material aid, referral and information. Counselling by appointment.

Monday & Thursday 10.00am - 1.00pm Tuesday 10.00am - 12.00noon
Closed Wednesday & Friday Counselling by appointment

The Salvation Army - Noosa - 6 Bartlett Road, Noosaville (PO Box 1103, Noosaville DC 4566)

Welfare - (07) 5449 7250

The Salvation Army, Noosa Emergency Relief provides crisis relief to those in need through material aid, referral, information, by appointment only.

Welfare: Tuesday, Thursday 10.00am - 2.30pm
Office: 9.00am - 3.00pm Monday - Friday
(Temporary changes to these days and times may occur).

Society of St Vincent De Paul - 16 Mayes Avenue, Caloundra (16 Mayes Avenue, Caloundra 4551)

(07) 5491 2800

Sale of used clothing/furniture and other household items. Home visitations. Welfare assistance for the needy.

Shop: Monday - Friday 9.00am - 3.00pm and Saturday 9.00am - 12.00noon
Welfare: Monday, Wednesday, Friday 9.30am - 12.30pm

Society of St Vincent De Paul - Landsborough - 44 Cribb Street, Landsborough (PO Box 69, Landsborough 4550)

Office - (07) 5494 8935

We are a voluntary welfare organisation providing emergency assistance to

Community Development Group Meetings - 3rd Wednesday of the month. Other hours by appointment.

Maleny Community Centre Inc - 23 Maple Street, Maleny (PO Box 596, Maleny 4552)

Email: centre@bigpond.net.au

Maleny Community - (07) 5429 6043

The Centre facilities are available for hire by community groups and individuals for a variety of uses including exhibitions, fundraiser events, theatre, films, meeting venue, dance and exercise classes, community forums, etc.

All Hours.

Maleny Neighbourhood Centre - 27 Coral Street, Maleny (27 Coral Street, Maleny 4552)

Email: malenynca@internode.on.net

Lisa Price (Community Development Worker) - (07) 5499 9345

The Maleny Neighbourhood Centre operates as a focal point for developing responses to community issues and problems. The Centre provides various youth and family services, as well as information and referral to people wanting access to human services in the hinterland.

Monday to Friday 9.00am to 4.00pm

Maroochy Neighbourhood Centre Inc. - Sports Complex 2 Fifth Avenue, Cotton Tree (PO Box 73, Cotton Tree 4558)

Email: admin@maroochync.org.au

Office - (07) 5443 6696

The Maroochy Neighbourhood Centre Inc has always worked with dedicated volunteers in reception, administration, child care and family support and welcome any enquiries. We supply information and referrals, and resources through information sheets and pamphlets.

The Maroochy Neighbourhood Centre Inc's mission statementsis "We will word hard to be just, inclusive and accepting, and provide opportunities for people to connect with their communities."

Office Hours 9.00am - 5.00pm Monday to Friday

Morris House Neighbourhood Centre - 478 Old Landsborough Road, Landsborough (PO Box 195, Landsborough 4550)

Email: morrishouse@landsborough.com

Centre - (07) 5494 1255

Morris House is a Neighbourhood Centre serving Landsborough and surrounding areas providing information, education, self-help programs, fellowship etc. The Centre offers a full referral service as well as providing job access for unemployed.

The Centre has 8 computers with Internet access on all. Jobsearch on the Internet is free. Other Internet use is \$4.00 per hour. Hotmail access is available for those who want e-mail but don't have their own access or who are traveling. Tax help available from 1st July to the 31st October. Phone 5494 1255 for appointment some conditions apply. Limited emergency relief is available. Regular computer classes are held - cost \$60.00 for 6 lessons. Assistance with Resumes. Free use of computer to do job applications, resumes and assignments.

Monday - Thursday 9.30am - 1.00pm

Friday - 10.30am - 2.00pm

Justice of the peace available Wednesdays & other times by arrangement

Counselling available by arrangement & for a minimal fee

Nambour Community Centre Inc - 2 Shearer Street (Cnr James Street), Nambour (PO Box 1042, Nambour 4560)

Email: nambourcommunitycnt@oasys.com.au

Tina Lathouras - (07) 5441 4724

Community Development Worker, multicultural worker/program. Referral and information through resources (pamphlets, information sheets, videos) and a library. Developing and implementing programmes that aim to meet the needs of the Nambour Community. Resource material available. Referral process by self or other agencies.

9.00am to 3.00pm Monday to Friday

Noosa Bicentennial Community Centre - Main Hall and Annexe Buildings. - Bicentennial Drive (Off Ben Lexcen Drive), Sunshine Beach (PO Box 141, Tewantin 4565)

Email: nlc@noosa.qld.gov.au

Noosa Leisure Centre - (07) 5447 1177

the victim.

*Reduce Recidivism: To reduce re-offending through an approach incorporating principles of accountability, restitution and reintegration.

*Family Responsibility: To enable the family of the young person to participate in the process of deciding an appropriate response to offending behaviour and supporting them in the implementation of that response.

*Victim Participation: To provide the victim of criminal offences with an opportunity to be part of the process of dealing with those offences.

*Community Involvement: To encourage greater community participation in providing support for young people and victims of crime.

*Diversion: To divert young people from further involvement in the criminal justice system.

*Cultural Appropriateness: To provide a process for dealing with offending behaviour which is appropriate to the young person's age, maturity and cultural background.

MATERIAL AID

Harvest Community Care - 9/125 Sugar Road, Maroochydore (PO Box 813, Mooloolaba 4558)

Office - (07) 5443 8306

The main focus of the Centre is to assist people who are having difficulty meeting their everyday needs.

The Centre can provide free of charge: Clothes and accessories for Ladies, Men, Children and Babies as well as selected clothes for job interviews.

We also have many other items (bed linen, kitchen items, curtains, toys, books) and in response to special requests some furniture can often be obtained.

There is always friendly staff available for a chat over a free cup of tea or coffee.

10.00am - 2.00pm Tuesday - Friday

The Salvation Army Caloundra Corps - Shop 2B, Coora Crescent, Currimundi (PO Box 778, Caloundra 4551)

Office - (07) 5493 6053

The Salvation Army offers a wide range of services including, counselling, case management/budgeting assistance, emergency food relief, and spiritual nurture in an environment of unconditioned acceptance.

To give free legal advice and referral to the local community and Cooloola regions. To give free community legal education seminars to the community. To help the local community better understand the complexities of the law. Legal Advice without a means test, donation asked. We provide legal advice and referral with phone advice to citizens in remote areas who are unable to come to the centre because of transport or health reasons.

Solicitors available 6.00pm - 8.00pm Monday & Tuesday. Also at Noosa Leisure Centre 6.00pm - 7.00pm on Thursdays. Appointments are necessary by phoning above number. Coordinator available 9.00am - 5.00pm Monday & Tuesday.

Youth Justice Conferencing: Sunshine Coast Region - 10 - 20
Walker Road, Morayfield (PO Box 688, Morayfield 4506)

(07) 5428 8300

WHAT IS YOUTH JUSTICE CONFERENCING?

Youth Justice Conferencing is a restorative justice approach to Youth crime. It is a meeting between those people who have been affected by a young person's crime - the young person and their family or other support people, the victim (if they wish to attend) or their representatives and their support people. Approved convenors from the community bring together conference participants and a representative from the police, to assist them to talk about what happened, how they have been affected by the crime and how the young person might work towards repairing the damage or harm done.

The purpose of the conference is to hold the young person accountable for their actions and to involve the victim and the family in the decision making about the offending behaviour. Youth Justice Conferencing seeks to provide a safe and participatory process that enables those involved to be valued and encourages a positive transition from past offending behaviour to a future-focused outcome.

Aims and Objectives:

*Accountability: To ensure that the young person is held accountable for their offending behaviour, by giving them the opportunity to: .accept responsibility; understand the consequences; make amends; reparation.

*Reparation: To provide an opportunity for both the victim and the young person to determine a mutually acceptable response to repairing the material, psychological and social damage caused by the crime.

*Reintegration: To strengthen the social and personal connections the young person has with their family or community of care and with the wider community. Also to provide an opportunity for healing and reintegration for

Close to Noosa's Sunshine Beach, and Noosa Junction, the Bicentennial Community Centre enjoys a peaceful setting, surrounded by the beautiful flora and fauna of the Australian bush, all this just 5 minutes walk from the town centre.

The Bicentennial Community Centre is the perfect venue for concerts, expos, receptions, seminars, cabarets and much more.

The Centre incorporates:

The Main Hall

Annexe Hall

Conference Rooms

Community hirers welcome - special event or on a weekly basis. Phone (07) 5447 1177 for all prices and bookings.

The Shack Community Centre - 19 Price Street, Nambour (Price Street, Nambour 4560)

Email: theshack@05com.com.au

Dale Dowler - (07) 5441 5928

The Shack organisation is committed to providing professional Christian-based service to clients of all ages and backgrounds.

The Shack values and respects the differences in each client's culture and beliefs.

A comprehensive program offers clients support and development aimed at personal growth.

9.00am to 4.00pm Monday to Friday

Friday night FUN 6.30pm - 9.30pm

After hours call out

COMMUNITY DEVELOPMENT

Hinterland Community Development Association of Caloundra - C/- Morris House Neighbourhood Centre Old Landsborough Road, Landsborough (PO Box 1213, Maleny 4552)

Email: commdevelop@landsborough.com

Lisa Price - 0418 720 515

The purpose of the Hinterland Community Development Worker program is to ensure that communities in the hinterland of the Caloundra City Council

local government area have opportunities to participate in the development of effective community responses.

This will be achieved by using sound community development principles and work practices to:

- * develop partnerships within the communities and region;
- * co-ordinate and support the further development of the three Hinterland Neighbourhood Centres; and
- * facilitate local community responses to social issues.

The program is managed by the Hinterland Community Development Association and the worker is located at the 3 hinterland neighbourhood centres at Landsborough, Glass House Mountains and Maleny.

The Solution Network Australia Foundation (SNA) - 18 Ballinger Crescent, Buderim (PO Box 5119, Maroochydore BC 4558)

Email: dave@solutions.org.au

Dave Fraser - (07) 5445 1135

The Solution Network Australia Foundation is part of a growing Global movement of Asset Based Community Developers (ABCD), a trend towards empowering communities and citizens... true democracy.

ABCD is prefaced by this fact...

"The wisdom of the community always exceeds the knowledge of the experts" (Harold Flaming)

The Solution Network Australia is working in collaboration with communities so that they become self-mobilised and organised for change.

9.00am - 5.00pm Monday – Friday

COMMUNITYT SAFETY

Community Solutions Inc - Ground Floor CBD Building 12 Innovation Parkway Kawana Business Precinct, Birtinya (PO Box 631, Buddina 4575)

Email: admin@community-solutions.com.au

David Curd (General Manager) - (07) 5437 9499

Community Solutions is a not for profit organisation that seeks to create community benefit through the delivery of innovative projects and services

9.00am - 5.00pm

Magistrates Courts - Caloundra - 3 Gregson Place
Landsborough - 12 Caloundra Street
Maroochydore - Cornmeal Parade
Nambour - Corner Currie Street & Mitchell Street
Noosa - Langura Street, (PO Box 732, Maroochydore 4558)

Email: caloundra@justice.qld.gov.au

Caloundra - (07) 5420 9000
Landsborough - (07) 5494 1054
Maroochydore – (07) 5470 8111
Nambour – (07) 5470 8755
Noosa - (07) 5473 8400

Magistrates Courts - Court Registry/Small Claims Tribunal Registry/District Registry for Births, Deaths, Coroners and Marriages. Maroochydore: District Court, Court Registry.

Maroochydore: Monday - Friday 8.30am - 4.30pm Others: Monday - Friday 9.00am - 4.30pm

Suncoast Care Group for Prisoners and Families - Maroochydore Court House, Cornmeal Parade, Maroochydore (Maroochydore Court House, Cornmeal Parade, Maroochydore 4558)

Office - (07) 5443 7439

Gives emotional and practical support to prisoners and families by:-

- * Transport for prison visits - Saturdays, Brisbane Correctional Centres; Sundays, Woodford Correctional Centre
- * Contacts with Correctional Centres throughout Australia via Catholic Prison Ministry
- * Ring prison transport group for prison bus bookings, Thursday & Friday 10.00am - 3.00pm (07) 3357 5888

24 hours telephone contact

Suncoast Community Legal Service - 7 Ocean Street, Maroochydore (PO Box 423, Maroochydore 4558)

Email: suncleagl@bigpond.net.au

Debbie Archer (Coordinator) - (07) 5443 7827

Wednesday 9.00am - 1.00pm

LEGAL AID & COURT SERVICES

Department of Corrective Services - Community Corrections Office - Level 3 27 Cornmeal Parade, Maroochydore (PO Box 604, Maroochydore 4558) & Langura Street, Noosa Heads (PO Box 555, Noosa Heads 4567)

Maroochydore - (07) 5470 8030
Noosa – (07) 5473 8440

Supervision of adult offenders (17 years and over) on Court Orders and Custodial Release Programs - probation, community service, home detention, leave of absence. One-on-One and group counselling: to address risk and need areas of offenders. Specific risk programs - under the limit drink driving, cognitive skills, substance abuse, anger management, sex offenders, treatment program. Advice to courts and parole boards.

9.00am - 5.00pm Monday - Friday

Friends At Court - 1st Floor Maroochydore Court House, Cornmeal Parade, Maroochydore (1st Floor Maroochydore Court House Cornmeal Parade, Maroochydore 4558)

Maroochydore Court House - (07) 5443 7439

Give emotional and practical support to anyone attending Courts at Maroochydore (daily), Caloundra (three times a week) and Nambour Courts (bi-monthly call over) and District Court on request. Referral to appropriate services.

8.15am - 12.30pm at Maroochydore office

Legal Aid Queensland - 3rd Floor, Cnr Esplanade & Second Avenue, Cotton Tree (PO Box 364, Maroochydore 4558)

Office - 1300 651 188

Provide legal advice & representation in court for financially disadvantaged persons, Duty Lawyer services, legal advice and information, mediation services.

Do it yourself kits - family law, work licenses, access. Advocacy and lectures on legal issues. Services are available to persons who cannot afford their own solicitor.

that address community need.

Office administration 8.30am - 5.00pm Monday - Friday

COUNSELLING

Counselling Online (Turning Point Alcohol & Drug Centre) - 54-62 Gertrude Street, Fitzroy (Locked Bag 22, Collingwood 3066)

Email: andrewm@turningpoint.org.au

Andrew Marlton (Operations Manager) - (03) 9418 1036

Counselling Online is a website where you can communicate with a "live" professional counsellor about an alcohol or drug related concern. We provide:

- * Alcohol Counselling
- * Drug Counselling
- * Alcohol Information
- * Drug Information
- * Alcohol Referral
- * Drug Referral
- * Online Counselling

This service is for anyone seeking help about their own drug use or the drug use of a family member, relative or friend. The service is free and available 24-hours a day, 7-days a week, across Australia.

24 hours per day, 7 days per week

Gay and Lesbian Welfare Association (counselling and info service) - (PO Box 1078,, Fortitude Valley 4006)

Email: mailbox@glwa.org.au

Office - 1300 363 622

Provides a free telephone counselling service for gay, lesbian, bisexual and transgender individuals and their families/friends. Whether you need to talk through your own sexual feelings or identity, or you are trying to understand the orientation of a loved one or friend, the Gay and Lesbian Welfare Association can provide support and information.

7.00pm to 10.00pm, 7 days a week

Lifeline Greater Sunshine Coast - Maroochydore - 37 Duporth Avenue Gympie - 10 Channon Street, (PO Box 542, Maroochydore 4558)

24 hour telephone counselling - 131 114

- * 24 hour telephone counselling plus information & referral service (131 114)
- * Face-to-face counselling by appointment (Parenting/Personal/Individual/Financial/Men & Family/ Mediation)
- * Men and family relationships program (groups)
- * Community development: social and economic development services for youth
- * Volunteer training (telephone counselling, retail/warehousing)
- * For sale - affordable clothes and household goods etc - to fund counselling services.

Office hours: 8.30am - 4.30pm

Salvo Care Line - (GPO Box 2210, Brisbane 4001)

Email: salvocarelinebrisbane@aus.salvationarmy.org

Care Line - 1300 363 622

Salvo Care Line is a 24 hour telephone counselling service for people experiencing a crisis or difficulties. Trained counsellors are on duty to care for callers with issues of addiction, relationships, grief, anxiety, stress, or life's dilemmas.

Salvo Care Line also provides a nationally accredited Certificate III course in Telephone Counselling Skills.

Salvo Care Line operates 24 hours a day, 7 days a week

CRISIS CARE

Child Safety After Hours Service Centre - Department of Child Safety - (GPO Box 806, Brisbane 4001)

Outside of Brisbane (Qld only) - 1800 177 135

Although operating 24 hours per day, CSAHSC is the after hours service of Department of Child Safety.

It has responsibility for Child Protection matters and management of the Dept. of Communities' Youth Justice matters after hours. It primarily investigates urgent or serious suspected child abuse and neglect, and liaises with Police in relation to the detention or arrest of young people.

24 hours

WOMEN'S HEALTH SERVICES

Campbell Street Surgicentre - (8 Campell Street, Bowen Hills 4006)

Email: vanessa@plpa.com.au

Vanessa Kelly - (07) 3257 1205

Women's health - termination of pregnancy, insertion of IUD's & Implanon.
Men's health - vasectomy.

Monday - Friday 8.00am - 4.00pm

East Coast Women's Health Centre Inc - 115 Howard Street ,
Nambour (115 Howard Street, Nambour 4560)

Email: admin@eastcoastwomens.com.au

Practise Manager - (07) 5476 3700

Specialising in Women's Health Care Needs (partners welcome). Completely confidential consultations. Pap smears, breast checks. sexual health checks, contraceptive advice including diaphragm fittings and IUCD's, pregnancy testing and counselling, infertility assessment, management of menstrual and hormonal problems, menopause advice and treatment, termination of pregnancy.

Clinic & Office hours: 8.00am - 5.00pm

North Coast Women's Health Centre Inc - Shop 3/166 Brisbane Road
Mooloolaba , Mooloolaba (Shop 3/166 Brisbane Road, Mooloolaba 4557)

Office - (07) 5444 8077

Specialising in Women's Health Care Needs (partners welcome). Completely confidential consultations. Pap Smears, breast checks. sexual health checks, contraceptive advice including diaphragm fittings and IUCD's, pregnancy testing and counselling, infertility assessment, management of menstrual and hormonal problems, menopause advice and treatment.

Clinic Hours: Monday 1.00pm - 4.30pm; Tuesday 9.0am - 4.30pm;
Wednesday 9.00am - 12.30pm; Thursday and Friday - phone for appointment. (These hours may vary at times due to Doctors' other commitments).

Office Hours: Monday 1.00pm - 5.30pm; Tuesday 9.00am - 4.30pm;

For children and young people aged 0 - 18 years with mental health disorders, targeting those:

- a) with disorders which are severe and complex, or
- b) at risk of becoming so, and
- c) whose needs cannot be met by other services.

Intake Officers can be contacted regarding referrals accepted from all sources (including self referrals).

8.30am - 5.00pm Monday to Friday

Sunshine Coast KOPING (SCKOPING) - 11 Beach Rd, Maroochydore (PO Box 872, Maroochydore 4558)

Email: sharon_thomasson@health.qld.gov.au

Sharon Thomasson - (07) 5409 9111

The SKOPING network is a collaborative of both government and non-government agencies who have pooled their personnel resources and some funding into providing an ongoing series of support groups for children between the ages of 8 - 18 years, who live in a family system that has been touched by a parent, care giver or sibling battling a mental illness. The group process focuses on support, education, resilience building, crisis planning and other core features such as confidence building and feeling connected.

Office: 8.30am - 5.00 Monday to Friday
Vary Groups 3 full days
Support Program 4/24 every 2nd month
Camps

Sunshine Coast Health Service Districts - Mental Health Service (Hospital Team - LGE/GE/Mental Health Centre) - Wards LGE and GE Nambour General Hospital Hospital Road , Nambour (C/- Nambour General Hospital PO Box 547, Nambour 4560)

General Administration - (07) 5470 6061

Acute inpatient service (48 beds), Consultation Liaison Service & ECT.
Aged persons mental health program: including 8 inpatient beds.

Referral Procedures:-

1. Admission to inpatient service is via Community Assessment and Treatment Teams 1300 767 155

In child protection situations, CSAHSC will investigate crisis or urgent cases as required, or liaise with the Police to do so, and then contact local area offices of the Department for follow-up.

If circumstances do not require crisis intervention, information will be passed on to local service centres for direct follow-up and assessment.

CSAHSC is actively involved in a multi-disciplinary approach to child protection, and consequently liaises with other relevant agencies.

CSAHSC strives to assist children, young persons and families who are victims of child abuse, or at risk of abuse.

It also provides some telephone counselling. CSAHSC has resource information, and acts as a referral service, providing information to young persons and families who need assistance and access to a wide range of community agencies.

General public contact is via telephone only. Clients are not seen on premises.

24 hours

Homeless Persons Information Queensland (HPIQ) - (PO Box 695, Nambour 4560)

Email: hpiq@communities.qld.gov.au

Toll-free - 1800 47 47 53

This service can help by providing information about:

- * Housing
- * Advice and support
- * Practical assistance such as where to get meals, showers and clothing

Homelessness affects many Queenslanders, from single young people to families with children. The effects of homelessness reach much further than simply not having an affordable, safe and stable place to live. People who are homeless can often become disconnected from society and also do not enjoy the same standard of health as other people in the community.

This call centre is a new service and will enhance the support coordination for people who are homeless, or are at risk of becoming homeless. A central contact point will improve the consistency and timeliness of information and advice, as well as provide a coordinated response to meet the diverse and often multiple needs of homeless people.

24 Hour Hotline Further enquiries during business hours 8.30am – 5.00pm

Lifeshouse (Goodlife) - 44 Golf Links Drive, Buderim (PO Box 5611, Maroochydore 4558)

Email: tina@goodlife.org.au

Centre - (07) 5452 6427

"Reach out to the homeless and loveless in their distress..." Our desire is to reach out to our community, to meet the needs of anyone who has a very real and genuine need! To bring hope to a life of freedom and worth, beyond their distress.

Donations of good quality and in working order are greatly appreciated. Arrangements can be made to pick up.

Lifeshouse Resource Centre:

- * Assistance to local charity organisations
- * Support for Woman's Refuges in furniture, clothing, bedding and kitchen requirements and white goods.
- * Emergency needs in food and clothing, blankets
- * Prison Chaplains and for supporting inmates and their families
- * Hospital Chaplains - care packs of toiletries
- * Bread distribution
- * Mission teams - clothing for orphanages, school books
- * Support & Resource Mental Health Support Groups
- * Blue Care
- * Free BBQ @ Cotton Tree Park Wednesday 6.00pm, connecting with people who have no shelter at nights
- * Where people only know the touch of abuse - we aim to touch their hearts and lives with kindness and gentleness.

Wednesday 9.00am - 12.00noon

Saturday 10.00am - 1.00pm

Free BBQ - Wednesday 6.00pm @ Cotton Tree Park.

Lifeline Family Dispute Resolution Service - 37 Duporth Avenue Maroochydore & 10 Channon Street Gympie, (PO Box 542, Maroochydore 4558)

Email: lynne.primrose@lccq.org.au

Rosalin Primrose (Manager) - (07) 5479 1600

The service provides dispute resolution services for separating and divorcing couples in matters about parenting and property that might

support group development, provision of health information, community development, outreach child health clinics to Pomona and Cooroy. Parenting programs.

8.00am - 4.30pm - Monday - Friday. Outreach Child Health Clinic - Pomona 9.30am - 12.30pm Monday's; Cooroy 9.30am - 12.30pm Thursday's by appointment only

Sunshine Coast Population Health Network - 150 Horton Parade, Maroochydore (PO Box 577, Maroochydore 4558)

Reception - (07) 5409 6600

Sunshine Coast Public Health Unit staff provide advice, promote and support communities, government and non-government organisations on issues affecting health and health well being of the population rather than individuals in the following area:

- * communicable disease;
- * environmental health;
- * health promotion; and
- * public health nutrition
- * immunisation

8.30am - 5.00pm Monday - Friday

MENTAL HEALTH SERVICES

Community Focus Assoc Inc - Cnr Beach Road & Duporth Avenue, Maroochydore (PO Box 1330, Maroochydore 4558)

Email: info@discoveryprogram.org.au

Rae Elliot (Coordinator) - (07) 5479 3110

Community Focus Assoc Inc manages the "Discovery" program, which facilitates community inclusion for people with a mental health issue. This is accomplished through support, life skills training, and group activities. Clients must register with the program, but may self-refer.

9.00am - 4.30pm Monday - Thursday

Sunshine Coast District Health Service - Integrated Mental Health (Child and Youth Mental Health Team) - 11 Beach Road, Maroochydore (PO Box 872, Maroochydore 4558)

Office - (07) 5409 9111

service, appointments recommended. Outreach clinics at Noosa, Cotton Tree and Caloundra.

8.30am - 4.30pm Monday to Friday

Sunshine Coast District Health - Maroochydore Community Health Centre - Community Health Building 100 Sixth Avenue (Ground Floor) , Maroochydore (PO Box 478, Cotton Tree 4558)

(07) 5459 6901

Primary health care including nursing assessment for health care needs, child and family services, home care, Medical/nursing aids. Eg: incontinence, health education, counselling, support groups, information and health care resources, physio and occupational therapy assessments. Dietitian and speech therapy.

Weekdays 8:30am - 4:30pm

Sunshine Coast District Health - Nambour Community Health Centre - Centenary Square, Currie Street, Nambour (PO Box 523, Nambour 4560)

Office - (07) 5450 4750

Services provided include: Counselling, Home Care, Physiotherapy Assessments & Programs, Occupational Therapy Assessments & Programs, Medical Aids Subsidy Scheme (MASS) - Assessments, Applications & Monitoring of Equipment, Community Health Nursing Services, Health Education & Information, Community Development Activities, Therapeutic/Support Groups. Continence Advisory Service.

Staff include:- Community Health Nurses, Home Care Co-ordinator and workers, Occupational Therapist, Physiotherapist, Social Workers, Child Health Nurses, Dieticians, Speech Pathologists and Administrative staff.

8.30am - 4.30pm Monday to Friday

Sunshine Coast District Health Service - Noosa Community Health Services Centre - 14 - 16 Bottlebrush Avenue, Noosa Junction (PO Box 1060, Noosa Heads 4567)

Office - (07) 5449 5944

Provision of child health services, counselling services, home care service, speech therapy, physiotherapy and occupational therapy assessment service and programs, community health nursing, assessments and applications for Home Medical Aides Scheme. Health promotion programs,

otherwise go to Family Court. Dispute resolution is provided by accredited practitioners who help couples to explore options and then choose the ones that best meet the needs of the parties and their children. The dispute resolution program serves the Sunshine Coast and Gympie/Cooloolo regions. It is funded by the Federal Family Relationships Services Program and approved by the Federal Attorney General's Department.

8.30am - 4.30pm Monday to Friday

CULTURAL SERVICES

Adult Migrant English Program (AMEP) –

Caloundra Centre - 77 Bulcock Street, Caloundra
Maroochydore Business Centre - 170 Horton Parade, Maroochydore
Mooloolaba Centre - Lady Musgrave Drive, Mountain Creek
Nambour Centre - 91 Windsor Road, Nambour
Noosa Centre - 27 Cooroy-Noosa Road, Tewantin,
(PO Box 5252 SMC, Nambour 4560)

Email: sct.information@det.qld.gov.au

Sunshine Coast Institute of Tafe - (07) 5459 3555
Customer Hotline - 1300 30 8233

Funded by the Department of Immigration, Multicultural Affairs (DIMA), the Adult Migrant English Program provides English language training for recently arrived migrants to assist in the development of functional English.

TAFE Queensland can offer a range of AMEP funded English language training options through a selection of Certificates in Spoken and Written English (CSWE) courses.

The AMEP funded courses that TAFE offer are:

- * English for Pre beginners (Pre CSWE)
- * English for Beginners (CSWE I)
- * English for Lower Intermediate (CSWE II)
- * English for Intermediate (CSWE III)

All of these courses have a computer component included. AMEP funded classes in Certificates in Spoken and Written English are offered at all TAFE institutes.

Child care for under school aged children is available to those clients who require it in order to attend Adult Migrant English Program class room tuition.

8.30am - 4.30pm Monday to Friday Classes operate at different times,

please phone for further details

Caloundra and District Aboriginal and Torres Strait Islander Corporation - Shop 3/60 Bulcock Street, Caloundra (PO Box 352, Caloundra 4551)

Office - (07) 5491 8555

Aboriginal and Torres Strait Islander Arts and Culture. Operate an Aboriginal Arts and Crafts retail shop - 'Ngana Bigiyi' located at 2/60 Bulcock Street, Caloundra. Workshops for Aboriginal and Torres Strait Islander community and members. Accredited training available in screen printing, pottery and drawing.

Indigenous Women's issues. Women's Issues Officer - support, network, workshops, advocacy, transport, assistance, referrals.

Child Protection Service, Co-ordinator and Family Support Worker, working in conjunction with Families, Youth & Community Care Queensland and providing assistance and support to foster children, families and carers.

Substance Misuse Service providing counsellors in substance misuse issues.

Support, assistance, advocacy and referrals available.

Monday - Friday 9.00am - 5.00pm

Multicultural Community Council of the Sunshine Coast Inc - Library Section, Kawana Community Centre, Kawana (PO Box 340, Maroochydore 4558)

Email: mccsc_inc@yahoo.com.au

Rashid Yunis - (07) 5439 7950

The objectives for which the association is established are:

- a) To encourage in the Sunshine Coast community, tolerance of cultural, racial and ethnic differences;
- b) To encourage interaction between the communities and their cultures for the mutual welfare and enrichment of all members of the Australian society;
- c) To encourage by education programs the maintenance of the languages and cultures of the Australian Multicultural Society;

Jarran Heywood – 1800 636 241

QPP is an incorporated group funded by Queensland Health and bequests to look after the needs of HIV Positive People in Queensland. We take on the role of advocates in discrimination and peer support, in health promotion and lifestyle education.

Monday – Friday 9.00am – 5.00pm

Sunshine Coast District Health - Caloundra Community Health Services - Community Health & Child Health, Caloundra Health Services Campus, West Terrace, Caloundra (Caloundra Hospital, West Terrace, Caloundra 4551)

Office - (07) 5436 8552

Work with the Community in the Caloundra City area to protect and promote its Health by addressing physical, emotional, social and environmental aspects of Health. Assessment and support in maintaining Independent Lifestyle. Information, support, advice and counselling to parents on all aspects of child care. Assessment and provision of Home Care Service for eligible Clients. Well baby clinics in the Caloundra City area. Developmental Screening and hearing tests. Counselling regarding health matters, health education and information. Facilitation of self help and therapy groups e.g. parent support groups, carers groups. Community Development i.e. identification of needs and assistance with development of new community services. Assistance in obtaining Home Medical aids for frail aged and young disabled persons. Liaison and referral with other community services, general practitioners and non-government organisations.

8.00am - 4.30pm Monday - Friday

For Child Health Ph: (07) 5436 8552 for an appointment at Clinics at Caloundra, Kawana, Beerwah and Maleny. Referrals may be made by yourself or your family, local GP or Hospital, other persons or agencies with your permission.

Sunshine Coast District Health - HIV/AIDS - Nambour General Hospital, 87 Blackall Terrace, Nambour (PO Box 2506, Nambour West 4560)

District Health - (07) 5470 5244

Inpatient and outpatient assessment, support and treatment of persons with HIV/AIDS or STI's. Provides information, education programmes, medical consultation, HIV antibody testing, pre and post counselling, home visiting as required, resource centre. Hep B immunisation. Free confidential

Sunshine Coast Alcohol Tobacco and Other Drugs Services, Queensland Health - Sunshine Coast ATODS Nambour Hospital, Nambour (PO Box 547, Nambour 4560)

Office - (07) 5470 6869

To provide confidential information, assessment, referral and counselling regarding alcohol and other drug use. Information, advocacy, support and consultation is also available to raise the community awareness of alcohol and other drug related issues.

8.30am - 4.30pm Monday to Friday (except Thursday 8.30am - 12.30pm)

HEALTH SUPPORT GROUPS

Hepatitis "C" Information and Support Group - Cnr 6th Avenue & Kingsfordsmith Parade, Cotton Tree (C/- QuiHN PO Box 163, Cotton Tree 4558)

Email: hrc.sc@quihn.org

Anne Fisher - (07) 5443 9576

We offer a support Group for Hep "C" positive people, their family and friends. Providing up to date information, guest speakers, referral, resources, information and advocacy.

Monthly meetings in Maroochydore on the 1st Wednesday of each month.

Queensland Association for Healthy Communities Inc. (QAHC) - 10 Pikki Street, Maroochydore (10 Pikki Street, Maroochydore 4558)

Email: kbishop@qahc.org.au

Office - (07) 5451 1118

The Queensland Association for Healthy Communities (QAHC) promotes the health of lesbian, gay, bisexual and transgender people in Queensland. QAHC is engaged in the areas of LGBT Health, Sexual Health, Indigenous Health and fosters community capacity building and development. QAHC was previously known as the Queensland AIDS Council (QuAC).

Monday - Thursday 9.00am - 5.00pm, or by appointment.

Queensland Positive People- 21 Manilla Street, East Brisbane (PO Box 7403, East Brisbane, 4169)

Email: info@qpp.org.au

d) To participate actively in the development of a culturally pluralistic society in Australia, and to relate to relevant community organisations and structures;

e) To ensure the maintenance and/or improvement of existing standards of welfare and rights of the ethnic communities including effective participation in decisions affecting such matters and the development of community services, catering equally for the welfare and needs of all people whatever their language or culture;

f) To encourage the development of ethnic organisations concerned with the social and cultural welfare of their communities;

g) To provide a means of communication and cooperation between ethnic organisations and groups in the achievement of the above objectives while respecting and safeguarding the autonomy of individual groups;

h) To provide a means of cooperation and communication between migrants and government agencies, in the development of migrant welfare activities, services and needs;

i) To organise, advance, promote and encourage relief welfare and educational work among ethnic groups, whether within individual groups or by joint action and cooperation between such groups on issues of common interests;

j) To promote research into social conditions of ethnic communities on the Sunshine Coast;

k) To bring together representatives of state-wide ethnic organisations and migrants in general for the promotion and advancement of activities of migrants in Queensland in the welfare, educational, cultural, recreational and social fields;

l) To establish and conduct nursing homes or like institutions for the care of ethnic people, who are sick, aged, infirm, afflicted, handicapped or disabled and to endeavour to improve the quality of life for such people in their present circumstances including for those in existing nursing homes.

Can be phoned 8.00 am - 8.00 pm 7 days a week

National Accreditation Authority for Translators and Interpreters Ltd (NAATI) - 120 Main Street, Kangaroo Point (PO Box 8179, Woolloongabba 4102)

Email: biroff@naati.com.au

James Duncan - (07) 3393 1358

To set and maintain high national standards in Translating and Interpreting to enable the existence of a pool of accredited translators and interpreters responsive to the changing needs and demography of the Australian culturally and linguistically diverse society.

8.30am - 4.00pm

North Coast Aboriginal Corporation for Community Health (NCACCH) - Suite 15 27 Evans Street , Maroochydore (PO Box 479, Cotton Tree 4558)

Email: ncacch1@bigpond.com

John Spink - (07) 5443 3599; 0408 197 540

We are a purchaser of health services for delivery to Indigenous Australians in the Sunshine Coast and Gympie districts.

Our core service is:

- * Equitable and efficient access to existing health care services
- * Ensure individual choice to determine cultural appropriateness
- * Bring indigenous health status up to mainstream standards
- * Improve the well being and quality of life of NCACCH clients

9.00am - 4.30pm Monday to Friday

Settlement Grant Program Worker (Multicultural Support) - Maroochy Neighbourhood Centre, 5th Avenue, Cotton Tree (C/- Maroochy Neighbourhood Centre, PO Box 73, Cotton Tree 4558)

Maria Boretto - (07) 5443 9706

The Settlement Grants Program assists newly arrived people from diverse cultural backgrounds to access services available on the Sunshine Coast. The program also offers practical and emotional support through counselling, advocacy, information and referral to appropriate services.

Another aspect of the work of the program is to support local service providers by providing them with information/training on cultural related issues, working with interpreters, Access and Equity Policy development and other support as negotiated with the Settlement Grant Program Worker.

9.00am - 5.00pm Monday to Friday

Sunshine Coast Intensive English Unit - Coronation Avenue,

Email: adminqld@drugarm.com.au

Hotline Office - (07) 3620 8800

DRUG-ARM (Drug Awareness and Relief Movement) is a non-government, non-profit, Queensland based organisation committed to the promotion of a healthy lifestyle without the use of unnecessary drugs. They provide free resources and information for the community. The DRUG-ARM Resource Centre is a public lending library on drug use and abuse. Posters, videos, films, statistics and books are available for loan to any member of the community.

8.30am to 5.00pm Monday to Friday

Drug Intelligence Reporting Centre - (PO Box 401, Canberra 2600)

Officer in Charge - (1800) 813 784

Drug Hotline/Australians Missing Overseas/Paedophile Information.

24 hours

Narcotics Anonymous - Noosa Maroochydore, (PO Box 338, Cotton Tree 4558)

Hotline - (07) 5441 7706

Self-help for addicts. Printed material available. Meetings - Noosa Community Health Centre, and Maroochydore. Contact phone numbers: (07) 5452 7287 / (07) 5447 5535.

Queensland Injectors Health Network - QuiHN (Formerly SCIVAA) - 59 Sixth Avenue, Cotton Tree (PO Box 163, Cotton Tree 4558)

Email: rtc.sc@quihn.org

Ricki Menzies - (07) 5443 9576

Statewide service that supports & promotes the health & well being of people who currently use illicit drugs, those who have used illicit drugs in the past & members of the community touched or affected by illicit drug use.

Via -

NSP's - Needle & Syringe Programs
Counselling
Education & Training
Publications & Resources

8.30am - 5.00pm Monday - Friday

United Synergies LTD (formerly known as Noosa Youth Service)

- 12 - 14 Ernest Street, Tewantin (PO Box 365, Tewantin 4565)

Email: admin@unitedsynergies.com.au

Sue Scheinpflug (CEO) - (07) 5442 4277

United Synergies LTD provides services to young people, families and communities.

United Synergies is an established non-profit community organisation providing a range of integrated support services. The organisation has an excellent reputation for quality service development and provision in a range of specialist support programs and projects.

8.30am - 4.30pm Monday to Friday

HEALTH

DRUG AND ALCOHOL SUPPORT

Alcohol and Drug Information Service (ADIS) - (GPO Box 8161, Brisbane 4001)

Counsellor - 1800 177 833

ADIS provides anonymous and confidential information, and referral for people with concerns about their own, or someone else's alcohol or other drug use. Information is provided about the location and type of drug related services available in Queensland, including specific information on withdrawal units, assessment and counselling services, rehabilitation units, support and self-help groups, and accurate and up-to-date technical information about drugs.

Confidential and supportive telephone counselling and crisis counselling available.

An extensive range of written information and posters, relating to specific drugs and associated issues, is made available to callers if required.

24 hours, 7 days a week

DRUG-ARM (Drug Awareness and Relief Movement) - Shop 33, Centenary Shopping Centre
52 - 54 Currie Street Nambour, Qld, 4560 and 12-14 Ernest Street, Tewantin Qld 4565 , (Shop 33, Centenary Shopping Centre 52 - 54 Currie Street, Nambour 4560)

Nambour (PO Box 79, Nambour 4560)

Email: lkerr14@eq.edu.au

Lynette Kerr - (07) 5450 4158

To support primary and secondary school students from Non-English Speaking Backgrounds (NESB) in learning English by providing English as a Second Language program. To liaise between NESB families and schools. To provide resources and support to ESL teachers throughout the Sunshine Coast Region. Intensive English program for newly arrived ESL students, cluster program at Nambour State High School and Nambour State School for continuing ESL students, visiting ESL support for students and their teachers in other schools in the Sunshine Coast Region.

Normal school hours for programs, but usually contactable between 8.30am and 4.30pm.

Translating and Interpreting Service (TIS National) - Level 6 Casselden Place 2 Lonsdale Street, Melbourne (GPO Box 241, Melbourne 3001)

Email: tis@immi.gov.au

TIS National - 131 450

The Australian Government, through the Department of Immigration and Citizenship (DIAC) provides translating and interpreting services for people who do not speak English and for English speakers needing to communicate with them.

The Translating and Interpreting Service (TIS National) operates across Australia, and is available to any person or organisation requiring interpreting assistance. Interpreting services are available 24 hours a day, seven days a week.

When you require an immediate interpreter, simply call TIS on 131 450. If you are not a registered client of TIS, the Operator can help you set up an account at the time of your call.

TIS National also offers on-site interpreting, for when you need an interpreter face-to-face. You can book an on-site interpreter by completing the on-site booking form available on the TIS website, and then faxing it to TIS.

A limited fee-free translation service is also available to eligible Australian permanent residents and citizens within a 2 year period of their arrival or

permanent settlement in Australia. Please see the TIS website for further details. Applications for fee-free translations can be made at Adult Migrant English Provider (AMEP) centres across Australia.

_Details information about all of TIS National's services is available on the website - www.immi.gov.au/tis

24 hours a day, seven days a week.

University of the Sunshine Coast - English Language Programs -
90 Sippy Downs Drive , Sippy Downs (90 Sippy Downs Drive, Sippy Downs 4556)

Email: international@usc.edu.au

International Relations - +61 7 (07) 5430 2843

English Language Programs at the University of the Sunshine Coast (USC), offer international students from non English-speaking backgrounds a range of study options to help them develop their English skills.

English students receive expert tuition from experienced, TESOL-qualified English language teachers, and our courses are NEAS-accredited. At USC, students can study English from one week to 50 weeks, and can choose an English program to suit their needs. English programs include: General English, Academic English, Direct Entry English Pathway-DEEP (for students continuing on to undergraduate, postgraduate or Study Abroad programs), IELTS Test Preparation and Cambridge Exam Preparation.

USC also offers a range of student services as part of the complete English Language Programs package. Services include academic and personal counselling, access to University sporting and social clubs, and help with arranging weekend activities and excursions.

International Relations staff provide accomodation support, and offer students a high level of personal attention to help them enjoy their time on the Sunshine Coast.

USC English language students have many opportunities to interact with Australian students, and to practise their English language skills. Barbeques, guest speaker presentations and other activities enhance students social experience, while experienced and professional USC teachers regularly take students off campus so they can experience real-life English language situations in places like beaches and cafes.

8.00am – 5.00pm, Monday to Friday.

DISABILITY SERVICES

Australian Communication Exchange (ACE) - (PO Box 473, Stones Corner 4120)

INDIVIDUAL CONSULTATIONS

- * Offered to parents on appointment basis
- * Assessments as per the National Health and Medical Research Council Guidelines
- * Information seeking and anticipatory guidance

EARLY INTERVENTION SPECIALISTS

- * Assist in developing positive parenting skills
- * Help with adjustment to parenting issues
- * Develop strategies for managing child behaviour

Speech Pathology assessment and management 0 - 6 years. Intervention for:

- * Swallowing/feeding difficulties
- * Communication difficulties

FAMILY C.A.R.E.

- * Specialised program offered to families experiencing specific challenges and demands
- * Providing assistance to families during first year of infant's life
- * Co-ordinated by a team of health professionals with extensive training in working with families and new borns
- * Home visiting program

PARENTING PROGRAMS

A variety of parenting programs are offered including "P5" and "Triple P". Choices exist to cater for individual needs.

HEARING TESTS

- * Hearing tests offered to children over 4 years of age
- * Conducted at Child Health Centres by appointment
- * Arranged in school setting in consultation with Child and Family Health Nurse

SCHOOL BASED YOUTH HEALTH

Nurses are based in selected high schools providing support and education on health matters for young people.

UNDERSTANDING YOUR BABY

- * Why your baby cries
- * How to tune into your baby's "talk"
- * Gain realistic expectations for you and your baby
- * Settling your baby

Office - 8.00am - 4.30pm 1 Day Stay Parenting Centre - Wednesday

Child & Family Health offers:

- * Support
- * Enhances parenting skills
- * An opportunity to gain new knowledge for health family relationships
- * An opportunity to make new friends

CHILD BIRTH EDUCATION

- * Variety of programs to meet the individual needs of the woman and her family
- * Information on pregnancy, birth and early parenting issues
- * Child and Family Health Nurses

NEONATAL SCREENING PROGRAM

Mothers who are discharged from hospital before 72 hours are advised to make an appointment with their nearest Child & Family Health Centre for the baby's heel prick screening test.

BABY'S FIRST VISIT SESSION

- * Clinics open at set times each week
- * New baby assessments
- * Discussion on care of infant and normal behaviour
- * Meet other parents

BREAST FEEDING ISSUES

- * Each centre has allocated session times
- * Offering support and assistance with feeding concerns

WEIGH ONLY PROGRAM

Parents/Caregivers are encouraged to utilise baby scales in the centres.

PARENTING YOUNG BABIES

- * Series of 6 informal and informative sessions
- * Topics are chosen by the group
- * Topics may include: Baby Massage, First Aid and Safety, Settling, Nutrition, Importance of Play, Opportunities to share experiences

6 MONTH SESSION

- * Clinic open at set times each week
- * Developmental assessments
- * Information sessions: Development/Nutrition

12 - 15 MONTH SESSION

- * Clinics open at set times each week
- * Information sessions - Development/Nutrition/Behaviour

Email: feedback@aceinfo.net.au

Voice - (07) 3815 7600

The Australian Communication Exchange Ltd. (ACE) is a national not-for-profit community driven organisation. ACE also administers a national program - the Friends of ACE (FACES) program which is a grants program for innovative, short term projects. Individuals or organisations involved with speech, communication or hearing impaired people are eligible.

9.00am - 5.00pm Monday - Friday

Through a contact with the Government ACE is also responsible for delivering the Relay Service call centre, 24 hours 7 days a week

Link In Association Sunshine Coast Inc - 15 Evans Street , Maroochydore (PO Box 846, Maroochydore 4558)

Email: info@linkin.org.au

Administration - (07) 5479 0833

Link In provides disability support services to people who have a mental illness, a psychiatric disorder, ASD, challenging behaviour and/or dual diagnosis.

Referrals occur through DSQ, Child Safety & QLD Health, contact Link In for more information.

Office hours 9.00am - 5.00pm Monday to Friday.

Seven (7) days x 24 hours for clients.

Local Area Coordination - Disability Services Queensland (LAC)

- 1 Memorial Avenue, (Downstairs Pomona & District Community House), Pomona (PO Box 334, Pomona 4568)

Email: leonie.kemp@disability.qld.gov.au

Lee Kemp - (07) 5485 1682

Local Area Coordination is a way of supporting people with a disability and their families who live in the local community. LAC's assist individuals and families to connect with their communities, plan for the future and work with local communities to assist them to be inclusive of people with disabilities.

8.30am - 5.00pm or at times convenient to people

Meher Music Therapy Studio - 114 Kentish Road, Woombye (114 Kentish Road, Woombye 4559)

Email: rjft@optusnet.com.au

Richard Thompson - (07) 5442 3919; 0412 740 469

To offer Music Therapy in a custom made studio for children and adults with clinical needs (social, emotional, developmental, rehabilitation) and to offer adults a creative modality for freeing creative, self actualising potential. This self-actualising potential is awakened through the use of co-improvisation in which the individual's unique creativity is used to encounter and transcend difficulties, and enhance quality of life. The central philosophy of Music Therapy is that musicality is an innately human potential and clients need no formal musical skill to benefit from this.

Monday & Wednesday: 2.00pm - 6.00pm; Thursday: 9.00am - 6.00pm & Saturday: 9.00am - 12.00am

MontroseAccess - Jessica Blvd & Nicklin Way , Minyama (PO Box 616, Buddina 4575)

Email: mwatson@montroseaccess.org.au

Melissa Watson - (07) 3779 9200

MontroseAccess is the operating name for The Queensland Society for Crippled Children. The organisation was established in 1993 to provide institutionalised care for children affected by the polio epidemic. Today MontroseAccess is a community-based organisation, which provides support services to clients with physical disabilities across the state.

We provide therapy support services such as physiotherapy, occupational therapy, speech pathology, orthotics, hydrotherapy, recreation and respite to over 600 children and young people with physical disabilities.

Our services are provided through our four offices (Corinda, Strathpine, Sunshine Coast and Gold Coast) and an outreach program to reach clients in rural and regional areas.

Monday to Friday 8.00am - 4.30pm

National Relay Service (NRS) - 88 Darling Street, Balmain East (88 Darling Street, Balmain East 2041)

Email: helpdesk@relayservice.com.au

Voice TTY - 1800 555 660

The National Relay Service (NRS) is a telephone really service that allows Australians who are deaf, or have a hearing and/or speech impairment, to communicate with anyone who uses a standard telephone and vice versa.

Administration - 1300 30 1300

Parentline is a confidential telephone counselling service aimed at providing professional counselling (triple P parenting program) and support for parents. Parentline believes all parents at some time need help and reassurance to maintain their confidence and continue to parent to the best of their ability. Whatever the problem: concerns about children growing up.....the pressures and responsibilities of parenting.....the need to find some time for themselves...or just the need to have someone listen to them for a change! Parentline is staffed by paid counsellors who have been professionally trained to understand and respond to the particular issues that concern parents.

8.00am - 10.00pm 7 days a week

Pregnancy Counselling Link (PCL) - Level 2 Bowman House, 276 Edward Street , Brisbane (Level 2 Bowman House, 276 Edward Street, Brisbane 4000)

Email: info@pcl.org.au

Hotline (freecall) - 1800 777 690

PCL provides counselling support for women who have pregnancy related issues, including teenage pregnancy, pre-decision counselling and post abortion grief counselling. PCL counsels women who are dealing with pregnancy issues including miscarriage, stillbirth and abortion.

Pregnancy Counselling Link is staffed by qualified counsellors, which are compassionate and non-directive.

Funded by Department of Communities and Queensland Health, is totally autonomous, not aligned with any other organisation or religion and has a membership base.

Phone Counselling service 24 hrs 7 days a week. Face to face counselling Monday - Friday 9.30am - 3.00pm

Sunshine Coast District Health - Child Health Centres –

West Terrace, Caloundra
100 Sixth Avenue, Maroochydore
Centenary Square, Currie Street, Nambour
14-16 Bottle Brush Avenue, Noosa Heads
(PO Box 523, Nambour 4560)

General - (07) 5450 4750

Office - (07) 5438 3000

We are a non-government community agency which recruits, trains and supports foster carers for the purpose of providing placements for children and young people who have experienced abuse or are at risk of abuse. Referrals through Department of Child Safety ONLY.

8.30am - 4.30pm Monday - Friday

Integrated Family & Youth Service - Young Parent Support Program (IFYS) - (PO Box 1291, Maroochydore 4558)

Email: yvsp@ifys.com.au

Office - (07) 5479 5898

Young Parent Support Program offers a range of health and welfare supports to young pregnant and parenting families and their children. We work closely with midwifery and child health staff from Queensland Health in the delivery of pregnancy support and childbirth education programs: playgroups and parenting support. We offer a variety of social, recreational and life skill activities in response to needs identified by young families themselves. We have links to accommodation, emergency relief, education, learning and employment pathways.

Monday - Thursday 8.30am - 4.30pm

LIFE Coaching Skills - (PO Box 416, Cotton Tree 4558)

Email: jdawson05@optusnet.com.au

Jim Dawson - (07) 5493 5072; 0407 631 832

- * Support mothers with PND
- * Support partners and families
- * General counselling for depression
- * Accessible avenue for information regarding PND
- * Drug & Alcohol counselling
- * Empowerment through knowledge, understanding and communication
- * Reference point for professional post natal depression medical services

Open for members and carers from 9.30am - 4.30pm and for the general public from 10.00am - 3.00pm.

Parentline - (PO Box 2000, Milton 4064)

Email: parentline@kidshelp.com.au

The Relay Service operates 24 hours a day, 7 days a week. Costs are comparable with other telephone services.

Commonwealth Government Initiative funded through a levy on eligible telecommunication providers

The NRS is available 24 hours, 7 days a week.

NRS Customer Service Lines open 8.00am - 5.00pm Monday - Friday (AEST)

Nican Inc - Various locations , (PO Box 110, Mitchell 2911)

Email: info@nican.com.au

Administration - 1800 806 769

Nican provides a free national information service on recreation, tourism, sport and the arts to people with disabilities. Nican issues the Qantas Carer Concession Card on behalf of Qantas. The card is issued to a person with a disability and high level support needs who requires the full-time assistance of a carer whilst they are seated on the plane.

9.00am - 5.00pm Monday - Friday

Recreation Unlimited Queensland - 1/36 Maud Street, Maroochydore (PO Box 5491, Maroochydore B.C 4558)

Email: jherd@interactaust.com.au

Office - (07) 5475 4884

As an aged parent or relative of a person with a disability do you need respite?

Recreation Unlimited Qld facilitates individuals with a disability in their integration into the community through recreation and leisure pursuits.

Monday - Friday 8.00am - 4.00pm

STEPS Disability Queensland Inc - Corporate Office, Level 2, 84 Sandalwood Lane , Forest Glen (PO Box 1184, Maroochydore 4558)

Email: office@stepsemployment.com.au

Stephanie Byrne - (07) 5458 3000

STEPS Disability Qld Inc provides Employment & Training services to People with a Disability, Employers and other Industry Organisations.

STPES is a not-for-profit organisation who is primarily funded by the Department of Employment & Workplace Relations. STEPS professional team of Marketing and Employment Consultants offers services such as: personalised career assistance jobseekers to gain the skills needed to find employment.

Referrals to our program are through any of our Sunshine Coast Branches - Caloundra, Maroochydore or Nambour or directly through Centrelink.

Branches:
78 Duporth Avenue, Maroochydore Qld 4558
Ph:5409 9000

37 Bowman Road, Caloundra Qld 4551
Ph:5438 5500

Shop 29, Centenary Square, Currie Street, Nambour Qld 4560
Ph:5453 8700

8.30am - 4.30pm Monday - Friday

STEPS Training - Shop 29, "Centenary Square", Currie Street, Nambour (PO Box 1184, Maroochydore 4558)

Email: training@stepsemployment.com.au

Shelly Campbell - (07) 5453 8700

STEPS Training works closely with STEPS Disability QLD Inc to provide Employment & Training services to People with a Disability, Employers and other Industry Organisations.

STEPS Training has been a Registered Training Organisation since 1993 and delivers Nationally Recognised Certificate Courses and other quality Training Programs throughout Australia to both fellow industry members in professional development and work readiness skills for people with a disability.

Monday to Friday 8.30am - 4.30pm

Sunshine Coast Link Family Scheme Inc - 85 Towen Mountain Road , Nambour (85 Towen Mountain Road, Nambour 4560)

Email: office@linkfamily.org.au

Link Office - (07) 5441 6600

Community Based Support for families who have a family member with a

services to young parents that increase theirs and their child's health and well-being. This includes group work, home visitation, individual case management, and assessment and referral to other health services.

Push Productions

Equip community workers; agencies government bodies; and other non-profit community services with accessible, affordable, professional, educational, information and promotional resources that will contribute to the enhancement of their service delivery to young people and the wider community. Through the use of media, promotional, and educational resources and outlets, keep the community aware of issues and needs of young people within their local community.

IFYS - Foster Care

The key component of work within this project area is to respond to referrals from the Department of Families Services for placement of children and young people. Ongoing work is undertaken supporting placements. Support plans are flexible and negotiated with foster carers. The Department of Family Services and other stakeholders. The SCAP project also recruits and trains and assesses foster care applicants.

Youth Engagement Program (YEP) can help you to find support around;

- * Accommodation
- * Income
- * Employment/Training
- * Sexual Health
- * Relationships
- * Emergency Food Relief
- * Personal Support
- * Emergency Transport
- * Mental Health
- * Education
- * Legal & Court Matters
- * Health * Medical
- * Drugs & Alcohol

Youth Crisis Accommodation Service operates 24 hours per day. Administration 8.30am - 4.30pm Monday to Friday. Other times by appointment, or arranged with staff. Youth & Families Team operate varying hours.

Integrated Family and Youth Service - Foster Care Service (IFYS)
- (PO Box 1291, Maroochydore 4558)

Email: admin@ifys.com.au

In partnership with Community Housing IFYS manage a small number of public housing units and sub-let these to young people with the view to transferring them to tenancy with Housing Commission after a six month supported tenancy. Young people would need to be suitable to be clients of Housing Commission to be eligible to be supported through the Headlease Scheme.

Youth and Family Service Area

The Youth and Family Service Area receives funding from a number of State and Commonwealth Government under a range of program areas. Services offered within the Youth and Family Service Area involves either specialist intervention, early intervention or family focused services. Work areas/teams vary in some aspects of their target group and area and their delivery style. Work areas are designed to work in a co-ordinated and integrated manner meeting a broad range of outcomes for clients. Currently the following work areas/team operate within the Youth and Family Service Area.

IFYS – Reconnect

Reconnect offers a range of support services to meet the individual needs of young people and families. The central focus of Reconnect is to assist young people and families remain connected to each other and to community through a range of early intervention and support services. This program delivers services to Young People and Families in the local government region of Caloundra. Reconnect recognises that individual young people and families have multiple needs and as a responsive early intervention strategy must work to address these needs. Reconnect is working actively with local services and people to develop a regional strategy in regards to issues surrounding youth homelessness.

IFYS – Youth Support Program

The Youth Support Program initiative is a state government funded initiative aimed at assisting young people who are homeless or at risk of homelessness remain connected to school, family and support networks. Currently servicing the secondary school cluster of Mountain Creek, Kawana Waters and Maroochydore, the program aims to link schools and community services together to improve the identification of homelessness within school communities to respond in a coordinated and supportive manner. The primary target group for this program is young people aged 13 – 15 and their families.

IFYS - Young Parents Support Program

The young parents support program, which incorporates the previous program known as Parent Action, provides a range of services for young pregnant women and young parents up to 25 years of age. The program works collaboratively with a number of other services to deliver flexible

disability. There is currently a waiting list for the following programs. When a vacancy becomes available families will be offered a place on the basis of their need relative to the needs of other families on the waiting list.

The Scheme offers support through the following projects:

LINK VACATION CARE

There are also a number of other Vacation Care programs on the Coast that include children that are able-bodied and who have a disability. Link family Office will give advice on their locations. Link Vacation Care provides activities for children during school holidays at various venues on the Coast. This segregated program offers ratios of care between 1 to 3 and 1 to 1. Children participate in social and recreational activities appropriate to their ability.

TEEN HOLIDAY PROGRAM

This program for teenagers operates during the school holidays at various community venues throughout the Sunshine Coast. Small groups of teenagers are supported by experienced workers to access community leisure and recreation options.

SOCIAL CLUB & KIDS CLUB:

Link runs activities for several groups during the school term that are active on the Coast. Groups are comprised of either younger children (Kids Klub - aged 6 - 12) or teenagers (Social Klub aged 13 to 21 years). These clubs have been developed to help establish positive social networks between children/young people with a disability and their local communities, as well as giving families a break. The Kids Klub participates in community based activities as specified above as well as Blue Light Discos, Rock Concerts, Disco Bowling and other activities organised in the community. Group activities usually commence at 9.00am and end at 3.00pm or commence at 3.00pm and end at 9.00pm. We also operate Adventure Klubs where young people go bush walking, canoeing and enjoy other outdoor activities. We are able to arrange these where there are enough participants who wish to get together for a day or overnight camp.

PLANNED SUPPORT:

This program is undergoing transition and is not available to new families at present. Families who were receiving a service at January 2001 will continue to receive support.

CALOUNDRA LINK:

Caloundra Link supports families who care for another family member with a disability. The service offers support and recreation to a limited number of families and is committed to involving families in all areas of decision making including service development and individual planning.

INCLUSION SUPPORT AGENCY (ISA):

The ISA Sunshine Coast provides support for Commonwealth funded Childcare Services for the inclusion of children with additional needs. "Childcare Services" include Long Day Care and Occasional Care Centres, Family Day Care, In-home Care, Before and After School Care and Vacation Care. "Additional Needs" includes children with a disability,

children from diverse cultural and linguistic backgrounds, Aboriginal and Torres Strait Islander children and Australian South Sea Islander children. For further information, fees and eligibility requirements please contact Sunshine Coast Link Family Scheme Inc.

9.00am to 4.30pm

EDUCATION

Education Queensland - Sunshine Coast North District Office -

Floor 2, Centenary Square

54 - 64 Currie Street, Nambour (PO Box 745, Nambour 4560)

Email: clare.cox@deta.qld.gov.au

Community Participation Officer - (07) 5470 8900

The District Office supports the operations of schools by providing a range of services in the areas of:-

- * curriculum support
- * human resources management
- * performance measurement
- * finance management
- * students with special needs

8.00am - 5.00pm Monday to Friday

SPECIAL EDUCATION PROGRAMS

Sunshine Coast Independent Living Service (SCILS) - 9 Daniel Street , Nambour (PO Box 5028 MC, Nambour 4560)

Email: admin@scils.com.au

Peter Parker - (07) 5441 7278

An independent living training service for people with a mild to moderate intellectual disability. There is also provision for a Community Access Service for people with high support needs. We provide our clients with individualised training and skills development for everyday living. We also have a client run social group. We teach literacy and numeracy, home management, budgeting, banking, shopping, cooking, relationship and communication skills, gardening, hygiene and health and other skills relating to independent living and inclusion into the community. We provide counselling for our clients and enable clients to plan their goals and achieve

The Integrated Family & Youth Service (IFYS) provides a range of specialist support and intervention programs for children young people and their families. The organisation through its Statement of Intent commits to transparent and client directed practice in all its project locations.

Our Mission Statement is....

The Integrated Family & Youth Service (IFYS) will provide services to meet the needs of young people, families and communities. Through partnerships with these individuals and groups, the Integrated Family & Youth Service (IFYS) will function in an environment of honesty, integrity and respect.

In achieving this mission the organisation provides a number of services through collaborative and integrated service delivery teams. The following is a brief overview of the Service Areas and the programs and services offered within each area.

Accommodation Services Area

The accommodation services area is funded largely through the Supported Accommodation Assistance Program (SAAP) and Crisis Assistance Program (CAP). The core objectives of this service area are to provide crisis and transitional support to young people who are homeless and to assist in the provision of a range of accommodation services to young people. The accommodation service area is a regional response to the needs of homeless young people and works with other accommodation service providers to ensure supported pathways for young people. Specific initiatives within the accommodation service areas follows.

Crisis Accommodation Service ("the Shelter")

The Shelter is a seven-bed purpose built property that is staffed 24 hours providing crisis and short term accommodation for young people in the primary target group of up to 18 yrs of age. The shelter, based in central Maroochydore, services young people throughout the entire Sunshine Coast Region. Whilst the shelter is the only crisis service on the Sunshine Coast a number of local responses to crisis accommodation have been supported by the accommodation service staff within specific areas.

Medium Term Transitional Housing

The youth housing service provides supported accommodation to young people 15 to 25 years of age. Young people are case managed by youth workers to assist them to reach their goals and move to independence in a supported manner. The housing service provides some specific support for young students, and young parents.

Youth Headlease Transfer Scheme

Office: 8.30am - 4.30pm Monday to Friday After hours sessions can be negotiated.

Hinterland Youthlinx Program - Maleny Neighbourhood Centre, 27 Coral Street, Maleny (PO Box 59, Landsborough 4550)

Email: d.knobel@youthlinx.com

David Knobel - 0438 178 237

To work with socially disadvantaged young people in the geographic area aged 11 - 16 years through a range of structured and supervised programs and activities that aim to prevent patterns of behaviour that have negative long term effects on: family & peer relationships, community connectedness, education and employment. To also work with young people who are starting to display behaviours that may have long term negative effects. In addition there may be work done with young people who are being affected by issues such as conflict, abuse, sexuality, cultural and change in family structure.

After school hours

Holy Trinity Anglican Church, Kawana Waters - Trinity Youth Ministries - Holy Trinity Anglican Church Kawana Waters, Meridian Street, Bokarina (PO Box 219, Wurtulla 4575)

Office - (07) 5493 4774

The Church hopes to meet the needs of children, youth and their families by offering programmes and support appropriate to individual needs and age groupings. Specifically offering moral, ethical, spiritual, physical/practical programmes, run by professionally trained full-time stipended staff and volunteers. Activities include: TRINITY YOUTH - a high school youth group. KIDS CLUB - a club designed for Primary age children. TRINITY TOTS - playtime for small children and their parents.

Trinity Youth - meet every Friday night from 7.30pm - 10.00pm
Trinity Tots - Mondays 9.30am - 11.30am
Sunday School - Sundays 9.30am

Integrated Family & Youth Service (IFYS) - 3 Technology Drive, Warana (PO Box 1291, Maroochydore 4558)

Email: admin@ifys.com.au

Administration - (07) 5438 3000

them.

Office 9.00am to 5.00pm week days. Emergency availability by mobile phone.

The Smith Family (Learning for Life Program) - 55 - 68 Primary School Court, Maroochydore (PO Box 1819 Sunshine Plaza, Maroochydore 4558)

Email: narelle.poulsen@thesmithfamily.com.au

Narelle Poulsen - (07) 5443 6214

The Smith Family "Learning for Life" program provides a financial scholarship to children from financially disadvantaged families. Each child on the program also receives the support of a Worker, who provides advice, information and support and referral. There are certain eligibility criteria. Contact staff for further details and a brief assessment.

Monday - Friday 8.30am - 4.30pm

Sunshine Coast Schools Industry Links Scheme (SCSILS) - 4A / 1 Cnr. Innovation Parkway & Metier Linkway, Warana (PO Box 477, Buderim 4556)

Email: scsils@bigpond.net.au

Mervat Thompson - 0412 207 272; (07) 5437 9180

Providing career development and transition support for young people aged 13 - 19 years.

UNIVERSITIES/COLLEGES

Quest College Pty.Ltd. - Suite 11 27 Evans Street, Maroochydore (PO Box 1602, Sunshine Plaza 4558)

Email: info@questcollege.com.au

Helyna Burton - (07) 5443 6345

We provide training in nationally recognised courses for Business and Counselling. Supportive and personalised class room environment.

9.00am - 5.00pm Monday – Friday

Sunshine Coast Institute of TAFE –
Caloundra Centre - 77 Bulcock Street

Maroochydore Business Centre - 170 Horton Parade
Mooloolaba Centre - 34 Lady Musgrave Drive, Mountain Creek
Nambour Centre - 91 Windsor Road
Noosa Centre - 24 Cooroy-Noosa Road, Tewantin, Nambour
(PO Box 5252 SCMC, Nambour 4560) Education

Email: sct.information@deta.qld.gov.au

Customer Contact - (07) 5459 3000

The Sunshine Coast TAFE (SCIT) offers something for everyone, with more than 340 Advanced Diploma, Diploma, Certificate and Short courses available in these areas: Apprenticeships and Traineeships, Aquaculture, Arts and Entertainment, Automotive Business and Finance, Call Centre, Community Services, Construction, Design studies, Engineering Environment, Hairdressing and Beauty, Hospitality, Information Technology, Interior Technology (Design), Language & Literacy, Maritime, Real Estate, Retail Operations, Risk and Assessment Management, Sport & Recreation and Tourism.

Office Hours: 8.30am - 4.30pm Monday - Friday

University of the Sunshine Coast - 90 Sippy Downs Drive, Sippy Downs Maroochydore DC 4558)

Email: information@usc.edu.au

General Enquiries - (07) 5430 1234

The University of the Sunshine Coast opened in 1996 to provide the local community with access to university education and research expertise in the areas of Arts and Social Sciences, Business, and Science, Health and Education. The University provides regionally relevant courses, contributes to regional economic and cultural development, and works closely with community organisations to enhance the quality of the Sunshine Coast lifestyle, community health, and the local environment.

The University of the Third Age (U3A) has office space on campus, and public use of campus facilities and the University Library can be arranged. Visitors to the campus are welcome, and the University has an Art Gallery that is open to the public, as well as cafes and a bookshop. With more than 5,000 students studying at USC in 2007, the University is expected to grow to 15,000 students by 2021. The University of the Sunshine Coast's Open Day is held in August each year.

Education Services: Pre-marriage education; parenting, individual or group; various group programs as requested.

Do not have to be Catholic to use this service.

Office: 9.00am - 4.30pm Monday to Friday

Cooroy Family Support Centre (formerly Noosa District Family & Youth Support Centre) - 8 Oak Street, Cooroy (PO Box 262, Cooroy 4563)

Email: cfsc@optusnet.com.au

Office - (07) 5447 7747

CFSC is primarily a counselling centre offering: children's counselling, individual counselling, personal and family support, domestic violence counselling and support, information and referrals and domestic violence court support.

Monday, Wednesday, Thursday: 9.00am - 3.00pm

Families Plus - Sunshine Coast - Percy House, 14 Church Street, Maroochydore and 10 Channon Street, Gympie Qld (PO Box 996, Maroochydore 4558)

Email: fpcc@lccq.org.au

Maroochydore - (07) 5479 6022

Families Plus runs Parent Child Interaction Therapy which assists parenting skills and is available to all community members free of charge. We also operate a Family Intervention Service with referrals from Department of Child Safety only.

Monday - Friday 8.45am - 4.30pm

FPQ - Family Planning Queensland (Education) - (PO Box 674, Maroochydore 4558)

Email: scoastedu@fpq.com.au

Jo Stewart - (07) 5479 0755 (b/h) 0438 177 804

Sexuality and sexual/reproductive health training for teachers, childcare workers, youth workers, disability workers etc. and education for people with disabilities, primary, high and tertiary students and their parents and carers.

focuses strongly on inspiring young people to enjoy the world of reading, writing, drawing and performing through their experiences each year.

Office Hours generally - 9.15am - 2.15pm

YMAD (Youth Making a Difference) - Red Cross Rooms, Pomona (Lot 3/39 Pavilion Street, Pomona 4568)

Noel Waterman - (07) 5485 2777 (07) 5485 1570

*Informal youth gathering - videos, table tennis, discussion groups etc. All youth welcome.

*Backyard Blitz' for the elderly - community working bees.

*Skate comps - day trips

*Community shared teas - "talk & tucker", exploring faith and spirituality

6.30pm - 10.00pm Friday

Youth Lynx Program - Caloundra City Council - Youth Space Arthur Street Hall 89 Arthur Street, Caloundra (Caloundra City Council PO Box 117, Caloundra 4551)

Email: a.lewczuk@caloundra.qld.gov.au

Adam Lewczuk - (07) 5438 0259

To provide recreational and developmental opportunities for young people 11 - 18 years within Caloundra City. Programs include after school, occasional week-end events and School Holiday Programs. All programs are client driven with a focus towards youth participation at all levels. The YAS worker has strong links with Community Agencies, Youth Agencies, Community Members and young people. Interested people are encouraged to offer input into the planning and operation of each program/activity.

After school, week-ends and school holidays.

FAMILY/PARENTING/BIRTH

Centacare - Catholic Family Community Services - Unit 1/8 Denna Street, Maroochydore (PO Box 5350, Maroochydore BC 4558)

Email: csc@centacarebrisbane.net.au

Administration - (07) 5479 4755

Counselling Services: Relationship issues; individual couple, family and children; domestic violence (mens and womens program)

Monday to Friday, 9.00am to 5.00pm. Please check the USC website for Library hours. Students have 24-hour access to computer laboratories. On campus cafes are open to the public during business hours.

EMPLOYMENT

Acclaim Apprentices and Trainees Ltd - 1st floor, Plaza Home Centre Cnr. Evans Street & Millwell Road, Maroochydore (PO Box 239, Maroochydore 4558)

Email: info@acclaim.com.au

Office - (07) 5456 7777

The core activity of Acclaim Apprentices and Trainees Ltd is managing the employment and training of apprentices and trainees, including:

*arranging and monitoring the on and off-the-job training

*acting as consultants and trouble-shooters for both host employers and apprentices or trainees throughout the entire period of employment and training

*arranging rotations to broaden training opportunities

*arranging alternate work placements when required

Office - Monday to Friday 8.30am to 5.00pm

Busy at Work - Australian Apprenticeships Centre - U3/82 Pancer Street, Maroochydore (PO Box 536, Mooloolaba 4557)

Email: sunshine@busyinc.com.au

Office - 13 BUSY (13 2879)

BUSY Inc has been delivering employment and training services in southeast Queensland since its inception in 1977. As a community, not for profit, incorporated association BUSY through its Australian Apprenticeships Centre, BUSY At Work, now operates throughout Queensland and has highly trained personnel who want to assist:

* Employers in their quest to have efficient, well trained staff who can help in the development and growth of their business;

* Apprentices and trainees to achieve nationally recognised qualifications that will help them in the development of their career path.

BUSY At Work operates in the Sunshine Coast region providing Australian

Apprenticeships Support Services to employers, employees and job seekers. This service is provided free of charge. Please contact our local office on 13 BUSY (13 2879) or (07) 5470 9199 for further information.

8.30am - 5.00pm Monday - Friday and by phoning.

CADET Training & Employment –

Head Office: Ground Floor, Innovation House, 8 Innovation Parkway, Birtinya .

Regional Offices:

16 Bulcock Street, Caloundra

18 Coral Street, Maleny

Unit 1, Cartwright Centre, Cnr Nicklin Way & Point Cartwright Drive, Kawana

Units 101 & 102, 90 Goodchap Street, Noosa

Level 1, Cnr Memorial Drive and First Avenue, Maroochydore

Training College - Domestic and International College: 60 George Street, Caloundra , (PO Box 209, Caloundra 4551)

Email: info@cadet.org.au

Main Number - (07) 5413 9635

CADET is a not-for-profit, community based training and employment organisation providing job network, group training, training college, international college, youth pathways programme, community works coordinator and work for the dole programme.

9.00am – 5.00pm Monday – Friday

Centacare Employment Group - Suite 7, 18-22 First Avenue, Maroochydore (PO Box 506, Cotton Tree 4558)

Email: mar@centacare-employment.net.au

Belinda Huxham - (07) 5430 0700

Centacare Employment Group is here to assist people create positive change through Education & Employment related programs. We offer a range of Employment services that help people in the community who may be experiencing difficulties in gaining Employment.

8.30am – 5.00pm

Centrelink –

Caloundra - 54 Canberra Terrace

Kawana - Nanyima Street

Cardio-vascular equipment, fitness testing programs), Vacation Care (all school holidays), Pool Tables, Play Station, Cricket Pitch, Youth Programs.

8.00am - 9.00pm Monday to Thursday

8.00am - 5.00pm Friday

8.00am - 12.00noon Saturdays

Open for special events

Teen Challenge - 1/9 Gowrie Street , Mount Gravatt (PO Box 895, Mt. Gravatt 4122)

Email: tcqld@teenchallenge.org.au

Alan Le May (Executive Director) - (07) 3422 1500

For over 30 years Teen Challenge has given young people who struggle with life-controlling problems a second chance at life.

The program aims to eliminate their self destructive habits by meeting the needs of the whole person... not only dealing with the addiction, but also rebuilding their self-image, work ethic, spiritual awareness and relationships.

Services include:

Crisis Accommodation (Hebron House), Outreach Services Residential Rehabilitation (New Life Centre) and Training (please see website for more details).

Office Hours 9.00am - 4.30pm Monday to Friday Accommodation: 24 hours

Voices on the Coast - (Immanuel Lutheran College (PO Box 5025, Maroochydore BC 4558)

Email: voices@immanuel.qld.edu.au

Kelly Dunham - (07) 5477 3437

Voices on the Coast - A Youth literature festival is presented by Immanuel Lutheran College, Buderim, and the University of the Sunshine Coast for south-east Queensland school students. The Festival is held annually. Since its beginnings in 1996, the Festival has brought some of Australia's finest established and emerging writers and performers for young people to the area for two days of workshops, book-talks, storytelling, poetry and drama.

VOICES ON THE COAST offers a unique cultural experience to regional youth and the Festival has become a much anticipated event for students from Year 5 - 12 along the Sunshine Coast and Hinterland. The Festival

friendly atmosphere. Helpful volunteer staff are willing to assist in any area, and are able to refer youth, young adults to the appropriate organisations for the help they require. The Centre has compassionate and friendly volunteer staff that will assist in all areas from making a cup of tea or coffee and a friendly talk, to assisting with food parcels and referral to other agencies for the help that they require.

Tuesday - 9.00am to 12.00noon Thursday - 9.00am to 12.00noon

Quad Park - 320 Nicklin Way, Kawana Waters (PO Box 201, Buddina 4575)

Email: admin@quadpark.com.au

Administration - (07) 5437 7666

Quad Park is currently home to a number of community sporting teams and competitions including Kawana Rugby Union, Kawana Rugby League, Kawana Soccer and the Kawana Touch Association. In addition to this the Kawana Aquatic Centre offers a variety of activities from swim classes to aqua-aerobics.

Many successful events have been conducted at Quad Park. From the training base for the Sydney 2000 Olympic Games gold medal winning Women's water polo team, to recently the training base for the 2006 Queensland State of Origin team.

Touring productions are held here such as Grease and Cats, circuses and Home-shows, Boat Shows, the Vintage Car Show, as well as numerous state and national championships in a variety of sporting events.

7 days a week

Queensland Police-Citizens Youth Welfare Association, Sunshine Coast Branch (Sunshine Coast PCYC) (Sunshine Coast Police Citizens Youth Club) - Youth Avenue , Nambour (PO Box 693, Nambour 4560)

Email: martyhunt@suncoastpcyc.org

Branch Manager - (07) 5441 2915

To provide a wide variety of affordable, high quality activities for all members of the community and provide a unique link between the Queensland Police Service and young people. These activities include: Gymnastics, Learn to Swim, Fitness Classes, Basketball, Athletics, Judo/Ju-Jitsu, Tae Kwon Do, 50+ Fit, Squash (4 courts), Gymnasium (Weights,

Maroochydore - 5 Maud Street
Nambour - Maud Street
Noosaville - 28 Eenie Creek Road

Customer Relations Line (Freecall) 1800 050 004

Centrelink is an Australian government Statutory Agency, assisting people to become self-sufficient and supporting those in need.

8.00am - 4.30pm Monday - Friday

Department of Education, Training & the Arts (formerly Dept. of Employment & Training) - Level 1, Centenary Square, 52 - 64 Currie Street, Nambour (PO Box 501, Nambour 4560)

Training Queensland - 1800 210 210

Training Queensland: management of the State's Apprenticeship and Traineeship system. Management of a range of training and skills recognition programmes. Accreditation of Training Providers.

Office House: 8.30am - 4.45pm

Department of Industrial Relations - Level 1 Centenary Square 52 - 64 Currie Street , Nambour (PO Box 501, Nambour 4560)

Wageline - (1300) 369 945

Workplace Health and Safety - (1300) 369 915

Wageline/Industrial Relations - offers wageline and industrial relations services (employment conditions, industrial advocacy, industrial awards).

Workplace Health and Safety - management of the Workplace Health & Safety Act & Regulations (providing advice and assistance to employers and employees in relation to safe working practices and safe work places).

Office Hours: 8.30am - 5.00pm. Telephone Hours: 9.00am - 5.00pm.

Epic Employment Service Inc - Unit 3/14-22 Howard Street Nambour and Unit 1/153 Cooyar Street Noosa Heads , (PO Box 1203, Nambour 4560)

Email: epic@epic.org.au

Darren Walker (Nambour) - (07) 5448 0763

Craig Forsyth (Noosa) - (07) 5441 7475

Epic is a disability employment network provider which provides assistance

to people with a disability to find and maintain positions of paid employment.

Epic's employment programme is funded by the Federal Department of Employment & Workplace Relations and is a non-profit organisation which offers a free service to: people with a disability seeking work, and participating employers.

Referrals to the programme are through at Centrelink offices Noosa, Nambour and Maroochydore.

Applicants for assistance should reside in the Sunshine Coast region.

8.00am - 5.00pm Monday - Friday

Job Find Centre - Noosaville - Noosa Civic 28 Eenie Creek Road, Noosaville (PO Box 182, Noosaville 4566)

Email: jobfind_noosaville@jobfindcentre.com.au

Renee Humphries - (07) 5455 8200

We offer intensive assistance for youths and open age. Intensive Assistance provides personalised, one on one support to help you find a job. Our organisation also delivers many training courses on a contractual basis as well as fee-for-service agreement. We also provide many other vocational training courses in response to community and employment needs. We have been delivering training for the past 20 years (formerly known as Gympie Skill Centre).

8.30am - 5.00pm Monday - Friday

Jobfind Centres Australia (formerly Work Directions) - 54 Canberra Terrace, Caloundra (54 Canberra Terrace, Caloundra 4551)

Email: caloundra@workdirections.com.au

Mary Hawley - (07) 5413 4930

Formerly Work Directions, this PSP program is now run under the Jobfind Centres Australia banner. We have been delivering PSP programs since 1998 and have qualified case coordinators who are experienced in helping our clients reach their goals and they do this within a safe, supportive and non-judgemental environment.

9.00am - 4.30pm Monday- Friday

Job Preperation Program (Formerly METS) - Maroochy

4. Providing Access to professional Counselling

5. Divorce Recovery for Teens Program

7. KYS Media

8. Weekly Youth Groups:

Stacks On! (Grades 5 - 7)

PowerHouse (Highschool Students)

These groups involve more than 300 young people.

Monday - Friday school hours

Weekly Youth Groups as well as Fridays 7.00pm - 8.30pm and Saturdays 7.00pm - 9.30pm

Music Rehearsal Room (Maroochy Shire Council) - Mitchell Street Carpark, Nambour (PO Box 76, Nambour 4560)

Email: maroochy@maroochy.qld.gov.au

Customer Service - (07) 5475 8501

Available for use during the holidays except in between the Christmas and New Year period.

The music room is available after 5.30pm on weekdays and at any time on the weekend (one band per night only and one band only on Saturday or Sunday). Office hours 8.30am - 4.30pm

Nu-Road Fellowship Inc - Petrie Park Community Hall 22 Price Street, Nambour (PO Box 2677, Nambour West 4560)

Email: nuroad4@bigpond.com.au

Jeff & Barbara Brown - (07) 5476 1619; 0400 926 766

Nu-Road Fellowship Incorporated is a non-sectarian, non-judgemental, not-for-profit organisation and charity. Nu-Road Fellowship has as its core S.E.P.F (Supported Empowerment of Parents and Family) Initiative, a program developed as a tool to reunited families in crisis, deal with anti-social and hurtful aspects of the twenty-first century family life.

The program reunites the whole family bonded together in a seamless union for strong and meaningful family relationships.

Nu-Road Fellowship Family care and Youth Centre operates a drop in centre for troubled youth, homeless and families with a need to talk in a

service.

Sunday 9.30am - 11.00am

Ignite Youth - Sunshine City Church Plaza Home Centre Cnr Evans St & School Road , Maroochydore (PO Box 862, Buderim 4556)

Email: michael@sunshinecity.org

Michael Keeffe - (07) 5452 7161; 0422 120 866

Ignite Youth is a weekly program for young people aged between 13-25 years of age. It includes live bands, games, videos, cafe's and speakers. We provide safe and friendly events that allow young people to hang out, make friends and enjoy themselves. We also have additional events and programs to encourage young people in many areas of life. There is also a great opportunity for young people to be involved in running the program themselves.

Friday nights: 7.30pm - 10.00pm

Kings Youth Service (KYS) - Unit 4/49 The Esplanade, Cotton Tree (PO Box 333, Buderim 4556)

Email: kys@kings.org.au

Preferred contact by email
Office - (07) 5409 7000

KYS exists to be a catalyst for positive change in the lives of young people, by providing tangible solutions to their real needs through relationships, education, communication, referral and outreach services.

Programs include:

1. Lunch Time programs in High Schools
2. Providing Breakfast for School Students
3. Presenting Seminars in Schools
 - Addictive Behaviour
 - Body Image
 - Sexual Choices
 - Family Matters
 - Face It
 - Dreamers Never Sleep
 - Reporting for Work (Journalism Course)

Neighbourhood Centre 5th Avenue, Cotton Tree (PO Box 73, Cotton Tree 4558)

Email: mets@maroochync.org.au

Leah Copedo (Coordinator) - (07) 5443 6696

The Job Preparation Program is for people who want to learn or revise all aspects of job ready skills and personal development. People of non-English speaking backgrounds are encouraged to apply and people who have been long term unemployed or working 25 hours or less per week.

Subjects covered include:

- TAFE Accredited Computer training
- Career Planning
- Goal Setting
- Resumes
- Interviews
- Personal development
- Interpersonal skills

Mission Australia - Maroochydore - Level 2 9 - 14 Maud Street (next to Centrelink), Maroochydore (PO Box 784, Maroochydore 4558)

Office - (07) 5443 7103

Job Network member providing Job Matching, recruitment and placement services for Job Seekers in the Sunshine Coast Region.

NEIS Program. Work for the Dole.

Intensive assistance support provided to long term unemployed people and people at risk of becoming long term unemployed.

Personal Support Program providing support for people with multiple barriers against gaining employment.

Job Search training.

9.00am - 5.00pm Monday - Friday

Mission Australia - Nambour - Level 3 52 - 64 Currie Street, Nambour (PO Box 1085, Nambour 4560)

Email: lomaxb@missionaustralia.com.au

Office - (07) 5476 3189

Job Network member providing staff recruitment, job search training,

industry training, intensive support job search services.

9.00am - 5.00pm Monday - Friday

NAMTEC Inc - 31 Matthew Street, Nambour (PO Box 405, Nambour 4560)

Email: manager@namtec.org.au

Office - (07) 5441 1559

A community based organisation, with Registered Training Organisation status, providing young people with a range of life, personal development and industry skills, to support them to overcome adversity and achieve their potential with youth worker support including counselling, case management, advocacy and personal support.

8.30 am - 4.30 pm Monday to Friday

Noosa Community Training Centre Inc (NCTC) - 26 Eenie Creek Road, Noosaville (26 Eenie Creek Road, Noosaville 4566)

Email: info@nctc.com.au

Glenda Lane - (07) 5449 7700

NCTC Inc is a community not-for-profit organisation which provides training and support services to the unemployed and disadvantaged of our area. We are a Registered Employment Agency, job placement agency and a member of Jobs Australia and provides registered training support to job seekers.

NCTC Inc currently operates a Work for the Dole Program where we place participants into work experience with community organisations who require assistance in a huge range of activities including kitchenhand, gardening, assisting the aged, animal care etc.

We also operate Brite Side Industries, a recycling project located at the Eumundi Road Refuse site. This project is currently staffed by 2 supervisors, 6 employees and volunteers. We offer affordable goods for sale.

NCTC Inc is a Registered Training Organisation and can deliver nationally accredited training in Office/Administration (including computer skills), Hospitality and Get Set for Work (an employment program for young people aged 15-17 years).

8.00am - 4.30pm

for young people and their families.

Fusion's work in the community includes:

- * Monthly Youth Adventure Daytrips (for high school aged young people)
- * Schools Work (programs are run in a number of local high schools)
- * Youth Cafe (held at Alcooringa each Thursday afternoon)
- * Pilgrimage to Uluru (10 day trip to central Australia for high school aged young people)
- * Adventure Based Learning Program (based at Alcooringa, program is available to groups of young people from schools, agencies or other groups)
- * Community Festivals (free festivals held regularly throughout the community)
- * Second hand clothing store (trains young people in retail skills)
- * Mentoring program
- * Foundations for families parenting course Weekly craft group

9.00am - 5.00pm Monday - Friday

The Hub - Bli Bli Youth Community (Drop-In) Centre (BBYCC) - 304 David Low Way , Bli Bli (304 David Low Way, Bli Bli 4560)

Email: robshell@tsn.cc

Robert Rodgers Michelle Rodgers - (07) 5448 6073; (07) 5450 8405 a/h

"The Hub" is simply a safe place for young people (teenagers) to come in, relax, socialize and have some fun. They can play pool/billiards, table tennis, table soccer, X-box 360, board games, watch movies or enjoy some refreshments in our café area (refrigerated soft drinks cost \$1.00). The Centre is manned and supervised by "Blue Card" holding adults. It is open to all teenage youth (of at least high school age) who live in and around the Bli Bli area.

Open Saturday 1.00pm - 6.00pm

Ignite Kids - Sunshine City Church Plaza Home Centre Cnr Evans St & School Road , Maroochydore (PO Box 862, Buderim 4556)

Email: michael@sunshinecity.org

Michael Keeffe - (07) 5452 7161; 0422 120 866

Ignite Kids is a Children's Program that runs every Sunday Morning from 9.30am - 11.30am. Activities includes games, storytelling, craft, cooking, a children's band, etc. Ignite Kids is a safe , fully supervised programs and requires that parents sign their children in and out of the program each morning the program runs in conjunction with our Sunday morning church

system for young people. Information & referral service, access to wide database of service & programs for young people, family, peers & supporting programs.

8.30am - 5.00pm Monday - Friday

Coolum Community Centre (CCC) - Jack Morgan Park, Park Street , Coolum Beach (PO Box 405, Coolum Beach 4573)

Email: coolumcommunity@ifys.com.au

Office - (07) 5471 6655

Coolum Community Centre has been operating in the Coolum region for over eleven years. We have an open door policy where people of all ages and backgrounds can access the Centre for assistance with Emergency Relief, Counselling, Family Support Unit, Information and Referral. Coolum Community is also a Registered Training Organisation for Certificate 1 in Business and Course in Skills for the Future. Language classes, singing and dancing groups, and computer classes.

8.00am - 4.00pm Monday, Tuesday, Wednesday, Thursday & Friday

Friday Night Gamez - Various - from Caloundra to Noosa CWA Hall, Short Street, Nambour, (PO Box 5159, Sunshine Coast Mail Centre 4560)

Rob Turner - 0421 973 307

Charades, pictionary and other interesting games and activities aimed at families and people over 18. Alcohol free activity. Light refreshments provided. Children and people under 18 welcome under suitable adult supervision.

Friday nights from 6.00pm

Fusion Australia - Sunshine Coast Branch - Alcooringa Youth and Family Support Centre 176 Ballinger Road, Buderim (PO Box 729, Maroochydore 4558)

Email: suncoast@fusion.org.au

Alison Morgan - (07) 5476 5033

Fusion Australia is a national youth and community organisation with 26 centres around Australia, and aims to bring young people and their communities together with hope. Fusion's office is based at Alcooringa Youth and Family Support Centre, which is available for schools, agencies or business to hire, with a particular focus on offering programs and support

Qld Apprenticeship Services - Suite 15 - Headland Business Park, 72 Wisers Road , Maroochydore (PO Box 8183, Maroochydore DC 4558)

Email: qas@qas.org.au

Ian Cavanagh - (07) 5451 0373

Employer association.

8.30am - 5.00pm Monday - Friday.

The Salvation Army Employment Plus - Cnr Mitchell & Currie Streets, Nambour (PO Box 5326, SCMC Nambour 4560)

Email: john_bennett@aep.salvationarmy.org

Office - 136 123

9.00am - 5.00pm Monday to Friday

Skill Centred Queensland - Maroochydore - 19 First Avenue, Maroochydore (PO Box 5241, Maroochydore 4558)

Office - (07) 5443 7444; 1800 786 300

Skill Centred Regional Queensland delivers vocational and professional development training courses.

AAAP is aimed at providing training and support to enhance jobseekers chances of achieving and maintaining an Australian Apprenticeship.

Skill Centred Regional Queensland delivers vocational and professional development training courses including:

* Australian Apprenticeship Access Program - aimed at unemployed jobseekers, providing 150 hours accredited training and work experience, training course that are offered included - construction, aged care, child care, business skills, retail and hospitality, blue card training RSA and RSG.

8.30am - 5.00pm Monday - Friday

Work Directions Australia (WDA) - 9 - 13 Maud Street, Maroochydore (9 Maud Street, Maroochydore 4558)

Email: maroochydore@workdirections.com.au

Office - (07) 5459 9555

"Our goal is to make a real difference in people's lives. To work with them to achieve their potential, to help them get better jobs or to regain their health and confidence. It is still - and will always be - our value to treat each person as a unique individual worthy of respect."

The Ingeus Group in Australia provides the following services:

Clements Recruitment Pty Ltd

- * Labour hire through Clements Industrial Pty Ltd
- * Office and administration placements (permanent and temporary)
- * Recruitment services

Work Directions Australia Pty Ltd

- * Employment Services as part of the Job Network
- * Personal Support Programs (PSP)
- * Transition to Work (TTW) Services

8.30am - 5.00pm Monday - Friday

Young Workers Advisory Service (YWAS) - Suite 1, Level 2 144 Adelaide Street, Brisbane (PO Box 10554 Adelaide Street, Brisbane 4000)

Email: ywas@ywas.org

Office - 1800 232 000; (07) 3211 1447

The Young Workers Advisory Service (YWAS) is a new statewide service established to provide young people under 25 years with advice on all work related matters. YWAS is an initiative of the Queensland State Government funded by the Department of Industrial Relations.

YWAS provides young people, (under 25 years), with free and confidential information, advice and advocacy on all employment issues including employment conditions and entitlements, work contracts, discrimination, unfair dismissal, workplace bullying, apprenticeships and traineeships and sexual harassment.

YWAS can provide advocacy for young people with claims in the Queensland Industrial Relations Commission, Queensland Anti-Discrimination Commission, the Australian Industrial Relations Commission and the Human Rights and Equal Opportunities Commission if this becomes necessary.

In particular we are interested in developing strong working relationships with other local and regional services to be part of a network of services that can be called upon to provide advice and support in our area of expertise, when it is needed. We are accessible by freecall (1800) 232 000 from

anywhere in Queensland - including mobile phones.

ENTERTAINMENT YOUTH AGENCIES/ACTIVITIES

Beerwah and District Youth Access Centre (BADYAC) - Beerwah Sports Grounds Roberts Road, Beerwah (PO Box 139, Beerwah 4519)

Email: badyac@westnet.com.au

Michelle Lecky - (07) 5494 0505

To provide both instructional and structured recreational activities for young people - access to pool table, ½ basketball court, video games. Activities such as BBQ's, skate park etc.

BADYAC offers support, referrals and counselling to youth. Parental - family support, workshops - training on a needs basis, Youth Housing, Intensive Support.

Sunshine Coast Flexi-school, for youth 15 - 20 years who wish to complete school studies but unable to through mainstream high schools - phone (07) 5494 0917 (three sites - Beerwah, Caloundra & Kawana)

BADYAC aims at supporting all youth, youth at risk and encourages the wider communities to input into service delivery via consultation and networking.

BADYAC provides a non-judgmental and caring environment where recreational and educational activities are offered to all community members.

Referral process by self or other agencies.

9.00am - 5.00pm Monday to Friday

Caloundra City Youth Partnership (CCYP) - Arthur Street Hall 89 Arthur Street, Caloundra (PO Box 631, Buddina 4575)

Email: info@caloundrayouth.com

Jody Tunnicliffe - (07) 5438 2140

CCYP aims to maximise the potential of young people living Caloundra City & the capacity of organisations to support them. CCYP partners with community government & local business to ensure a co-ordinated service