

THE LITTLE LIME POCKET BOOK. 2022/23

Your guide to
welfare and
support on the
Fraser Coast.



INTRODUCTION



The Little Lime Pocket Book is a great guide to welfare and support services on the Fraser Coast. You can find almost any service in the Fraser Coast region, such as emergency services, transport, and community organisations, through council's The Little Lime Pocket Book.

To view on line please visit our website at
www.frasercoast.qld.gov.au/the-little-limepocket-book

Cr George Seymour
Mayor, Fraser Coast Regional Council



The Little Lime Pocket Book is your guide to the numerous community groups, services and facilities operating within the Fraser Coast region, making it a great place to live, work and play.

This free Community Directory is a valuable resource and will help those in need to access the right services at the right time.

Cr Paul Truscott
Deputy Mayor, Fraser Coast Regional Council

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ACCOMMODATION AND HOUSING

Centacare Community Services Fraser Coast Homestay Program and Emergency Housing

ndis

4194 0172

6/152 Boat Harbour Dr, Pialba.

Supporting tenants at risk of homelessness to maintain their tenancies through the delivery of early intervention and post crisis support. Crisis housing case managed support and longer term housing for social housing approved applicants.

Chelsea Retirement Community – Bolton Clarke

4121 9400

110 Tooley St, Maryborough.

Provides independent and hostel accommodation to aged persons.

Churches of Christ Aged Care Services

ndis

Aged care accommodation and retirement villages

Fair Haven Maryborough

4122 5600

15 Morning St, Maryborough.

Fair Haven Hervey Bay.

4124 8955

130 Pantlins Ln, Urraween.

Petrie Gardens Hostel

4129 2700

Cnr of Inman and Tiaro Sts, Tiaro.

Community Housing Limited - Good Hope

4123 1845

Men's Service

ndis

88 Elena St, Maryborough.

Housing and Homelessness enquires and assistance. Family Crisis Accommodation.

Emergency Relief assistance (appointment only)

Eureka New Horizons Villas Hervey Bay


4194 0769

15 -23 McNally St, Scarness

Providing affordable & flexible retirement living – with a great community feel. Includes freshly cooked meals, linen service, courtesy bus, activities and more.

Fraser Coast Regional Council Aged and Disability Units – Maryborough	1300 79 49 29
Good Hope Men's Service 45 Queen Street, Maryborough. Supported Crisis Accommodation for males.	4123 1845
Hervey Bay Housing Coalition	4124 3510
Howard & District Aged Units Assoc. Inc. 74A Watkins St, Howard. Supplies one bedroom, affordable housing to aged pensioners on a government pension.	4129 0925
Maryborough Aboriginal Corporation for Housing & Cultural Development (MACHCD) + MACH1Property Services 1/164 Bazaar St, Maryborough. Support and housing for Aboriginal and Torres Strait Islander people.	4122 4382 0498 578 110
Goodlife Retirement Village 60 Rocky St, Maryborough. Rental accommodation for the "Over 55's" providing 2 freshly cooked home-style meals per day, linen, community laundry.	4122 3661
Prescare Groundwater Lodge 165 Arnaud St, Maryborough. Residential aged care facility.	4122 6800
Queensland Department Communities Housing and Public Works 116 Lennox St, Maryborough.	1800 623 242 4121 1918
Regional Housing Limited Hervey Bay Community Centre Shop 6 12 Nissen St, Pialba. Crisis accommodation, long term community housing, affordable housing, and a range of support services to assist with housing and homelessness.	ndis 1300 642 123

Residential Tenancies Authority 1300 366 311
Tenancy information, bond management, dispute resolution, investigation, policy & education services.

RHL Youthcare  4125 5798
"Door 42" 42 Taylor St Pialba
Secure crisis accommodation and homelessness support service for youth 16–21yrs. Available 24hrs.

Tenancy Advice Service 1300 744 263
Hervey Bay Neighbourhood Centre
Provide advice on tenancy rights and responsibilities and assistance with tenancy forms. Priority will be given to vulnerable clients.

Yoorana Women's Domestic Violence & Resource Service Inc. 4122 2218
Maryborough

Youth Housing & Integration Service (YHARS) 4124 4511
Targets young people 12–21yrs who are at risk of homelessness and/or transitioning from Child Safety or Youth Justice and Youth detention.

For information on caravan parks, real estate rental agencies & aged care units please consult Telstra's Yellow Pages.

AGED AND SENIOR SERVICES

Ageing Dementia and Disability Connections 4325 4455
2/55 Main St, Pialba.
Information and support for people with disabilities who are ageing or have dementia and their carers.

Alzheimer's Australia – Dementia Support Centre 4123 5611
Level 1/200 Bazaar St, Maryborough.
Carer support groups and early stage dementia groups meet alternately each Mon at 10am.

Anglicare Southern Queensland	ndis	1300 610 610
12 Banksia St, Point Vernon. A range of aged care services including, but not limited to: nursing, cleaning services, homecare, personal care and household assistance.		
Australian Hearing		
8/55 Main St, Hervey Bay.		4303 2600
2/133 Lennox St, Maryborough.		4120 8300
Hearing assessment, hearing aids, rehabilitation and advice.		
Blue Care Fraser Coast	ndis	4325 5796
Community Care and Aged Care Packages Provides care to frail, elderly people in their own homes.		
Blue Care Fraser Coast Respite Services	ndis	4120 2700
163 Fort St, Maryborough. Centre-based, transport & in-home respite and subsidised podiatry services to eligible clients.		
Burrum District Community Men's Shed		0480100678
Providing a safe friendly environment where senior men can meet to socialize, make new friends, and learn new skills.		
Carers Queensland	ndis	4197 2800
Signature Building, Level 1, Unit 8/19–21 Torquay Rd, Pialba. Support & information for carers of people with disabilities and the frail aged.		
Carinity Home Care	ndis	0491 050 336
22 Charles St Pialba Supporting seniors to remain living independent. Full range of services including personal and nursing care, domestic help, outings, shopping assistance, and transport.		

Centacare Community Services Fraser Coast	ndis	4194 0172
6/152 Boat Harbour Dr, Pialba. Social support, respite, personal care and domestic assistance for older persons and persons with a disability and CDC packages.		
Churches of Christ Aged Care Services	ndis	
Aged care accommodation and retirement villages		
Fair Haven Maryborough		4122 5600
15 Morning St, Maryborough.		
Fair Haven Hervey Bay		4124 8955
130 Pantlins Ln, Urraween.		
Petrie Gardens Hostel		4129 2700
Cnr of Inman and Tiaro Sts, Tiaro.		
Commonwealth Respite and Carelink Centre	ndis	1800 059 059
Short Term Emergency Respite Service.		
Co-Ordinated Support Services Hervey Bay	ndis	4194 3061
Neighbourhood Centre		
22 Charles St, Pialba. NDIS ready. Provide disability support, aged care, information and referral (Angel Flights), children's services, brokerage, case management, training, post-operative care, respite and much more.		
Elder Abuse Helpline		1300 651 192
Eureka New Horizons Villas Hervey Bay		1800 356 818
15-23 McNally St, Scarness. Providing affordable & flexible retirement living – with a great community feel. Includes freshly cooked meals, linen service, courtesy bus, activities and more.		
Feros Care Home Care Packages	ndis	1300 763 583
Personal and domestic help to remain independent in your own home.		

Feros Care LifeLink	ndis	1300 851 771
Exciting every day and emerging technologies to support you to stay safe, independent and connected at home.		
Feros Care Home Maintenance	ndis	1300 763 583
Occupational therapy assessment, physiotherapy + podiatry. Transport and Home Maintenance.		
Fraser Coast Palliative Care	ndis	0417 885 729
11 Tanner St, Maryborough. Free of charge where possible offering medical/ mobility equipment for general assistance to maintaining health, well-being, independence and comfort whilst at home.		
Hervey Bay Day Care & Respite Centre Inc.	ndis	4124 1400
11 Fairway Dr, Urraween. Provide support and day respite services for aged care and people with disabilities.		
Hervey Bay District Senior Citizens Club Inc.		4128 4837
28 Totness St, Torquay. Indoor bowls, craft, 500 cards, Tai Chi, line dancing, table tennis, hand & foot, laughing exercise, computer training.		
Hervey Bay Sixty & Better Healthy Ageing Program Inc.		4194 6781
459 Boat Harbour Drive Torquay. Activities for seniors including, card and board games, exercises, art classes, meditation, reiki. Support information about loneliness, housing, isolation, health, elder abuse and much more.		
Home Assist Community Services	ndis	4123 2234
133 Adelaide St, Maryborough. programcoordinator@homessa.org.au www.homessa.org.au		
Seniors In Focus Project/ Halcro Street Community Centre and Garden		4194 2441
30 Halcro St, Pialba. Information, referral, activities, events, one-on-one contact		

Howard & District Aged Units Assoc Inc.	4129 0925
74A Watkins St, Howard. Supplies one bedroom, affordable housing to aged pensioners on a government pension.	
Integrated Living Australia Ltd – Fraser Coast	ndis 1300 782 896
167 Adelaide St, Maryborough. Packages delivered are community aged care and extended aged care, however integrated living is an approved disability services provider and offer fee for service.	
LifeTec	ndis 1300 543 383
Providing dedicated assistive technology (AT) services, include AT trial and assessment; home modification; AAC solutions; and more. Registered provider: NDIS & My Aged Care. mail@lifetec.org.au	
Maryborough and District Committee on the Ageing (MADCOTA)	4123 1554 ndis
333 Alice St, Maryborough. Service to 50+ aged people, support for activities and referral. Links well aged people to others who share similar interests. secretary@madcota.com.au	
Senior Citizens Centre Hall Hire	4122 1023
Meals on Wheels Fraser Community	ndis 4128 1334 4121 4297
39a Islander Rd, Pialba. 167 Churchill St, Maryborough. Home delivered nutritious meals to people requiring assistance. Lactose free, gluten free and diabetic meals available.	
Mixed Probus Club of Hervey Bay	ndis 4124 7023
Boat Club, Buccaneer Drive, Urangan meets on the 4 th Thursday of the month. Come and hear about the great trips and tours we have planned.	

Older Men Unlimited		0438 129 153 / 4128 9011
187 Bideford St Torquay Hervey Bay Seagulls Football Ground Frank Lawrence Cct Maryborough (Last Shed on the right) Information and support for older men who may be feeling isolated and lonely. Email manager@omu.org.au		
Ozcare	ndis	1800 692 273
35 Davis Drive, Kawangan. Delivering aged care, disability care, nursing and health services		
PresCare	ndis	4194 3500
Assisting older persons to maintain their independence whilst remaining in their own home.		
Qld Aged & Disability Advocacy/ADA Australia	ndis	1800 818 338
Free, confidential advocacy support to resolve aged or community care service related issues.		
Seniors' Card – Dept. of Communities, Child Safety and Disability Services	ndis	13 QGOV / 13 74 68
Seniors in Focus		4194 2441
Halcro Street Community Centre		
Seniors Legal and Support Service		4124 6863
6/16 Torquay Rd, Pialba. Free legal advice and support for seniors 60 years and over who are experiencing, or are at risk of, elder abuse, mistreatment or financial exploitation.		
Seniors Enquiry Line		1300 135 500
Information on: concessions, social activities, household assistance, retirement accommodation, financial and legal matters, health, education, transport and many other issues.		

Suncare Community Services**1800 786 227**

5/10 Liuzzi St, Pialba.

Personalised in-home and respite care to help people continue to live independently in their own homes. Respite; domestic help; personal care; social support; home/garden. Home care packages.

Unicopia**4155 5068**

5/6-8 Liuzzi St, Pialba.

Disability support with a focus on supporting client to enhance their lives, promote independence and move towards their goals.

University of the Third Age (U3A)

Maryborough Inc.

Hervey Bay

Howard

Learning for mature people who are retired or semi-retired.

4122 1600**0431 366 264****4129 0078**

COUNSELLING REFERRAL AND SUPPORT

Advocates for Survivors of Child Abuse (Blue Knot Helpline)**1300 657 380**

Al Anon Family Groups**1300 252 666**

Hervey Bay meetings. Tue: 7.30pm,
Hervey Bay Uniting Church, Exeter St.

Maryborough meetings. Fri: 9.30am,
Baptist Hall, Fort St.

Support for family and friends of alcoholics.

Alcoholics Anonymous**0438 169 764**

Phone Helplines open 9am–9pm

Maryborough meetings: Tue, Wed, Sat

Hervey Bay meetings: Mon, Tue, Thu, Fri, Sat, Sun

Please phone for details of time and venue.

Bayside Transformations		4194 6621
Drug and alcohol residential rehabilitation for men and women suffering from addiction, mental health issues or any life dysfunctional issues.		
Bridges Health & Community Care		1300 707 655
11 Peters Ln, Pialba.		
Drug and alcohol treatment, case management, counselling, referral and support to individuals with problematic drug and/or alcohol issues.		
Counselling support to family members/loved ones affected by someone else's use. Ages 12 to adult.		
Centacare Community Services Fraser Coast	ndis	3324 3838
152 Boat Harbour Dr, Pialba.		
Counselling for families, women, men and children.		
Early mental health intervention for children & young people.		
Regional Domestic Violence Service		
Counselling Clinic	ndis	4194 3000
Hervey Bay Neighbourhood Centre,		
22 Charles St, Pialba.		
Free confidential counselling for individuals provided by qualified practitioners, bookings by appointment. A Medicare rebated clinic.		
Community Health Social Worker		4122 8733
Bauer Wiles Community Health Centre.		
Free confidential counselling for individuals, couples and families.		
DVConnect Mensline Qld		1800 600 636
A free, confidential telephone counselling, referral and support service established just for men.		
DVConnect Womensline Qld		1800 811 811
A free hotline available for women who are experiencing domestic or family violence.		

DVConnect Sexual Assault Line Qld	1800 010 120
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Telephone support and counselling to anyone who has been sexually assaulted or abused and for anyone who is concerned or suspects someone they care about might have been assaulted or abused.

Gambling Help Services	4191 3100
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94 Old Maryborough Rd, Pialba.

A free, face-to-face counselling service for people who may be struggling with their gambling or people who are affected by someone else's gambling.

Meeting Space, Training Room 4 Hire, Hot Desks	1800 184 527
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Diverse Voices Q-Life

Confidential telephone counselling and information about venues, groups and services around Queensland.

Headspace Hervey Bay	ndis 4303 2100
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Shop 9, Central Plaza, 3–15 Central Ave, Pialba.

Free support for general health, mental health, drug and alcohol issues, employment and education support for young people aged 12–25.

Hervey Bay and Maryborough Multiple Sclerosis	4128 2692
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Support and Social Group

Hervey Bay RSL-on the deck

Meet monthly on the 1st Fri at 10am. Newly diagnosed MS people are welcome to attend to share and learn with like-minded people.

Hervey Bay Sixty & Better Healthy Ageing Program Inc.	4194 6781
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Activities for seniors including, card and board games, exercises, art classes, meditation, reiki. Support information about loneliness, housing, isolation, health, elder abuse and much more.

Jaie's Journey Inc	0408 277 801
Suicide Prevention, Awareness and Postvention Support. We refer people impacted by Mental Health and Suicide to appropriate community services, and try to provide practical support for families bereaved by suicide. Assisting communities towards accessing training and education.	
Narcotics Anonymous	0497 155 464/ 0401 709 048
Hervey Bay Community Centre, 22 Charles St, Pialba. Meetings held Tue 12.30pm via front door, Thu 7pm via back door.	
Relationships Australia	1300 364 277
18/371 Kent St Maryborough Individual and Relationship counselling, parenting programs (focus on children for separated or conflicted parents), mediation support for the National Redress Scheme.	
RSL Sub-Branch	4197 7477 4122 2321
11 Torquay Rd, Pialba. 163–175 Lennox St, Maryborough. Pension and welfare support to the ex-service community.	
STEPS Care for Carers	4150 1900
Carer support and advocacy, free counselling service. Facilitated peer support groups. Hervey Bay UCC training room on 1st Mon of each month at 9.30am. Maryborough meetings held at the Maryborough UCC training room 1st Tue of each month.	
StandBy – Support After Suicide	1300 727 247
Free 24 hours coordinated Suicide response. Providing face to face support and 24/7 phone support for anyone bereaved or impacted by suicide.	

Uniting Care

276 Alice St, Maryborough.

4122 9000

94 Old Maryborough Rd, Hervey Bay.

4191 3100

24hr telephone counselling, crisis line

13 11 14

Free Counselling service – gambling help,
financial counselling, post-separation support,
child counselling, domestic violence support, men
choosing change.

Unicopia

ndis

4155 5068

5/6-8 Liuzzi St, Pialba.

Disability support with a focus on supporting client
to enhance their lives, promote independence and
move towards their goals.

Wide Bay Sexual Assault Association

4194 5230

1/8 Neils St, Pialba.

A free and confidential counselling service for
adults, young people and children who have been
sexually abused or assaulted.

email: admin@wbsass.com.au

Wide Bay Women's Health Centre Inc.

4125 5788

8 Truro St Torquay

Free counselling to women young women over 12
years. Information and referral, workshops, and
information sessions.

email: [wbwhc@bigpond.net.au](mailto:wbwbc@bigpond.net.au)

CRISIS RELIEF AND INCOME SUPPORT

Anglican Parish of Maryborough

4121 4745

Cnr Adelaide & Ellena Sts, Maryborough.

Provision of welfare meals, Maryborough.

Breakfast Tues-Wed 7am

Soup Kitchen Mon 5:30pm

Centacare Emergency Housing

4194 0172

Specialist Housing Service & Community Housing

6/152 Boat Harbour Dr, Pialba.

Crisis housing case managed support and longer
term housing for social housing approved applicants.

Centrelink

207 Lennox St, Maryborough.

6 Hunter St, Pialba.

www.centrelink.gov.au

See website for full list of services and phone numbers.

Families	13 61 50
Disabilities	13 27 17
Seniors	13 23 00
Online Help	13 23 07
Employment Services	13 28 50
Employment Services	13 28 50
Youth and Students	13 24 90
Phone Self Service	13 62 40
Multilingual	13 12 02

Community Housing Limited

 1300 245 468

88 Ellena St, Maryborough.

Housing and Homelessness enquiries and assistance. Family crisis accommodation.

Emergency Relief assistance (appointment only)

email: infoqld@chl.org.au

Hervey Bay Neighbourhood Centre

 4194 3000

22 Charles St, Pialba.

Confidential emergency relief and support to those in need of assistance.

Regional Housing Limited

 1300 642 123

6/12 Nissen ST Pialba

Crisis accommodation, long term community housing, affordable housing, and a range of services to assist with housing and homelessness.

email: info@regionalhousing.org

St. Vincent De Paul**ndis****4128 1389**

260 Kent St Maryborough

Welfare Office. Mon, Tue, Wed 10am–11am

Welfare Office. Mon–Fri: 9am–12pm.

21 Luizzi St, Pialba.

4194 0861

Food and welfare assistance is provided for those in need of emergency relief. Appointments, by phone only.

The Food Basket**0411 673 683**

300 Kent St, Maryborough

Mon, Fri 9am – 4pm

Tue, Wed, Thur, 9am – 6pm

Membership requires a Current Pension or

Healthcare card or any DVA Card. Providing low cost food for the community.

email: foodbasket@life-church.org.au

The Salvation Army

Second hand clothing/furniture shop, limited emergency relief counselling referrals provided for those in need.

Welfare Centres

100 Bazaar St, Maryborough.

1300 371 288

11 Robertson St, Hervey Bay.

4121 3643

Mon–Fri: 9am–5pm phone assessment for emergency relief.

4125 1848

Red Shield Family Store

85 Beach Rd, Pialba.

4121 0555

Cnr Bazaar & Alice Sts, Maryborough.

4124 2345

Victory Care Services**4123 2711**

Cnr Saltwater Creek Rd & Fazio Rd, Maryborough.

Provide food hampers to those in the community that are struggling and are in difficult financial circumstances.

email: admin.maryborough@victorychurch.com.au

We Care 2 Inc**4124 0913**

217-229 Main St, Urraween. Call for appointment.
Homeless Food Van: Mon, Wed, Fri: 6am–8am,
Apex Park. Homeless toiletries bag. Emergency
relief food vouchers, Extra Choices
Food Bank: Mon–Fri: 9am–2pm, Current Health
Care Card or Pension Card needed.
email: Office@wc2.org.au

RHL Youthcare (Youth Shelter)**4125 5798**

Door 42, 42 Taylor St Pinalba
The Youthcare shelter provides secure crisis
accommodation and homelessness support
service for youth 16–21yrs. Available 24 hrs a day,
7 days a week.
email: info@regionalhousing.org.au

DISABILITY SERVICES

Ageing Dementia and Disability Connections**ndis****4325 4455**

78 Torquay Rd, Pinalba.
Information and support for people with
disabilities who are ageing or have dementia and
their carers.
email: addconnectionsinc@gmail.com

Autism Spectrum Australia 1800 ASPECT**ndis****1800 277 328**

Asperger's / Autism Support Group. For adults
living with or caring for an adult with Asperger's/
Autism.

Bay "See it All"**ndis****4124 1883**

14 Kestrel Court, Eli Waters.
Agent for Quantum Reading Learning Vision (RLV).
Demonstrating and organise delivery and the
training of equipment for vision impaired people,
including DVA recipients.
email: Margaretvickers@bigpond.com

Blue Care	ndis	4123 1599
63 Churchill St Maryborough NDIS Readiness, community access, respite, personal and domestic support for aging and young people, support for families. email: customerservice@bluecare.com.au		
Campbell Hearing Solutions	ndis	4184 2044
Shop 2/15 Cental Ave, Pialba. Hearing assistance & assessment, rehabilitation, counselling, fitting of hearing devices, free services for pensioners & veterans. email: info@campbellhearing.com.au		
Carers Queensland	ndis	4124 0922
Signature Bldg, 8 / 19–21 Torquay Rd, Pialba. Support & information for carers of people with disabilities and the frail aged.		
Centacare Community Services Fraser Coast	ndis	4194 0172
6/152 Boat Harbour Dr, Pialba. Holiday All Stars – Respite program for high school students with a disability. Infinity & Beyond – Vocational pathways for people with a disability.		
Child Safety Service Centre	ndis	4122 5400
161 Bazaar St Maryborough		
Community Lifestyles Agency Inc.	ndis	4123 3552
99 Bazaar St, Maryborough. Individual & group support services includes out/ in home respite, accommodation & community access support. NDIS ready.		
Co-Ordinated Support Services	ndis	4152 7404
1/3a Takalvan St Bundaberg NDIS ready. Provide disability support, aged care, information and referral, children's services, brokerage, case management, training, post- operative care, respite and much more.		

CPL – Choice, Passion, Life	ndis	1800 275 753
132 Freshwater St Torquay Disability Support Providers specialising in drop in., 24/7, In home, Community and Centre-Based, Allied Health Therapies & NDIS. Individual services tailored to you needs.		
Disability Information Services	ndis	13 74 68
Information about support services for people with disabilities.		
Down Syndrome Association Qld	ndis	3356 6655
Info@downsyndrome.org.au		
Deaf Services Queensland	ndis	4121 5222
Kathleen Costello Centre, 26 Wilson St, Maryborough. Provide information and support for the deaf, hard of hearing and their families.		0430 227 160
Endeavour Foundation Learning & Lifestyle Centre	ndis	3481 4000
95–97 Boys Ave, Maryborough. 23 Main St, Pialba. Lifestyle enhancement support: life skills, communication, community integration, employment skills, personal planning, NDIS readiness hello@endeavour.com.au.		
Fraser Coast Family Networks Inc.	ndis	4123 4735
115 Adelaide St, Maryborough. Provides respite care for people with disabilities and their families.		
Fraser Coast Hearing Impaired Support Group		4121 5222
26 Wilson St, Maryborough. Support group for hearing impaired adults		
HEEA	ndis	0458 895 784
Mobile Service – we come to you NDIS Therapeutic Supports and Early Childhood Intervention on Occupational Therapy and Speech Pathology, as a mobile service we visit you in your home.		

Hervey Bay Day Care & Respite Centre Inc	ndis	4124 1400
Lonsdale House 11 Fairway Dr, Urraween. Provide support and day respite services for aged care and people with disabilities. administratorbusiness@hbdcrc.org.au		
Hervey Bay Special School	ndis	4197 1777
23 Frangipanni Ave, Scarness admin@herveybayspecs.eq.edu.au		
Hervey Bay Support Group of Parkinson's Queensland Inc.	ndis	4128 1339 0418 783 019
Meets at 10am on the 4th Tue of each month and is a forum for people living with Parkinson's disease, their carer, family and friends.		
IUIH Home Support Hervey Bay	ndis	1300 852 598
133 Denmans Camp Rd, Kawungan. Household and social support to help Aboriginal and Torres Strait Islander Elders and those with disabilities stay in their homes for longer.		
Life Choice Wide Bay Burnett		4123 6288
1/1-17 Hershel Ct, Urraween. 75 Lennox St, Maryborough. NDIS provider offering Community access, accommodation support, group activities, in home, allied health and early intervention services		
LifeTec	ndis	1300 543 383
7 Central Ave, Pialba. Assistive Technology (AT) services, AT Trial and assessment; home modification; AAC Solutions; and more. NDIS and My Aged Care. mail@lifetech.org.au		
LPS – Local Personalised Services	ndis	4124 8196
2/10 Torquay Rd Pialba QLD 4655 In home and community supports, support coordination, capacity building, group activities in centre and respite supports. admin@lpsqueensland		

Maryborough Special School	ndis	4120 8777
164 Woodstock St, Maryborough. principal@maryboroughspecs.eq.edu.au		
Maryborough Toy Library & Special Needs Library – Fraser Coast		4190 5893
127-129 Bazaar ST Provides an extensive range of toy, play equipment, educational resources, and specialised disability equipment for loan.		
Maryborough West State School – Early Childhood Development Programme		4120 2666
Assistance for children 0–5 yrs experiencing delays in development.		
Motor Neurone Disease Association of Qld		1800 777 175
info@mndag.org.au		
MS Queensland – 1800 CURE MS		1800 177 591
Muscular Dystrophy Association Qld		1800 676 364
Information, referral, advocacy, assistance, equipment loans and no-interest loans to clients with Muscular Dystrophy or other neuromuscular conditions.		
Mylestones Employment – CPL	ndis	4303 2200
3–4/131 Bazaar St, Maryborough. 132 Freshwater St Torquay Rd, Hervey Bay. Disability Employment Service Provider		
National Disability Abuse & Neglect Hotline		1800 880 052
TTY		1800 301 130
TIS		13 14 50
National Relay Service (NRS)		
Facilitates access to the telecommunication network for people who are deaf, or have hearing or speech impairment.		
Voice		1800 555 660
TTY		1800 555 630

OAPL – Orthopaedic Appliances	ndis	3849 8152
Lot 5/ 85 Beach Rd Pialba Upper and lower limb prosthetics. Custom orthoses and supports such as AFO's, foot orthotics, knee, wrist and spinal bracing. Funding is available.		
Qld Parents for People with a Disability Inc.		0447 010 260
Richmond Fellowship Queensland		33632560
Lot 5/ 85 Beach Rd Pialba Richmond Fellowship Queensland (RFQ) works With public, private and community sector leaders and service sector leaders and services to support people and families facing mental health challenges and social disadvantage.		
SBH (Spina Bifida Hydrocephalus) Qld		3844 4600
Spinal Injuries Association		1800 810 513
Suncare Community Services	ndis	1800 786 227
5/10 Liuzzi St, Pialba. Personalised in-home and respite care to help people continue to live independently in their own homes. Respite; domestic help; personal care; social support; home/garden. Home care packages.		
The National Disability Insurance Scheme (NDIS)		1800 800 110
Unicopia	ndis	4155 5068
5/6-8 Liuzzi St, Pialba. Disability support with a focus on supporting client to enhance their lives, promote independence and move towards their goals.		
Vision Australia	ndis	1300 847 466
The leading provider of blindness and low vision services in Australia. It supports thousands of people who are blind or have low vision, of all ages, in the home, school or work so they can live the life they choose.		

Wide Bay Respite Services Association Inc	ndis	4125 3855
13/564 Charlton Esplanade, Urangan		
Offers person's with a disability accommodation for a few days at the respite house. In home support is offered to frail ages and younger people with a disability.		

You Queensland	0401 510 235
PO Box 131 Maryborough	
Employment Support for school leavers or participants funded through NDIS	

EDUCATION SERVICES

CHILDCARE AND KINDERGARTEN

The Australian Child Care Index	
www.echildcare.com.au	
Bayside Early Learners	4124 2845
16 Magnolia St, Kawangan.	
Burrum Kids-R-Us	4129 0377
11 Burrum River Rd, Torbanlea	
Carramar Community Preschool & Kindergarten	4121 2115
326 Alice St, Maryborough.	
Churches of Christ Community Care Family Daycare Scheme	4122 4151
26 Jupiter St, Maryborough.	
Condy Park Preschool & Kindergarten Pialba	4128 2786
161 Old Maryborough Rd, Pialba.	
East Street Kindy	4128 1452
71 East St, Scarness.	
Fraser Coast Anglican College	4197 9342
Early Learning Centre, Koala Kindy, Doolong South Rd, Hervey Bay.	
Good Start Early Learning Centres	1800 222 543
Call to enrol. Centres in Maryborough & Hervey Bay.	

Granville Community Kindergarten	4122 3320
162 Cambridge St, Granville. www.granvillekindy.com.au	
Hervey Bay Family Day Care	4325 5000
37 Tavistock St, Hervey Bay.	
Hervey Bay PCYC School Age Care	4124 5211
9 O'Rourke St, Pialba. Vacation care only	
Maryborough Child Care Centre Inc.	4121 5003
89 Saltwater Creek Rd, Maryborough.	
Maryborough Community Kindergarten & Pre-Prep	4121 3865
19 Farrell St, Maryborough.	
Maryborough World of Learning	4123 1633
Cnr Tooley & Ellena Sts, Maryborough.	
St James Lutheran College Kindergarten	4128 5000
138 Pantline Ln.	
Tinana World of Learning Paisley Park	4123 4933
18 Woongool Rd, Tinana.	
Torquay Kids Early Learning Centre	4194 6771
44 Totness St, Torquay	
Village Kids Children's Centre	4120 0100
30 Regent St, Granville.	
143 Colyton St, Torquay.	4194 8000

PRIMARY SCHOOLS

Albert State School	4120 0888
Bauple State School	4193 8222
Brooweena State School	4190 8333
Fraser Coast Anglican College	4124 5411
Glenwood State School	5488 8333
Granville State School	4120 9888
Gundiah State School	4129 3136
Howard State School	4193 2333
Hervey Bay Christian Academy	4124 4417
Kawungan State School	4197 9111

Maryborough Central State School	4121 8777
Maryborough West State School	4120 2666
Mungar State School	4129 6171
Parke State School	4129 7208
Pialba State School	4197 7777
Riverside Christian College	4123 1031
St Helens State School	4120 2222
St James Lutheran College	4128 5500
St Mary's Primary School	4121 5705
Sandy Straight State Primary School	4197 0333
Star of the Sea Catholic Primary School	4125 1220
Sunbury State School	4120 0777
Tiaro State School	4129 2196
Tinana State School	4120 8000
Torbanlea State School	4193 2111
Torquay State School	4194 4333
Urangan Point State School	4194 8333
Xavier Catholic College	4197 1177
Yarrilee State School	4197 7111

SECONDARY SCHOOLS

Aldridge State High School	4120 8444
Carinity Education – Glendyne	4128 6199
Fraser Coast Anglican College	4124 5411
Hervey Bay Christian Academy	4124 4417
Hervey Bay State High School	4194 3777
Maryborough State High School	4120 9333
Riverside Christian College	4123 1031
St James Lutheran College	4128 5500
St Mary's College	4121 2650
Urangan State High School	4197 0111
TAFE East Coast Hervey Bay Campus (Yrs 11&12)	1300 656 188
Xavier Catholic College	4197 1177

TERTIARY EDUCATION

UniLearn (Previously LNQ)	3307 4767
TAFE East Coast	1300 656 188
University of the Sunshine Coast	1800 007 252
USC Fraser Coast	4128 5200
161 Old Maryborough Rd, Hervey Bay.	
Tertiary education provider.	

SPECIAL EDUCATION AND DISTRICT OFFICES

Education Queensland	
North Coast Region – Maryborough Office	4122 0888
Aldridge SHS Special Education Unit	4120 8453
Maryborough Special School	4120 8777
Maryborough SHS Special Education Unit	4120 9353
Maryborough West Special Education Unit	4120 2666
Kawungan Special Education Unit	4197 9111
Pialba Special Education Unit	4197 7714
Hervey Bay Special School	4197 1777
Hervey Bay SHS Special Education Unit	4194 3777
Sandy Strait Special Education Unit	4197 0333
Torbanlea Special Education Program	4193 2111
Torquay State School	4194 4333
Urangan State High School Special Education Unit	4197 0111

EMERGENCY SERVICES

Police, Fire and Ambulance (Emergency)	000
Coast Guard Emergency (Police) – 24 hr Service	000
State Emergency Service – 24 hr Service	13 25 00
Volunteer Marine Rescue Hervey Bay	4128 9666
Policelink – Non-Urgent Police Matters	13 14 44
Queensland Police Service	
Lennox St, Maryborough.	4123 8111
Torquay Rd, Pialba.	4128 5333

Mayne St, Tiaro.	4129 2555
C.I.B. Hervey Bay.	4128 5366
Child Protection Investigation Unit (CPIU) MB	4123 8155
Queensland Ambulance Service	
Emergency	000
Community Contact Centre	1300 369 003
Non Urgent Medical Transport (Requires a transport authority signed by a doctor)	13 12 33
Queensland Fire and Rescue Service	
Emergency	000
General enquiries to District Office	4190 4801
Rural Fire Brigades	
Rural Fire Brigade Operations	4190 4839
To locate your local Fire Warden.	
www.mapping.dcs.qld.gov.au/external/firewardenfinder	
National Relay Service – Emergency Number	106
Emergency number for people who are deaf or have hearing/speech impairments.	
Ergon Energy	
Customer Service – General Enquiries	13 10 46
Customer Faults (24 hr)	13 22 96
Emergencies	13 16 70 or 000
Origin Energy	
Electricity Emergencies	131 962
Natural Gas	1800 808 526

EMPLOYMENT AND TRAINING

ACE MRAEL Apprenticeship Centre	1300 223 467
5 Imelda St, Pialba.	
Group training organisation.	

Axiom College	4194 2622
Unit 4/59 Torquay Rd, Pialba. Through a 'rolling intake system' Axiom College is able to offer students the flexibility to start courses when it best suits them. Courses that are current, flexible, convenient and future ready.	
Busy at Work Apprenticeships Services	0417 631 178
4/107 Boat Harbour Dr, Hervey Bay.	0409 265 894
Assistance and advice, workplace visits, sign-ups and incentive payments and transition to work mailto:busy@busyatwork.com.au	
Carinity Education Glendyne	4128 6199
72 Nikenbah-Dundowran Rd, Nikenbah Independent school offering alternate education for young people – Yr 6 to 12.	
CoAct/Community Solutions	1300 226 228
Hervey Bay – 10–12 Torquay Rd Maryborough – 320 Kent St Employment & training programs.	
Department of Education and Training	13 74 68
Department of Employment	13 74 68
Epic Assist	4121 0362
12/200 Bazaar St, Maryborough.	4124 1238
2–3/6 Neils St, Hervey Bay. Innovative job seeker solutions and support for employers.	
First Aid Training	13 74 68
Queensland Ambulance Service.	
Fraser Coast Training Employment Support Service Inc. (TESS)	4122 4444
60 John St, Maryborough. A not-for-profit organisation offering quality training with industry focused outcomes.	

NEATO Employment Services

6/26–28 Taylor St, Pialba.

4303 4500

2/227 Adelaide St, Maryborough.

4324 8800

Maisie Kaufmann Learning Centre**4121 3364**

60 John St, Maryborough.

A not-for-profit training organisation offering
quality training with industry focused outcomes.

Mission Australia

Disability Employment Provider

5 Imelda St Pialba.

397 Kent St Maryborough

4148 7718

Mylestones Employment – CPL

3–4/131 Bazaar St, Maryborough.

4148 7718

3/19–21 Freshwater St Torquay

4303 2200

Disability Employment Service Provider

Sarina Russo Job Access

Level 1, 15 Torquay Rd, Pialba.

131 559Employment Service provider. Assistance to find
employment.

Max Employment

Office 2, Level 1, 69 Main St, Pialba.

4196 9200

3/98 Bazaar St, Maryborough.

4120 5200

Advanced Personnel Management**1300 276 456**

Shop 4, 17 Torquay Rd, Pialba.

Suite 8, 221 Lennox St, Maryborough.

You Queensland**0401 510 235**

PO Box 131 Maryborough

Employment Support for school leavers or
participants funded through NDIS

FAMILY, CHILDREN AND PARENTING

1800 MYLINE**1800 695 463**Counselling and guiding young people on
relationship issues.

1800 RESPECT	1800 737 732
Counselling for anyone experiencing, or at risk of, physical or sexual violence. 24 Hrs / 7 Days.	
Act for Kids	4122 9100
111 Cheapside St, Maryborough. Intensive family support program that provides practical support for families that have multiple and complex needs on the Fraser Coast.	
Anglicare	4120 5100
60 Cheapside St, Maryborough. Early intervention children and parenting programs in Maryborough and Hervey Bay. Parent groups/ play groups, school support, kids groups and home support.	
'A Time for Grandparents' Program	1300 135 500
For grandparents raising grandchildren.	
Australian Red Cross – Community Wellbeing Programme	3333 8711
47 Main St, Pialba. Focus on 10-18 year olds in Hervey Bay who may be showing early mental health concerns.	
Bay Families – Family Support Service	4194 3000
Free early intervention & support service providing parenting information, advice & referral for families with children 0–18. Volunteer family mentors provide social/emotional support with regular home visits.	
Breast Feeding Association – Helpline	1800 686 268
1800 MUM 2 MUM	
Bundaberg Family Relationship Centre	1300 885 373
Uniting Care, 94 Old Maryborough Rd, Hervey Bay. Cnr Alice & Bazaar Sts, Maryborough. Provides family dispute resolution services and the development of parenting plans to separating families in the region.	

Centacare Community Services Fraser Coast	3324 3838
152 Boat Harbour Dr, Pialba. Counselling for families, women, men and children. Early mental health intervention for children & young people. Regional Domestic Violence Service	
Child Safety After Hours	1800 177 135
Child Safety staff offer professional help in the areas of child abuse, child/family crisis, child and juvenile welfare issues. After hours service.	
Children by Choice	1800 177 725
State-wide information, referral and counselling telephone service on all unplanned pregnancy options.	
Churches of Christ Maryborough Family Support Service	4121 5511
26 Jupiter St, Maryborough. Information, support & assistance for parents to help develop effective parenting skills.	
Churches of Christ Community Care Fraser Coast Fostering Service	4120 0600
154 Bazaar St, Maryborough. To recruit, train and support foster carers.	
Department of Communities – Child Safety Services	1300 703 762
Protection of children at risk of abuse/neglect and young people at risk.	
Family and Child Connect (FaCC)	13 32 64
37 Tavistock St, Hervey Bay. Free community-based intake and referral service that provides information and advice to families with children under 18 seeking assistance.	
Family Planning Queensland (FPQ)	4122 2218
Bundaberg – education services only HB/MB	
Harmony House	4124 1681
172 Torquay Rd, Scarness Offering supervised contact for non-residential parent and safe venue for changeover of children. Appointment only.	

HEEA**ndis 0458 895 784**

Mobile Service – we come to you
NDIS Therapeutic Supports and Early Childhood
Intervention on Occupational Therapy and Speech
Pathology, as a mobile service we visit you in your
Home.

HIPPY Program – Australian Red Cross**3333 8711**

53 Main St, Hervey Bay.

HIPPY is a free two year home-based early learning
and parenting program for families with children.

**Maryborough Toy & Special Needs Library – Fraser
Coast****4190 5893**

127-129 Bazaar St, Maryborough.

Provides a toy borrowing service to families,
professionals, schools and playgroups.

Intensive Family Support – Hervey Bay**1300 208 469****Neighbourhood Centre**

22 Charles St, Pialba.

Provide a consent based service responding to
vulnerable families with children and young people
(unborn-18 years) providing intensive support
interventions and engagement with specialist
services.

Parentline**1300 301 300**

Available 7 days 8am–10pm. Any parenting issue.

Relationships Australia**1300 364 277**

18/371 Kent St, Maryborough.

Relationship counselling, family dispute resolution
(mediation) and programs for separated parents in
high conflict, family support services.

Unicopia**4155 5068**

5/6-8 Liuzzi St Pialba

Disability support with a focus on supporting client
to enhance their lives, promote independence and
move towards their goals.

UnitingCare Family Support Service

Cnr Alice & Bazaar Sts, Maryborough.

94 Old Maryborough Rd, Hervey Bay.

Early intervention service offering support to families, including home visits, counselling, support programs and education.

4122 9000

4191 3100

GOVERNMENT SERVICES

Department of Aboriginal and Torres Strait

4125 9366

Partnerships (DATSIP)

Level 1, Brendan Hansen Building,

50–54 Main St, Pialba.

Assist in increasing the economic participation & improve the community participation of Aboriginal & Torres Strait Islander Queenslanders.

Probation and Parole

4197 3300

Brendan Hansen Building 50/54 Main St, Pialba.

STATE GOVERNMENT

STATE GOVERNMENT DEPARTMENTS

13 QGOV/13 74 68

Premier and Cabinet

Department of Communities, Child Safety and

Disability Services

Child Safety. 24 hrs

Community

Disability and Community Care

Housing and Homelessness

Office for Women

STATE GOVERNMENT MEMBERS

Mr Bruce Saunders MP

4122 2277

Shop 1, Comet Place, 133 Lennox St, Maryborough.

Mr Adrian Tantari MP

4183 8100

Shop 3, Baiavista, 357 Esplanade, Scarness

FEDERAL GOVERNMENT

FEDERAL GOVERNMENT DEPARTMENTS

www.australia.gov.au

Prime Minister and Cabinet	(02) 6271 5111
Veterans' Affairs	1800 555 254
Attorney-General	(02) 6141 6666
Agriculture, Fisheries and Forestry	(02) 6272 3933
Bureau of Communications and Arts Research	1800 254 649
Department of Finance	1300 333 362
Education, Skills and Employment	1300 363 079
National Indigenous Australian Agency	1800 079 098
Foreign Affairs and Trade	(02) 6261 1111
Health and Ageing	1800 020 103
Human Service Self Help	13 24 68
Immigration and Citizenship	13 18 81
Industry, Science, Energy and Resources	13 28 46
Infrastructure, Transport, Regional Development and Communications	(02) 6274 7111
Regional Australia, Local Government, Arts and Sport	(02) 6277 3511
Tourism Australia	(02) 9360 1111
Agriculture, Water and the Environment	(02) 6274 1111
The Treasury	1800 020 008
Australian Electoral Commission	13 23 26
Veterans Affairs Department	1800 555 254
Centrelink Self Service	13 62 40
See www.centrelink.gov.au for full list of phone numbers	

FEDERAL GOVERNMENT MEMBER

Federal Member, Llew O'Brien	4121 2936 1300 301 968
Federal Member, Kieth Pitt	4152 0744 4124 3451

LOCAL GOVERNMENT

Fraser Coast Regional Council

1300 79 49 29

77 Tavistock St, Torquay
211-213 Adelaide St, Maryborough.
Tiara Library, Forgan Terrace, Tiara.
PO Box 1943, Hervey Bay, Qld 4655
www.frasercoast.qld.gov.au
enquiry@frasercoast.qld.gov.au

HEALTH SERVICES

Blue Care Allied Health

ndis 1300 258 322

58 Exeter St Torquay
Podiatry, physiotherapy, speech pathology,
occupational therapy, dietetics, social work.

Blue Care Community Care

ndis 1300 258 322

276 Alice St, Maryborough.
58 Exeter St, Torquay.

Metro North Sexual Health & HIV Service

3837 5611

Sexual Health care and treatment.

Coastal Life Therapies

4153 3535

184 Barolin St Bundaberg.
Experienced Psychological Clinicians in Hervey Bay
& Bundaberg.

Galangoor Duwalami Primary Healthcare Service

7-11 Central Avenue, Urraween
Shop 1, 87-89 Bazaar St, Maryborough.
Provides ante-natal care, post-natal care, chronic
disease management, paediatric, child health &
maternal health services.

HEEA

ndis 0458 895 784

Mobile Service – we come to you
NDIS Therapeutic Supports and Early Childhood
Intervention on Occupational Therapy and Speech
Pathology, as a mobile service we visit you in your
Home.

Feros Care Allied Health Services	ndis 1300 763 583
Programs, therapies & services to help you to remain active, healthy & connected. Includes Physiotherapy, Exercise Physiology and gentle exercises.	
Fraser Coast Community & Allied Health Services	4122 8733
Hervey Bay Community and Allied Health Services, Bauer Wiles Community Health Centre. Services including school & child health services, community health nurses, social worker, school based youth health nurse, aged care assessment.	
Hervey Bay Hospital	4325 6666
Cnr Nissen St & Urraween Rd, Pialba.	
Immunisation Program	4122 8733
Community Health Clinics	
Maryborough Base Hospital	4122 8222
185 Walker St, Maryborough.	
Wide Bay Mental Health and Specialised Service (AODS)	4128 5424
Door 3, Community Health Centre The Village Complex, 34 Torquay Rd, Pialba.	
Office of the Health Ombudsman	133 646
Ozcare	4191 3000
35 Davis St Kawangan	
Home care services such as domestic assistance, social support, respite, personal care, nursing, Allied Health services and day respite.	
St Stephen's Private Hospital	4120 1200
182–198 Nissen St, Hervey Bay.	
School Dental Services	4122 8670
General Enquires	

True Relationships & Reproductive Health (True)	3250 0240
Information, education & training on sexual & reproductive health. www.true.org.au	
Wide Bay Oral Health Service Dental Clinics	1300 300 850
Wide Bay Public Health Unit	4184 1800
Madsen Medical Centre Suite 11, 17 Hershel Court, Urraween Increasing understanding, improving awareness and access to environmental health, immunisation and communicable disease issues.	
Wide Bay Sexual Health Clinic	4150 2754
Provides an outreach clinic on the 2nd and 3rd Fri of every month. Phone for an appointment. Bookings essential.	
Wide Bay Women's Health Centre Inc	4125 5788
8 Truro St, Hervey Bay. Information on a broad range of women's issues. Referrals, support & counselling for women by women in a supportive and informal environment.	
Women's Health Qld Wide	1800 017 676
Unicopia	4155 5068
5/6-8 Liuzzi St Pialba Disability support with a focus on supporting client to enhance their lives, promote independence and move towards their goals.	

HOSPITALS

Children's Oral Health Call Centre – Emergency	4122 8670
Hervey Bay Hospital	4325 6666
Urraween Rd, Hervey Bay (Cnr Nissen St)	
Maryborough Base Hospital	4122 8222
185 Walker St, Maryborough.	

St Stephen's Private Hospital 182–198 Nissen St, Pialba.	4120 1200
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INDIGENOUS SERVICES

Community Education Counsellor Aldridge State High School Boys Ave, Maryborough.	4120 8444
Maryborough State High School Kent St, Maryborough. Provides support to Indigenous high school students & their families.	4120 9333

Galangoor Duwalami Primary Healthcare Service 7-11 Central Avenue, Urrawwen	4194 5554
Shop 1, 87–89 Bazaar St, Maryborough. Provides ante-natal care, post-natal care, chronic disease management, paediatric, child health & maternal health services.	4184 9969

Kahwun Wooga Aboriginal & Torres Strait Islander Corporation for Community Development 138 Wharf St, Maryborough. Assistance & support to Indigenous people who have come in contact with the justice system. Supports the development of locally based programs.	4123 5910
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Indigenous Health – Community Health	4122 8733
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Intensive Family Support – Hervey Bay Neighbourhood Centre 22 Charles St, Pialba.	1300 208 469
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Provide a consent based service responding to
vulnerable families with children and young people
(unborn-18 years) providing intensive support
interventions and engagement with specialist
services.

IUIH Home Support Hervey 133 Denmans Camp Rd, Kawungan. Household and social support to help Aboriginal and Torres Strait Islander Elders and those with disabilities stay in their homes for longer.	1300 852 598
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Maryborough Aboriginal Corporation for Housing & Cultural Development + MACORP	4122 4382
1/164 Bazaar St, Maryborough. Administer housing and provide a community worker for indigenous people. www.macorp.org	
MACH 1 Property Services + MACORP	4122 4382
Home and yard cleaning and maintenance, bond clean rubbish removal and odd jobs. Pensioner discounts apply.	0432 062 780
Uniting Care	4191 3100
Community & School Engagement (CASE)	
Enhancing indigenous parental involvement with school and educational providers.	
Unndennoo Kindergarten	4121 5831
Early education for 3–5yrs.	

INFORMATION SERVICES

Anti-Discrimination Commission Qld	1300 130 670
TTY	1300 130 680
Community Development Team	1300 794 929
Fraser Coast Regional Council. Information about community services, programs, organisations & groups.	
Community Housing Limited	4120 0900
88 Ellena St Maryborough Housing and Homelessness enquiries and assistance. Family crisis accommodation. Emergency Relief assistance (appointment only).	
Fraser Coast Libraries	4197 4220
Branches in Hervey Bay, Maryborough, Tiaro, Howard and Burrum Heads.	
Fraser Coast Visitor Information Centres	
Maryborough – City Hall, Kent St.	1800 214 789
Hervey Bay – Maryborough/Hervey Bay Rd.	1800 811 728
Tiara – Mayne St.	4129 2599

Human Rights & Equal Opportunity Commission

Complaints and enquiries

1300 130 670

TTY

1800 620 241

Neighbourhood Centres

22 Charles St, Pialba.

4194 3000

Emergency relief

• Information and referral

Respite Care

• Transport

Community support

• Community Events

Volunteer Program

• Culturally diverse services

Adult Community Education Venue

25 Ellena St, Maryborough.

4121 2141

Community Development

Information and Referral Service

Maryborough Inter Agency Network Meeting

Adult Community Education Program

Community events & programs

Social, Well-being & Skills Building Program

Embracing Diversity Program

Youth Network Program

Community Events, Projects, and other services

Community Coffee Shop/In house catering

Venue Hire

The Neighbourhood Hive

184 Boat Harbour Drive

Bub Hub Playgroup for parents under the age of

25, Playground, Various learning, craft, and music

groups, Venue Hire, small rooms large spaces

Outdoor entertainment space, Music Room and

Tech Hub

Smart Service Queensland**13 QGOV/**

Information service for Queensland State

13 74 68

Government

Bauple Broadband for Seniors**0432 256 240**

Broadband for seniors, social morning, asperger's /

autism support group, Tai-Chi, markets, Tiaro youth

and community radio.

Translating & Interpreting Service (TIS) 24 hr	13 14 50
Tree House Urangan Wellness Centre	4125 5499
Elizabeth St, Urangan.	
Venue hire (Booking via HBNC 4194 3000), internet access, training & programs available.	
Women's Infolink	1800 177 577
Free confidential information and referral service for Queensland women.	

LEGAL SERVICES/CRIME PREVENTION

Any person who is taken into custody has the right to request legal representation while at the police station before talking to the police

Crime Stoppers	1800 333 000
Department of Justice	
Maryborough Court House	4121 1810
170 Richmond St, Maryborough.	
Hervey Bay Court House	4125 9300
Cnr Queens Rd & Freshwater St, Scarness.	
Energy & Water Ombudsman Qld	137 468
A free, fair and independent dispute resolution service for Queensland's energy consumers.	
Justices of the Peace	1300 301 147
Contact the Dept. of Justice & Attorney General, Justice of the Peace Branch, for details regarding 'Justices of the Peace' within the Fraser Coast District.	
Legal Aid Office (Qld)	1300 651 188
Legal advice, representation, education, telephone information. Call centre also for detailed legal information.	
Probation and Parole Services	4197 3300
Community safety and crime prevention through humane containment, supervision and interventions with offenders. Servicing Fraser Coast.	

Public Trustee of Queensland	1300 360 044
Free will-making service, free safe custody of important documents, deceased estate administration, affairs of aged and disabled, enduring powers of attorney.	
Seniors Legal and Support Service	4124 6863
22 Charles St, Pialba. Free legal advice and support services for seniors 60 years and over who are experiencing, or are at risk of, elder abuse, mistreatment or financial exploitation.	
Wide Bay Burnett Community Legal Service	4192 2663
22 Charles St Pialba Qld 4655 The Wide Bay Community Legal Service provides short advice general consultations, by appointment, with a solicitor on most matter of law	
Wide Bay Dispute Resolution Centre	4125 9225
	1800 681 109
Youth Justice Services – Central Qld Region	4325 1400
Central Qld Region 3/101 Beach road Hervey Bay Provides supervision, support and rehabilitation to young people in the youth justice system and the broader community	

MENTAL HEALTH SERVICES

Arafmi. Mental Health Carers	1800 351 881
Provides support for relatives and friends of people with mental health problems. 24hr support available.	
Australian Red Cross – Community Wellbeing Programme (CWP)	4124 4511
47 Main St, Pialba. Focus on 10-14 year olds in Hervey Bay who may be showing sign of early mental health concerns	

Burrum District Community Men's Shed	0480 100 678
Providing a safe friendly environment where senior men can meet to socialize, make new friends, and learn new skills	
Centacare Community Services Fraser Coast	1300 236 822
152 Boat Harbour Dr, Pialba. Counselling for families, women, men and children. Early mental health intervention for children & young people. Regional Domestic Violence Service	
Community Solutions Group	4197 3111
10–12 Torquay Rd, Hervey Bay.	
320 Kent St, Maryborough.	
Personal Helpers and Mentors Program (PHaMs) is a voluntary recovery-focussed service for people 16 years and over whose life is severely affected by a mental illness.	
Fraser Coast Integrated Mental Health Services	4122 8777
167 Neptune St, Maryborough. Mental health inpatient and outpatient services. Mon–Fri.	
Group for Emotional & Mental Support (GEMS)	4125 4215
Friendship, education and activities group for mental health consumers, carers & general public accommodation. Available contact 24/7.	
Hearspace Hervey Bay	4303 2100
Shop 9 Central Plaza, 3–15 Central Ave, Pialba. Free support for general health, mental health, drug and alcohol issues, employment & education support for young people aged 12–25.	
Flourish Australia	1300 779 270
Units 6&7, 10 Liuzzi St, Pialba. A recovery focused Peer Operated Service supporting people through their mental health recovery.	

Richmond Fellowship Queensland	07 3363 2644
Suite 5, Cnr Quay and Tanitha St Bundaberg Richmond Fellowship Queensland (RFQ) works With public, private and community sector leaders and service sector leaders and services to support people and families facing mental health challenges and social disadvantage.	

Warm Line	1800 935 478
One2One Chats with Peer Workers which promote recovery through shared experiences and a mutual understanding of mental health and wellbeing.	

For a full list of Private Doctors & other Health related professionals, chemists or health equipment suppliers, please consult Telstra's Yellow Pages.

MULTICULTURAL SERVICES

Australian Group Latino Fraser Coast Inc.	4128 8359
10 Oceanblue Blvd, Hervey Bay Friendship, language, Latin dance & Latin music for all nationalities.	

Burrum District Community Men's Shed	0480 100 678
17 Steley St Howard Providing a safe friendly environment where senior men can meet to socialize, make new friends, and learn new skills secretary@burrummensshed.org.au	

Carers Queensland	1300 747 636
Family carer support for carers from multicultural backgrounds who care for their loved ones at home who are frail, aged, or who have a disability or chronic medical condition. cq.enquiries@ndis.gov.au	

Community Action for a Multicultural Society Fraser Coast (CAMS) - HBNC	4194 3000
To support all Queenslanders, regardless of their cultural, linguistic or religious backgrounds. Assistance available in advocacy, accessing services and with community capacity building activities. Multi-Cultural Hub	

Fraser Coast Multicultural Respite Centre	4194 3000
Hervey Bay Community Centre 22 Charles St, Pialba. Providing in-home and centre-based respite to frail & people with disabilities.	
Fraser Coast Swiss Group	0409 286 326
Social group offering support and interpreter assistance to the Swiss and French speaking community in Wide Bay. cecile.sch70@gmail.com	
Migrant Development Program	4194 0105
25 Ellena St, Maryborough. A free membership program for all migrants within Maryborough. Program aim is to support in increasing the capacity of every individual in all aspect of community life.	
TAFE East Coast – Adult Migrant English Program	4121 2141
English language classes for eligible migrants who have recently arrived to the Fraser Coast – TAFE Hervey Bay and Maryborough.	
TaTau TaTau Maori Culture Club	1300 656 188
Social group and activities for Maori and New Zealand residents of the Fraser Coast, e.g dance classes.	
Translating and Interpreting Services National	4128 1589
Interpreting assistance, plus some translation services offered.	

TRANSPORT SERVICES

Atkinson Shuttles	0455 304 979
Transport to Brisbane and Sunshine Coast Hospitals and Medical Centres. Emergency Flying Doctor spouse transport.	

Blue Care – Maryborough Escorted Transport Service (METS)	4121 0898
4/70 Walker St Maryborough Assists frail aged and people with disabilities who are unable to access public transport.	
Goddards Buses	4125 7443
Special events, sports and school excursions. info@goddards.com.au	
Hervey Bay Limousine Service	4124 5855
Reasonable rates for pick-up and delivery to anywhere in SE Qld.	
Hervey Bay Taxi Service	13 10 08
Hervey Bay Transit Centre	4124 4000
Booking Office for Qld Rail and Bus Services. Stockland Shopping Centre, Hervey Bay. travel@herveybaytransitcentre.com.au	
Feros Care Transport	1300 763 583
Social Transport Services Door-to-Door Transport.	
Queensland Rail	
Maryborough Ticket Office	4123 9264
Arrivals and Departures	1800 803 009
Enquiries and Information	13 16 17
Reservations	1800 872 467
St Johns Community Services Transport Access Project	1300 754 646
Hervey Bay & Maryborough Providing transport options and coordinating transport needs for individuals, small groups and communities.	
TransComCare	4194 3080
22 Charles St, Pialba. Community transport for CHSP eligible clients. Over 65 and unable to drive or under 65 with a permanent disability.	

Wide Bay Transit

Public transport service for bus routes in
Maryborough & Hervey Bay.

Charter coaches, day tours & extended tour.

VETERANS SUPPORT SERVICES

Legacy Fraser Coast

4194 5111

1 Bryant St Pialba

Tue–Fri: 9am–1pm

Caring for the families of our deceased veterans
and veterans who have given their health in
services

Mates4Mates

1300 4 MATES

(1300 4 62837)

For the wounded, injured or ill current and ex-
serving Australian Defence Force (ADF) personnel.
Our Mates deserve support as they continue the
journey of rebuilding their lives.

Partners of Veterans Association of Australia Inc.

4122 4468

Fraser Coast Support Group

0417 728 260

Nationwide support network for partners of past
and present members of the Australian Defence
Force offering friendship, information and
understanding.

Queensland Veterans' Advisory Council (QVAC)

Assists in providing a voice between Queensland's
veteran community and government with
strategies to promote the wellbeing of veterans
and their families.

www.qldtpi.org.au/queensland-veterans-advisory-council/

SoldierOn**1300 620 380**

www.soldieron.org.au

A mission to achieve the best reintegrated generation of serving and ex-serving men and women in Australia's history. Supporting those who have served by focusing on their physical and mental health, their family, their community, and their future.

Veterans of Australia - Veterans Advice and Social Centre**4128 3759**

7 Main St, Pialba. (Freedom Park old Pialba rail way station)

Services to all Veterans and there families, offering advocacy, welfare and wellbeing support, social events and community engagements.

Open Mon-Friday 9am-12:30pm

Veteran Services | RSL Queensland**4184 9496**

Signature Building, Floor 2, Torquay Rd Pialba

Whether you are a member of the RSL or not, we're here for you. You've taken the first step to getting help let us guide you through that journey.

For you. For your family. For your mates.

Veterans and Veterans' Families Counselling Service**1800 011 046**

Veterans Advice and Social Centre

Vietnam Veterans Association of Australia and

Veterans of Australia share the same facility and offer advocacy, welfare, community support and have a cup of tea in a friendly environment.

Open Mon – Friday 9am-12:30

Veterans Welfare and Advocacy Services	4122 2321
Maryborough RSL Sub-Branch, 163–175 Lennox St	1800 011 046
Welfare and support services for veterans and their families, trained pensions and advocacy officers, providing home and hospital visits to financial assistance. 24hr crisis counselling and support services through Veterans and Veterans Family Counselling Service (VFCS).	(24 hr crisis)

War Widows Guild of Australia (Qld) Inc.	1800 061 945
Maryborough	4129 4259
Hervey Bay	4124 0536

Young Diggers

www.youngdiggers.com.au

Support services and programs to help serving and ex-serving personnel of the Australian Defence Force, their dependants and direct family members.

YOUTH SERVICES

Child Protection Investigation Unit (CPIU) – Queensland Police Service	4128 5331
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Co-Ordinated Support Services	4152 7404
2/239 Adelaide St, Maryborough.	
Supporting people who are ageing, young people, people with a disability and their families. Approaching service delivery with flexibility, innovation and choice.	

Education Queensland	13 74 68
For contact details of local schools and various services please refer to the EDUCATION SERVICES section.	

Youth Network Program	4121 2141
Maryborough Neighbourhood Centre, 25 Ellena St, Maryborough.	
Acknowledging the achievements of Fraser Coast young people.	

Hespahead Hervey Bay	4303 2100
Shop 9, Central Plaza, 3–15 Central Ave, Pialba. Free support for general health, mental health, drug and alcohol issues, employment and education support for young people aged 12–25. Hespahead.fax@wmq.org.au	
Integrated Youth and Family Services	5438 3000
Residential care for disengaged youth.	
Kids Helpline	1800 551 800
PCYC Hervey bay	4124 5211
9 O'Rourke St Pialba Police – Citizens Youth Clubs (PCYC) QLD provides you and community programs, services, and facilities herveybay@pcyc.org.au	
RHL Youthcare (Door 42 Youth Shelter)	4125 5798
42 Taylor St Pialba. Secure crisis accommodation and homelessness support service for youth 16–21yrs. Available 24 hours a day, 7 days a week.	
Rotary Club of Maryborough-Sunrise	0438 720 800
Personal development, leadership, driver awareness and science/engineering links. Supporting local primary schools, high schools, the Domestic Violence refuge, community events and projects. maryboroughrotary@gmail.com	
Reconnect Youth Centre	4194 3000
80 Main St, Pialba. Youth Mentoring Program School based mentoring support for students 7–17yrs struggling with school and home life. Reconnect Fraser Coast Youth homelessness and early intervention program to families and young people aged 12–18yrs.	

Youth Justice Services – Sunshine Coast and Central Qld Region	4125 9220
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3/101 Beach Rd, Pialba.

Provides supervision, support and rehabilitation to young people in the youth justice system and the broader community.

Youth Housing & Integration Service (YHARS)	4124 4511
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Targets young people 12–21yrs who at risk of homelessness and/or transitioning from Child Safety or Youth Justice and Youth detention.

HOMELESSNESS SERVICES

IMMEDIATE HELP

Homeless Hotline	1800 474 753
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24 hours / 7 days a week

DV Connect	1800 811 811
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24 hours / 7 days a week

Ask Izzy	askizzy.org.au
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Website listings of service providers for homeless

Emergency Services	000
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Ambulance, Police, Fire

FREE MEALS

Mon, Wed & Fri – Hot Breakfast	4124 0913
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6:30am–8am

We Care 2 Inc. Near the old skateboard bowl at the end of the Seafront Oval, Pialba.

Tue – Comfort Kitchen Breakfast	4194 3000
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6:30am–8:30am

Urangan Community Centre, Elizabeth St, Urangan.
Neighbourhood Centre

Wed – Hot 3 Course Meal	4194 3000
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5pm–6.30pm

Hervey Bay Neighbourhood Centre

22 Charles St, Pialba.

Comfort Kitchen

Fri – Lunch

10am–1pm

4125 2467

Salvos Connect Café

The Salvation Army

11 Robertson St, Urangan.

Tue – Sun – Hot Food

8am–8pm

4194 5611

Scarness Takeaway

346 The Esplanade, Scarness.

Depends on 'Pay it Forward' collection tin

HOT SHOWERS

Mon - Fri**4194 3000**

8:30am–4:30pm

Hervey Bay Neighbourhood Centre

22 Charles St, Pialba.

EMERGENCY RELIEF

Tue, Wed & Fri – Emergency Relief**4124 0913**

9.30am–11.45am

We Care 2 Inc.

225 Main St, Urraween.

Appointment preferred, Food Vouchers, Swags,

Toiletry Bags, Chemist Scripts

HBNC Emergency Relief**4194 3000**

Hervey Bay Neighbourhood Centre

22 Charles St, Pialba.

Food, Chemist & Fuel.

Phone at 8.30 on the day for an appointment.

Mon to Fri – Emergency Relief**4194 0861**

9am–12pm

St. Vincent De Paul

21 Luizzi St, Pialba.

Phone for Appointment.

Tue, Thu & Fri – Emergency Relief**1300 371288**

11:30am–1pm

The Salvation Army

11 Robertson St, Urangan.

Phone for Appointment.

Wed – Emergency Relief	4194 0172
9.30am–11.30am Centacare 6/152 Boat Harbour Dr, Pialba. Phone for appointment on Mon	

Mon-Friday-Emergency relief	0411 673 683
9am-4pm Mon, Tues and Fri 9am-6pm Wed and Thursday The Food Basket 300 Kent St Maryborough A current Centrelink income statement to be provided	

ON GOING SUPPORT

ACCOMMODATION

Crisis Housing	Centacare
Centacare Emergency Housing 6/152 Boat Harbour Dr, Pialba.	4194 0172

Youth Crisis Housing	4125 5798
RHL Youthcare 8 King St, Urangan.	

Women's Shelters	4122 2218
Yoorana Maryborough	

Men's Shelter	4123 1845
Good Hope 45 Queen St, Maryborough.	

FEEDBACK

If you have any feedback regarding
The Little Lime Pocket Book, please contact:

Community Development Team

Fraser Coast Regional Council
1300 79 49 29 or email:
enquiry@frasercoast.qld.gov.au



Fraser Coast
REGIONAL COUNCIL

The Little Lime Pocket Book

www.frasercoast.qld.gov.au/the-little-lime-pocket-book