

# THE LITTLE LIME POCKET BOOK. 2020/21

Your guide to  
welfare and  
support on the  
Fraser Coast.



# INTRODUCTION

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**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](http://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 Darren Everard**  
**Deputy Mayor, Fraser Coast Regional Council**

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## **ACCOMMODATION AND HOUSING**

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<b>Centacare Community Services</b>	<b>ndis</b>	<b>4194 0172</b>
<b>Fraser Coast Homestay Program and Emergency Housing</b>		
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.		
<b>Chelsea Retirement Community – Bolton Clarke</b>		<b>4121 9400</b>
110 Tooley St, Maryborough. Provides independent and hostel accommodation to aged persons.		
<b>Churches of Christ Aged Care Services</b>	<b>ndis</b>	
Aged care accommodation and retirement villages		
Fair Haven Maryborough		<b>4122 5600</b>
15 Morning St, Maryborough.		
Fair Haven Hervey Bay.		<b>4124 8955</b>
130 Pantlins Ln, Urraween.		
Petrie Gardens Hostel		<b>4129 2700</b>
Cnr of Inman and Tiaro Sts, Tiaro.		
<b>Community Housing Limited</b>	<b>ndis</b>	<b>4123 1845</b>
88 Elena St, Maryborough. Crisis Accommodation for single men, case management support.		
<b>Fraser Coast Regional Council Aged and Disability Units – Maryborough</b>		<b>1300 79 49 29</b>
<b>Hervey Bay Housing Coalition</b>		<b>4124 3510</b>
<b>Howard &amp; District Aged Units Assoc. Inc.</b>		<b>4129 0925</b>
74A Watkins St, Howard. Supplies one bedroom, affordable housing to aged pensioners on a government pension.		

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**Maryborough Aboriginal Corporation for Housing & Cultural Development (MACHCD) + MACH1Property Services** 4122 4382 / 0498 578 110

1/164 Bazaar St, Maryborough.  
Support and housing for Aboriginal and Torres Strait Islander people.

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**Goodlife Retirement Village** 4122 3661

60 Rocky St, Maryborough.  
Rental accommodation for the "Over 55's" providing 2 freshly cooked home-style meals per day, linen, community laundry.

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**Prescare Groundwater Lodge** 4122 6800

165 Arnaud St, Maryborough.  
Residential aged care facility.

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**Queensland Department Communities Housing and Public Works** 1800 623 242 4121 1918

116 Lennox St, Maryborough.

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**Regional Housing Limited**  1300 642 123


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.

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**Residential Tenancies Authority** 1300 366 311

Tenancy information, bond management, dispute resolution, investigation, policy & education services.

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**RHL Youthcare**  4125 5798

8 King St, Urangan.  
Secure crisis accommodation and homelessness support service for youth 16–21yrs. Available 24hrs.

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**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.

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

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

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

## **AGED AND SENIOR SERVICES**


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**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.

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**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.

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**Anglicare Southern Queensland**  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.

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**Australian Hearing**  
8/55 Main St, Hervey Bay. 4303 2600  
2/133 Lennox St, Maryborough. 4120 8300  
Hearing assessment, hearing aids, rehabilitation and advice.

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<b>Blue Care Fraser Coast</b>	<b>ndis</b>	<b>4325 5796</b>
Community Care and Aged Care Packages Provides care to frail, elderly people in their own homes.		
<b>Blue Care Fraser Coast Respite Services</b>	<b>ndis</b>	<b>4120 2700</b>
163 Fort St, Maryborough. Centre-based, transport & in-home respite and subsidised podiatry services to eligible clients.		
<b>Carers Queensland</b>	<b>ndis</b>	<b>4197 2800</b>
Signature Building, Level 1, Unit 8/19–21 Torquay Rd, Pialba. Support & information for carers of people with disabilities and the frail aged.		
<b>Carinity Home Care</b>	<b>ndis</b>	<b>0491 050 336</b>
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.		
<b>Centacare Community Services Fraser Coast</b>	<b>ndis</b>	<b>4194 0172</b>
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.		
<b>Churches of Christ Aged Care Services</b>	<b>ndis</b>	
Aged care accommodation and retirement villages		
Fair Haven Maryborough		<b>4122 5600</b>
15 Morning St, Maryborough.		
Fair Haven Hervey Bay		<b>4124 8955</b>
130 Pantlins Ln, Urraween.		
Petrie Gardens Hostel		<b>4129 2700</b>
Cnr of Inman and Tiaro Sts, Tiaro.		
<b>Commonwealth Respite and Carelink Centre</b>	<b>ndis</b>	<b>1800 059 059</b>
Short Term Emergency Respite Service.		

<b>Co-Ordinated Support Services Hervey Bay Neighbourhood Centre</b>	<b>ndis</b>	<b>4194 3061</b>
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.		
<b>Elder Abuse Helpline</b>		<b>1300 651 192</b>
<b>Feros Care Home Care Packages</b>	<b>ndis</b>	<b>1300 763 583</b>
Personal and domestic help to remain independent in your own home.		
<b>Feros Care LifeLink</b>	<b>ndis</b>	<b>1300 851 771</b>
Exciting every day and emerging technologies to support you to stay safe, independent and connected at home.		
<b>Feros Care Home Maintenance</b>	<b>ndis</b>	<b>1300 763 583</b>
Occupational therapy assessment, physiotherapy + podiatry. Transport and Home Maintenance.		
<b>Fraser Coast Palliative Care</b>	<b>ndis</b>	<b>0417 885 729</b>
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.		
<b>Hervey Bay Day Care &amp; Respite Centre Inc.</b>	<b>ndis</b>	<b>4124 1400</b>
11 Fairway Dr, Urraween. Provide support and day respite services for aged care and people with disabilities.		
<b>Hervey Bay District Senior Citizens Club Inc.</b>		<b>4128 4837</b>
28 Totness St, Torquay. Indoor bowls, craft, 500 cards, Tai Chi, line dancing, table tennis, hand & foot, laughing exercise, computer training.		



<b>Hervey Bay Sixty &amp; Better Healthy Ageing Program Inc.</b>		<b>4194 6781</b>
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.		
<b>Home Assist Community Services</b>	<b>ndis</b>	<b>4123 2234</b>
133 Adelaide St, Maryborough. programcoordinator@homessa.org.au www.homessa.org.au		
<b>Homessa inc</b>	<b>ndis</b>	<b>4123 2234</b>
133 Adelaide St, Maryborough Providing aged care services across the Fraser Coast.		
<b>Seniors In Focus Project/ Halcro Street Community Centre and Garden</b>		<b>4197 4722</b>
30 Halcro St, Pialba. Information, referral, activities, events, one-on-one contact		
<b>Howard &amp; District Aged Units Assoc Inc.</b>		<b>4129 0925</b>
74A Watkins St, Howard. Supplies one bedroom, affordable housing to aged pensioners on a government pension.		
<b>Integrated Living Australia Ltd – Fraser Coast</b>	<b>ndis</b>	<b>1300 782 896</b>
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.		
<b>LifeTec</b>	<b>ndis</b>	<b>1300 543 383</b>
Providing dedicated assistive technology (AT) services, include AT trial and assessment; home modification; AAC solutions; and more. Registered provider: NDIS & My Aged Care.		

<b>Maryborough and District Committee on the Ageing (MADCOTA)</b>	<b>ndis</b>	<b>4123 1554</b>
333 Alice St, Maryborough. Service to 50+ aged people, support for activities and referral. Links well aged people to others who share similar interests.		
Senior Citizens Centre Hall Hire		<b>4122 1023</b>
<b>Meals on Wheels Fraser Community</b>	<b>ndis</b>	
39a Islander Rd, Pialba. <b>4128 1334</b> 167 Churchill St, Maryborough. <b>4121 4297</b> Home delivered nutritious meals to people requiring assistance. Lactose free, gluten free and diabetic meals available.		
<b>Mixed Probuss Club of Hervey Bay</b>		<b>4124 7023</b>
Boat Club, Buccaneer Drive, Urangan meets on the 4 <sup>th</sup> Thursday of the month. Come and hear about the great trips and tours we have planned.		
<b>Older Men Unlimited</b>		<b>0438 129 153 / 4194 0172</b>
Information and support for older men who may be feeling isolated and lonely.		
<b>Ozcare</b>	<b>ndis</b>	<b>1800 692 273</b>
35 Davis Drive, Kawangun. Delivering aged care, disability care, nursing and health services		
<b>PresCare</b>	<b>ndis</b>	<b>4194 3500</b>
Assisting older persons to maintain their independence whilst remaining in their own home.		
<b>Qld Aged &amp; Disability Advocacy/ADA Australia</b>	<b>ndis</b>	<b>1800 818 338</b>
Free, confidential advocacy support to resolve aged or community care service related issues.		
<b>Seniors' Card – Dept. of Communities, Child Safety and Disability Services</b>	<b>ndis</b>	<b>13 QGOV / 13 74 68</b>
<b>Seniors in Focus</b>		<b>4194 2441</b>
Halcro Street Community Centre		

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**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.

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**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.

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**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.

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**University of the Third Age (U3A)**

Maryborough Inc.

Hervey Bay

Howard

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

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4122 1600

0431 366 264

4129 0078

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**COUNSELLING REFERRAL AND SUPPORT**

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

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<b>Alcoholics Anonymous</b>	<b>0438 169 764</b>
Phone Helplines open 9am–9pm	
<b>Maryborough meetings:</b> Tue, Wed, Sat	
<b>Hervey Bay meetings:</b> Mon, Tue, Thu, Fri, Sat, Sun	
Please phone for details of time and venue.	
<b>Bayside Transformations</b>	<b>4194 6621</b>
Drug and alcohol residential rehabilitation for men and women suffering from addiction, mental health issues or any life dysfunctional issues.	
<b>Bridges Health &amp; Community Care</b>	<b>1300 707 655</b>
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.	
<b>Centacare Community Services Fraser Coast</b> <b>ndis</b>	<b>4194 0172</b>
6/152 Boat Harbour Dr, Pialba.	
FSP – Counselling and education for individuals, couples and families to help improve relationships and communication. FMHSS –	
For young people showing signs or at risk of developing mental illness, and their carers and family members.	
<b>Counselling Clinic</b> <b>ndis</b>	<b>4194 3000</b>
Hervey Bay Neighbourhood Centre, 22 Charles St, Pialba.	
Free confidential counselling for individuals provided by qualified practitioners, bookings by appointment. A Medicare rebated clinic.	
<b>Community Health Social Worker</b>	<b>4122 8733</b>
Bauer Wiles Community Health Centre.	
Free confidential counselling for individuals, couples and families.	

<b>DVConnect Mensline Qld</b>	<b>1800 600 636</b>
A free, confidential telephone counselling, referral and support service established just for men.	
<b>DVConnect Womensline Qld</b>	<b>1800 811 811</b>
A free hotline available for women who are experiencing domestic or family violence.	
<b>DVConnect Sexual Assault Line Qld</b>	<b>1800 010 120</b>
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.	
<b>Gambling Help Services</b>	<b>4191 3100</b>
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.	
<b>Meeting Space, Training Room 4 Hire, Hot Desks</b>	<b>1800 184 527</b>
Diverse Voices Q-Life Confidential telephone counselling and information about venues, groups and services around Queensland.	
<b>Headspace Hervey Bay</b>	<b>4303 2100</b>
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.	
<b>Hervey Bay and Maryborough Multiple Sclerosis Support and Social Group</b>	<b>4128 2692</b>
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.	

<b>Hervey Bay Sixty &amp; Better Healthy Ageing Program Inc.</b>	<b>4194 6781</b>
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.	
<b>Jaié's Journey Inc</b>	<b>0408 277 801</b>
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.	
<b>Narcotics Anonymous</b>	<b>0497 155 464/ 0401 709 048</b>
Hervey Bay Community Centre, 22 Charles St, Pialba. Meetings held Tue 12.30pm via front door, Thu 7pm via back door.	
<b>Relationships Australia</b>	<b>1300 364 277</b>
Relationship counselling, family dispute resolution (mediation) and programs for separated parents in high conflict.	
<b>RSL Sub-Branch</b>	<b>4197 7477 4122 2321</b>
11 Torquay Rd, Pialba. 163–175 Lennox St, Maryborough. Pension and welfare support to the ex-service community.	
<b>STEPS Care for Carers</b>	<b>4150 1900</b>
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.	

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**UnitingCare**

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.

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**Wide Bay Sexual Assault Association**

**4194 5230**

3/8 Neils St, Pialba.

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

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**Wide Bay Women's Health Centre Inc.**

**4125 5788**

Information, support, counselling and referrals.

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**CRISIS RELIEF AND INCOME SUPPORT****Anglican Parish of Maryborough**

**4121 4745**

Cnr Adelaide & Ellena Sts, Maryborough.

Provision of welfare meals, Maryborough.

Mon and Fri(1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> Friday) from 5.30pm –  
Soup and Sandwich.

Tue and Wed from 7am – Breakfast.

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**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.

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**Centrelink**

207 Lennox St, Maryborough.

6 Hunter St, Pialba.

[www.centrelink.gov.au](http://www.centrelink.gov.au)

See website for full list of services and phone numbers.

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Families

**13 61 50**

Disabilities

**13 27 17**

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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
<b>Community Housing Limited</b>	<b>ndis</b>	<b>4120 0900</b>
<p>91 Bazaar St, Maryborough.  Emergency relief, crisis accommodation for families and single men, aged 18+, social housing for approved Department of Housing and Public Works applicants.</p>		
<b>Hervey Bay Neighbourhood Centre</b>	<b>ndis</b>	<b>4194 3000</b>
<p>22 Charles St, Pialba.  Confidential emergency relief and support to those in need of assistance.</p>		
<b>Regional Housing Limited</b>	<b>ndis</b>	<b>1300 642 123</b>
<p>Hervey Bay Community Centre,  22 Charles St, Pialba.  Crisis accommodation, long term community housing, affordable housing, and a range of services to assist with housing and homelessness.</p>		
<b>St. Vincent De Paul</b>	<b>ndis</b>	<b>4128 1389</b>
<p>Welfare Office  Mon, Tue, Thu, Fri: 10am–11am  260 Kent St, Maryborough.  Welfare Office. Mon–Fri: 9am–12pm.  21 Luizzi St, Pialba.</p>		
<p>Food and welfare assistance is provided for those in need of emergency relief. Appointments, by phone only.</p>		<b>4194 0861</b>



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**The Food Basket****0411 673 683**

300 Kent St, Maryborough

Mon, Tues, Fri 9am – 4pm

Wed, Thur, 9am – 6pm

Membership requires a Current Pension or Healthcare card or any DVA Card. Providing low cost food for the community.

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**The Salvation Army**

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

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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.

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**4125 1848****Red Shield Family Store**

85 Beach Rd, Pialba.

**4121 0555**

Cnr Bazaar &amp; Alice Sts, Maryborough.

**4124 2345****Victory Care Services****4123 2711**

Cnr Saltwater Creek Rd &amp; Fazio Rd, Maryborough.

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

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**We Care 2 Inc****4124 0913**

225 Main St, Urraween. Call for appointment.

**Homeless Food Van:** Mon, Wed, Fri: 6am–

8am, Seafront Oval. Homeless toiletries bag.

Emergency relief food vouchers, Extra Choices

**Food Bank:** Mon–Fri: 9am–2pm, Current Health

Care Card or Pension Card needed


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**RHL Youthcare (Youth Shelter)** 4125 5798  
8 King St, Urangan.  
The Youthcare shelter provides secure crisis accommodation and homelessness support service for youth 16–21yrs. Available 24 hrs a day, 7 days a week.


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## **DISABILITY SERVICES**


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**Ageing Dementia and Disability Connections**  4325 4455  
78 Torquay Rd, Pialba.  
Information and support for people with disabilities who are ageing or have dementia and their carers.


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**Autism Spectrum Australia 1800 ASPECT**  1800 277 328  
Asperger's / Autism Support Group 0432 256240  
Bauple Broadband For adults living with or caring for an adult with Aspergers/Austism.

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**Bay "See it All"**  4124 1883  
14 Kestrel Court, Eli Waters. 0412 473 462  
Agent for Quantum Reading Learning Vision (RLV)  
Demonstrating and organise delivery and the training of equipment for vision impaired people, including DVA recipients.

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**Blue Care**  4123 1599  
NDIS Readiness, community access, respite, personal and domestic support for aging and young people, support for families.

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**Campbell Hearing Solutions** 4184 2044  
Shop 2/15 Cental Ave, Pialba.  
Hearing assistance & assessment, rehabilitation, counselling, fitting of hearing devices, free services for pensioners & veterans.

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<b>Carers Queensland</b>	<b>ndis</b>	<b>4124 0922</b>
Signature Bldg, 8 / 19–21 Torquay Rd, Pialba. Support & information for carers of people with disabilities and the frail aged.		
<b>Centacare Community Services Fraser Coast</b>	<b>ndis</b>	<b>4194 0172</b>
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.		
<b>Commonwealth Respite and Carelink Centre</b>		<b>1800 059 059</b>
9/10 Liuzzi St, Pialba. Coordination & booking services for respite support in-home, centre-based support & assistance for carers. Short term emergency respite service.		
<b>Community Lifestyles Agency Inc.</b>	<b>ndis</b>	<b>4123 3552</b>
99 Bazaar St, Maryborough. Individual & group support services includes out/ in home respite, accommodation & community access support. NDIS ready.		
<b>Co-Ordinated Support Services</b>	<b>ndis</b>	<b>4194 3061</b>
Hervey Bay Neighbourhood Centre, 22 Charles St, Pialba. NDIS ready. Provide disability support, aged care, information and referral, children's services, brokerage, case management, training, post-operative care, respite and much more.		
<b>CPL – Choice, Passion, Life</b>	<b>ndis</b>	<b>4197 3600</b>
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.		

<b>Department of Communities and Child Safety</b>		<b>4154 9700</b>
271 Albert St, Maryborough. Direct services to people with a disability & their families. Provides services such as therapy, behaviour management, support to families.		
<b>Disability Information Services</b>	<b>ndis</b>	<b>13 74 68</b>
Information about support services for people with disabilities.		
<b>Down Syndrome Association Qld</b>	<b>ndis</b>	<b>3356 6655</b>
<b>Deaf Services Queensland</b>	<b>ndis</b>	<b>4121 5222</b>
Kathleen Costello Centre, 26 Wilson St, Maryborough.		<b>0430 227 160</b>
Provide information and support for the deaf, hard of hearing and their families.		
<b>Endeavour Foundation</b>	<b>ndis</b>	<b>4124 4003</b>
23 Main St, Pialba. 95–97 Boys Ave, Maryborough.		<b>3481 4000</b>
Provides service directly to people with a disability such as accommodation, community access, in home support and life skill programs.		
<b>Endeavour Foundation Learning &amp; Lifestyle Centre</b>		<b>3481 4000</b>
95–97 Boys Ave, Maryborough. 23 Main St, Pialba.		<b>ndis</b>
Lifestyle enhancement support: life skills, communication, community integration, employment skills, personal planning, NDIS readiness		
<b>Fraser Coast Family Networks Inc.</b>	<b>ndis</b>	<b>4123 4735</b>
115 Adelaide St, Maryborough. Provides respite care for people with disabilities and their families.		
<b>Fraser Coast Hearing Impaired Support Group</b>		<b>4121 5222</b>
26 Wilson St, Maryborough. Support group for hearing impaired adults		

<b>HEEA</b>	<b>ndis</b>	<b>0458 895 784</b>
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		
<b>Hervey Bay Day Care &amp; Respite Centre Inc</b>	<b>ndis</b>	<b>4124 1400</b>
11 Fairway Dr, Urraween. Provide support and day respite services for aged care and people with disabilities.		
<b>Hervey Bay Special School</b>	<b>ndis</b>	<b>4197 1777</b>
23 Frangipanni Ave, Scarness.		
<b>Hervey Bay Support Group of Parkinson's Queensland Inc.</b>	<b>ndis</b>	<b>4124 4104 0418 783 019</b>
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.		
<b>IUIH Home Support Hervey Bay</b>	<b>ndis</b>	<b>1300 852 598</b>
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.		
<b>Life Choice Wide Bay Burnett</b>	<b>ndis</b>	<b>4123 6288</b>
Shop 1&2 Madsen Medical Centre, Hershel Ct, Urraween. 75 Lennox St, Maryborough. NDIS provider offering Community access, accommodation support, group activities, in home, allied health and early intervention services.		
<b>LifeTec</b>	<b>ndis</b>	<b>1300 543 383</b>
4/Central Plaza 2, Central Ave, Pialba. Assistive Technology (AT) services, AT Trial and assessment; home modification; AAC Solutions; and more. NDIS and My Aged Care.		

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

<b>OAPL – Orthopaedic Appliances</b>	<b>ndis</b>	<b>3849 8152</b>
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.		
<b>Qld Parents for People with a Disability Inc.</b>		<b>0447 010 260</b>
<b>SBH (Spina Bifida Hydrocephalus) Qld</b>		<b>3844 4600</b>
<b>Spinal Injuries Association</b>		<b>1800 810 513</b>
<b>Suncare Community Services</b>	<b>ndis</b>	<b>1800 786 227</b>
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		
<b>The National Disability Insurance Scheme (NDIS)</b>		<b>1800 800 110</b>
<b>Vision Australia</b>	<b>ndis</b>	<b>1300 847 466</b>
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.		
<b>Wide Bay Respite Services Association Inc</b>	<b>ndis</b>	<b>4125 3855</b>
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.		

## **EDUCATION SERVICES**

### **CHILDCARE AND KINDERGARTEN**

#### **The Australian Child Care Index**

[www.echildcare.com.au](http://www.echildcare.com.au)

<b>Bayside Early Learners</b> 16 Magnolia St, Kawangan.	<b>4124 2845</b>
<b>Burrum Kids-R-U's</b> 11 Burrum River Rd, Torbanlea.	<b>4129 0377</b>
<b>Family Day Care Providers C &amp; R Cowling Scaife</b> 5/6 Torquay Rd Pialba	<b>4191 4644</b> <b>0413 267 845</b>
<b>Carramar Community Preschool &amp; Kindergarten</b> 326 Alice St, Maryborough.	<b>4121 2115</b>
<b>Churches of Christ Community Care</b> 26 Jupiter St, Maryborough.	<b>4122 4151</b>
<b>Condy Park Preschool &amp; Kindergarten Pialba</b> 161 Old Maryborough Rd, Pialba.	<b>4128 2786</b>
<b>East Street Kindy</b> 71 East St, Scarness.	<b>4128 1452</b>
<b>Fraser Coast Anglican College</b> Early Learning Centre, Koala Kindy, Doolong South Rd, Hervey Bay.	<b>4197 9342</b>
<b>Good Start Early Learning Centres</b> Call to enrol. Centres in Maryborough & Hervey Bay.	<b>1800 222 543</b>
<b>Granville Community Kindergarten</b> 162 Cambridge St, Granville. <a href="http://www.granvillekindy.com.au">www.granvillekindy.com.au</a>	<b>4122 3320</b>
<b>Hervey Bay Family Day Care</b> 37 Tavistock St, Hervey Bay.	<b>4325 5000</b>
<b>Hervey Bay PCYC School Age Care</b> 9 O'Rourke St, Pialba. Vacation care only	<b>4124 5211</b>
<b>Maryborough Child Care Centre Inc.</b> 89 Saltwater Creek Rd, Maryborough.	<b>4121 5003</b>
<b>Maryborough Community Kindergarten &amp; Pre-Prep</b> 19 Farrell St, Maryborough.	<b>4121 3865</b>
<b>Maryborough World of Learning</b> Cnr Tooley & Ellena Sts, Maryborough.	<b>4123 1633</b>



<b>Noahs Ark OSHC</b>	<b>4122 3714</b>
Vacation care. Before & After School Care.	
<b>St James Lutheran College Kindergarten</b>	<b>4128 5593</b>
138 Pantline Ln.	
<b>Tinana World of Learning</b>	<b>4123 4933</b>
18 Woongool Rd, Tinana.	
<b>Torquay Kids Early Learning Centre</b>	<b>4194 6771</b>
44 Totness St, Torquay	
<b>Village Kids Children's Centre</b>	
30 Regent St, Granville.	<b>4120 0100</b>
143 Colyton St, Torquay.	<b>4194 8000</b>

## **PRIMARY SCHOOLS**

Albert State School	<b>4120 0888</b>
Bauple State School	<b>4193 8222</b>
Bayside Christian College	<b>4124 4417</b>
Brooweena State School	<b>4190 8333</b>
Fraser Coast Anglican College	<b>4124 5411</b>
Glenwood State School	<b>5488 8333</b>
Granville State School	<b>4120 9888</b>
Gundiah State School	<b>4129 3136</b>
Howard State School	<b>4193 2333</b>
Kawungan State School	<b>4197 9111</b>
Maryborough Central State School	<b>4121 8777</b>
Maryborough West State School	<b>4120 2666</b>
Mungar State School	<b>4129 6171</b>
Parke State School	<b>4129 7208</b>
Pialba State School	<b>4197 7777</b>
Riverside Christian College	<b>4123 1031</b>
St Helens State School	<b>4120 2222</b>
St James Lutheran College	<b>4128 5500</b>
St Mary's Primary School	<b>4121 5705</b>

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
Bayside Christian College	4124 4417
Carinity Education – Glendyne	4128 6199
Fraser Coast Anglican College	4124 5411
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	<b>1800 007 252</b>
USC Fraser Coast	<b>4128 5200</b>
161 Old Maryborough Rd, Hervey Bay.	
Tertiary education provider offering bachelor's degrees in business, commerce, human services, primary education, sports studies. Enquires are also welcome on alternative entry options to tertiary study including headstart and tertiary prep program.	

## **SPECIAL EDUCATION AND DISTRICT OFFICES**

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

## **EMERGENCY SERVICES**

Police, Fire and Ambulance (Emergency)	<b>000</b>
Coast Guard Emergency (Police) – 24 hr Service	<b>000</b>
State Emergency Service – 24 hr Service	<b>13 25 00</b>
Volunteer Marine Rescue Hervey Bay	<b>4128 9666</b>
Policelink – Non-Urgent Police Matters	<b>13 14 44</b>
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
<b>Child Protection Investigation Unit (CPIU) MB</b>	<b>4123 8155</b>

### **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. <a href="http://www.mapping.dcs.qld.gov.au/external/firewardenfinder">www.mapping.dcs.qld.gov.au/external/firewardenfinder</a>	

### **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
	000

### **Origin Energy**

Electricity Emergencies	131 962
Natural Gas	1800 808 526

## **EMPLOYMENT AND TRAINING**

<b>ACE Apprenticeship Centre</b>	<b>1300 223 467</b>
5 Imelda St, Pialba.	
Group training organisation.	

<b>Axiom College</b>	<b>4194 2622</b>
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.	
<b>Busy at Work Apprenticeships Services</b>	<b>0417 631 178</b>
4/107 Boat Harbour Dr, Hervey Bay.	<b>0409 265 894</b>
Assistance and advice, workplace visits, sign-ups and incentive payments and transition to work	
<b>Carinity Education Glendyne</b>	<b>4128 6199</b>
72 Nikenbah-Dundowran Rd, Nikenbah Independent school offering alternate education for young people – Yr 6 to 12.	
<b>CoAct/Community Solutions</b>	
Hervey Bay – 10–12 Torquay Rd	<b>4197 3111</b>
Maryborough – 320 Kent St	<b>4122 7602</b>
Employment & training programs.	
<b>Department of Education and Training</b>	<b>1300 566 046</b>
<b>Department of Employment</b>	<b>1300 488 064</b>
<b>Epic Assist</b>	
12/200 Bazaar St, Maryborough.	<b>4121 0362</b>
2–3/6 Neils St, Hervey Bay.	<b>4124 1238</b>
Innovative job seeker solutions and support for employers.	
<b>First Aid Training</b>	<b>13 74 68</b>
Queensland Ambulance Service.	
<b>Fraser Coast Training Employment Support Service Inc. (TESS)</b>	<b>4122 4444</b>
60 John St, Maryborough. A not-for-profit organisation offering quality training with industry focused outcomes.	
<b>NEATO Employment Services</b>	
6/26–28 Taylor St, Pialba.	<b>4303 4500</b>
2/227 Adelaide St, Maryborough.	<b>4324 8800</b>

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**Maisie Kaufmann Learning Centre** 4121 3364  
60 John St, Maryborough.  
A not-for-profit training organisation offering  
quality training with industry focused outcomes.

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**Mission Australia**  
Disability Employment Provider  
5 Imelda St Pialba.  
397 Kent St Maryborough 41486964

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**Mylestones Employment – CPL**  
Disability Employment Service Provider  
3–4/131 Bazaar St, Maryborough. 4148 7718  
3/19–21 Torquay Rd, Hervey Bay. 4303 2200

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**Sarina Russo Job Access** 4194 4600  
Level 1, 15 Torquay Rd, Pialba.  
Employment Service provider. Assistance to find  
employment.

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**Max Employment**  
Office 2, Level 1, 69 Main St, Pialba. 4196 9200  
3/98 Bazaar St, Maryborough. 4120 5200

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**Advanced Personnel Management** 1300 276 456  
Shop 4, 17 Torquay Rd, Pialba.  
Suite 8, 221 Lennox St, Maryborough.

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**Wide Bay Volunteers** 4151 6644  
Refers volunteers to community groups. Provides  
regular accredited and non-accredited training to  
volunteers, coordinators and managers.

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## **FAMILY, CHILDREN AND PARENTING**

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

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**1800 RESPECT** 1800 737 732  
Counselling for anyone experiencing, or at risk of,  
physical or sexual violence. 24 Hrs / 7 Days.

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<b>Act for Kids</b>	<b>4122 9100</b>
111 Cheapside St, Maryborough. Intensive family support program that provides practical support for families that have multiple and complex needs on the Fraser Coast.	
<b>Anglicare</b>	<b>4120 5100</b>
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.	
<b>'A Time for Grandparents' Program</b>	<b>1300 135 500</b>
For grandparents raising grandchildren.	
<b>Australian Red Cross – Community Wellbeing Programme</b>	<b>4124 4511</b>
47 Main St, Pialba. Early intervention mental health program targeting young people 10–14yrs and their families where early signs of mental health have been observed.	
<b>Bay Families – Family Support Service</b>	<b>4194 3050</b>
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.	
<b>Breast Feeding Association – Helpline</b>	<b>1800 686 268</b>
1800 MUM 2 MUM	
<b>Bundaberg Family Relationship Centre</b>	<b>1300 885 373</b>
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.	

<b>Child Safety After Hours</b>	<b>1800 177 135</b>
Child Safety staff offer professional help in the areas of child abuse, child/family crisis, child and juvenile welfare issues. After hours service.	
<b>Children by Choice</b>	<b>1800 177 725</b>
State-wide information, referral and counselling telephone service on all unplanned pregnancy options.	
<b>Churches of Christ Maryborough Family Support Service</b>	<b>4121 5511</b>
26 Jupiter St, Maryborough. Information, support & assistance for parents to help develop effective parenting skills.	
<b>Churches of Christ Community Care Fraser Coast Fostering Service</b>	<b>4120 0600</b>
154 Bazaar St, Maryborough. To recruit, train and support foster carers.	
<b>Department of Communities – Child Safety Services</b>	<b>1300 703 762</b>
Protection of children at risk of abuse/neglect and young people at risk.	
<b>Family and Child Connect (FaCC)</b>	<b>13 32 64</b>
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.	
<b>Family Planning Queensland (FPQ)</b>	<b>4122 2218</b>
Bundaberg – education services only HB/MB	
<b>Harmony House</b>	<b>4124 1681</b>
172 Torquay Rd, Scarness Offering supervised contact for non-residential parent and safe venue for changeover of children. Appointment only.	



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**HEEA****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.

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**HIPPY Program – Australian Red Cross**

47 Main St, Hervey Bay.

**4124 4511**

98 Bazaar St, Maryborough.

**4123 4697**

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

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**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.

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**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.

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**Parentline****1300 301 300**

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

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**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.

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## **UnitingCare Family Support Service**

Cnr Alice & Bazaar Sts, Maryborough.

**4122 9000**

94 Old Maryborough Rd, Hervey Bay.

**4191 3100**

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

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## **GOVERNMENT SERVICES**

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### **Department of Aboriginal and Torres Strait Partnerships (DATSIP)**

**4125 9366**

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.

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### **Probation and Parole**

**4197 3300**

Brendan Hansen Building 50/54 Main St, Pialba.

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## **STATE GOVERNMENT**

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### **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

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### **STATE GOVERNMENT MEMBERS**

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#### **Mr Bruce Saunders MP**

**4122 2277**

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

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#### **Mr Ted Sorensen MP**

**4124 1386**

Shop 3, Baiavista, 357 Esplanade, Scarness

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## **FEDERAL GOVERNMENT**

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### **FEDERAL GOVERNMENT DEPARTMENTS**

[www.australia.gov.au](http://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
Broadband, Communications and the Digital Economy	1800 254 649
Climate Change and Energy Efficiency	(02) 6159 7000
Defence	1300 333 362
Education, Employment and Workplace Relations	1300 363 079
Families, Housing, Community Services and Indigenous Affairs	1800 079 098
Finance and Deregulation	(02) 6215 2222
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, Innovation, Science, Research and Tertiary Education	13 28 46
Infrastructure and Transport	(02) 6274 7111
Regional Australia, Local Government, Arts and Sport	(02) 6277 3511
Tourism Australia	(02) 9360 1111
Sustainability, Environment, Water, Population and Communities	(02) 6274 1111
The Treasury	1800 020 008 (02) 6263 2111
Australian Electoral Commission	13 23 26
Veterans Affairs Department	1800 555 254

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Centrelink Self Service 13 62 40  
See [www.centrelink.gov.au](http://www.centrelink.gov.au) for full list of phone numbers

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## **FEDERAL GOVERNMENT MEMBER**

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**Federal Member, Llew O'Brien** 4121 2936  
1300 301 968

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**Federal Member, Kieth Pitt** 4152 0744  
4124 3451

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## **LOCAL GOVERNMENT**

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**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](http://www.frasercoast.qld.gov.au)  
[enquiry@frasercoast.qld.gov.au](mailto:enquiry@frasercoast.qld.gov.au)

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## **HEALTH SERVICES**

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**Blue Care Allied Health** **ndis** 4197 7202  
58 Exeter St Torquay  
Podiatry, physiotherapy, speech pathology,  
occupational therapy, dietetics, social work.

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**Blue Care Community Care** **ndis**  
276 Alice St, Maryborough. 4123 1599  
58 Exeter St, Torquay. 4125 3796

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**Brisbane Sexual Health & HIV Service** 3837 5611  
Sexual Health care and treatment.

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**Coastal Life Therapies** 4194 5758  
184 Barolin St Bundaberg.  
Experienced Psychological Clinicians in Hervey  
Bay & Bundaberg.

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<b>HEEA</b>		<b>0458 895 784</b>
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.		
<b>Feros Care Allied Health Services</b>		<b>1300 763 583</b>
Programs, therapies & services to help you to remain active, healthy & connected. Includes Physiotherapy, Exercise Physiology and gentle exercises.		
<b>Fraser Coast Community &amp; Allied Health Services</b>		<b>4122 8733</b>
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.		
<b>Hervey Bay Hospital</b>		<b>4325 6666</b>
Cnr Nissen St & Urraween Rd, Pialba.		
<b>Immunisation Program</b>		<b>4122 8733</b>
Community Health Clinics		
<b>Maryborough Base Hospital</b>		<b>4122 8222</b>
185 Walker St, Maryborough.		
<b>Wide Bay Mental Health and Specialised Service (AODS)</b>		<b>4128 5424</b>
Door 3, Community Health Centre The Village Complex, 34 Torquay Rd, Pialba.		
<b>Office of the Health Ombudsman</b>		<b>133 646</b>

<b>Ozcare</b>	<b>4191 3000</b>
35 Davis St Kawangan	<b>1800 692 273</b>
Home care services such as domestic assistance, social support, respite, personal care, nursing, Allied Health services and day respite.	
<b>St Stephen's Private Hospital</b>	<b>4120 1200</b>
182–198 Nissen St, Hervey Bay.	
<b>School Dental Services</b>	<b>4122 8670</b>
General Enquires	
<b>True Relationships &amp; Reproductive Health (True)</b>	<b>3250 0240</b>
Information, education & training on sexual & reproductive health. <a href="http://www.true.org.au">www.true.org.au</a>	
<b>Wide Bay Oral Health Service Dental Clinics</b>	<b>1300 300 850</b>
<b>Wide Bay Public Health Unit</b>	<b>4184 1800</b>
Madsen Medical Centre Suite 11, 17 Hershel Court, Urraween Increasing understanding, improving awareness and access to environmental health, immunisation and communicable disease issues.	
<b>Wide Bay Sexual Health Clinic</b>	<b>4150 2754</b>
Provides an outreach clinic on the 2nd and 3rd Fri of every month. Phone for an appointment. Bookings essential.	
<b>Wide Bay Women's Health Centre Inc</b>	<b>4125 5788</b>
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.	

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<b>Women's Health Qld Wide</b>	<b>1800 017 676</b>
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## **HOSPITALS**

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<b>Children's Oral Health Call Centre – Emergency</b>	<b>4122 8670</b>
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<b>Hervey Bay Hospital</b>	<b>4325 6666</b>
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Urraween Rd, Hervey Bay (Cnr Nissen St)

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<b>Maryborough Base Hospital</b>	<b>4122 8222</b>
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185 Walker St, Maryborough.

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<b>St Stephen's Private Hospital</b>	<b>4120 1200</b>
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182–198 Nissen St, Pialba.

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## **INDIGENOUS SERVICES**

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### **Community Education Counsellor**

Aldridge State High School

**4120 8444**

Boys Ave, Maryborough.

Maryborough State High School

**4120 9333**

Kent St, Maryborough.

Provides support to Indigenous high school students & their families.

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### **Galangoor Duwalami Primary Healthcare Service**

7-11 Central Avenue, Urrawwen

**4194 5554**

Shop 1, 87–89 Bazaar St, Maryborough.

**4184 9969**

Provides ante-natal care, post-natal care, chronic disease management, paediatric, child health & maternal health services.

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<b>Kahwun Wooga Aboriginal &amp; Torres Strait Islander Corporation for Community Development</b>	<b>4123 5910</b>
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224 Bazaar St, Maryborough.

Assistance & support to Indigenous people who have come in contact with the justice system.

Supports the development of locally based programs.

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<b>Indigenous Health – Community Health</b>	<b>4122 8733</b>
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<b>Intensive Family Support – Hervey Bay Neighbourhood Centre</b>	<b>1300 208 469</b>
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.	
<b>IUIH Home Support Hervey</b>	<b>1300 852 598</b>
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.	
<b>Maryborough Aboriginal Corporation for Housing &amp; Cultural Development + MACORP</b>	<b>4122 4382</b>
1/164 Bazaar St, Maryborough. Administer housing and provide a community worker for indigenous people. <a href="http://www.macorp.org">www.macorp.org</a>	
<b>MACH 1 Property Services + MACORP</b>	<b>4122 4382</b>
Home and yard cleaning and maintenance, bond clean rubbish removal and odd jobs. Pensioner discounts apply.	
<b>UnitingCare</b>	<b>4191 3100</b>
<b>Community &amp; School Engagement (CASE)</b>	
Enhancing indigenous parental involvement with school and educational providers.	
<b>Unndennoo Kindergarten</b>	<b>4121 5831</b>
Early education for 3–5yrs.	

## **INFORMATION SERVICES**

<b>Anti-Discrimination Commission Qld</b>	<b>1300 130 670</b>
TTY	<b>1300 130 680</b>



<b>Community Development Team</b>	<b>1300 794 929</b>
Fraser Coast Regional Council. Information about community services, programs, organisations & groups.	
<b>Fraser Coast Libraries</b>	<b>4197 4220</b>
Branches in Hervey Bay, Maryborough, Tiaro, Howard and Burrum Heads.	
<b>Fraser Coast Visitor Information Centres</b>	
Maryborough – City Hall, Kent St.	<b>1800 214 789</b>
Hervey Bay – Maryborough/Hervey Bay Rd.	<b>1800 811 728</b>
Hervey Bay Airport – Don Adams Dr.	<b>4197 4730</b>
Tiaro – Mayne St.	<b>4129 2599</b>
<b>Human Rights &amp; Equal Opportunity Commission</b>	
Complaints and enquiries	<b>1300 656 419</b>
TTY	<b>1800 620 241</b>
<b>Neighbourhood Centres</b>	
22 Charles St, Pialba.	<b>4194 3000</b>
Emergency relief	• Information and referral
Counselling	• Respite care
Community support	• Transport
Culturally diverse services	
Community Events	
25 Ellena St, Maryborough.	<b>4121 2141</b>
Community Development	
Dance to Fitness	
Justice of the peace	
Information & referral	
Community events & programs	
Adult Community Education	
Culturally diverse services	
Volunteer Program	
Venue Hire & in-house catering	
<b>Smart Service Queensland</b>	<b>13 QGOV/</b>
Information service for Queensland State Government	<b>13 74 68</b>

<b>Bauple Broadband for Seniors</b>	<b>0432 256 240</b>
Broadband for seniors, social morning, asperger's /autism support group, Tai-Chi, markets, Tiaro youth and community radio.	
<b>Translating &amp; Interpreting Service (TIS) 24 hr</b>	<b>13 14 50</b>
<b>Urangan Community Centre</b>	<b>4125 5499</b>
Elizabeth St, Urangan. Venue hire (Booking via HBNC 4194 3000), internet access, training & programs available.	
<b>Women's Infolink</b>	<b>1800 177 577</b>
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

<b>Crime Stoppers</b>	<b>1800 333 000</b>
<b>Department of Justice</b>	
Maryborough Court House	<b>4121 1810</b>
170 Richmond St, Maryborough.	
Hervey Bay Court House	<b>4125 9300</b>
Cnr Queens Rd & Freshwater St, Scarness.	
<b>Energy &amp; Water Ombudsman Qld</b>	<b>1800 662 837</b>
A free, fair and independent dispute resolution service for Queensland's energy consumers.	
<b>Justices of the Peace</b>	<b>1300 301 147</b>
Contact the Dept. of Justice & Attorney General, Justice of the Peace Branch, for details regarding 'Justices of the Peace' within the Fraser Coast District.	
<b>Legal Aid Office (Qld)</b>	<b>1300 651 188</b>
Legal advice, representation, education, telephone information. Call centre also for detailed legal information.	

<b>Probation and Parole Services</b>	<b>4197 3300</b>
Community safety and crime prevention through humane containment, supervision and interventions with offenders. Servicing Fraser Coast.	
<b>Public Trustee of Queensland</b>	<b>1300 360 044</b>
Free will-making service, free safe custody of important documents, deceased estate administration, affairs of aged and disabled, enduring powers of attorney.	
<b>Seniors Legal and Support Service</b>	<b>4124 6863</b>
6/16 Torquay Rd, 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.	
<b>Taylor Street Community Legal Service</b>	<b>4192 2663</b>
The Taylor Street Community Legal Service Provides 15-minute general consultations, by appointment, with a solicitor on most matters of law	
<b>Wide Bay Dispute Resolution Centre</b>	<b>4125 9225</b>
	<b>1800 681 109</b>
<b>Youth Justice Services – Central Qld Region</b>	<b>4125 1400</b>

## **MENTAL HEALTH SERVICES**

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

<b>Centacare Community Services Fraser Coast</b>	<b>4194 0172</b>
6/152 Boat Harbour Dr, Pialba. Group based activities, social support & making connections within the community. Mental Health Respite Carer Support: Short term respite for carers of people with a mental illness/ intellectual disability. Carer support group.	
<b>Community Solutions Group</b>	<b>4197 3111</b>
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.	
<b>Fraser Coast Integrated Mental Health Services</b>	<b>4122 8777</b>
167 Neptune St, Maryborough. Mental health inpatient and outpatient services. Mon–Fri.	
<b>Group for Emotional &amp; Mental Support (GEMS)</b>	<b>4125 4215</b>
Friendship, education and activities group for mental health consumers, carers & general public accommodation. Available contact 24/7.	
<b>Headspace Hervey Bay</b>	<b>4303 2100</b>
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.	
<b>Partner in Recovery</b>	<b>4196 9800</b>
Shop 5, 131 Bazaar St, Maryborough. Bridges: 11 Peters Ln, Pialba. Partners in Recovery supports people with complex and severe mental health concerns. Assistance to understand how the MH system works and how to access the service they need.	

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**Richmond PRA** 1300 779 270  
Units 6&7, 10 Liuzzi St, Pialba.  
A recovery focused Peer Operated Service  
supporting people through their mental health  
recovery.

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**Richmond Fellowship Queensland** 07 3363 2644  
Shop 5, 131 Bazaar St, Maryborough.  
Community based mental health recovery and  
psycho-social support services for people aged  
18–64.

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**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.

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

## **MULTICULTURAL SERVICES**

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**Australian Group Latino Fraser Coast Inc.** 4128 8359  
Friendship, language, Latin dance & Latin music  
for all nationalities.

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**Carers Queensland** 4124 0922  
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.

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**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

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<b>Fraser Coast Multicultural Respite Centre</b>	<b>4194 3000</b>
Hervey Bay Community Centre 22 Charles St, Pialba. Providing in-home and centre-based respite to frail & people with disabilities.	
<b>Fraser Coast Swiss Group</b>	<b>0409 286 326 / 4194 0105</b>
Social group offering support and interpreter assistance to the Swiss and French speaking community in Wide Bay.	
<b>Migrant Development Program</b>	<b>4121 2141</b>
25 Ellena St, Maryborough. A multicultural program that accepts membership from all nationalities. Our program aims to increase capacity of every individual and to fully engage in all aspects of community life.	
<b>TAFE East Coast – Adult Migrant English Program</b>	<b>1300 656 188</b>
English language classes for eligible migrants who have recently arrived to the Fraser Coast – TAFE Hervey Bay and Maryborough.	
<b>TaTau TaTau Maori Culture Club</b>	<b>4128 1589</b>
Social group and activities for Maori and New Zealand residents of the Fraser Coast, e.g dance classes.	
<b>Translating and Interpreting Services National</b>	<b>13 14 50</b>
Interpreting assistance, plus some translation services offered.	

## **TRANSPORT SERVICES**

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

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

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## **Wide Bay Transit**

Public transport service for bus routes in  
Maryborough & Hervey Bay.  
Charter coaches, day tours & extended tour.

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**4121 3719**  
**4121 4070**

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## **VETERANS SUPPORT SERVICES**

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### **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

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### **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.

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### **Partners of Veterans Association of Australia Inc. Fraser Coast Support Group**

**4122 4468**  
**0417 728 260**

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

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### **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/](http://www.qldtpi.org.au/queensland-veterans-advisory-council/)

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**SoldierOn****1300 620 380**

[www.soldieron.org.au](http://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.

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**Veterans of Australia****4128 3759 /****Veterans Advice and Social Centre****4128 2106**

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

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**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.

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

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**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

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**Veterans Welfare and Advocacy Services** 4122 2321  
Maryborough RSL Sub-Branch 1800 011 046  
163–175 Lennox St (24 hr crisis)  
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).

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

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### **Young Diggers**

[www.youngdiggers.com.au](http://www.youngdiggers.com.au)  
Support services and programs to help serving and ex-serving personnel of the Australian Defence Force, their dependents and direct family members.

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## **YOUTH SERVICES**

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**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.

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### **Education Queensland**

For contact details of local schools and various services please refer to the EDUCATION SERVICES section.

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<b>Fraser Coast Youth Achievement Awards</b>	<b>4121 2141</b>
Maryborough Neighbourhood Centre, 25 Ellena St, Maryborough. Acknowledging the achievements of Fraser Coast young people.	
<b>headspace Hervey Bay</b>	<b>4303 2100</b>
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.	
<b>Integrated Youth and Family Services</b>	<b>5438 3000</b>
Residential care for disengaged youth.	
<b>Kids Helpline</b>	<b>1800 551 800</b>
<b>RHL Youthcare (Youth Shelter)</b>	<b>4125 5798</b>
8 King St, Urangan. Secure crisis accommodation and homelessness support service for youth 16– 21yrs. Available 24 hours a day, 7 days a week.	
<b>Rotary Club of Maryborough-Sunrise</b>	<b>0438 720 800</b>
Personal development, leadership, driver awareness and science/engineering links. Supporting local primary schools, high schools, the Domestic Violence refuge, community events and projects.	
<b>Youth Centre</b>	<b>4194 3000</b>
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.	

<p>IMPACT Community Services' Employment First Aid          Supports young people between the ages of 15–24 who are currently in employment, stay in employment.</p>	1800 118 008
<p><b>Youth Justice Services – Wide Bay Burnett Region</b>          3/101 Beach Rd, Pialba.          Provides supervision, support and rehabilitation to repeat offenders (on court orders) aged 10–17.</p>	4125 9220
<p><b>Youth Housing &amp; Integration Service (YHARS)</b>          Targets young people 12–21yrs who at risk of homelessness and/or transitioning from Child Safety or Youth Justice and Youth detention.</p>	4124 4511

## **HOMELESSNESS SERVICES**

### **IMMEDIATE HELP**

<p><b>Homeless Hotline</b>          24 hours / 7 days a week</p>	1800 474 753
<p><b>DV Connect</b>          24 hours / 7 days a week</p>	1800 811 811
<p><b>Ask Izzy</b>          Website listings of service providers for homeless</p>	askizzy.org.au
<p><b>Emergency Services</b>          Ambulance, Police, Fire</p>	000

### **FREE MEALS**

<p><b>Mon, Wed &amp; Fri – Hot Breakfast</b>          6:30am–8am          We Care 2 Inc. Near the old skateboard bowl at the end of the Seafront Oval, Pialba.</p>	4124 0913
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**Tue – Comfort Kitchen Breakfast** **4194 3000**

6:30am–8:30am

Urangan Community Centre, Elizabeth St,  
Urangan.

Neighbourhood Centre

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**Wed – Hot 3 Course Meal** **4194 3000**

5pm–6.30pm

Hervey Bay Neighbourhood Centre

22 Charles St, Pialba.

Comfort Kitchen

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**Fri – Lunch**

10am–1pm

**4125 2467**

Salvos Connect Café

The Salvation Army

11 Robertson St, Urangan.

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**Tue – Sun – Hot Food**

8am–8pm

**4194 5611**

Scarness Takeaway

346 The Esplanade, Scarness.

Depends on 'Pay it Forward' collection tin

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## **HOT SHOWERS**

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**Mon - Fri** **4194 3000**

8:30am–4:30pm

Hervey Bay Neighbourhood Centre

22 Charles St, Pialba.

## **EMERGENCY RELIEF**

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**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

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**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.

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

9am–12pm

St. Vincent De Paul

21 Luizzi St, Pialba.

Phone for Appointment.

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

11:30am–1pm

The Salvation Army

11 Robertson St, Urangan.

Phone for Appointment.

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**Wed – Emergency Relief** **4194 0172**

9.30am–11.30am

Centacare

6/152 Boat Harbour Dr, Pialba.

Phone for appointment on Mon

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**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

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**ON GOING SUPPORT**

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**ACCOMMODATION**

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**Crisis Housing****Centacare**

Centacare Emergency Housing

**4194 0172**

6/152 Boat Harbour Dr, Pialba.

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**Youth Crisis Housing****4125 5798**

RHL Youthcare

8 King St, Urangan.

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**Women's Shelters****4122 2218**

Yoorana Maryborough

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**Men's Shelter****4123 1845**

Good Hope

45 Queen St, Maryborough.

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**FEEDBACK**

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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](http://www.frasercoast.qld.gov.au/the-little-lime-pocket-book)