

Information Guide

for Fishers and Families
in the Moreton Bay, Hervey Bay and
the Burdekin and Townsville Regions



Australian Government
**Fisheries Research and
Development Corporation**

Queensland Seafood
Industry Association

www.queenslandseafood.com.au



**THE UNIVERSITY
OF QUEENSLAND**
AUSTRALIA

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Issues Affecting Commercial Fishers and Their Families in Three Regions of Queensland

This Information Guide for fishers and families lists a number of agencies and organisations to contact for advice and information when dealing with personal, financial, health and family relationship issues.

It has been designed following a study by the Queensland Seafood Industry Association and The University of Queensland on the social impacts of fisheries change in three regions – Moreton Bay, Hervey Bay and the Townsville and Burdekin area.

The study explored the social, financial, health and family issues affecting commercial fishers and their families due to changes in fisheries management, the introduction of marine parks and industry restructuring.

A number of issues were common amongst fishers and families in all three areas. These included: financial stress; physical and mental health issues, including depression and anxiety; family breakdown; alcohol and drug misuse; problem gambling; social isolation; difficulty coping with change; lack of alternative employment prospects; a need for counselling; and a lack of knowledge about where to seek help with specific problems.

This guide provides a starting point for fishers and their families who may need help but may not know where to find useful information and services.

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Financial Services

Government Services

Organisation: Department of Employment, Economic Development and Innovation

Services offered:

DEEDI provides financial counselling for primary producers and fishers. Call for information about the nearest service or to make an appointment with one of the mobile counselling offices in your area.

Contact details:

Phone: 13 25 23

Website: <http://www.dpi.qld.gov.au>

Locations: Bowen, Bundaberg, Townsville and Brisbane.

Mobile offices are located at: Ayr research station, Hervey Bay, Maryborough, Cleveland, and Pinkenba.

Financial counselling can help you:

- understand and develop improved financial management
- communicate and negotiate with financial institutions
- identify and assess the financial impact of options
- compare the viability of various enterprises
- prepare applications for loans and government assistance schemes through QRAA and Centrelink.

Organisation: Queensland Rural Adjustment Authority (QRAA)

Services offered:

QRAA offers commercial fishers productivity loans of up to \$500,000. Three different types of loans are available: development loans, first start loans, and resource management loans.

- Development loans provide financial support to enable fishers to take the next step in achieving a productive and more sustainable enterprise.
- First start loans provide finance for individuals to own their first fisheries business.
- Resource management loans provide non-means tested finance to cover capital costs associated with implementing resource management practices.

Call to make an appointment, or to be sent an application kit containing information and application forms for each of the available loans.

QRAA does not provide financial counselling or help with filling out applications. For financial counselling assistance, QRAA recommends contacting financial counsellors listed with the Department of Employment, Economic Development and Innovation (DEEDI).

Contact details:

Phone: 1800 623 946

Website: <http://www.qraa.qld.gov.au/>

Non-Government Financial Planning Organisations

Financial planners provide advice on finances and investment opportunities, help develop personally and industrially-defined goals to suit your needs, and prepare a financial plan.

To find a financial planner in your area, visit the website of the Financial Planning Association of Australia

Phone: 1300 626 39

Website: <http://www.fpa.asn.au/>

Non-Government Financial Counselling Organisations

To find a financial counsellor in your area, see the listings below or call the Financial Counsellors' Association of Queensland.

Phone: (07) 3321 3192

Website: <http://www.fcqn.asn.au/default.aspx>

State-wide service

Organisation: Lifeline Financial First Aid

Services offered:

A free service providing assistance with personal debt and individual money management programs.

Contact details:

Phone: 1300 370 255 (for Queensland) or 1800 007 007 (Australia wide)

Website: <http://www.lccq.org.au/ffa>

Townsville and the Burdekin

Lifeline Counselling Centre North Queensland

Phone: 4775 9100

Hervey Bay area

Lifeline Fraser Coast Hervey Bay

Phone: 4191 3100

Website: <http://www.lccq.org.au/ffa>

Moreton Bay area

Lifeline Counselling Service Redland

Phone: 3823 9400

Townsville and the Burdekin

Organisation: Townsville Community Legal Service

Services offered:

A free service providing assistance for people having personal credit and debt problems. The service worked with fishers during restructuring and has experience with the fishing industry. Appointments are essential.

Contact details:

Phone: 4721 5511

Website: <http://www.tcls.org.au/>

Hervey Bay

Organisation: Regional Housing Limited – Hervey Bay and Maryborough

Services offered:

- Assistance with debt, credit cards and budgets. A free service for individuals, families and small business operators.
- Help with personal finance planning, budget design, information about ways to change or improve your financial situation.
- A referral service for help with gambling, family support, personal counselling or community legal aid. If needed, they will negotiate with creditors and explain debt recovery procedures including bankruptcy.

Contact details:

Phone: 1300 642 123 or 4153 1239

Moreton Bay and Townsville

Organisation: Salvation Army Moneycare

Services offered:

Help and advice for people experiencing financial problems such as:

- Repaying debts, budgeting problems, and harassment by creditors and/or debt collectors.
- Car and home repossession and eviction.
- Stress about money problems.

Moneycare assists clients to understand legal and court documents regarding debts. They also provide seminars on budgeting and related issues to help people avoid financial difficulties.

Distance financial counselling is also provided via mail, phone, fax, and/or email. For more information, call your closest Moneycare service.

Contact details:

Phone: 1300 36 36 22

Brisbane: (07) 3222 6666

Website: <http://salvos.org.au/need-help/financial-troubles/>

Services are also available in Townsville. Phone: 4755 4716

Retraining Services

Industry Training and Retraining

There is a range of excellent short courses and industry-related training offered by a number of training providers like universities, colleges and registered training organisations (or RTOs).

Training is available from RTOs and educational institutions in Queensland and in centres in other parts of Australia. You might also find relevant courses online – either via tertiary institutions or online.

Industry-related training courses cover:

- Professional and vocational training on – seafood, marketing and promotions, business management, mariculture or aquaculture.
- Marine resource management, fisheries compliance, health and safety, and environmental issues.
- Business and computer skills.
- Conflict negotiation and collaborative management.

Fisheries Specific Training

Queensland

Organisation: Seafood Directions

Seafood Directions runs several fee-based vocational courses on: Seafood processing; Health and safety; Quality assurance and product safety; Sales and distribution. It also helps with product and marketing development.

Contact details:

Phone: (07) 5492 3812

Website: <http://www.seafooddirections.com.au/training.php>

Location: Caloundra

Tasmania for Australia-wide training

Organisation: Australian Maritime College (AMC)

AMC provides fee-based vocational courses including: Fisheries Management, and Fisheries Surveillance and Compliance. Courses are both on campus and via distance education.

AMC also runs certificate and degree courses in fisheries management, fisheries science, aquaculture, and marine conservation and sustainability for mature age and other students.

Contact details:

Phone: (03) 6324 3801 (for general inquiries) or (03) 6324 9852 (for short course information)

Website for short courses: <http://www.amcsearch.com.au/courses/fisheries/>

Website for undergraduate courses: <http://www.amc.edu.au/undergraduate-courses>

Website for postgraduate courses: <http://www.amc.edu.au/courses/nmcers/postgraduate>

Location: Launceston, Tasmania.

General Industry and Vocational Training

Queensland-wide

Organisation: DEEDI – Department of Employment, Economic Development and Innovation

DEEDI provides training and business courses, workshops and seminars on business and finance issues.

Contact details:

Phone: 1300 363 711 or (07) 3001 6359

Website: <http://www.dtrdi.qld.gov.au/dsdweb/v4/apps/web/content.cfm?id=9378>

Locations: Brisbane, Bundaberg, Caboolture, Hervey Bay, Maryborough, Sunshine Coast, Townsville and other areas in Queensland. Check the website or phone for further information.

Organisation: Environment Australia

Environment Australia offers a number of vocational courses around sustainability and fisheries issues.

Undertake a range of sustainability and environmental courses, e.g.:

- Certificate IV Business Sustainability Assessment. Learn how to audit, report and advise a business on sustainable energy consumption, water use, waste management and business operations.
- Creating a Low Carbon Seafood Industry
- Fishing Industry Environment
- Endangered and Threatened Species (ETS) Awareness

Contact details:

Phone: (07) 3161 8146

Website: <http://www.environmentaustralia.com.au/>

Location: Everton Park

Organisation: FarmReady Programs via DAFF (Department of Agriculture, Fisheries and Forestry)

FarmReady courses are aimed at primary producers (including fishers), wild game harvesters, and Indigenous land managers.

Contact details:

Phone: 1800 087 670

For information about the reimbursements grant, call and ask to speak with a training provider administrator.

Website: <http://www.farmready.gov.au>

Services offered:

A reimbursement grant of \$1500 is available for eligible people. It covers training costs, travel and other expenses like accommodation and childcare.

Organisation: Department of Education and Training: Mature Age Apprenticeships

Phone: 1800 210 210

Website: <http://www.apprenticeshipsinfo.qld.gov.au/index.html> or <http://training.qld.gov.au/apprentices/index.html>

Services offered:

Apprenticeships are offered for mature aged as well as younger people.

Even if you have never studied formally, your life-skills, industry skills, knowledge and experience may be accepted as credit for some courses. This is known as 'recognition of prior learning' or RPL or 'trade recognition'.

If you are interested in becoming a mature aged apprentice and taking up training, you and your employer will need to select the appropriate training organisation to deliver the training.

Organisation: Skilling Solutions Queensland

Services offered:

A free advisory service offering information on:

- Training and career information.
- Apprenticeships and traineeships, including mature age apprenticeships.
- Recognition of your prior learning (RPL) and previous experience, knowledge and expertise.

Contact details:

Phone: 1300 654 687

Website: http://www.skillingsolutions.qld.gov.au/about_us/contact.html

Locations: Ayr, Bundaberg, Caboolture, Capalaba, Hervey Bay, Maryborough, Townsville.

Check the website or phone for additional locations in Queensland.

TAFE Colleges

If you are interested getting some additional skills in business, finance or marketing, the TAFE colleges in the three regions offer a range of generalist courses. Call your local TAFE college (see contact details below) for more information on what courses are offered.

TAFE Queensland also offers Adult Community Education (ACE) programs. These programs provide non-accredited, fee-for-service short courses to upgrade skills. Relevant courses cover computing and business skills. Adult education courses are also used as pathways to further education and study within TAFE.

For TAFE institutes throughout Queensland call: 1300 308 233

Townsville and the Burdekin

Organisation: Barrier Reef Institute of TAFE

Phone: 1300 130 084

Website: <http://www.barrierreef.tafe.qld.gov.au>

Locations: Bowen, Home Hill, Cannonvale, Charters Towers, Ingham, Palm Island, Townsville (City), Townsville (Pimlico).

Hervey Bay

Organisation: Wide Bay Institute of TAFE

Phone: 1300 656 188

Website: <http://www.widebay.tafe.qld.edu.au>

Locations: Bundaberg, Gympie, Hervey Bay, Maryborough, Brisbane Training Centre.

Moreton Bay

Organisation: Brisbane North Institute of TAFE

Phone: 13 12 48

Website: <http://www.bn.tafe.qld.gov.au>

Locations: Bracken Ridge, Caboolture, Grovely, Ithaca, Redcliffe.

Organisation: Metropolitan South Institute of TAFE

Phone: 1300 657 613

Website: <http://www.msit.tafe.qld.gov.au>

Locations: Alexandra Hills, Loganlea, Mt Gravatt, Yeronga, Beaudesert, Browns Plains, Carindale, Chelmer, Springwood.

Queensland-wide

Organisation: TAFE Open Learning

Phone: 1800 657 387

Courses are offered by distance education and flexible delivery.

With distance education you can: – enrol at any time of the year; study at your own pace; study anywhere, and at any time convenient to you. Pay as you go.

Physical and Mental Health

Physical Health

You should talk to your doctor about any physical, mental or emotional problems you may be experiencing. The doctor will then be able to discuss what is available in terms of treatment or other options.

Mental Health

Counselling services are available across Queensland for a variety of psychological issues at Medicare rates. Information about the services is found on: http://www.psychology.org.au/medicare/fact_sheet/

To be eligible for the Medicare rebate, you will need to visit a doctor and have them complete a mental health assessment and prepare a Mental Health Care Plan. The doctor can then refer you to a psychologist or social worker. Ask the doctor for a longer appointment as this process may take some time.

Having a Mental Health Plan entitles you to 12 individual sessions with a psychologist or social worker within a calendar year. The referring doctor will need to assess your progress after the first 6 sessions. Costs may vary according to session length, fees charged by the psychologist, and whether or not they bulk bill.

A psychologist can help you with:

- Career planning
- Employment selection
- Industrial relations and occupational health and safety
- Personal growth
- Depression
- Sexual difficulties
- Eating and weight control problems
- Making good relationships better
- Fears, phobias, anxiety and panic attacks
- Improving workplaces
- Reviewing organisational structure and practices
- Marital, family and relationship problems
- Stress or pain
- Loss and grief
- Sleeping difficulties
- Addictions
- Becoming better parents and teachers

Organisations Operating at a National Level

Organisation: Australian Psychological Society

Services offered:

Call the Australian Psychological Society to be referred to a psychologist in your local area.

To find a psychologist online: <http://www.psychology.org.au/FindaPsychologist/Default.aspx>

Contact details:

Phone: 1800 333 497 (toll free)

Website: <http://www.psychology.org.au>

Organisation: Beyond Blue

Services offered:

- An information and referral line for issues such as: anxiety, depression and associated disorders (bipolar and post-natal).
- A referral service with links to: a general practitioner, psychologist, occupational therapist, social worker, maternal health worker and/or support groups – depending on your needs.
- If you are seeking counselling, Beyond Blue's referral service will refer you to a GP who can prepare a Mental Health Treatment Plan. The G.P. can then refer you to a psychologist or a social worker.

Beyond Blue is not a crisis service. For crisis services, call Lifeline or the Salvation Army. See below for their contact details.

Contact details:

Phone: 1300 224 636

Website: <http://www.beyondblue.org.au>

Organisation: Lifeline Crisis Helpline

Services offered:

- A 24 hour a day, 7 days a week, telephone counselling service staffed by trained volunteer counsellors. They will take calls from anywhere in Australia.
- To find information about other Lifeline services in your local area, see: <http://www.lifeline.org.au/Find-Help/Lifeline-s-Service-Finder/Lifeline-Service-Finder/default.aspx>

Contact details:

Phone: 13 11 14

Website: <http://www.lifeline.org.au/>

People call Lifeline for problems with:

- Family and relationship issues
- Suicide Prevention and Support
- Loneliness
- Mental Health Concerns
- Abuse and violence
- Life direction

Organisation: Salvation Army – Salvo Care Line

Services offered:

- Crisis counselling services provided especially for people experiencing depression, loneliness, isolation, and feelings about suicide. They also specialise in youth counselling.
- Trained counsellors are available 24 hours a day, 365 days of the year. They provide information and referrals to other relevant practitioners and services.

Contact details:

Phone: 1300 363 622 (Queensland wide) or Brisbane (07) 3831 9016

Website: (For Queensland): <http://salvos.org.au/sclqld/>

Organisation: Suicide Call Back Service

Phone: 1300 659 467

Website: <http://www.suicidecallbackservice.org.au>

Services offered:

- A free telephone crisis line for people at risk of suicide, who have lost someone to suicide, or are caring for someone who is suicidal.
- If you think telephone counselling is helpful and would like to talk to the same counsellor over a number of sessions, ask the telephone counsellor about organising this. Note, this is not a 24-hour service.
- Online resources about suicide are available from the organisation's website.

Other Physical and Mental Health Organisations

Townsville and the Burdekin

Organisation: Burdekin Community Association Inc.

Services offered:

Assistance with a range of emergency and advice services are available:

- Provision of food vouchers and parcels, support information and referral to other services.
- Legal Aid access
- Domestic violence support
- Referral to Alcohol Tobacco and Other Drugs Services (ATODS) and Gambling Help.

They can also refer people to other counselling and psychological services in the region, such as to the Burdekin Centre for Rural Health, and the Burdekin Mental Health Foundation.

Contact details:

Website: <http://www.burdekinmentalhealthfoundation.org/>

Check the website for the online community directory which lists relevant services in the region. The directory is also available in booklet form for \$20. Call the Burdekin Community Association for a copy.

Contact details:

Phone: 4783 3744

Website: <http://www.burdekincommunityassociation.org.au/>

Organisation: Townsville Health Service District

Services offered:

- Adult mental health advice
- Alcohol, tobacco and other drugs service (ATODS)
- Community health service including health promotion, occupational therapy, physiotherapy, psychotherapy, and social work.

Contact details:

Ayr Health Service: 4783 0855

Charters Towers Health Service: 4787 0333

Home Hill Health Service: 4790 5700

Hughenden Health Service: 4741 2800

Ingham: 4720 3000

Magnetic Island: 4778 5107

Richmond: 4741 6100

Townsville Hospital: 4796 1111

Hervey Bay

Organisation: Fraser Coast Community and Allied Health Services

Services offered:

- Alcohol, Tobacco and Other Drugs Service (ATODS)
- Physical and mental health services. Occupational therapy. Physiotherapy. Psychology. Psychiatric services. Social worker.

Contact details:

Phone: 4122 8733

Location: Hervey Bay Hospital, Maryborough Base Hospital, and mobile units around the district.

Moreton Bay

Organisation: Redcliffe – Caboolture Crisis Assessment & Treatment Service

Services offered:

Information and assessment of individuals with serious mental health issues including suicide. Make an appointment if you need to seek assistance from the agency.

Contact details:

Phone: (07) 5433 8430

Organisation: Caboolture Kilcoy Bribie Area Mental Health Support Service

Services offered:

The service is open to anyone experiencing mental health issues currently or in the past. The service is also available for carers, family and friends who live in the Moreton Bay Shire including Kilcoy and Bribie Island. Counselling and referral are also options offered to clients.

Contact details:

Phone: (07) 5428 0733

Website: <http://www.ckbamhss.com.au/>

Other useful organisations in the Moreton Bay region

Pine Rivers Community Health Centre: (07) 3817 6333

Redcliffe Community Health Centre: (07) 3897 6300

Men's Health and Well-being

Men's health and well-being are important issues, especially for men in rural and remote areas. They are also crucial concerns for people working in hazardous or physically strenuous occupations like commercial fishing.

The first step is to consult your doctor who can refer you to a specialist if required. Another option is to call an organisation such as Men's Line. Or go online to find useful health information at: Men's Health Australia.

Organisation: MensLine Australia

Services offered:

- A telephone support, information and referral service that helps men deal with family and relationship difficulties. It operates 24 hours a day, 7 days a week, Australia wide.
- Support and information for problems arising from family and separation issues, family breakdown, and bullying in the workplace.
- MensLine Australia can also refer you to other services as required.

Contact details:

Phone: 1300 789 978

Website: <http://www.menslineaus.org.au/>

Organisation: Mens Wellbeing

Services offered:

- A not-for-profit organisation promoting men's well-being to foster healthy relationships, families and communities.
- They offer nationwide a 9-week discussion group program to empower and enable men to support others through groups, gatherings and online resources.

Mens Wellbeing is not a professional counselling service. If you have issues with health, psychology, or relationships call MensLine Australia (see above).

Contact details:

Phone: (07) 3102 4777

Websites: <http://www.menswellbeing.org>

<http://www.menswellbeing.org/ClubPortal/ClubStatic.cfm?clubID=2384&pubmenuoptID=25372>

Alcohol, Drugs and Gambling

Organisation: Alcohol Tobacco and Other Drugs – ATODS (Queensland Health)

Services offered:

ATODS can make an assessment of people's needs and provide services such as detox, counselling, harm minimisation, methadone treatment and outpatient counselling. Phone line staffed 24 hours a day.

Contact details:

Phone: 1800 177 833

Website: <http://www.health.qld.gov.au/atod/>

Organisation: Counselling Online

Services offered:

- A free online (text-based) service for people seeking help with drug use, their own or that of a family member, relative or friend. Counselling Online is available 24 hours a day, 7 days a week, right across Australia.
- They also offer: information, support and referral services for drug users, family members and friends.

Contact details:

Phone: 1800 888 236

Website: <http://www.counsellingonline.org.au/en/>

Local Alcohol, Tobacco and Other Drug Services (ATODS)

Townsville and the Burdekin

ATODS Townsville

Phone: 4778 9677

Services offered:

- Information
- Clinical assessment
- Counselling
- Treatment

Referral service for individuals, groups and families with a range of alcohol and other drug related problems.

Hervey Bay Region

ATODS Hervey Bay

Phone: 4122 8733

Services offered:

- Information and advice
- Clinical assessment
- Counselling
- Referrals
- Community development
- Education and training

Counselling and treatment programs include: an assessment of the individual's needs, crisis management, counselling for individuals, parents and families, as well as referral and relapse prevention.

ATODS Hervey Bay also operates co-case management with other agencies. A methadone program is provided in partnership with Bundaberg ATODS.

ATODS Maryborough

Phone: 4122 8733

ATODS Maryborough is operated through ATODS Hervey Bay and offers the same services.

ATODS Bundaberg

Phone: 4150 2740

Bundaberg ATODS offers an opiate drug treatment plan and has a variety of counselling services.

Moreton Bay Region

ATODS Redcliffe

Phone: (07) 3897 6300

ATODS Redland

Phone: 3488 4222

A free alcohol and drug counselling service via a one hour session once a week.

ATODS Caboolture

Phone: (07) 5433 8300

ATODS Caboolture offers free alcohol and drug counselling.

ATODS Wynnum

Phone: 3893 8111

ATODS Wynnum is connected to ATODS Redland and offers the same services.

Gambling Help Services

Organisation: Gambling Helpline

Services offered:

A free 24 hour telephone information, counselling and referral service for people dealing with problem gambling.

Contact details:

Phone: 1800 858 858

Website: <http://www.olgr.qld.gov.au/responsibleGambling/communityInfo/helpServices/index.shtml>

Regional Gambling Help Services

Organisation: Gambling Helpline (Regional contacts)

Contact details:

For contact details and services provided in regional areas, check the website for a list of helpline organisations in your local area.

Website: <http://www.olgr.qld.gov.au/resources/responsibleGamblingDocuments/gamblingHelpServicesTelephoneNumbersColourVersion.pdf>

Townsville and the Burdekin

Organisation: Gambling Help Service – Townsville and Hinterland

Services offered:

- Help and advice about problem gambling, depression, addictive substances.
- Family counselling, plus a range of other services.

Contact details:

Phone: 4772 9000 or 4772 7799

Hervey Bay

Organisation: Gambling Help Wide Bay and Burnett

Contact details:

Phone: 4124 3839 or 4191 3100

Moreton Bay

Organisation: Gambling Help Service Caboolture and Redcliffe Peninsula

Services offered:

A free and confidential gambling, financial and relationship counselling service for problem gamblers and their families.

Contact details:

Phone: 5428 6244

Organisation: Gambling Help Gold Coast

Contact details:

Phone: 1300 364 277

Organisation: Gambling Help Sunshine Coast

Contact details:

Phone: 5492 7255

Organisation: Gambling Help Online

Services offered:

A free online (text-based) service for people seeking help with drug related issues. Talk to a counsellor online via the website either anonymously or you can register to email a counsellor.

Contact details:

Phone: 1800 858 858

Website: <http://www.gamblinghelponline.org.au/>

Personal and Family

Family Relationships

Organisation: Relationships Australia

Services offered:

Relationships Australia provides:

- counselling
- relationship skills courses
- life skills courses
- family skills and parenting courses
- early intervention services
- gambling help
- specialist rural support
- family dispute resolution
- post separation parenting
- men and family relationships services
- family violence prevention
- trauma and crisis services
- rural and remote telephone counselling

Contact details:

Phone: 1300 364 277

Website: <http://www.relationships.com.au>

Locations: Beaudesert, Cleveland, Capalaba, Chermside, Strathpine, Caloundra, Bowen, Hervey Bay, Thuringowa and Townsville.

An appointment is recommended. Call the 1300 number above.

Organisation: Family Relationship Advice Line

Services offered:

- An advice, counselling and referral service for families at the point of separation and after separation.
- The service provides parenting advisors, counselling, mediation services, and assistance when dealing with family law courts.

Contact details:

Phone: 1800 050 321

Website: <http://www.familyrelationships.gov.au>

Organisation: DVConnect

Services offered:

Telephone support for domestic and family violence. The organisation provides two separate services for women and men.

Contact details:

Phone (Administration): (07) 3008 8294

Website: <http://www.dvconnect.org/about/dvconnect.asp#TOP>

Organisation: DVConnect Womensline

Services offered:

24 hour a day, 7 days a week service offering support, counselling, advocacy and referral and accommodation for women and children experiencing domestic and family violence.

Contact details:

Phone: 1800 811 811

Website: <http://www.dvconnect.org/dvline/default.asp>

Organisation: DVConnect Mensline Queensland

Services offered:

Call the toll free number – 1800 600 636 – if you are affected by violence in some way, either as the perpetrator, or as the recipient of violence. This service operates from 9am to midnight, 7 days a week.

It provides crisis counselling and support over the phone or refers clients to other organisations in local areas.

Mensline Queensland offers help and advice on:

- Domestic and family violence
- Men's health
- Family law issues
- Other significant issues for men
- Relationship problems and separation issues
- Child support
- Suicide

Contact details:

Phone: DV Connect Mensline: 1800 600 636

Website: <http://www.dvconnect.org/mensline/default.asp>

Local Family Relationship Organisations

Townsville and the Burdekin

Organisation: North Queensland Domestic Violence Resource Service (Townsville)

Services offered:

Support services include:

- Court support
- Processing of protection orders
- Counselling programs for men who are use violence in their relationships
- Crisis counselling
- Referral for drug and alcohol service

Contact details:

Phone: 4721 2888

Website: <http://www.nqdvr.org.au>

Organisation: Family Relationship Centre Townsville

Services offered:

- A family dispute resolution service.
- Information and referrals for families living in and around the Townsville area.
- Help for parents to identify issues and options for their family and focus on the needs of their children.
- Advice for separating parents about parenting arrangements, including designing a Parenting Plan for families.

Contact details:

Phone: 4779 4211

The Centre also operates mobile outreach offices to Ingham and Ayr. For more information, call the Townsville office.

Website: <http://www.familyrelationships.gov.au/SearchPages/frcdetails.aspx?Resourceid=2009&source=FRC>

Hervey Bay

Organisation: Family Relationship Centre Bundaberg

Services offered:

- Information and referrals for families.
- Family dispute resolution for separating or separated families. Dispute resolution such as mediation or conciliation may help parents resolve conflict and develop workable arrangements for their children.
- Advice on parenting after separation and helps parents focus on the needs of their children.

Contact details:

Phone: 4130 7500

Website: <http://www.ag.gov.au/www/agd/familyrelonline.nsf/Page/RWP200E56A80C1A2201CA2572180001AD69>

Locations: Bundaberg, Maryborough and Hervey Bay

Organisation: Yoorana Domestic Violence Resources Service (Fraser Coast)

Services offered:

Information and advice on:

- Refuge services
- Counselling
- Assistance with Centrelink benefits
- Suicide prevention and support
- Court support workers
- Crisis payments
- Housing assistance
- Abuse and violence, loneliness, and life direction

This is a free service but a small fee applies for refuge accommodation.

Contact details:

Phone: 4122 2218

Moreton Bay

Organisation: Caboolture Regional Domestic Violence Service

Services offered:

- Counselling
- Children's counselling
- Community education
- Crisis counselling
- Court assistance
- Education programs

Contact details:

Phone: 5498 9533

Website: <http://www.crdvs.org.au/>

Locations: Caboolture, Redcliffe, Sandgate and Pine Rivers.

Organisation: Redcliffe Community Association

Services offered:

- Mental health services. Counselling. Legal services. Emergency relief.
- Information and referrals for domestic violence problems, family support, and Indigenous programs.
- Also associated with Victim Assist Queensland providing assistance, support, case management and information to clients experiencing disadvantage or marginalisation.

All services are free. However, there is a waiting list for many services. Call first to make an appointment.

Contact details:

Phone: 3480 8700

Welfare Services

Listed here are not-for-profit organisations which can assist with financial and material aid for people in difficult financial circumstances.

Organisation: Lifeline

Services offered:

A 24 hour telephone counselling service.

Information and advice on:

- Family and relationship issues
- Suicide prevention and support
- Mental health concerns
- Abuse and violence, loneliness, and life direction

Contact details:

Phone: 13 11 14

Website: <http://www.lifeline.org.au>

Other services offered:

For Financial First Aid, for free and independent financial advice and financial counselling, contact: 1800 007 007

Website: <http://www.uccommunity.org.au/ffa>

For Gambling Help support, you can also contact the local Lifeline centre or phone: 1800 222 050.

Website: <http://www.uccommunity.org.au/gambling-support>

Local Lifeline Centres

Townsville and the Burdekin

North Queensland Counselling Centre

276–280 Ross River Road, Aitkenvale

Phone: 4775 9100

Hervey Bay

Hervey Bay Administration & Counselling Centre:

94 Old Maryborough Road, Pialba

Phone: 4191 3100

Maryborough Counselling Centre:

Cnr Alice and Bazaar Streets, Maryborough

Phone: 4122 9000

Moreton Bay

Caboolture Counselling Centre:

344 King St, Caboolture

Phone: 54284200

Redcliffe Counselling Centre:

1 Richens St, Redcliffe

Phone: 3385 1300

Organisation: Salvation Army

Website: <http://www.salvos.org.au/>

Services offered:

- Counselling services – for a small fee on a sliding scale based on income. Phone: 3349 5046
- Financial counselling
- Drugs, alcohol and gambling advice and referrals
- Domestic violence support and counselling via the Salvo Care Line. Phone: 1300 36 36 22
- Addiction and substance abuse referrals
- Welfare, including food vouchers and the payment of bills, is provided at Salvation Army community services centres.

To access support, contact the nearest community services centre and make an appointment. Assessment is according to need and the resources available at the centre. Be aware that demand for these services is much greater than their ability to respond.

Community services assistance may include:

- Cash or cheque
- Toys and food hampers at Christmas
- Accommodation
- Electricity, gas, rates and other bills
- Medical and educational expenses
- Food vouchers or parcels
- Clothing, furniture and other household items
- Housing costs
- Public transport fares

Salvation Army Community Services Centres

Townsville and the Burdekin

Bowen Community Services Centre
43 Williams Street, Bowen
Phone: 4786 1279

Thuringowa Community Services Centre
49–61 Beck Drive North, Condon
Phone: 4723 5607

Townsville Community Services Centre
13 Madden Street (Cnr Rendle Street), Aitkenvale
Phone: 4779 3791

Hervey Bay

Bundaberg Community Services Centre
5/66 Targo Street, Bundaberg
Phone: 4151 8015

Hervey Bay Community Services Centre
85 Beach Road, Pialba
Phone: 4128 4900

Maryborough Community Services Centre
Cnr Bazaar & Alice Streets, Maryborough
Phone: 4121 0182

Moreton Bay

Brisbane Central Community Services Centre
97 Turbot Street, Brisbane
Phone: 3211 9230

Pine Rivers Community Services Centre
27–29 Lawnton Pocket Road, Lawnton
Phone: (07) 3285 2401

Wynnum/Capalaba Community Services Centre
107 Akonna Street, Wynnum
Phone: 3393 4713

Organisation: St Vincent De Paul

Services offered:

- **Financial Assistance:** Financial assistance is organised through home visits. Two staff members will visit your home and determine what services are required. Support may include providing food or food vouchers, clothing, furniture, budget support, assistance with utility bills and/or back to school costs, information and advocacy.
- **Material Assistance:** Vinnies Centres are able to provide (depending upon supply) a variety of goods including furniture, clothing and household goods to families and individuals in need.

Contact details:

Phone: Moreton Bay: Several locations, e.g. Bribie Island, Caloundra, Deception Bay
Hervey Bay: 4128 1389
Maryborough: 4123 1414
Townsville: 4771 4715 or 4771 4077 (Depot)
Website: <http://vinnies.org.au/home-qld>

Local Councils

Organisation: Redland City Council

Services offered:

Information and referrals to particular groups and organisations in the area on: local health services, drug and alcohol services, family relationship services, and welfare services.

Contact details:

Phone: 3829 8999

Website: <http://www.redland.qld.gov.au>

Organisation: Moreton Bay Regional Council

Services offered:

Information on a range of services available in the local area including: drugs and alcohol, domestic violence, family support, counselling services, and physical and mental health problems.

Contact details:

Phone: 3205 0555 (main call centre)

Caboolture: 5433 3000

Redcliffe: 3283 0233

Strathpine: 3480 6666

Website: <http://www.moretonbay.qld.gov.au>

Organisation: Brisbane City Council

Services offered:

Information on services available in the local area, especially on issues of mental health, financial health, and homelessness.

Contact details:

Phone: 3403 8888

Website: <http://www.brisbane.qld.gov.au>

Organisation: Fraser Coast Regional Council

Services offered:

Information on a range of services available in the local area.

Contact details:

Phone: 1300 79 49 29

Website: <http://www.frasercoast.qld.gov.au>

Organisation: Townsville City Council

Services offered:

Information on available services in the area. Hard copies of information booklets are also available at the Council's customer service centres.

Contact details:

Phone: 4727 9000

Website: <http://www.townsville.qld.gov.au>

Your Notes

Your Notes

CONTACT:

Queensland Seafood Industry Association
Suite 12, 699 – 713 Sandgate Road,
Clayfield Qld 4011 AUSTRALIA

Telephone: (07) 3262 6855

Facsimile: (07) 3262 7650

Email: qsia@qsia.com.au

Website: www.qsia.com.au