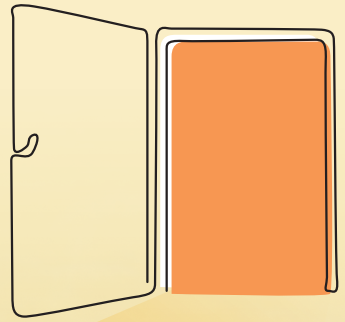


Bundaberg Regional Council

Domestic and Family Violence Referral Guide



The Bundaberg Domestic and Family Violence Referral Guide has been developed by the Bundaberg Regional Council in collaboration with local community organisations and charities and the Bundaberg Domestic and Family Violence Alliance, a group of organisations that provide services to support people experiencing and/or using domestic and family violence.

The guide provides information about services available to people in the Bundaberg Region to support people experiencing and/or using domestic and family violence.

To access this directory online please visit:

bundaberg.qld.gov.au

Please note: The information included in this guide was correct at the time of going to press; however, services are subject to change or withdrawal at any time. The online version of this guide will be updated periodically to ensure it remains as accurate as possible. Inclusion or exclusion of services does not reflect endorsement. Bundaberg Regional Council disclaims liability for any loss, costs or damages as a result of engagement with any of the services included in this guide.

First Edition, Published, July 2025.

How to use this guide

The guide has been organised into service types and population specific services:

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Referral guide:

What to do for the **victim/survivor**

1. Prioritise immediate safety

Is the person in immediate danger?

- If yes, call 000 immediately.
- If no, but safety is still a concern, develop a basic safety plan and discuss the next steps.

2. Listen without judgment

Create a safe, private space for the person to talk.

Use non-judgmental, calm, and compassionate language.

Believe their experience – you don't need proof to offer support.

Avoid pressuring them to make decisions they are not ready for.

Example: "Thank you for trusting me.

You're not alone, and there are services that can help you safely."

3. Respect their confidentiality

Explain what you can and can't keep confidential (e.g. if you're a mandatory reporter or professional).

Never share their story or information without clear, informed consent, unless required by law.

4. Offer supported referral options

Ask permission to refer them and explain who the service is and what they do.

Offer to:

- Call the service with them or on their behalf.
- Provide a warm handover (e.g. speak to the service while the person is with you).
- Help them write down or save contact details discreetly.

Suggested wording: "There's a local service that helps people in your situation. Would you like me to call them with you, or give you their number so you can call when you're ready?"

5. Provide information, not pressure

Give clear, simple info about:

- Available services (e.g. EDON Place, Impact, DVConnect).
- What to expect (confidential support, practical help, no pressure).
- Options like counselling, legal help, housing, financial assistance.

You could provide:

- A printed resource guide
- A safety card with contact info
- Verbal information only, if written materials could put them at risk

6. Encourage but don't force action

It's their choice to accept or refuse a referral. Avoid phrases like "You have to" or "Why don't you just leave?"

Reassure them it's okay to take things one step at a time.

7. Document (if applicable)

If you're in a professional or agency role:

- Record the referral according to your organisation's procedures.
- Note if consent was given and what was discussed.

8. Follow up (if appropriate)

Check in later (if safe and appropriate) to ask:

"How are things going? Do you need anything else?"

Only follow up if:

- You have their consent
- It's safe to do so
- It's part of your role or relationship with them.

Golden Rules

- Empower rather than direct.
- Validate their experiences.
- Never promise absolute confidentiality – always explain limits.
- Trust that they know what's safest for them.

Victim/Survivor:

Are they in immediate danger?

YES



**Call police
000**

NO



But they do need help?



Contact:

Edon Place

Bundaberg Domestic and
Family Violence specialist
07 4153 6820

DV Connect

1800 600 636



Encourage them to seek
support from a
trusted person such as
friends, family, GP, cultural
leader, employer



Receive ongoing support
and referrals to relevant
services

Referral guide:

For the **person responsible for harm**

This guide is for individuals who have used Domestic or Family Violence (DFV) and want to take responsibility, change their behaviour and seek support. Taking the first step can be difficult, but acknowledging harm and seeking help is a courageous and important move toward accountability and respectful relationships.

1. Acknowledge the need for change

- Recognising harmful behaviours is the first step toward change.
- Taking responsibility shows strength and respect for yourself and others.
- You are not alone, help is available.

2. Access professional support

There are local and national services that provide support to help you understand and change your behaviour.

Key Services:

- **Edon Place:** Responsible and Respectful Choices Ph: 07 4153 6820 – <https://www.edonplace.org.au/> with online referral forms available also
- **Men's Referral Service** (No to Violence): 1300 766 491 – Support for men who want to stop using violence.
- **DVconnect Mensline (QLD):** 1800 600 636 – Free, confidential phone support and referral service.

3. Understand what support services can offer

- Confidential and non-judgmental conversations.
- Support in understanding the impact of your behaviour.

- Skills and strategies to manage emotions, stress, and triggers.
- Help in rebuilding healthy and respectful relationships.

4. Be honest and open during support

- Be truthful about your actions and experiences.
- Be willing to listen, reflect, and try new approaches.
- Change takes time, but every step matters.

5. Engage with accountability

- Understand the impact your actions have had on others.
- Apologising is important but so is changing your behaviour.
- Stay committed to learning and growing even when it feels hard.

6. Focus on safe relationships

- Learning healthy communication and conflict resolution is key.
- Building respectful, non-violent relationships benefits everyone, especially children, partners, and yourself.

7. Stay connected and keep going

- Change is a journey. Ongoing support helps you stay on track.
- Reach out to support services when you feel challenged.
- Encourage others to seek help too—change starts with responsibility.

Important Note

This guide is not a replacement for counselling or professional support. If children or partners are at risk, service will prioritise their safety.

Person responsible for harm:

Are you ready to take responsibility and seek support?



YES



Start by **speaking to a trusted person** or **anonymous support service**



Trusted people could be your GP, cultural leader, employer



Obtain a referral to an appropriate service.
E.g. mental health, AOD, counselling



Explore motivation for change



Voluntarily engage in a behaviour change program



Contact:

Edon Place

Respectful and responsible choices
07 4153 6820

DV Connect

Mens' line
1800 600 636

Uniting Care Bundaberg

07 3253 4000

The Circuit Breaker Program

circuitbreaker.au

13 Yarn

For First Nations Peoples
13 92 76

Emergency relief

Alive City Pantry

Ph: 07 4303 0200 / 1300 991 596

140 Elliott Heads Road Bundaberg

Low-cost groceries, produce and bread available. Photo ID with proof of name and current address.

Tuesday to Thursday: 10 am – 2 pm

Andys Place

Ph: 07 4153 2201

Bundaberg Uniting Church
34 Barolin Street Bundaberg 4670

Provides material Aid in the form of free breakfast lunch and dinner for disadvantaged people in the community.

Mondays **Breakfast: 7 – 8 am**
 Lunch: Noon – 1 pm

Wednesdays **Dinner: 6 – 7 pm**
Fridays **Lunch: Noon – 1 pm**

No referral required.
For all community.

Angels Community Group

Ph: 07 4153 6894

66 Targo St Bundaberg Central 4670
angelscommunitygroup.com

Community group who delivers training and education support services including:

- Emergency food hampers
- Christmas hampers
- School lunch programs
- Free sanitary items for women
- Free hair cutting service (every second Monday)

Tuesday and Wednesday:
9.30 am – 2.30 pm

No referral required.

Anglican Support Ministry

Ph: 07 4151 3128

59 Woongarra Street Bundaberg

Health Care Card, Emergency Food Relief, Anglican Soup Kitchen Take Away and Anglican Sausage Sizzle.

Eligibility/costs.

Monday: Noon – 1 pm

Thursday: Noon – 1 pm

Saturday: 4 – 5.30 pm

No referral required.

For all community.

Australian Red Cross

Ph: 07 4153 3002

16/20 Barolin St Bundaberg 4670

redcross.org.au/places/offices/brisbane

Emergency relief.

Referrals in person/over the phone.

For all community.

Monday to Friday: 9.30 am–3 pm

Bundaberg Neighbourhood Centre

Ph: 07 4153 1614

111 Targo Street Bundaberg South
info@bundync.org.au

- Migrant services – free legal immigration advice.
- NILS loans for up to \$2,000.
- Tax help for individuals who struggle with numeracy and literacy.
- Adult English Program (for individuals wanting to improve their English skills).
- Specialist Disability Support in schools.

- Play groups for children aged 0 – 5 years.
- Technology assistance for support for individuals with portable electronic devices.
- Sewing circle.

Monday to Friday: 8 am – 4 pm

Have capacity to support individuals on an ongoing basis – appointment style appointments.

Care Hub

Ph: 07 4154 7220

Coral Coast Christian Church

596 Windermere Road Barga

Free clothes (baby and children's clothes).

Tuesday and Thursday: 9 – 11.30 am

Gin Gin Neighbourhood Centre

Ph: 07 4130 4630

**4 Dear Street Gin Gin
Based in Gin Gin**

Emergency Relief – food parcels- travel vouchers and financial assistance.

Community Connect Program with a focus on vulnerable individuals.

The Community Connect Workers role is to provide tailored short-term support to build skills and capability of participants and to facilitate access to supports and services.

Monday to Friday: 8.15 am – 4.45 pm

No referrals required – drop ins welcome.

Childers Neighbourhood Centre

Ph: 07 4130 4690

69 Churchill Street Childers 4660

Email: cnc@bundaberg.qld.gov.au

Emergency relief – food parcels, travel vouchers and financial assistance.

Community Connect Program with a focus on vulnerable individuals.

The Community Connect Workers role is to provide tailored short-term support to build skills and capability of participants and to facilitate access to supports and services.

Monday to Friday: 8.15 am – 4.45 pm

Harvest Kitchen

Ph: 07 4152 2564

305 Bourbong St Bundaberg 4670

hello@bundaberglivingword.com.au

Provide meals to vulnerable individuals.

Tuesday afternoon: 1.30 – 6 pm

For all community.

Bring your Health Care Card for support.

Heritage Christian Centre

Ph: 07 4153 1649

58 Woondooma St Bundaberg 4670

Circuit Breaker Program.

Food parcels.

Free school breakfasts.

Tuesday to Friday: 10 am – 3.30 pm

Referrals welcome from anywhere as well as self-referral.

Jeremiah House

Ph: 0484 721 823

85 Targo Street Bundaberg 4670

Email: pr@jeremiahhouse2018.org.au

Vulnerable persons service.

Church based community support.

Support and help vulnerable persons in danger of homelessness and the working poor. That includes providing short term services, supply clothing, counselling, financial planning and much more.

We will access local Government community agencies, as well as Jeremiah House professional support staff and volunteers to help these vulnerable persons regain their place in society.

Tuesday to Friday: 9 am – 3.30 pm

Saturday: 9 am – 2 pm

Referrals not necessary. Individuals seeking support welcome to drop in during open times.

For all community.

Let Hope Arise Inc

Ph: 0409 203 146

Free community BBQ.

Monday – Carpark opposite Angels in Targo Street.

Tuesday – Hinkler Lions Park opposite airport.

Friday – Gin Gin market grounds carpark 4.30 pm onwards.

Orange Sky Australia

Ph: 07 3067 5800

66 Targo Street Bundaberg Central

Located at Angels Mini Mart

Orange Sky's Bundaberg service supports people across the community experiencing homelessness and hardship through access to clean laundry and genuine, non-judgemental conversation.

Drop ins welcome.

Referrals not needed.

For all community.

Salvos Connect

Ph: 07 3001 6288

110 McCarthy Road Bundaberg

Require ID and proof of income.

Monday to Friday: 9 am – 4 pm

Restoration Centre

Ph: 0432 342 808

4 Tantitha Street Bundaberg

Free community dinner.

Wednesday: 4.30 pm onwards

Regional Housing Limited

Ph: 1300 642 123

62 Targo Street Bundaberg

Current State and Federally Funded programs managed by Regional Housing include emergency relief, financial counselling.

Monday to Friday: 9 am – 5 pm

The Clothes Basket

Bundaberg Church of Nazarene

62 Svensson Street

Svensson Heights Bundaberg

Free clothes.

4th Sunday of every month:

8 am – 12 pm

Walkervale Church

Ph: 0419 820 810

Boreham Park, Dunns Road

Bundaberg

Free community BBQ.

Monday: 4.30 pm onwards

Accommodation

Catholic Care

Ph: 1300 523 985

Tenancy Support

79 Woongarra Street Bundaberg

Accommodation/Tenancy Assistance.

Daily Personal Activities (Assist Personal Activities).

Assistance with travel/transport arrangements.

Behaviour Support.

Assistance with daily life tasks in a group or shared living arrangement.

Development of daily living and life skills.

Group and Centre Based Activities

Therapeutic Supports.

Social and Community Participation.

High Intensity Daily Personal Activities (Assist Integrate School/Ed).

Home modification design and construction.

Support Coordination.

Occupational Therapy.

Plan Management.

Psychology.

Monday to Friday: 8 am – 5 pm

Edon Place

Temporary Supported Accommodation

Ph: 07 4153 6820

P.O. Box 1440 Bundaberg Qld 4670

admin@edonplace.org.au

Women's Shelter provide immediate temporary supported accommodation with case management support to women and children experiencing domestic and/or family violence who are homeless or at risk of homelessness. EDON Place provides support in the shelter with a priority on safety planning and risk assessment with the aim of transitioning

to safe and secure housing and to re-establishing a life free from violence. Support is continued to be provided whilst the client is transitioned into housing beyond the refuge. Each client receives individualised case management support, aimed at helping them transition into safe, secure, and long-term housing. EDON Place is committed to empowering women and their children to re-establish their lives free from violence. Support continues beyond the shelter to ensure a smooth transition and sustained independence in their new home.

Monday to Friday: 8.30 am – 5 pm

Homeless Hotline

Homelessness Persons Information
Queensland

Ph: 1800 474 753 – free call

Homeless Hotline is a phone information and referral service for people who are:

- experiencing homelessness.
- housed but at risk of homelessness.

24 hours a day, 7 days a week

Statewide Queensland.

This is a referral service only.

For all community.

Jerrub Pty Ltd

Ph: 0428 841 190

Women's only emergency housing and support service.

Housing up to 25 people women and children.

Independently funded service

Monday to Friday: 9 am – 4.30 pm

For women only.

Regional Housing Limited

Ph: 1300 642 123 or 07 4153 1239

62 Targo Street Bundaberg

regionalhousing.org.au

- Crisis accommodation.
- Transitional housing.
- Affordable housing.
- Long term community housing.
- Disability housing.
- Door 42 youth housing.
- Specialist homelessness service.

Monday to Friday: 9 am – 4.30 pm

Contact form online.

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Rent Connect

Ph: 07 4331 7900 or 1800 809 835

16 Quay Street Bundaberg

Helps Queenslanders to find and apply for a place to rent.

This service may help people who:

- are having trouble finding a suitable home for themselves and/or their family.
- have no identification documents or rental history.
- are trying to prove they will be a good renter/tenant.

Rent Connect officers will work out what help you may need. They can help you to:

- find a home to rent.
- understand the rental application process.
- fill out rental application forms
- contact local real estate agents.

To receive specialised help to find and apply for a rental home, you'll need to:

- be facing non-financial barriers to renting a home be able to successfully manage a private rental tenancy.

Monday to Friday: 9 am – 5 pm

Self-referral.

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St Vincent de Paul Society Queensland

Ph: 07 4154 6900

Bundaberg Men's Hostel

14 – 16 Skyring Street

The hostel is staffed 24 hours a day with office hours from 7.30 am – 5.30 pm.

The cost is \$18 per day and may be less depending on your income.

Short term accommodation, meals and services for men over 18 years who are homeless.

Last admissions are at 9.30 pm daily

Self-referral.

Housing for homeless men only.

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The Salvation Army Youth Refuge

Ph: 07 4151 3400

71 Woongarra Street Bundaberg

The Bundaberg Youth Refuge is a six bed residential program that provides crisis accommodation and case management to young people between the ages of 16 and 21 years.

For young adults only, aged 16 to 21 years.

24 hours a day, 7 days per week

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Legal support

Bundaberg Street Law

Ph: 0478 368 908

admin@bundastreetlaw.com

Individuals at risk of homelessness.
Free legal assistance for those in need.

Availability:

Andys Place

11 Electra Street, Bundaberg Central

Wednesday: 5.30 – 6.30 pm

Anglican Soup Kitchen

59 Woongarra Street, Bundaberg Central

1st and 3rd Thursdays:

11.30 am – 1 pm

Self-referral in person service.

For all community.

Court Network

Ph: 1800 267 671

courtnetwork.com.au

Provides personal support, non-legal information and referral to those in contact with the justice system. The Court Network telephone information and referral service can assist people preparing to attend court. This assistance might involve provision of information about court procedures, referral to legal services, and help organising interpreters or planning to ensure someone's safety when they are at court.

Monday to Friday: 9 am – 4 pm

Based in Qld – Court Supports can only be provided for Brisbane.

Online referral form.

For all community.

Edon Place

Ph: 07 4153 6820

admin@edonplace.org.au

edonplace.org.au

PO Box 1140 Bundaberg Qld 4670

Court based services:

- Bundaberg Magistrates Court
- Childers Magistrates Court
- Gayndah Magistrates Court

Monday to Friday: 8.30 am – 5 pm

Federal Circuit and Family Court of Australia Bundaberg

Ph: 1300 352 000

44 Quay Street Bundaberg

Legal Links and helpful services and resources and media releases.

Court locations.

Daily Court Lists.

Information for those seeking support for Family Law, Migration Law and General Federal Law.

Monday to Friday: 8.30 am – 5 pm

Circuit location only.

Legal Aid

Ph: 1300 651 188

Legal information and referral are available at the office or by telephone during business hours.

Legal advice is available face-to-face or by telephone.

Advice and referral are available for those experiencing domestic violence.

Help finding a lawyer near you who provides legal aid Information on applying for DVO

Monday to Friday: 9 am – 5 pm

For all community.

Office of the Director of Public Prosecutions

Ph: 1800 673 428

State Law Building

50 Ann Street Brisbane Qld 4000

Postal address:

GPO Box 2403 Brisbane Qld 4001

Ph: 07 3035 1122

DPP.Mailbox@justice.qld.gov.au

The Office of the Director of Public Prosecutions represents the state in criminal cases.

The community's interest is that the guilty be brought to justice and the innocent are not wrongly convicted.

The main function of the ODPP is to prosecute criminal matters in the Magistrates, District, Supreme and Mental Health Courts, the Court of Appeal, and the High Court of Australia.

There are three aspects to the work of the ODPP:

- legal preparation.
- court appearances.
- victim liaison work.

Monday to Friday: 9 am – 5 pm

Referrals from law professionals are welcome.

For all community.

Queensland Human Rights Commission

Ph: 1300 130 670

Complaint information:

enquiries@qhrc.qld.gov.au

Training: training@qhrc.qld.gov.au

Privacy: privacy@qhrc.qld.gov.au

Right to Information: rti@qhrc.qld.gov.au

General: info@qhrc.qld.gov.au

Aboriginal and Torres Strait Islander

Email: firstnations@qhrc.qld.gov.au

Ph: 1300 130 670 and ask to speak with a

First Nations officer, or email firstnations@qhrc.qld.gov.au and request a call back.

LGBTIQ+ contact:

Our LGBTIQ+ liaison officers are Jo and Yonna – you can contact them via email with your question or concern, or to arrange a time to discuss it via phone:

lgbtq@qhrc.qld.gov.au

We work to protect and strengthen human rights in Queensland, and to help build a fairer, safer, and more inclusive community.

We do this by:

- Providing an expert dispute resolution service for discrimination, human rights, sexual harassment, and vilification complaints.
- Providing a free and personalised information service on rights and responsibilities.
- Training businesses, government and the community.
- Supporting the development of policy and legislation to better protect rights.
- Increasing public understanding and discussion of human rights and responsibilities.

Monday to Friday: 9 am – 4.30 pm

Victim Connect

Ph: 1300 318 940

24 hour victims of crime hotline

Supporting Individuals who have been impacted by a violent crime in Queensland – providing support, information, advice and referrals.

Victim Connect also supports men who are victims of sexual assault, individuals with learning or intellectual disabilities. Homicide support and recovery and people who are going through intensive court processes, including children.

24 hours a day, 7 days per week

Online referral forms – self referral and service referral

For all community.

Wide Bay Burnett Legal Service

Ph: 07 4194 2663

1/8 Neils Street Pialba Qld 4655

An independent, non-profit community organisation which aims to address disadvantage across the Fraser Coast, Gympie, Bundaberg and North Burnett regions through the provision of free, quality legal advice.

Legal assistance is intended to help vulnerable people facing disadvantage who are unable to afford private legal services to engage effectively with the justice system in order to address their legal problems.

Monday to Friday: 8.30 am – 4.30 pm

Based in Hervey Bay yet service the Bundaberg Region.

Online referral form.

For all community.

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Women's Legal Service Qld

Ph: 1800 957 957

Women's Legal Service Queensland
Free legal assistance.

Women's Legal Service Queensland (WLSQ) is a community legal centre offering free legal assistance to women.

We provide legal advice and support with domestic and family violence, family separation or divorce, parenting, child safety and protecting counselling notes in sexual assault matters.

Monday to Friday: 9 am – 4.30 pm

For women only.

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Queensland Courts

[courts.qld.gov.au/going-to-court/
domestic-violence](https://courts.qld.gov.au/going-to-court/domestic-violence)

Apply for a protection order

Support for understanding court processes.

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Victim/Survivors

Ashby Therapy Services

Ph: 07 4154 4696 or 0493 737 727

Shop 2, 220 Walker Street Bundaberg
ashbytherapyservices.com.au

Provide Counselling services for persons aged 15 + including NDIS< Employee Assistance Programs.

Monday to Thursday: 8.30 am – 5 pm

No referral required.

Bundaberg Ambulance Service

Ph: 07 4194 7404

In an emergency phone – 000

307 Bourbong St Bundaberg West

Emergency medical service and transport to hospital.

24/7 Operation.

For all community.

Bundaberg Neighbourhood Centre

Ph: 07 4153 1614

111 Targo Street Bundaberg

info@bundabergneighbourhoodcentre.org.au

- Migrant services – free legal immigration advice.
- NILS loans for up to \$2,000.
- Tax help for individuals who struggle with numeracy and literacy.
- Adult English Program (for individuals wanting to improve their English skills).
- Specialist Disability Support in schools.
- Play groups for children aged 0 – 5 yrs.

- Technology assistance for support for individuals with portable electronic devices .

- Sewing circle.

Monday to Friday: 8 am – 4 pm

Have capacity to support individuals on an ongoing basis – appointment style appointments.

Catholic Care

Ph: 1300 523 985

79 Woongarra St Bundaberg Central

- Generalist counselling.
- Shark Cage Group (Childers) women only.

Monday to Friday: 9 am – 5 pm

Self-Referral and Referrals from other support agencies.

For all community.

Carrissa Rodgers

Ph: 0401 174 953

Room 16B, Bundaberg Business Enterprise Centre

Corner of Quay and Tantitha Street Bundaberg Central

Trauma informed women's counselling
My life's mission is to support women to transform their pain, resolve their stress and trauma and reconnect them to their body's wisdom.

I believe all women have the innate potential inside them to feel empowered and free.

Monday to Friday: 9 am – 5 pm

For women only.

Childers Neighbourhood Centre

Ph: 07 4130 4690

69 Churchill Street Childers 4660

- Emergency relief.
- Food parcels.
- Financial assistance.
- Family support services.
- Support access to more targeted services.
- Provide integrated and coordinated responses as part of the local social service system.

Monday to Friday: 8.30 am – 4 pm

Based in Childers.

Individuals are welcome to come to the service/supports are welcome.

No referral required.

Cleone's Counselling and custom support

Ph: 0473 988 882

Counselling, equine therapy, animal assisted therapy, home and yard maintenance, domestic assistance, community access.

Monday to Friday: 9 am – 5 pm

NDIS supported.

No referral required.

Online booking to have a consultation.

For all community.

Coastal Life Therapies

Ph: 07 4153 3235

184 Barolin Street Bundaberg

admin@coastallifetherapies.com.au

Offer experienced psychological clinicians in Bundaberg who are committed to offering the best in psychological care. We offer help for clients of all ages and family members, in a comfortable, safe and accepting environment. Our fully licensed Psychologists will provide you with the support and practical skills you need to work through your personal issues.

Psychological Assessment. Education. Vocational. Medico-Legal. Personality. Psychopathology. Intelligence.

Monday to Friday: 9 am – 5 pm

Medicare rebated if patient has a mental health care plan.

No referral required.

For all community.

Compassionate Connections

amy@cscounselling.com

Email only contact.

Offer in-person sessions right here in Bundaberg, as well as convenient sessions via telephone or zoom, so you can embrace your own unique healing journey wherever you are.

Concerned Counselling

0409 268 428 (John)

0417 070 859 (Sonya)

14 Bourbong Street Bundaberg

Qualified, professional counselling for couples, families, and individuals.

Zoom or phone counselling.

For all community.

Coral Coast Psychology

Ph: 07 4151 6540

86 Targo Street Bundaberg

Provides psychological intervention modalities including but not limited to Cognitive Behaviour Therapy, Acceptance Commitment Theory, EMDR, Interpersonal Therapy, Emotional Therapy for youth, men, women, couples, senior citizens. Psychologist: Terrina Mitchell.

Monday to Friday: 9 am to 5 pm

Tele Health appointments only.

Referrals accepted from private patients, referrals from GPs, Psychiatrists, Employee Assistance Programs, NDIS, Workcover and DVA.

Edon Place

Ph: 07 4153 6820

admin@edonplace.org.au

PO Box 1440 Bundaberg

Provides a range of programs designed to support families impacted by domestic and family violence. Our services are trauma-informed, client-centred, and culturally sensitive.

EDON Place proudly supports people of all genders, sexualities, cultures, abilities, and backgrounds.

We respect and celebrate diversity in all its forms.

Referral to support agencies.

Women's counselling and support services.

Mobile support services.

Safe Horizons – Women's Group Program

Embedded DFV Specialist

Parenting Programs – 123 Magic

Monday to Friday: 8.30 am – 5 pm

For female victims and children.

- Parenting dispute resolution.
- Financial and property Dispute resolution.
- Specialist family violence service counselling service for all individuals affected by family violence.

Parenting orders program – helping individuals who have separated achieve parenting goals.

Monday to Friday: 9 am – 5 pm

No referral required.

For all community.

Finding the light Counselling and Coaching

Ph: 0407 585 497

Shop 6/ 245 Bourbong Street

findingthelight.com.au

Provides fee for service counselling and coaching by phone.

Specialising in couples, relationships and critical incident counselling.

Monday to Friday: 8 am – 8 pm

Saturday: 9 am – 1 pm

No referral required.

For all community.

Equinox Psychology

Ph: 07 4335 1569

admin@equinoxpsychology.com.au

equinoxpsychology.com.au

Offers Individual and group sessions for anxiety, depression, and addiction, as well as couples counselling.

Monday to Thursday: 8 am – 4 pm

Accepts referrals from all services

To be eligible for rebates under the Better Access Scheme a referral is required by a GP with an accompanying mental health care plan.

Gin Gin Neighbourhood Centre

Ph: 07 4130 4630

4 Dear Street Gin Gin

Emergency Relief – food parcels- travel vouchers and financial assistance.

Community Connect Program with a focus on vulnerable individuals.

The Community Connect Workers role is to provide tailored short-term support to build skills and capability of participants and to facilitate access to supports and services.

Monday to Friday: 8.15 am – 4.45 pm

No referrals required – drop ins welcome.

For all community.

Family Relationship Centre

Ph: 07 4130 7500

5 Bingera Street Bundaberg West

- Assessments for suitability.

Impact Community Services

Ph: 07 4153 4233

108 Bargara Road, Bundaberg East

- Family and youth support.
- Family and mental health support services FMHSS.
- Intensive family support IFS.
- Parenting support.
- Pathways to Early Learning and Development PELD.
- Midwife support for women under the age of 25 years Foundations for life.

Monday to Friday: 8 am – 4:30 pm

IFS Service is referral by Child Safety only.

Referrals for other programs welcome from self-referral or professionals

For all community.

Just Life Counselling

Ph: 0418 865 155

111 Targo Street Bundaberg

Individuals, family counselling, couples counselling and children.

Monday to Friday: 9 am – 8 pm

Saturday: 9 am – 1 pm

For all community.

Life Enhanced Therapies

Ph: 0400 391 779

Our counselling services emphasise validation, clarity, and honesty. We prioritise your privacy and provide professional support in a confidential environment, ensuring respect and understanding throughout your journey.

Wednesday to Friday: 7 am – 6 pm

Referrals not necessary .

For all community.

Nurtured Minds Therapy

Ph: 0424 171 519

7 Walla Street Bundaberg Central

Hypnotherapy for women.

To deal with addictions/mental health.

For women only.

Parentline

Ph: 1300 30 1300

Free telephone and webchat counselling and support for parents or carers of children in Queensland.

Provides advice, information and strategies around raising children, relationships with your children, co-parenting guidance and mental health support.

7 days a week: 6 am – noon

No referral necessary.

For all community.

Phoenix House

Ph: 07 4153 4299

33 Enterprise St Svensson Heights

Providing supportive, safe, and trusted counselling services in Bundaberg and Gin Gin.

Including community education

- Bumblebees Therapeutic Program
- Energetic Minds
- Tiddas Youth Program, aimed at Aboriginal and Torres Strait Islander children and youth
- The Shark Cage
- Protective Behaviours for Parents/ Caregivers
- Love Bites Respectful Relationships Program
- Bringing up Great Kids

Monday to Friday: 8.30 am – 4.30 pm

Online referral form for professional once consent has been received from client

Referrals welcomed from GP/ health services/ organisations/ schools

For all community.

Queensland Police Service

Bundaberg Police Station

Police Link: 131 444

Ph: 07 4153 9111

Ph: 000 in an emergency

256 Bourbong St Bundaberg West

Provides support for the community
365 days a year.

Uniformed and non-uniformed police
provide services concentrating on the
maintenance of good order, public safety
and security across Queensland.

24 hours a day, 7 days per week

Any individual can approach the police for
support in regard to a crime.

For all community.

Regather

Ph: 0466 881 484

egather.com.au

mclarke@regather.com.au

Therapeutic support provides a range of
accessible online and phone therapeutic
support services that are uniquely catered
to any young person 12 + years and or
adult/couples needs.

Range of therapeutic treatment times.

Online contact form for self-referral .

For all community.

Replenish Psychology

Ph: 0419 799 990

admin@replenishpsychology.com.au

replenishpsychology.com.au

Psychological Interventions and
treatments for all ages, including anxiety,
stress and burnout, life transitions.

Range of appointment times.

Referral welcome from health care
professionals. Self referrals are also
welcome.

For all community.

Survivor and Mates Support Network

Ph: 1800 472 676

**Ground Floor, 8-10 Palmer Street
Parramatta NSW 2150**

Monday to Friday: 9 am to 5 pm

Ph: 02 8355 3711

Australia's leading organisation for male
survivors of child sexual abuse also for
supporters of individuals who have been
abused.

Referrals not necessary.

For male survivors of sexual assault.

Serendipity Psychology

Ph: 0417 400 176

Ph: 0423 393 698

admin@serendipitypsychology.com

serendipitypsychology.com

Support for grief, loss, trauma, relationship
issues, body concerns.

Telehealth appointments only ages 16+
years.

Monday to Thurs: 9 am – 6.30 pm

Referral welcome from health care
professionals. Self referrals are also
welcome.

For all community.

Sexual Assault Helpline

Ph: 1800 010 120

Any person who lives in Queensland who
has been impacted or knows someone
who has been affected by sexual assault
can call the Sexual Assault Helpline. It
doesn't matter whether your experience
was from decades ago, more recently or if
you're currently experiencing abuse; you
can call for support.

7 days a week: 7.30 am – 11.30 pm

Self referral.

For all community.

The Men's Table

Ph: 1800 636 782

hello@themenstable.org

Works to improve men's mental and emotional health, by helping men build meaningful male friendships and community belonging as safe places to share, overcoming the stigma that men don't talk.

The benefits of a Men's Table extend beyond the individual men and the small groups they form to be experienced by their families, their workplaces and their communities.

Monday to Friday: 9 am – 5 pm

Many different locations Australia wide

Online self referral form.

For men only.

The Women's Wellbeing Line

Ph: 1800 496 636

Provides free mental health support and therapeutic counselling for women, girls and gender diverse folk in Queensland.

Support offered by the line includes:

- Non-crisis mental health support.
- Continuity-of-care therapeutic counselling.
- Grief and loss counselling following miscarriage, stillbirth and neonatal death.
- Midwifery support and advice.
- Specialist domestic, family, and sexual violence counselling.
- Referral services.

Specific focus areas for support include women's mental health, miscarriage, stillbirth and neonatal death, and domestic and family violence.

The Line is available to all women, girls and gender-diverse folks in Queensland, especially those who are geographically and socially isolated, and from priority communities, including:

- First Nations women.
- Culturally and Linguistically Diverse women.
- Women with disability.
- Members of LGBTQIA+ communities.
- Rural and remote women.
- Women in contact with justice systems, including those in custody.

Monday to Friday: 8 am – 8pm

Saturday: 9 am to 5pm

Nationally based service.

Referrals not necessary.

For women only.

Uniting Care Community Bundaberg

Ph: 07 3253 4000

3A River Terrace Bundaberg

bundaberg@uccommunity.org.au

- Face-to-face counselling including relationship difficulties, grief and loss, parenting difficulties, depression, anxiety, and any other issue which is having a negative impact on someone's life.
- Specialist programs include anger management groups, parenting programs, self-esteem groups, and critical incident counselling.
- Video counselling is also available to remote communities. Phone for an appointment.

Normal Business hours:

Monday to Friday: 9 am – 5 pm

Referrals are excepted for self-referral as well as community organisations.

For all community.

Victim Assist Queensland

Ph: 1300 546 587

qld.gov.au/victims

victimassist@justice.qld.gov.au

Provide financial assistance to eligible victims, including paying for recovery expenses such as medical equipment, counselling, loss of earnings, security, cultural recovery for Aboriginal and Torres Strait Islander Victims. Also connect victims with other support services to help them recover.

Supporting Primary Victims, Related victims, Parent-secondary, a parent of a child victim.

Application can be completed online.

Monday to Friday: 9 am – 4.30 pm

Statewide service.

Referrals not necessary.

Victim Connect

Ph: 1300 318 940

24-hour victims of crime hotline

Supporting Individuals who have been impacted by a violent crime in Queensland – providing support, information, advice and referrals.

Victim Connect also supports men who are victims of sexual assault, individuals with learning or intellectual disabilities. Homicide support and recovery and people who are going through intensive court processes, including children.

24 hours a day, 7 days per week

Online referral forms, self referral and service referral.

Wide Bay Counselling and Psychotherapy

Ph: 0401 174 953

Info@widebaycounselling.com.au

widebaycounselling.com.au

Provides therapy for couples, relationship counselling, trauma therapy, adult and adolescent counselling and psychotherapy, family relationships and addiction.

Monday to Friday: 9 am – 6 pm

Private billing service only.

Online contact to make an appointment.

For all community.

Wide Bay Hospital and Health Service

Ph: 07 4150 2222

271 Bourbong Street Bundaberg

widebay.health.qld.gov.au

Community Health

Our services include:

- help with sleep and settling concerns
- growth and development checks
- breastfeeding and early feeding support
- information and support on feeding your baby and child
- parenting support and support with behavioural concerns
- hearing screens for children aged between 4 and 18 years
- health and development checks
- Early childhood service
- Early intervention parenting service
- Triple P Positive Parenting Program
- Circle of Security.

Monday to Friday: 9 am – 5 pm

Referrals accepted to specialist services.

Perpetrator

Bundaberg Community Corrections Office

Ph: 07 4326 2600

Level 2, Claude Wharton Building
44a Quay Street Bundaberg 4670

When an offender is released on parole, our community corrections officers work to positively influence their behaviour and attitude as they reintegrate into society. By acting as agents of change, community corrections officers play a vital role in keeping our community safe by preventing re-offending.

Monday to Friday: 9 am – 5 pm

For offenders in community.

Bundaberg Magistrates Court

Ph: 07 4326 3800

44 Quay Street, Bundaberg
PO Box 908 Bundaberg QLD 4670

If a defendant is charged with an offence, they usually appear first in the Magistrates Court, which deals with 95% of cases.

Monday to Friday: 8.30 am – 4.30 pm

Bundaberg Youth Justice Centre

Ph: 07 4154 9800

6 Heidke Street Bundaberg

Youth Justice individuals receive support while on bail or remand ensuring they engage in education and/or work programs.

- ART program.
- Black Chicks Talking.
- Changing habits and reaching targets program.
- Emotional regulation and impulse control.

- Girls Moving On – GMO.
- Men's Project.

Monday to Friday: 8.30 am – 4.30 pm

Referral via police/courts/schools.

For young offenders aged from
10 – 17 years of age.

Court Network

Ph: 1800 267 671

courtnetwork.com.au

Provides personal support, non-legal information and referral to those in contact with the justice system. The Court Network telephone information and referral service can assist people preparing to attend court. This assistance might involve provision of information about court procedures, referral to legal services, and help organising interpreters or planning to ensure someone's safety when they are at court.

Monday to Friday: 9 am – 4 pm

Online referral form.

EDON Place Domestic & Family Violence Service

Ph: 07 4153 6820

admin@edonplace.org.au

edonplace.org.au

PO Box 1140 Bundaberg Qld 4670

**Responsible and Respectful Choices
Men's Group/Program**

EDON Place recognises the critical importance of the Perpetrator Intervention Program in supporting families who are experiencing or have experienced domestic and family violence DFV. Our program is committed to addressing the behaviours of individuals who perpetrate DFV, offering them meaningful

opportunities to take responsibility for their actions and make lasting change. We also recognise that many of the men in the program may have experienced their own trauma, which can influence their behaviour. By acknowledging and exploring this trauma—without excusing abusive actions—we support participants in understanding the impact of their behaviour and developing healthier, non-violent ways of relating to others.

Through structured support and intervention, we assist each man in the journey toward accountability, change, and respectful relationships.

Heavy Metal Group

Ph: 0401 766 877

heavymetalangermanagement.com

The Heavy M.E.T.A.L. program is for any man who wants to stop lashing out, controlling or manipulating his loved ones and who is prepared to learn new ways of expressing himself. It's a program for any man who wants a better way of life for his partner, his family and for himself.

The aim of the program is to encourage men to take responsibility for their behaviour before the problem escalates to the point of separation, police or court intervention. In a counselling style intervention.

Monday to Friday: 9 am – 5 pm

Nationwide service.

Self-referral, referrals also welcome from anywhere .

Sessions can be conducted over Teams/ phone/zoom flexible delivery options.

Online programs men only.

Men's Referral Service

Ph: 1300 766 491

ntv.org.au/mrs/

No to violence provides a range of services to support men concerned about their behaviour to change what they are doing and keep women, children and communities safer.

Each of the services on this web page is operated by qualified and experienced counsellors and family violence experts at No to Violence.

Referral service and brief intervention service available nationally.

7 days a week: 8 am – 9 pm

No referral required.

For males only.

Youth Bail Support

Ph: 1300 707 655

341F Bourbong Street,

Millbank Bundaberg Qld 4670

An initiative of the Queensland Government's Youth Justice portfolio. Its aim is to encourage and assist young people aged 10 – 17 years to apply for bail rather than go to prison. The decision to grant bail is up to the courts.

Monday to Friday: 9 am – 4 pm

Referrals from the courts/police/school.

For youth offenders aged 10 – 17 years.

Children and Young People

Act for Kids also called **Family and Child Connect**

Ph: 13 32 64 or 07 3850 3200

**FaCC-Wide-Bay-referrals@
actforkids.com.au**

Online referral portal for professionals and self-referrals.

familysupportreferral.org.au

General enquiries

A for-purpose organisation that delivers evidence-led professional therapy and support services to children and families who have experienced or are at risk of harm.

Programs include:

- Family and Child Connect 10-week intensive family support program.

Contact with referred families commence within 2 days within 7 days.

Monday to Friday: 9 am – 5 pm

For families with children aged 0 – 17 years

Aussie Brothers Youth Group

**brand.site/Aussie-Brothers-Youth/
our-services**

Online contact form

Husband and wife team, Kayla and Josh Beazley, have created a male youth group to promote mental wellbeing amongst young men aged 10 to 17 years. Through providing regular camps and get togethers.

No referral required.

Young males aged 10 years to 17 years.

Bravehearts

Ph: 1800 272 831

bravehearts.org.au

An Australian child protection not-for-profit organisation, solely dedicated to the prevention and treatment of child sexual abuse. Many resources.

Educational resources and list of possible referrals.

This is an online resource only.

Nationwide service.

BUSHkids

Ph: 07 4111 1655

4 Fitzgerald Street Bundaberg

bushkids.org.au

Allied Health Team helps children from birth to the age of 13 years.

Individual and group programs for children, fine motor and gross motor skills, emotional regulation, sensory processing. Assisting with children that may have a developmental delay.

Monday to Friday: 8.30 am – 4 pm

Referrals made via online form – parents/specialists/professionals.

For children aged 0 – 13 years.

Child Safety Service Centre

Ph: 07 4154 9700 or 1800 177 135

Level 1

**Queensland Government Building
44A Quay Street Bundaberg**

Postal address

PO Box 1047 Bundaberg Qld 4670

- Family Participation
- Foster and Kinship Care

- AOD Treatment services
- Homelessness to Housing
- Family Well being
- Youth Wellbeing
- Strong in family and culture
- Family Violence Support
- Intensive Family Support

Monday to Friday: 9 am – 5 pm

Based in Bundaberg.

Referrals come to Child Safety via police reports, welfare concerns through schools/professional services/hospitals/ concerned friends/family/neighbours.

This service is supporting children 17 years and younger.

Community Family Health Child Health

Ph: 07 4150 2700

**Margaret Rose Centre
312 Bourbong Street Bundaberg**

- Triple P parenting Program
- Circle of security program
- Early Intervention Parenting Service

Monday to Friday: 9 am – 5 pm

Based in Bundaberg.

Programs run consecutively throughout school terms. Two times of the day for eight weeks, afternoon and during the day.

No referral required.

For children aged up to 5 years.

Confident Kidz

Ph: 0459 120 263

7/133 Bourbong Street Bundaberg

Individual therapy and group programs for children aged 3 – 13 yrs specialising in developmental skills – social, emotional, cognitive, behavioural and daily life skills.

Flexible work times for sessions.

Based in Bundaberg.

Online Referral form, able to support clients who have a NDIS Plan.

For children aged 3 – 13 years.

Connections Play Therapy

Ph: 07 4072 4012

**Suite 1, 44 Princess Street
Bundaberg East**

jasmine@connectionsptc.com.au

Play Therapy is an effective and non-directive intervention where the Therapist allows room for exploration and interpretation, all aimed to create a solution for any problems that a child may experience. Including additional needs, behaviour, social adjustment and personality issues.

Monday to Friday: 9 am – 5 pm

Online contact form

Creative Cove Therapy

Ph: 0494 157 493

92 B Princess Street Bundaberg

Offers play and creative based therapy to support young people aged 2 – 25 yrs.

Monday to Friday: 9 am – 4 pm

No referral required.

For individuals aged 2 – 25 years

Edon Place

Ph : 07 4153 6820

admin@edonplace.org.au

PO Box 1440 Bundaberg Qld 4670

Children's Counselling and Support Services, Therapeutic Group Programs.

Parenting Program – 123 Magic.

Service Systems – Community Education Programs.

Monday to Friday: 8.30 am – 5 pm

IMPACT Community Services

Ph: 07 4153 4233 or 1800 179 233

- Families Together Intensive Family Support.
- Pathways to Early Learning and Development.
- Provides flexible, practical and intensive support for families with multiple and/or complex issues.

Monday to Friday: 8 am – 4.30 pm

IFS Service is referral through the Family and Child Connect Website.

familysupportreferral.org.au

Referrals for other programs welcome from self-referral or professionals.

Functional Family Solutions

Ph: 0401 809 541

elissa@functionalfamilysolutions.com.au

Parent support service from a positive support lens; goal is to help parents form lasting, meaningful relationships with their children, and investigate behaviours of concern.

Monday to Friday: 9 am – 2.30 pm

Based in Bundaberg.

No referral required.

Headspace Bundaberg

Ph: 07 4152 3931

66 Woongarra St Bundaberg Central

Australia's National Youth Mental Health Foundation, providing early intervention mental health services to 12–25 year olds.

Each year, headspace helps thousands of young people access vital support through our headspace centres in communities across Australia, our online and phone counselling services, our vocational services, and our presence in schools.

Headspace can help young people with mental health, physical health, alcohol and other drug services, and work and study support.

Monday to Thursday: 8.30 am – 6 pm

Friday: 8.30 am – 4.30 pm

Based in Bundaberg.

Referrals via online by a referral form.

Childers Neighbourhood Centre

Isis Child and Family Support

Ph: 07 4130 4690

cnc@bundaberg.qld.gov.au

14 Hinkler Street Childers

- Quality, consistent support for Child Care Services and Families within the Isis District to improve parenting skills and enhance relationships between parent/s and child/ren.
- Promote the values of children and the essential role parents play in the community.
- Provide resources for childcare services and families on an extensive range of parenting issues.
- Support families and services with specific information through written material, telephone, email and face-to-face contact.
- Offer support to all families on areas relating to children.
- Provide referrals to other community agencies.

Monday to Friday: 8.30 am – 4.30 pm

Based in Childers.

Referrals welcome from outside agencies and individuals welcome to phone in or drop in to the centre.

For children aged between 0 and 8 years.

Kids Helpline

Ph: 1800 55 1800

Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25 years.

Online chat service.

Resources on mental health for both children and parents/carers

24/7 Counselling Service
phone and webchat.

Nationwide service.

No referral required.

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Little Life Warriors Play Therapy

Ph: 0498 558 415

9/20B Quay Street Bundaberg

alison@littlifelifewarriors.com.au

littlifelifewarriors.com.au

Emotional and Behavioural Support:
Through nondirective child-centred play therapy, children can develop responsibility, creativity, emotional awareness, and empathy.

Specialised Therapies: Services like LEGO® Based Therapy and Teleplay Therapy help children with social and communication skills.

Family Involvement: Child Parent Relationship therapy fosters better parent-child interactions.

Convenient Access: Outreach services in homes, schools, and kindergartens within Bundaberg provide flexible support.

Monday to Friday: 9 am – 5 pm

For children under the age of 12 years.

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PACT

Ph: 07 3738 7827 or 1800 449 632

PO Box 12672 George Street Qld 4003

pact@pact.org.au

pact.org.au

Provides education, empowerment and support for children and vulnerable victims as well as witnesses of crimes.

Assisting with giving evidence and understanding the legal system.

Children also can have an emotional support dog “Kobe” present while they are attending meetings or giving evidence in court.

Online referral forms for both children and adults.

Referrals from QPS to be made via QPrime and tasked as per the QPS Policy.

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Phoenix House

Ph: 07 4153 4299

33 Enterprise Street

Svensson Height Bundaberg

Providing supportive, safe, and trusted counselling services in Bundaberg and Gin Gin.

Including community education:

- Bumblebees Therapeutic Program
- Energetic Minds
- Tiddas Youth Program (aimed at Aboriginal and Torres Strait Islander children and youth)
- The Shark Cage
- Protective Behaviours for Parents/ Caregivers
- Love Bites Respectful Relationships Program
- Bringing up Great Kids

Monday to Friday: 8.30 am – 4.30 pm

Online referral form for professional once consent has been received from client.

Referrals welcomed from GP/ health services/ organisations/ schools.

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Play and Creative Therapy Bundaberg

Ph: 0402 994 700

2 Tantitha Street Bundaberg Central

A growing child counselling and family therapy practice, servicing children, young people and their families.

Monday to Thurs: 8.30 am – 4.30 pm

Referral forms located online – referrals welcome but not necessary.

For children aged 3– 18 years.

Queensland Health Early Intervention Parenting Specialists

Ph: 07 4150 2700

Michelle.maie@health.qld.gov.au

Margeret Rose Centre

312 Bourbong Street Bundaberg

This service provides counselling for parents and caregivers with children from conception to 8 years and 11 months of age. Therapeutic parental support – Group, individual and home-based support.

Monday to Friday: 9 am – 5 pm

Referrals welcome from support agencies.

The Salvation Army Youth Refuge

71 Woongarra Street

Ph: 07 4151 3400

The Bundaberg Youth Refuge is a six bed residential program that provides crisis accommodation and case management to young people between the ages of 16 and 21 years.

Staff are on this site

24 hours a day, 7 days a week.

Self-referral or referrals welcomed from support services.

Uniting Care Community Bundaberg

Ph: 07 3253 4000

3A River Terrace

Bundaberg Qld 4670

bundaberg@uccommunity.org.au

Children's Counselling

Monday to Friday: 9 am – 5 pm

Referrals are accepted for self-referral as well as community organisations.

Young Minds Matter

Ph: 0483 866 700

ymmcbundaberg@gmail.com

64 Targo Street Bundaberg Central

Provides counselling support for children and young people aged 5–15 years who need additional support to engage confidently and successfully in our ever-changing world.

Monday to Wednesday: 9 am – 5 pm

No referral required.

Youth Insearch

Ph: 1800 805 635

Provides 14 – 20 year olds free weekend workshops, weekly support groups and individual support. Peer support, leadership, counselling and mentoring as part of this early intervention program.

Monday to Friday: 9 am – 4.30 pm

Nationwide Service.

Camp can be booked online.

No referral necessary.

Aboriginal and Torres Strait Islander

13 Yarn

Ph: 13 92 76

13yarn.org.au

For Aboriginal and Torres Strait Islander people who are going through a tough time and feel like a yarn.

24 hours a day, 7 days per week

National service.

No referral required.

Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd

Ph: 07 4152 8044 or 1800 012 255

Level 1, WIN Tower, Cnr Barolin and Quay Streets Bundaberg

A community-based legal assistance organisation which aims to advance and protect the legal and human rights of Aboriginal and Torres Strait Islander people.

Key areas of service delivery:

- Criminal Law representation and advice.
- Family Law representation and advice.
- Civil Law representation and advice.
- Throughcare Services to address recidivism.
- Law Reform and Community Legal Education.
- Coronial and Public Sector Monitoring.

Monday to Friday: 8.30 am – 4.30 pm

Brother to Brother Aboriginal Men's Crisis Line

Ph: 1800 435 799

General enquiries: 03 8456 3044

info@dardimunwurro.com.au

Provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons.

The line is staffed by Aboriginal men, including Elders, who have a lived experience in the issues that the line offers support for.

24 hours a day, 7 days per week

National service.

Bundaberg Aboriginal and Torres Strait Islander Housing and Advancement Society

Ph: 0402 747 211

PO Box 1730 Bundaberg Qld 4670

The Society provides low-cost rental accommodation for the Aboriginal and Torres Strait Islanders community within the region of Bundaberg, Gin Gin and Childers. The rental cost to the tenants is approximately 50-60% of the public rental sector and is a valuable service to the Bundaberg community and surrounding areas due to the lack of accommodation and the soaring rental prices. The Society does not receive government funding and is a not-for-profit organisation.

Monday to Friday: 8.30 am – 5 pm

No referral required.

Central Queensland Indigenous Development (CQID)

Ph: 07 4313 1194

**Suite 2, Level 1/3 Maryborough Street
Bundaberg Qld 4670**

The clients of Family Wellbeing may gain support through in-home support, group and community activities, and specialist Domestic and Family Violence (DFV). Services: Family Wellbeing | Family Participation | Next Step Plus First Nations Service.

Monday to Friday: 9 am – 5 pm

DFV Specialist service accept referrals from Child Safety only.

CQID services accept referrals from community and individuals – referrals can be made via online form on website.

Indigenous Well-being Centre (IWC)

Ph: 1300 492 492

**184 Barolin Street Bundaberg
iwc.org.au**

IWC is a not-for-profit, Aboriginal Community Controlled Organisation and registered charity hosting services and partners which include, but are not limited to:

- Medical Centre (General Practice).
- Dental Practice.
- Other Medical Services (Pathology, Radiology etc.).
- Physiotherapy.
- Psychology and Counselling.
- Dietetics (Diet & Nutrition).
- Other Allied Health Services.
- Gym.
- Midwifery.
- Family Support and Home Care Services.
- NDIS Local Area Coordinators.
- Cultural and Community Services and Programs.

Monday to Friday: 8 am – 5 pm

Legal Aid Queensland

Ph: 1300 650 143

Indigenous Hotline.

Provides legal advice for First Nations Queenslanders.

Monday to Friday: 8.30 am – 4.30 pm

No referral required.

Port Curtis Coral Cove Trust (PCCC)

Ph: 07 4167 0037

**Port Curtis Coral Coast
3 Maryborough Street Bundaberg
pccctrust.com.au**

Representing and working with the First Nations Bailai, Gurang, Gooreng Gooreng and Taribelang Bunda Peoples.

PCCC are available to discuss all Native Titles Claim Group. They assist and support people through social programs for education, back to school education program, young mob learning homework club, scholarships, training, employment and elders.

Monday to Friday: 8.30 am – 4.30 pm

River Nations Indigenous Corporation

Ph: 07 4145 5955

3 Maryborough Street Bundaberg

First Nations owned and operated organisation that offers a broad range of services including cultural competency health and well-being employment youth leadership and business development.

Monday to Friday: 9 am – 5 pm

Referrals welcome – clients can also self-refer.

Shades Youth Group

Ph: 0436 326 779

leonie@steppingblack.com.au

jodie@steppingblack.com.au

66 Woongarra St Bundaberg Central

Be a voice of a first nations group.

Share your thoughts connect and have fun.

Meeting Fridays: 3 – 4 pm

Strong Women Talking

Phone: 07 3621 4302

strongwomentalkingceo@gmail.com

Follow us on Facebook: strong women talking

Instagram: strongwomen talking

A grass roots movement of First Nations sisters and aunties who are passionate about breaking the cycle of violence by creating a culturally safe space to educate, equip and empower each other. Strong Women Talking workshops are run in a group setting environment and deliver culturally appropriate prevention focused workshops and programs to Aboriginal and Torres Strait Islander women and children in communities. With Indigenous grass roots facilitators delivering programs in a safe and therapeutic form the workshops aim to break the multi-generational cycle of family and domestic violence once and for all.

Monday to Friday: 9 am – 4 pm

Self referral.

The Queensland Indigenous Family Violence Legal Service

Phone: 1800 88 77 00

qifvls.com.au

Provides a culturally appropriate free legal service, welfare and support, advocacy and community education relating to DFV, child protection, sexual assault, victim support and more.

Monday to Thursday: 8.30 am – 5 pm

Friday: 8.30 am – 4 pm

Statewide service.

Online referral form.

Yarn2Action

Ph: 1800 718 969

Yarn2Action@adaaustralia.com.au

An advocacy service for Aboriginal and Torres Strait Islander people with disability, where you can talk to our team about issues you might be having with support with accessing disability support services, including the NDIS.

NDIS applications, NDIS Plans and Plan reviews problems with providers, supports or government agencies unfair treatment or disability discrimination connect you with other services.

Monday to Friday: 9 am – 4 pm

Statewide service.

No referral required.

People with Disability

Access Recreation

Ph: 07 4151 8019

205 Bourbong Street Bundaberg

admin@accessrec.org.au

accessrec.org.au

Provides Disability support ranging from plan management, short term accommodation, assistance with daily living, community access support and activities.

Monday to Friday: 9 am – 5 pm

Referrals can be via self/support worker/support services.

Aged and Disability Advocacy Australia

Ph: 1800 818 338 or 07 3637 6000

adaaustralia.com.au

Provides advocacy services to older people and people with a disability across Queensland. Services are free, confidential and client focused. Education resources free call.

Monday to Friday: 9 am – 4 pm

No wait periods. National Line, based in Queensland. Self-referral via phone number.

Referral form available online for family/friends/ professionals.

Carinbundi Care in Bundaberg

Ph: 07 4158 9600

Supported Independent Living

- Challenging Behaviours
- Respite
- Vacation Care
- Day Services
- Peer support
- One-on-One Personal Support

Monday to Friday: 9 am – 5 pm

Individuals must have a NDIS plan with sufficient funding.

Referrals typically come through from support co-ordinators/Office of the Public Guardian.

Queensland Advocacy Inc.

Ph: 1300 130 582 or 07 3844 4200

**Floor 2 South Central, South Brisbane
qai.org.au**

Independent community based, individual, systemic and legal advocacy organisation for people with a disability and mental health issues.

Monday to Friday: 9 am – 5 pm

Referrals welcome from support agencies.

Southern Cross Support Services – Now Called Kanda

Ph: 1300 727 701

Provide therapeutic crisis intervention, crisis prevention, trauma focused cognitive based therapy, psychoeducation, short term disability accommodation

Monday to Friday: 8.30 am – 5 pm

Accept referrals from anywhere/self-referral.

WWILD

Ph: 07 3262 9877

info@wwild.org.au

A Queensland support service for women with intellectual or learning disabilities who have experienced sexual abuse or have been victims of crime. They offer victims of crime support, counselling and access to women's groups who meet regularly.

Monday to Friday: 9 am – 4.30 pm

Statewide service.

No referral required.

Older People

1800 Elder Help

Ph: 1800 353 374

Support for elderly individuals – report abuse, seek support or referrals.

Monday to Friday: 9 am – 5 pm

National service.

No referral required.

Aged Care Quality and Safety Commission

Ph: 1800 951 822 (free call)

agedcarequality.gov.au/making-complaint

For complaints about aged care services (including home care and aged care homes).

Monday to Friday: 9 am – 5 pm

No wait period.

National service.

Complaints can be made by individuals using the aged care, family friends or representatives, aged care staff and volunteers, health and medical professionals via website or phone number.

Elder Abuse Action Australia

info@eaaa.org.au

A specialist organisation acting to eliminate elder abuse. Our work positively impacts the lives of older Australians, their families, communities and broader society.

Monday to Friday: 9 am – 5 pm

National service.

No referral required.

Elders Abuse Prevention Unit

Ph: 1300 651 192 or 07 3867 2525

eaup@uccommunity.org.au

**Level 5, 192 Ann Street,
Brisbane Qld 4001**

Community awareness and education sessions.

Elder Abuse Helpline – report elder abuse and support.

Monday to Friday: 9 am – 5 pm

Statewide service based in Brisbane

No referral required.

Elder Abuse Prevention and Support Service

Ph: 1300 364 277

Relationships Australia

Counselling and case management service for older individuals who have been affected by elder abuse.

Is for people ages 60 and up (or ages 50 and up for First Nations Peoples) and their partners, family members, friends, caretakers, and other loved ones or support people.

Monday to Friday: 9 am – 4.30 pm

Referrals made either by phone or online.

Older Persons Advocacy Network

previously known as the National Aged Care Advocacy Line)

Ph: 1800 700 600

opan.com.au

This number will connect you with the aged care advocacy service in your state or territory, ADA Australia.

We provide free, independent and confidential support to older people receiving government-funded aged care.

Monday to Friday: 8 am – 8 pm

Saturday: 10 am – 4 pm

Referrals welcomed but not needed.

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Senior Financial Protection Service

Ph: 1300 364 277

14 Tantitha Street Bundaberg Central

The Senior Financial Protection Service protects older people from financial abuse.

This free service offers information, education, and resources to help seniors and pensioners make informed financial decisions later in life.

Monday to Friday: 9 am – 5 pm

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Seniors Enquiry Line

Ph: 1300 135 500

A statewide information and referral service for Queensland seniors, families, friends, grandparents, and carers.

Monday to Friday: 9 am – 5 pm

Referrals welcome.

Client can also self-refer.

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Culturally and Linguistically Diverse

Amparo Advocacy Inc

Ph: 07 3354 4900

Translating and Interpreting Service (TIS)
Please phone 131 450 and ask them to call
AMPARO Advocacy on 07 3354 4900.

info@amparo.org.au

PO Box 2065,

Brookside Centre Qld 4053

Provides support for people from
Culturally and Linguistically Diverse
(CALD) backgrounds with disability who
are being treated unfairly, abused or
discriminated against. Staff will speak, act
and write on your behalf to protect your
most basic needs.

Monday to Friday: 8.30 am – 4.30 pm

Referral form located online.

Immigrant Women's Support Service

Ph: 07 3846 3490

The Migrant Women's Emergency Support
Service Inc. is an incorporated, not-for
profit community organisation funded
by the Department of Communities to
provide a Sexual Assault Service and a
Domestic Violence Service; and the
Department of Social Services to provide
an Emergency Relief Service. Crisis
support and referral service.

Monday to Friday: 9 am – 4 pm

Referrals welcome from professionals
and community members. Referral form
online.

Multicultural Centre for Women's Health

**Ph: 03 9418 0999 or
FREECALL 1800 656 421**

**Suite 207, Level 2,
134 Cambridge Street,
Collingwood Victoria 3066**

A community-based, not-for-profit
organisation led by, for and with women
from migrant and refugee backgrounds.

We increase migrant and refugee
women's opportunities for health and
wellbeing in Australia through bilingual
health education, advocacy and
leadership.

Monday to Friday: 9 am – 4 pm

O'Imeri Wantok – Bundaberg

Ph: 07 4156 1314

**facebook.com/
olmeriwantokbundaberg**

A social enterprise established by Papua
New Guinean Women that connect ladies
from different pacific nations to promote
and share culture.

Access via Facebook – support group
based.

No referral required.

Refugee and Immigration Legal Service

Ph: 07 3846 9300

Level 3, 43 Peel Street South Brisbane

We provide free immigration advice, legal assistance and legal education to immigrants, refugees and asylum seekers in Queensland.

Family Peace Building.

RAILS provides education about family peace building, family violence prevention and about the impact of family violence on visas.

**Monday to Friday: 11 am – 12.30 pm
and 1.30 – 4.30 pm**

Online contact form, self referral.

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Translating and Interpreting Service

Ph: 1800 512 451

Provides interpreting services to people who do not speak or have trouble understanding English.

Monday to Friday: 9 am – 5 pm

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LGBTQIA+

Altspac Therapies

Ph: 0411 647 223

39 Howard Street Nambour Qld 4560

natalia@altspacetherapies.com.au

altspacetherapies.com.au

We are a collective of queer professionals who provide specialised mental health care to the LGBTQIA+ community and anyone not fitting the mainstream mould. As a mental health team, we support members by providing talking and somatic therapy, personal development, life, and psychosocial recovery (NDIS) coaching, and more in a safe, inclusive and affirming environment in-person and remotely.

- Individual Counselling
- Relational Counselling
- Coaching
- Group Therapy

Monday to Friday: 9 am – 5 pm

Online booking form available.

Based in Nambour but conduct online telehealth sessions.

No referral required.

No Medicare rebates.

Australian LGBTIQ Multicultural Council (AGMC)

Victorian Pride Centre

78-81 Fitzroy Street

St. Kilda Victoria 3182

Contact@agmc.org.au

A volunteer-run community organisation advocating for the rights and inclusion of multicultural and multifaith LGBTIQ

communities. We believe that no one should be discriminated against based on their race, ethnicity, faith, religion, and LGBTIQ identities.

Online contact form only.

Diverse Voices

Ph: 07 3111 6737

diversevoices.org.au

admin@divo.org.au

A Queensland based non-profit organisation with a focus on the well-being of the diverse voices that make up our community. Our focus is on the operation of a LGBTIQ+ peer to peer telephone, web chat and referral service, we are the proud partner site of QLife. We run training programs throughout the year for people wishing to become peer supporters. Contact us for more information on training dates or to learn about other volunteering opportunities.

Monday to Thursday: 10 am – 4 pm

Contact form via website.

QLife

Ph: 1800 184 527

Provides anonymous and free LGBTIA + peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships via phone or webchat

7 days a week: 3 pm – midnight

Nationwide service.

Self-referral.

Queensland Police Service
LGBTQIA+ Liaison Officer

Ph: 07 4153 9111

256 Bourbong Street Bundaberg

LGBTQIA+ liaison officers can support you by providing discreet, non-judgemental advice, assistance or referral for all police-related matters. LGBTQIA+ liaison officers are also called upon to use their knowledge to support police investigators in LGBTQIA+-related prejudice motivated crime, domestic and family violence, and criminal matters.

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Rainbow Sexual, Domestic and Family Violence Helpline

Ph: 1800 497 212

For anyone in Australia who is from LGBTQIA+ communities who has recently or in the past experienced sexual, domestic or family violence.

This service provides:

- Professional trauma counselling provided by counsellors who have completed specialist training provided by ACON.
- Information and referral to other services.
- Vicarious trauma support and debrief for professionals.

We can assist with:

- Managing the impacts of sexual domestic and family violence.
- Talking to supporters.
- Information about seeking assistance from Police.
- Information on medical help.
- Safety planning.

Referrals.

24 hours a day, 7 days a week

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Hotlines

13 Health

Ph: 13 43 25 84

A confidential phone service that provides health advice to all Queenslanders. You can phone and talk to a registered nurse for the cost of a local call. LGBTIQ+ friendly.

24 hours a day, 7 days a week

13 Yarn

Ph: 13 92 76

13yarn.org.au

For Aboriginal and Torres Strait Islander people who are going through a tough time and feel like a yarn.

24 hours a day, 7 days a week

1800 Elder Help

Ph: 1800 353 374

Support for elderly individuals – report abuse, seek support or referrals.

Monday to Friday: 9 am – 5 pm

1800 Respect

Ph: 1800 737 732 NRS: 1800 555 677

Interpreter: 13 14 50

National Domestic family and sexual violence counselling service. Provides counselling, safety planning information and referral.

24 hours a day, 7 days a week

Beyond Blue

Ph: 1300 22 46 36

Webchat and Webchat Support Service.

24 hours a day, 7 days a week

Bundaberg Ambulance Service

Ph: 07 4194 7404

000 in an emergency

307 Bourbong St, Bundaberg West

DV Connect

Ph: 1800 811 811

We help Queenslanders find pathways to safety, away from domestic, family and sexual violence. We provide emergency transport and accommodation for your entire family including pets. We also provide safety planning, crisis counselling, intervention, information and referrals at no cost to you.

24 hours a day, 7 days a week

Family Relationship Advice Line

Ph: 1800 050 321

A national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance.

Monday to Friday: 8 am – 8 pm

Homeless Hotline

Ph: 1800 474 753 – free call

A phone information and referral service for people who are:

- experiencing homelessness
- housed but at risk of homelessness

24 hours a day, 7 days a week

Kids Helpline

Ph: 1800 55 1800

Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25 years.

Online Chat Counselling Service.

Resources on mental health for both children and parents/carers.

24 hours a day, 7 days a week

Lifeline

Ph: 13 1114

Telephone crisis support, information and referral service available nationally that provides an immediate and confidential opportunity to discuss a problem or concern.

24 hours a day, 7 days a week

National Debt Hotline

Ph: 1800 007 007

A not-for-profit service that helps people tackle their debt problems. We're not a lender and we don't 'sell' anything or make money from you. Our professional financial counsellors offer a free, independent and confidential service.

Monday to Friday: 9.30 am to 8 pm

Financial Counsellor

Monday to Friday: 9.30 am – 4.30 pm

Parentline

Ph: 1300 30 1300

Free telephone and webchat counselling and support for parents or carers of children in Queensland.

Provides advice, information and strategies around raising children, relationships with your children, co-parenting guidance and mental health support.

7 days a week: 8 am – 10 pm

Queensland Police Service

Police Link: 131 444

Ph: 07 4153 9111

000 in an emergency

Bundaberg Police Station

256 Bourbong St, Bundaberg West

Sexual Assault Helpline

Ph: 1800 010 120

Any person who lives in Queensland who has been impacted or knows someone who has been affected by sexual assault can call the Sexual Assault Helpline. It doesn't matter whether your experience was from decades ago, more recently or if you're currently experiencing abuse; you can call for support.

7 days: 7.30 am – 11.30 pm

Victim Connect

Ph: 1300 318 940

Supporting Individuals who have been impacted by a violent crime in Queensland – providing support, information, advice and referrals.

24 hours a day, 7 days a week

Apps

Free to download from your **App Store**

Be There

This interactive app supports those helping someone experiencing domestic or family violence. Learn about coercive control, journal thoughts, set reminders, and explore safe, respectful ways to communicate. It also promotes self-care, recognizing the emotional toll of supporting someone through domestic violence.

Daisy

An app that provides information about support services in your local area.

Daisy was developed by 1800RESPECT.

Daisy includes safety features to help protect the privacy of people using it.

Sunny

1800RESPECT's app for people with disability who have experienced violence and abuse. Sunny has been co-designed with women with disability to make sure it provides the very best support for the people who use it.

Penda

A safety-focused app for domestic violence survivors, offering legal and financial resources for Australians. It

includes tech safety tips, emergency call options, password protection, and disguises itself as a game to enhance user privacy and security.

Arc

An app by Safe+Equal helps victim-survivors of family violence document abuse through photos, videos, audio, and diary entries. It supports sharing with police, courts, or support networks, reducing the need to repeatedly retell their story.

What The Family

The period of transition from being a couple to becoming a new family can be joyful but challenging, with increased risks of relationship breakdown, mental illness, and family violence. Drummond St Services' WTFamily?! App helps couples identify existing or emerging risk factors through guided questions and tip sheets.

Mood Mission

This app helps users manage low mood or anxiety by offering five tailored, evidence-based activities. Based on how you're feeling, the app suggests quick, effective strategies backed by research to boost mental wellbeing and prevent issues like depression and anxiety.

