

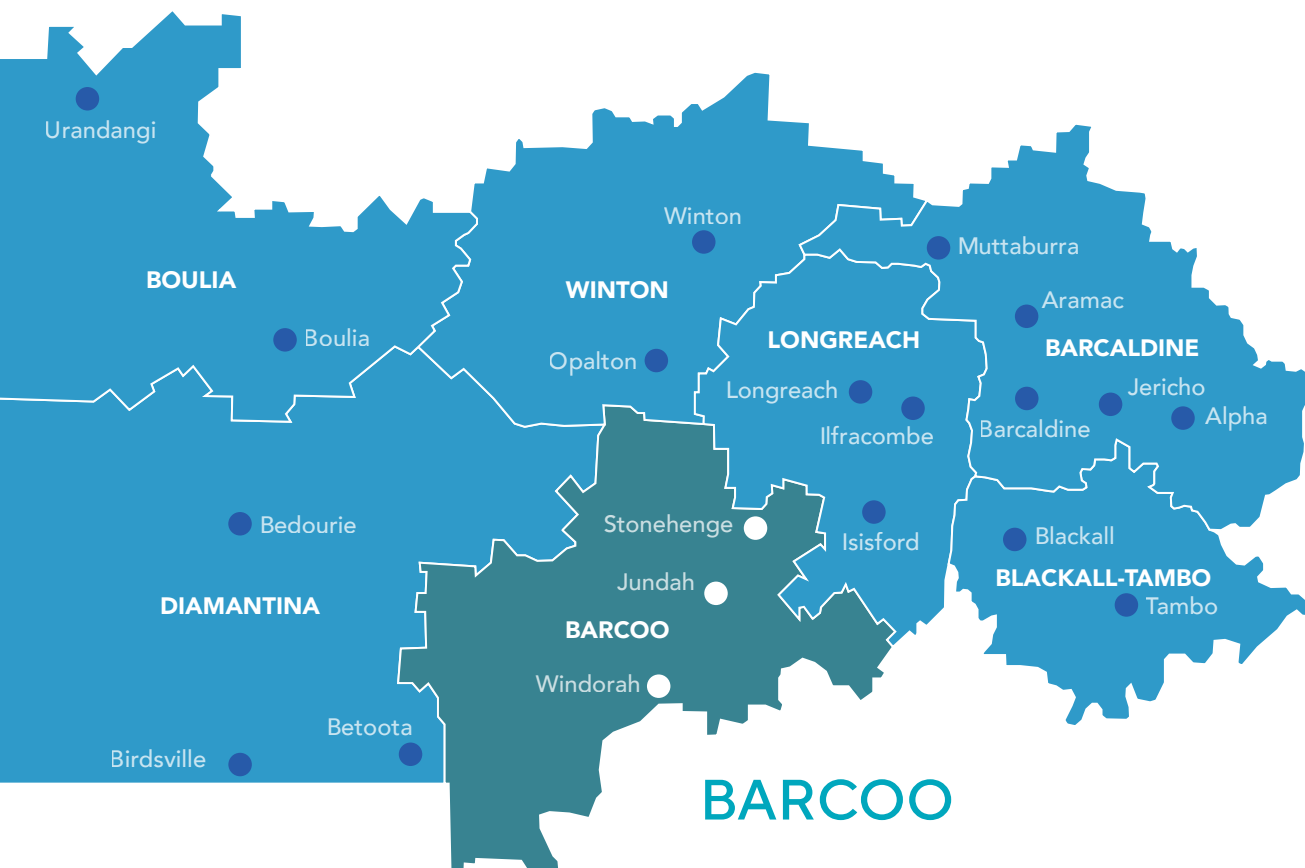
Central West Queensland Service Provider Directory

BARCOO



Australian Government

Delivered by Department of Health, Disability and Ageing, National Disability Insurance Agency, Department of Veterans' Affairs with support from National Indigenous Australians Agency, Australian state, territory and local governments.



The Central West Queensland (CWQ) Service Provider Directory is a funded project of the Integrated Care and Commissioning (ICC) initiative, an Australian Government program jointly delivered by the Department of Health, Disability and Ageing, the National Disability Insurance Agency, and the Department of Veterans' Affairs, with support from the National Indigenous Australians Agency, as well as state, territory, and local governments.

This directory was developed in direct response to feedback from community members across CWQ, who expressed difficulty in identifying which services visit their area. While online directories exist, they are often overwhelming, filled with telehealth operators or services not active in the region, and can be difficult to navigate or connect with.

The CWQ Service Provider Directory aims to provide a clear, locally relevant resource that highlights in-person and outreach services that are actually operating in Central West Queensland, making it easier for residents, carers, and service providers to find and connect with the support they need.

Contents

Aged Care Services 4

Alcohol & Other Drug Services 9

Allied & Health Services - Allied Health, 11
Health Services, Hearing & Optometry Services

Community & Social Support - Community 19
Organisation, Youth, Domestic & Family
Services, Early Childhood, Individual Support,
Primary Producer & Rural Community Support

Disability Services 24

Employment, Training & Housing Services 32

Legal, Financial & Government Services 36

Mental Health & Wellbeing – Mental Health, 40
Support after Suicide, Universal Aftercare,
Psychological Assessment & Treatment

State and National Support Lines 46

Acknowledgment 50

Aged Care Services

Eligibility

Australians aged 65+, or 50+ for Aboriginal and Torres Strait Islander people, or People 50+ who are homeless or at risk of homelessness.

Must be registered with My Aged Care and have an aged care assessment.

Entry-Level Support – Commonwealth Home Support Program (CHSP)

Provides basic support such as:

- Light domestic assistance
- Transport
- Social support

CHSP continues as a separate program until no earlier than 1 July 2027.

From 1 November 2025, all CHSP clients must be assessed to continue receiving services.

My Aged Care: 1800 200 422

www.myagedcare.gov.au/help-at-home/commonwealth-home-support-programme

Coordinated In-Home Care – Support at Home

Replaces Home Care Packages (HCP) and Short-Term Restorative Care (STRC) from 1 November 2025.

Offers:

- Clinical supports, such as nursing care, occupational therapy and podiatry
- Independence, such as help with showering, taking medications, transport, and respite care
- Everyday living, such as cleaning, gardening, shopping, or meal preparation
- Assistive technology & home modifications
- End-of-life and restorative care pathways

My Aged Care: 1800 200 422

www.health.gov.au/our-work/support-at-home

Short-Term Care Options

Includes:

- Respite care
- Restorative care
- Transition care

Designed to support recovery or provide carer relief.

Aged Care Short-Term Support: 1800 200 422
www.myagedcare.gov.au/short-term-care

Permanent Residential Aged Care

For people who can no longer live independently.

Offers 24/7 care, accommodation, and support services.

Residential Aged Care: 1800 200 422

www.myagedcare.gov.au/aged-care-homes

Main Contacts

My Aged Care: 1800 200 422

Email: myagedcare@health.gov.au

www.myagedcare.gov.au

AGED AND DISABILITY ADVOCATES (ADA) AUSTRALIA

1800 818 338 | info@adaaustralia.com.au

Mon-Fri 9am - 5pm

Website: www.adaaustralia.com.au

Service Details

ADA Australia's aged care advocacy service provides information and individual advocacy support to people who have issues related to Australian Government funded aged care services in Queensland. Advocacy supports a person to speak up for their rights and needs.

ADA Link is a care finder service with Community Connectors who provide individual support to vulnerable seniors to access aged care and other services in the community.

Specific Services

- Care Finder
- Advocacy

Delivery Type

- Face-to-Face
- In-Home Visits

Eligibility Criteria and Referral Requirements

- Advocacy
Those accessing aged care services or experiencing service provision and care related problems with Australian Government funded aged care programs.
- Care finder
Those eligible for government-funded aged care but who need extra support to navigate the system.

Fees/Charges

Free

Accessibility

- Accessible documents (eg. Easy Read, Large Print)
- Culturally safe practices



AGED CARE SPECIALIST OFFICER - SERVICES AUSTRALIA

1800 227 475 | Mon-Fri 9am - 4pm

Website: <https://www.servicesaustralia.gov.au/aged-care-specialist-officer-my-aged-care-face-to-face-services?context=55715>

Service Details

An Aged Care Specialist Officer (ACSO) is part of My Aged Care face-to-face services.

Specific Services

An ACSO can help you by:

- Providing in-depth information on the different types of aged care services
- Assessing eligibility for government-funded services and making referrals for aged care assessments
- Assisting with appointing a representative for My Aged Care
- Offering financial information about aged care services
- Connecting you to local support services

Delivery Type

- Face-to-Face - on-site at fixed location
- Telephone
- Video chat via MyGov account

Fees/Charges

Free

Accessibility

- Accessible documents (eg. Easy Read, Large Print)
- Culturally safe practices

LONGREACH HOME AND COMMUNITY CARE (HACC)

19 Duck Street, Longreach

(07) 4658 1416 | coordinator@longreachhacc.org.au

Website: www.longreachhacc.org.au

Mon-Fri 8:30am - 5pm

Service Details

An aged care not-for-profit organisation established in Longreach 1988. Longreach Home and Community Care Inc delivers a range of government funded aged care services to older people living in Longreach and Ilfracombe. The delivery of government funded aged care, in-home services, empowers older people to continue to live independently in their own home.

Specific Services

Aged Care Services consisting of:

- Home maintenance, minor repairs and gardening

Delivery Type

- Face-to-Face
- On-site
- In Home Aged Care

Eligibility Criteria and Referral Requirements

- My Aged Care ID
- Referral Codes for CHSP
- My Aged Care Assessment (ACAT) for Support at Home services

Fees/Charges

- Client contributions are required for services delivered in-home.
- All services are subsidised by the government.

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (eg. Easy Read, Large Print)
- Culturally safe practices

HEALTH EQUIPMENT AND CONSUMABLE SUPPLIES AUSTRALIA

1300 087 786 | info@hecsa.com.au

www.hecsa.com.au | Mon-Fri 8am - 4pm

Service Details

HECSA was founded in 2019 with the guiding principle to bring back “old-fashioned” service to the medical consumable industry. We are a family-owned and operated business based in Brisbane. however service nationally. Our team is focused on solutions that provide better outcomes for you and your clients by improving their comfort and health. Our ordering process is simple and straightforward with items delivered in a timely manner. We offer an outstanding level of communication and customer service.

Specific Services

- Medical Consumables for Aged Care, Community, Home Care.
- Nutrition, Continence, Wound Care, Skin Care and more

Delivery Type

- Telephone
- Email
- Webstore
- Shipping Nationally via couriers

Fees/Charges

- Support at Home
- Commonwealth Home Support Package
- Self-funded

Accessibility

- Webstore Accessibility Menu
- Culturally safe practices

REGIONAL HEALTH & MOBILITY (CENTRAL QLD MOBILITY)

(07) 4926 1071

northrockhampton@rhmobility.au

Website: www.rhmobility.au

Mon-Fri 9am - 4pm

Service Details

Regional Health & Mobility are a provider of health and mobility products, including hire and repairs and maintenance services, and have been servicing the central west from our two (2) retail locations in Rockhampton since 2010.

Specific Services

- Assistive Equipment supply and hire
- Assistive Equipment repairs
- On-site trials of equipment

Delivery Type

- Face-to-Face - on-site at fixed location
- Outreach

Fees/Charges

- Free advice
- Charges for Goods and Delivery

Accessibility

- Wheelchair accessible
- Accessible parking

Alcohol & Other Drug Services

This section outlines the range of supports available in Central West Queensland for individuals and families affected by alcohol and other drugs.

Alcohol and other drug services aim to reduce harm, promote safer choices, and support recovery. These services recognise substance use as both a health and social issue, focusing on prevention, treatment, and community education. Prevention programs work to raise awareness about the risks associated with alcohol and drug use and promote healthy lifestyles. They may include school programs, community campaigns, and targeted interventions for at-risk groups.

Treatment services include counselling, detoxification, and rehabilitation programs. Many operate through local health services, outreach clinics, or telehealth, ensuring regional residents can access care. Family and peer support groups play a vital role in recovery and relapse prevention.

Rehabilitation and aftercare services provide ongoing support, helping individuals rebuild social connections, maintain employment, and sustain recovery through tailored community-based programs.

CLEAN SLATE CLINIC

(02) 3813 8104 | 0427 822 479

support@cleanslateclinic.com

Mon - Fri 9am - 6pm

Website: www.cleanslateclinic.com

Service Details

Clean Slate Clinic offers free, virtual, at-home support for alcohol, cannabis, and stimulant dependence in the WQPHN region. Services include medically supervised withdrawal, harm reduction, and recovery planning. With nurse and doctor support, clients begin recovery from home. We collaborate with Aboriginal Health Services, GPs, and Corrections to remove barriers and provide holistic care.

Specific Services

- Medically supervised withdrawal
- Harm reduction education
- Recovery Planning and support

Delivery Type

- Telehealth

Eligibility Criteria and Referral Requirements

- WQPHN area resident
- Self-referrals accepted

Fees/Charges

Free for WQPHN area resident

Accessibility

Culturally safe practices

LIVES LIVED WELL

19 Duck Street, Longreach

1300 727 957 | westernqld@liveslivedwell.org.au

Mon - Fri 8.30am - 5pm

Website: www.liveslivedwell.org.au

Service Details

Alcohol & Other Drug (AOD) services available for both the client and family members.

Delivery Type

- Face-to-Face - Longreach
- Telehealth

Eligibility Criteria and Referral Requirements

- Ages 12+
- Self-referral accepted via email, website or 1300 727 957
- Referrals accepted from Medicare Mental Health 1800 595 212 or via clinicians directly

Fees/Charges

Free

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (e.g Easy Read, Large Print)
- Interpreter Services Available
- Culturally safe practices

Allied & Health Services – Allied Health, Health Services, Hearing & Optometry Services

This section outlines the range of health and allied health services supporting the wellbeing of residents across Central West Queensland.

Allied and health services form the foundation of community health. They include primary health care, specialist services, and allied health disciplines such as physiotherapy, occupational therapy, podiatry, and dietetics.

These services are essential for managing chronic disease, preventing illness, and supporting recovery after injury or illness. Allied health professionals work alongside GPs, hospitals, and community services to provide holistic care close to home.

Hearing and optometry services are important components of overall wellbeing. Hearing specialists assist with diagnosis, hearing aids, and communication strategies, while optometrists and eye health programs ensure vision checks and early detection of eye conditions.

Collectively, allied and health services strengthen community resilience, enabling people to maintain independence, mobility, and quality of life regardless of their location.

CENTRAL WEST HOSPITAL AND HEALTH SERVICE - NURSE NAVIGATORS

Glasson House 131 Eagle Street, Longreach
(07) 4652 5500

cw-nursenavigator-west@health.qld.gov.au

Mon - Fri 8am - 4:30pm

Website: www.centralwest.health.qld.gov.au/patients-and-visitors/nurse-navigators

Service Details

Nurse Navigators support people of all age groups to navigate the health service both in their local area as well as in larger towns and cities. Our Hospital and Health area is broken into Hubs including central, west, south and east hubs with a Navigator covering each hub.

Delivery Type

- Face-to-Face
- On-site
- Telehealth

Eligibility Criteria and Referral Requirements

- Health conditions which the person is finding complex and challenging
- Self-referral accepted
- Referrals accepted by others with consent from client

Fees/Charges

- Medicare bulk billing for Centrelink card holders
- DVA Gold Card Holders
- NDIS

Fees payable if n/a above

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices

JUNDAH PRIMARY HEALTH CLINIC

1 Hospital Road, Jundah

(07) 4658 6500

jundah.primaryhealthcentre@health.qld.gov.au

Mon - Fri 9am - 12pm & 2pm - 4pm

Website: <https://www.centralwest.health.qld.gov.au/hospitals-and-health-centres/jundah-primary-health-centre>

Service Details

We're a nurse-led clinic that manages chronic conditions and emergency care for the local community and surrounding areas.

Delivery Type

- Face-to-Face
- On-site
- Telehealth

Eligibility Criteria and Referral Requirements

Self-referral accepted

Fees/Charges

- Private Patients
- Medicare

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (eg. Easy Read, Large Print)
- Culturally safe practices

MICHAEL YOUNG OPTOMETRISTS

Primary Health Clinic, 25 Cecil Street, Windorah
1800 122 006 | mhyoung@ozemail.com.au
Mon-Thu 7am - 7pm (annual on-site visit to Windorah)
Website: www.youngoptom.com.au

Service Details

Full-scope Optometry services are provided - checks on children, diabetes, glaucoma, cataracts, macula degeneration, plus a full range of spectacles available.

Specific Services

- Optometry
- Spectacle Supply Scheme (SSS)

Delivery Type

- Face-to-Face
- On-site at fixed location - annually at Windorah

Fees/Charges

- Medicare bulk billing
- Spectacle Supply Scheme
- Private purchase glasses

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (eg. Easy Read, Large Print)
- Culturally safe practices

NORTH WEST REMOTE HEALTH

19 Duck Street, Longreach
(07) 4781 9300 | info@nwrh.com.au
Mon-Fri 8am - 5pm
Website: www.nwrh.com.au

Service Details

NWRH started as a small, incorporated association in 1993 and has since grown into a vibrant not-for-profit organisation servicing over 50 communities throughout rural, regional and remote Queensland. Our purpose is to support healthier people—physically, socially and emotionally. We deliver culturally competent services and our hardworking team members are passionate about making a difference. Our health professionals operate throughout the Central West.

Specific Services

- Carer Support via Carer Gateway
- Dietetics

- Exercise Physiologist
- Physiotherapy
- Podiatry
- Occupational Therapy

Delivery Type

- Face-to-Face
- On-site
- Outreach
- Telehealth

Eligibility Criteria and Referral Requirements

- Self-referral accepted
- Referral by GP

Fees/Charges

- Commonwealth Home Support Program
- Support at Home
- NDIS
- WQPHN (0-65)

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (eg. Easy Read, Large Print)
- Culturally safe practices

NUKAL MURRA HEALTH SUPPORT SERVICES

0497196 158 | 1800 653 339 | Mon-Fri 8am - 5pm

nukalmurra@nukalmurra.com

Website: www.cwaatsich.org.au

Service Details

Nukal Murra Health Support Services aims to improve outcomes for Aboriginal and Torres Strait Islander people accessing culturally appropriate mainstream services and care for Chronic Diseases.

Specific Services

Care Coordination

Delivery Type

- Face-to-Face
- Outreach - On-site at fixed location

Eligibility Criteria and Referral Requirements

- Aboriginal and/or Torres Strait Islander
- 6 months of age or older
- Current GP Chronic Conditions Management Plan (previously GMPT/TCA)
- Diagnosed with a chronic condition

Fees/Charges

Free

Accessibility

Culturally safe practices

ORTHOPAEDIC APPLIANCES PTY LTD (OAPL)

Banyo - Slacks Creek - Sunshine Coast

1300 866 275 | info@oapl.com.au

www.alaprosthetics.com.au

Mon-Fri 8am - 5pm

Website: www.oapl.com.au

Service Details

Our mission is to deliver innovative prosthetic and orthotic services that empower you to do more and make our vision a reality.

Specific Services

- Prosthetics
- Orthotics

Delivery Type

- Face-to-Face
- On-site at fixed location

Fees/Charges

- Private Patients
- NDIS
- Private Health
- WorkCover
- DVA

Accessibility

- Wheelchair accessible
- Accessible parking
- Interpreter services available
- Culturally safe practices

OUTBACK FUTURES

0417 703 729 | support@outbackfutures.org.au

Mon-Fri 8am - 4pm

Website: www.outbackfutures.org.au

Service Details

Allied health services. For all ages. Telehealth at any time; Face-to-Face appointments approximately every 3 months.

Specific Services

- Occupational Therapy
- Speech Pathology

Delivery Type

- Face-to-Face
- On-site @ fixed location
- Outreach
- Telehealth

Eligibility Criteria and Referral Requirements

- Self-referral accepted
- Referrals accepted from other service providers

Fees/Charges

- Discounted or free options available
- Self-funded

Accessibility

- Sites to suit accessibility
- Culturally safe practices

POP ONLINE SPEECH THERAPY

1300 261 160 | home@popfamily.au

Mon-Fri 7am - 6pm

Website: www.popfamily.au

Service Details

Growing up rurally, Heidi founded Pop Online Speech Therapy in 2016 to make expert support accessible beyond the city. Today, Pop's 65+ speech pathologists offer immediate, Australia-wide care across speech, language, literacy, swallowing, paediatric feeding, voice, social communication, and tongue ties. Over 4,000 children, adults, schools, and hospitals have received consistent, holistic support from Pop.

Specific Services

Speech Therapy

Delivery Type

- Outreach (at request)
- Telehealth

Fees/Charges

- Private
- NDIS
- Medicare

Accessibility

Culturally safe practices

WINDORAH PRIMARY HEALTH CLINIC

25 Cecil Street, Windorah

(07) 4656 6100

windorah.primaryhealthcentre@health.qld.gov.au

Mon-Fri 8am - 12pm & 2pm - 4pm

Website: <https://www.centralwest.health.qld.gov.au/hospitals-and-health-centres/windorah-primary-health-centre>

Service Details

We're a nurse-led clinic that manages chronic conditions and emergency care for the local community and surrounding areas.

Delivery Type

- Face-to-Face
- On-site
- Telehealth

Eligibility Criteria and Referral Requirements

- Self-referral accepted

Fees/Charges

- Private Patients
- Medicare

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (eg. Easy Read, Large Print)
- Culturally safe practices

WQ HEALTH

20 Swan Street, Longreach

0429 886 319 | admin@wqhealth.com.au

Mon - Fri 8am - 5pm

Website: www.wqhealth.com.au

Service Details

WQ Health is a private allied health practice based in Longreach, providing outreach services to North West, Central West and South West Queensland. Our goal is to strengthen the development of remote allied health service delivery by providing evidence-based, personalised assessments and interventions to meet the needs of both paediatrics and adults in rural and remote communities.

Specific Services

- Physiotherapy
- Speech Pathology
- Occupational Therapy

Delivery Type

- Face-to-Face
- Outreach
- Telehealth

Fees/Charges

Fees are payable with funding available via:

- Medicare
- NDIS
- Private Health
- WorkCover
- Police Health
- DVA

Accessibility

- Wheelchair accessible
- Accessible parking
- Culturally safe practices



Community & Social Support - Community Organisation, Youth, Domestic & Family Services, Early Childhood, Individual Support, Primary Producer & Rural Community Support

This section outlines the broad range of community programs and social supports available to strengthen individuals, families, and rural communities.

Community and social support services foster inclusion, wellbeing, and participation in everyday life. They respond to diverse local needs, from youth development to early childhood education, and provide safety nets for those experiencing hardship or isolation.

Community organisations often coordinate volunteer programs, support groups, and outreach activities that build local capacity and social connection. Youth services promote resilience, leadership, and positive engagement through mentoring and recreation programs.

Domestic and family support services assist individuals experiencing violence, abuse, or crisis by providing safe accommodation, counselling, and advocacy. Early childhood and family programs nurture child development, parenting confidence, and school readiness.

Specialised programs support individual wellbeing, such as disability or aged care assistance, and initiatives designed for primary producers and rural communities address drought, mental health, and financial stressors in farming families.

BUSHKIDS

Mt Isa office: 84 Marian St, Pioneer
(07) 4743 2575 | healthyyoutbackkids@bushkids.org.au
Mon - Fri 8am - 5pm
Website: www.bushkids.org.au

Service Details

We provide telepractice Psychosocial groups for parents and teachers in the Central West Qld to support children.

Specific Services

Psychosocial ADHD group support - parents and teachers residing in CWQ

Delivery Type

Telehealth

Eligibility Criteria and Referral Requirements

All parents, carers and educators of school aged children in Central West Qld with ADHD/ADHD symptoms

Fees/Charges

Free

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (e.g Easy Read, Large Print)
- Interpreter Services Available
- Culturally safe practices

FARM ANGELS

(07) 4662 7371 | admin@farmangels.org.au

Mon - Fri 8:30am - 4:30pm | Website: www.farmangels.org.au

Service Details

Farm Angels is a small charity supporting Primary Producers facing drought and disasters. Known for heartfelt, discreet care, they reach those who often suffer in silence. Support includes pre-paid Mastercards, hampers, care packs, vouchers, and mental wellbeing assistance—bridging the gap for those ready to seek help. They serve farmers and vulnerable communities across rural Australia.

Specific Services

- Discreet financial and resource support
- Mental wellbeing support

Delivery Type

- Face-to-Face
- Outreach

Eligibility Criteria and Referral Requirements

Primary producers

Fees/Charges

Free

Accessibility

- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices

RURAL AID AUSTRALIA LTD

1300 327 624 (general) | 1300 175 594 (counselling)

contact@ruralaid.org.au | Website: www.ruralaid.org.au

Mon - Fri 8:30am - 4pm (general phone line)

Mon - Fri 9am - 4pm (counselling intake line)

Service Details

Established in 2015, Rural Aid supports farming and rural communities before, during, and after natural disasters. We help farmers recover and build resilience through innovative programs that promote sustainability. As an independent charity, we rely on generous partners and supporters who donate, fundraise, and volunteer to help secure a stable future for Australia's food and fibre producers.

Specific Services

- Financial Support
- Domestic/Household water
- Domestic/Household water tanks
- Fodder
- Sustainable Agriculture
- Education funding
- Farm Army
- Mental health and Wellbeing Service (for primary producers, their families and employees)
- Community Development Programme and support for events

Delivery Type

- Face-to-Face
- Telephone/Email
- On-site
- Outreach

Eligibility Criteria and Referral Requirements

- Self-referral accepted
- Referrals accepted by others with consent from client

All services:

- Primary Producers

Mental Health and wellbeing:

- Primary Producers, their families and employees

Fees/Charges

Free

Accessibility

- Accessible parking
- Wheelchair accessible
- Accessible documents (eg. Easy Read, Large Print)
- Culturally safe practices

RURAL CHILD HEALTH

0438 444 558 | rebecca@ruralchildhealth.com.au

Mon - Fri 8am - 5pm

Website: www.ruralchildhealth.com.au

Service Details

Rural Child Health provides accessible, family-centred support for parents of children aged 0–12 in rural and remote communities. Services include 1:1 consultations covering sleep, feeding, development, behaviour, and maternal wellbeing, as well as the evidence-based Circle of Security® Parenting program. We also offer the Little Learnings Library—a digital toolkit with videos, podcasts, and resources to boost health literacy and parenting confidence. Developmental checks, early intervention, and emotional support are all delivered by a qualified Child & Family Health Nurse with lived rural experience.

Specific Services

Family Support Program

Delivery Type

- Telehealth
- Outreach

Eligibility Criteria and Referral Requirements

- Self-referral accepted
- Referral by professionals

Fees/Charges

Direct fees apply

Accessibility

- Accessible parking
- Wheelchair accessible
- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices



UNITINGCARE - REMOTE AREA FAMILIES SERVICE (RAFS)

0439 963 603 | 0439 912 957

0439 922 815 | 0472 717 546

Mon - Fri 8:30am - 4:30pm

longreach.rafs@uccommunity.org.au

Website: www.uccommunity.org.au

Service Details

Remote Area Families Service (RAFS) supports families and children who don't have access to mainstream services.

Specific Services

- Playgroups
- Parenting resilience
- Early Childhood support
- Home visits
- Resources Library
- Community Events

Delivery Type

- Face-to-Face
- In-Home Visits

Eligibility Criteria and Referral Requirements

Email or call for referral process

Fees/Charges

Free

Accessibility

- Accessible parking
- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices

Disability Services

The National Disability Insurance Scheme (NDIS) is Australia's first national Scheme for people with disability. It provides funding directly to individuals.

WHAT IS THE NDIS?

There are around 4.3 million Australians who have a disability. Within the next five years the NDIS will provide an estimated 500,000 Australians who have permanent and significant disability with funding for supports and services. For many people, it will be the first time they receive the disability support they need.

AM I ELIGIBLE?

Answer some simple questions to see if you may be able to apply for the NDIS. These questions are just a guide, the final decision about eligibility is up to the NDIA.

HOW DO I APPLY?

If you think you are eligible for the NDIS, you can:

- contact your local NDIS Office or local NDIS partner and ask them to support you to connect with local disability supports or apply to the NDIS if eligible.
- phone the NDIS on 1800 800 110 to be supported to apply to the NDIS.

If you do not have access to a partner in your area, we recommend you contact the National Contact Centre on 1800 800 110 to be supported to apply to the NDIS.

If you are eligible for the NDIS and have received an 'access decision' letter, the next step is creating your NDIS plan.

CREATING YOUR PLAN

Your plan is a written agreement worked out with you. Everyone's plan is different. We will ask questions about how you are going in different areas of your life, what goals you would like to pursue and what kind of help and support you need. This will help us to develop a plan that provides the right support for you.

USING YOUR PLAN

Once you have your plan, there are people who will help you start it. Find out the different types of budgets, and how to use the myplace portal.

CHANGING YOUR PLAN

Your plan reassessment is the opportunity to check your supports are working for you and they are helping you pursue your goals.

ACCESS SUPPORT COORDINATION

1300 266 734 | (07) 4111 2676

admin@accesssupportcoordination.com.au

Mon - Fri 8:30am - 5pm

Website: www.accesssupportcoordination.com.au

Service Details

Access Support Coordination support NDIS participants to understand and implement their NDIS plan by connecting the people we work with to suitable services and supports. We work alongside participants to build their capacity, coordinate providers, manage challenges, and ensure supports are working effectively toward achieving their NDIS goals. The service promotes choice, control, and independence while ensuring participants make the most of their NDIS funding. We support people to Navigate the NDIS.

Specific Services

Support Coordination

Delivery Type

- Telehealth
- Video link

Eligibility Criteria and Referral Requirements

NDIS participants

Fees/Charges

per NDIS guidelines

Accessibility

- Wheelchair accessible
- Accessible parking
- Culturally safe practices
- Interpreter services available

AGED AND DISABILITY ADVOCATES (ADA) AUSTRALIA

1800 818 338 | info@adaaustralia.com.au

Mon - Fri 9am - 5pm

Website: www.adaaustralia.com.au

Service Details

ADA Australia's disability advocacy service provides information, referrals or individual advocacy support to people with disability who are experiencing issues with:

- support services
- disability discrimination
- unfair treatment

We help eligible clients address issues such as:

- problems with providers, supports or government agencies
- unfair treatment or disability discrimination
- difficulties accessing support services
- NDIS access, planning, service delivery, and reviews

Specific Services

Individual Advocacy Support Services

Delivery Type

- Telehealth
- Outreach

Eligibility Criteria and Referral Requirements

People with a permanent, or likely to be permanent, disability and where there is substantially reduced capacity for communication, learning, or mobility and the need for ongoing support services, may be eligible for advocacy support.

Fees/Charges

Free

Accessibility

- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices

BRIGHT PLAN MANAGEMENT

1800 911 199 | hello@brightplan.com.au

Mon - Fri 9am - 5pm

Website: www.brightplan.com.au

Service Details

At Bright Plan Management we provide direct access to experts who can assist you to understand your plan and what to claim.

Fastest and most flexible payment that follows NDIS guidelines with 1 business day registration from our end.

Fully independent.

Specific Services

Plan Management

Delivery Type

Telehealth via phone, zoom, email

Eligibility Criteria and Referral Requirements

NDIS participants with plan managed budget

Fees/Charges

per NDIS guidelines

Accessibility

- Interpreter services available
- Culturally safe practices

CAPRICORN CITIZEN ADVOCACY

(07) 4922 0299 | office@capricornca.org.au

Mon - Fri 9am - 5pm

Website: www.capca.org.au

Service Details

Capricorn Citizen Advocacy (CCA) is a Rockhampton-based, not-for-profit disability advocacy service funded by the QLD Disability Advocacy Program. CCA promotes the rights of people with disability through Citizen Advocacy—an unpaid, long-term relationship between a community member (Citizen Advocate) and a vulnerable person (Protégé). This model fosters inclusion, safeguards against harm, and combats isolation. CCA offers expert support to Advocates and is HSQF quality assured, with a passionate team and diverse management committee guiding its strategic direction.

Specific Services

Advocacy

Delivery Type

- Face-to-Face
- On-site
- Outreach
- Telehealth
- Video link

Eligibility Criteria and Referral Requirements

Aged under 65 and living in Central West area

Fees/Charges

Free

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices
- Interpreter services available

HEALTH EQUIPMENT AND CONSUMABLE SUPPLIES AUSTRALIA

1300 087 786 | info@hecsa.com.au

Mon - Fri 8am - 4pm

Website: www.hecsa.com.au

Service Details

HECSA was founded in 2019 with the guiding principle to bring back “old-fashioned” service to the medical consumable industry. We are a family-owned and operated business based in Brisbane, however service nationally. Our team is focused on

solutions that provide better outcomes for you and your clients by improving their comfort and health. Our ordering process is simple and straightforward with items delivered in a timely manner. We offer an outstanding level of communication and customer service.

Specific Services

- Medical Consumables for NDIS
- Nutrition, Continence, Wound Care, Skin Care and more

Delivery Type

- Telephone
- Email
- Webstore
- Shipping Nationally via couriers

Eligibility Criteria and Referral Requirements

N/A

Fees/Charges

- NDIS
- Self-funded

Accessibility

- Webstore Accessibility Menu
- Culturally safe practices
- Self-funded

OUTBACK INDEPENDENT LIVING (OIL)

0477 645 577 | contact@oil.org.au

Mon - Fri 9am - 5pm

Website: www.oil.org.au

Service Details

Outback Independent Living (OIL) supports people with disability across Outback Queensland to access services, resources, and opportunities. As the peak body in Central West Queensland, OIL assists with NDIS access, assessments, referrals, accommodation, employment, and peer networks. Grounded in collaboration and capacity building, OIL empowers individuals and communities to create inclusive, sustainable solutions in remote areas.

Delivery Type

- Face-to-Face
- On-site
- Outreach
- Telehealth
- Video link

Eligibility Criteria and Referral Requirements

Aged under 65 and living in Central West area

Fees/Charges

Free

Accessibility

- Wheelchair Accessible
- Accessible parking
- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices
- Interpreter services available

PROFESSIONAL DISABILITY DEVELOPMENT SUPPORTS AND SERVICES PTY LTD (PODDSS PTY LTD)

07 4700 6854 | admin@poddss.com.au

Mon - Thu 8:30am - 4pm | Fri 8am - 3pm

Website: www.poddss.com.au

Service Details

PoDDSS believe in Thinking Big Starting Small, we support people with Positive Behaviour Support Plans and provide education, strategies to the person, their family and other important stakeholders.

Specific Services

Plan Management

Delivery Type

Outreach - in-home or community centre

Eligibility Criteria and Referral Requirements

NDIS participants with plan managed budget

Fees/Charges

- Per NDIS guidelines
- Accessed through NDIS management system and self-managed

Accessibility

- Interpreter services available
- Culturally safe practices

REGIONAL HEALTH & MOBILITY (CENTRAL QLD MOBILITY)

(07) 4926 1071 | northrockhampton@rhmobility.au

Mon - Fri 9am - 5pm

Website: www.rhmobility.au

Service Details

Regional Health & Mobility are a provider of health and mobility products, including hire and repairs and maintenance services, and have been servicing the central west from our two (2) retail locations in Rockhampton since 2010.

Specific Services

- Assistive Equipment supply and hire
- Assistive Equipment repairs
- On-site trials of equipment

Delivery Type

- Face-to-Face - on-site at fixed location
- Outreach

Fees/Charges

- Free advice
- Charges for Goods and Delivery

Accessibility

- Wheelchair accessible
- Accessible parking

SELECTABILITY

106 Galah Street, Longreach

(07) 4658 4410 | info.lre@selectability.com.au

Mon - Fri 9am - 4pm

Website: www.selectability.com.au

Service Details

Located in Longreach, Selectability has a club house and provides support coordination services and service delivery for those with a NDIS plan as well as group activities. Selectability also has a fully accessible house which is available for respite, short term accommodation and supported independent living.

Specific Services

- Support Coordination
- Respite
- Short term accommodation
- Supported independent living

Delivery Type

- Face-to-Face
- On-site
- Outreach
- Telehealth
- Video link

Eligibility Criteria and Referral Requirements

- NDIS participants
- DVA card holders

Fees/Charges

Per NDIS and DVA guidelines

Accessibility

- Wheelchair accessible
- Accessible parking
- Culturally safe practices

TRINITY ADVENTURE PROJECTS

(07) 3521 4400 | info@trinityap.au

Mon - Fri 9am - 5pm

Website: www.trinityap.au

Service Details

Trinity Adventure Projects (TAP), incorporating Empowering Minds and Development, delivers Specialist Support Coordination across Central Queensland. We offer strengths-based, trauma-informed, and culturally responsive support to help NDIS participants navigate systems, overcome barriers, and build community capacity. Our integrated, goal-focused approach ensures services are coordinated, sustainable, and aligned with local and cultural needs—building confidence and lasting outcomes.

Specific Services

Support Coordination

Delivery Type

Telehealth via phone, zoom, email

Eligibility Criteria and Referral Requirements

NDIS participants with self-referral accepted

Fees/Charges

Per NDIS guidelines

Accessibility

Culturally safe practices



Employment, Training & Housing Services

This section outlines the range of employment, training, housing, and study supports helping people secure work, develop skills, and maintain stable housing in Central West Queensland. Employment services help individuals prepare for, find, and maintain meaningful work. They provide training, job matching, and career guidance, with a focus on building confidence and workplace skills. Some programs specialise in supporting people with disabilities or long-term unemployment. Workforce participation contributes to both personal wellbeing and regional sustainability. Local employment services collaborate with businesses and community groups to identify skill shortages and create pathways for young people and jobseekers. Housing services support people to find and keep safe, affordable homes. These services can include public housing, community-managed accommodation, tenancy advice, and crisis responses for those facing homelessness. Study spaces allow remote residents to stay connected while they learn, offering reliable internet, quiet work areas, and additional supports such as printing, mentoring, and digital assistance. These spaces help overcome isolation and ensure learners can access education and training opportunities without leaving their community.

COUNTRY UNIVERSITIES CENTRE RAPAD CENTRAL WEST QUEENSLAND (CUC RAPAD CWQ)

74 Ash Street, Barcaldine
 0497 802 102 | degrees@cucrapadcwq.edu.au
 24/7 access available with access code
www.cucrapadcwq.info

Service Details

CUC RAPAD CWQ provides free learning hubs across Central West Queensland to support regional and remote students undertaking tertiary education.

Specific Services

- High-speed internet
- University-level computer access
- Academic support through Learning Support Advisors (LSAs)
- Exam invigilation
- STEM and careers outreach
- Student wellbeing support (non-clinical)
- Printing, kitchen amenities, breakout spaces
- Supervised space for external training, online learning, VET, apprenticeships (where appropriate)
- Self-directed study, supervised sessions, workshops, and remote support available

Delivery Type

- Face-to-Face
- Online

Eligibility Criteria and Referral Requirements

- Must be enrolled in a university, TAFE, RTO or higher education/VET program
- Available for online, on-campus (holiday periods), part-time, full-time, domestic and international students
- Senior secondary students may access study spaces for VET or school-based programs where supervision is appropriate

Fees/Charges

- Free
- Registration via the CUC online portal required before accessing facilities

Accessibility

- Wheelchair accessible
- Accessible parking
- Culturally safe practices
- Students may bring their own support person/interpreter

EMERALD HOUSING SERVICE CENTRE

99 Hospital Road, Emerald

(07) 4988 1600 (select option 3)

emeraldhsc@housing.qld.gov.au

Mon - Fri 8:30am - 4:30pm

Website: www.qld.gov.au/housing/renting/help-to-find-a-rental-home/help-to-find-a-rental-home-rentconnect

Service Details

RentConnect offers a range of products to assist customers in securing or sustaining private rental tenancies.

Specific Services

- Helping Hand
- Headlease
- Bond Loan
- Bond Loan Plus
- Rental Grant
- Rental Security Subsidy

Delivery Type

- Face-to-Face
- On-site
- Outreach
- Telephone
- Virtual

Eligibility Criteria and Referral Requirements

All products have eligibility criteria, which can be discussed with customers as required.

Fees/Charges

Call for info

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (e.g Easy Read, Large Print)
- Interpreter services
- Culturally safe practices

RAPAD SKILLING

(07) 4652 5600

117 Eagle Street, Longreach

skillingadmin@rapad.com.au

Mon-Thu 8:30am - 5pm

Fri: 8:30am - 4:30pm

Website: www.rapadskilling.com.au

Service Details

Delivery of Industry based accredited training to meet Industry needs in the Central West Queensland Region.

Specific Services

Longreach based Registered Training Organisation (RTO) delivering training in the following Industries:

- Individual Support
- Community Services
- First Aid/CPR
- Low Voltage Rescue (LVR)
- Health and Safety Representatives (HSR)
- Business, Tourism, Events
- Civil Construction
- Traffic Management

Delivery Type

- Face-to-Face
- On-site
- Outreach
- Telephone
- Virtual

Eligibility Criteria and Referral Requirements

Call for info

Fees/Charges

Call for info

Accessibility

- Wheelchair accessible
- Accessible parking
- Culturally safe practices

RESQ+

101 Eagle Street, Longreach
(07) 4658 0710 | info@resqld.com.au
Mon - Fri 8:30am - 5pm
Website: www.resqld.com.au

Service Details

RESQ+ is responsible for providing employment and community development programs to job seekers and employers in rural and remote communities in Central-West and South-West Queensland.

Specific Services

- Employment programs for jobseekers and employers
- Community Development programs

Delivery Type

- Face-to-Face
- On-site
- Outreach
- Telephone
- Virtual

Eligibility Criteria and Referral Requirements

- Services Australia clients
- Self-referral accepted

Fees/Charges

Free

Accessibility

- Wheelchair accessible
- Accessible parking
- Culturally safe practices

Legal, Financial & Government Services



This section provides an overview of legal, financial, and government supports available to assist people in managing rights, responsibilities, and essential needs.

Legal services help individuals understand and protect their rights. They can provide advice, representation, and mediation in matters such as tenancy, family law, discrimination, and consumer protection. These services ensure access to justice, particularly for people in rural and remote areas. Financial counselling supports individuals and families in managing debt, budgeting, and financial stress. Counsellors offer practical strategies to improve financial wellbeing, reduce hardship, and prevent long-term disadvantage.

Government services play an important role in connecting people to payments, benefits, and programs that promote participation and security. These include income support, housing assistance, and child and family services delivered through various departments.

By combining legal, financial, and government support, communities can access fair, coordinated assistance that empowers people to make informed decisions and maintain independence.

ADA LAW

1800 232 529 | slass@adalaw.com.au

Mon - Fri 9am - 5pm

Website: <https://adalaw.com.au/seniors-legal/>

Service Details

ADA Law provides Seniors Legal and Social Support Services (SLASSS), helping to provide access to justice and legal advice for older people across western and outback Queensland. Our mission is to help seniors in these regional areas to uphold their rights, have a say in the things that impact their lives, and to live free from abuse and neglect, through our legal support and advocacy service.

Specific Services

- Legal advice
- Social Support

Delivery Type

- Face-to-Face
- Outreach
- Telehealth

Eligibility Criteria and Referral Requirements

- Self-referral accepted
- CWQ residents:
 - Aboriginal and Torres Strait Islander peoples - Aged 50 and over
 - Non-Aboriginal and Torres Strait Islander peoples - Aged 60 and over
- <https://adalaw.com.au/refer-someone-for-help/>

Fees/Charges

Free

Accessibility

- Interpreter services
- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices incl Aboriginal and Torres Strait Islander peoples advocates

FINANCIAL INFORMATION SERVICE - SERVICES AUSTRALIA

132 316

Mon - Fri 9am - 5pm

Website: www.servicesaustralia.gov.au/financial-information-service-officers?context=21836

Service Details

Financial Information Service Officers can help you plan for your future financial needs.

Specific Services

Impartial, financial information and education.

We can explain how:

- Financial products work
- A change to your personal circumstances may affect your financial situation, in the short and long term
- To find resources to help you with your financial matters

This information can help you take control of your finances and make informed financial decisions.

We aren't financial planners or counsellors. We don't:

- Sell or give advice
- Prepare financial plans or tax returns
- Recommend investments
- Tell you how to invest your money
- Buy investment products
- Make decisions about your pension
- Recommend financial advisers

Delivery Type

- Face-to-Face - on-site at fixed location
- Telephone
- Video chat via MyGov account

Fees/Charges

Free

Accessibility

- Accessible documents (e.g Easy Read, Large Print)
- Culturally safe practices

RURAL FINANCIAL COUNSELLING SERVICE - NORTH QUEENSLAND

117 Eagle Street, Longreach (call for appt)
(07) 4652 5669 | supportofficer@rfcsnq.com.au
Mon - Fri 9am - 5pm
Website: www.rfcsnq.com.au

Service Details

Financial Counsellors support rural and small businesses with debt, government assistance, succession planning, and more. Business Wellness Coaches offer personalised emotional support to manage stress and build resilience. Based across North Queensland, our team meets clients virtually or in person, helping them move forward with practical financial advice and wellbeing support tailored to their unique needs.

Specific Services

- Primary Producer Financial Counselling
- Business Wellness Coaching
- Small Business Financial Counselling
- Farm Business Planning for Primary Producers

Delivery Type

- Face-to-Face
- Property/Business visits
- Telephone
- On-site at a fixed location

Eligibility Criteria and Referral Requirements

- Primary Producers and associated Rural Businesses
- Small Businesses

Fees/Charges

Free

Accessibility

Culturally safe practices



WOMEN'S LEGAL SERVICE QUEENSLAND

(07) 3392 0644 | rrr@wlsq.org.au

Mon - Fri 9am - 5pm

Rural, Regional and Remote Priority Helpline - 1800 457 117

Mon - Fri 9am - 4.30pm

Website: www.wlsq.org.au

Service Details

Women's Legal Service Queensland provides free legal support to women across Queensland, specialising in family law, domestic violence, child protection, financial abuse, and sexual assault. Through its Rural, Regional and Remote Outreach pilot, a dedicated team delivers integrated legal, social, and financial support to women in regional areas, working collaboratively to address safety, wellbeing, and access to justice.

Specific Services

Legal advice

Delivery Type

- Face-to-Face
- Outreach
- Telehealth

Eligibility Criteria and Referral Requirements

- Identify as a female with legal issues around domestic, family violence and family law
- Online referral form required: www.wlsq.org.au/information-for-referrers-and-providers

Fees/Charges

Free

Accessibility

- Interpreter services
- Trauma-informed practices
- Culturally safe practices

Mental Health & Wellbeing – Mental Health, Support after Suicide, Universal Aftercare, Psychological Assessment & Treatment



This section outlines the range of mental health and wellbeing supports available to individuals and communities across Central West Queensland.

Mental health and wellbeing services promote resilience, early intervention, and recovery. They support people experiencing anxiety, depression, trauma, and other conditions through local and regional networks, often blending clinical care with community-based support.

Support after suicide programs assist families, friends, and communities impacted by loss. These services focus on compassion, connection, and practical guidance, recognising the importance of postvention care in preventing further distress.

Universal Aftercare Care services offer compassionate, non-clinical support tailored to an individual's needs following a suicide attempt or period of suicidal distress. Support coordinators provide timely follow-up that helps individuals feel connected and supported, while also addressing broader issues impacting wellbeing such as housing, financial pressures, social connection, and access to practical supports.

Universal Aftercare Care services offer compassionate, non-clinical support tailored to an individual's needs following a suicide attempt or period of suicidal distress. Support coordinators provide timely, follow-up that helps individuals feel connected and supported, while also addressing broader issues impacting wellbeing such as housing, financial pressures, social connection, and access to practical supports.

Psychological assessment and treatment are provided by qualified professionals such as psychologists, counsellors, and psychiatrists. Services may include diagnostic assessment, therapy, and medication management, either face-to-face or via telehealth.

Promoting wellbeing extends beyond treatment—it includes building community awareness, reducing stigma, and encouraging open conversations about mental health to ensure all people can access the help they need when they need it.

ANGLICARE CQ

82 Ash Street, Barcaldine
1300 769 814 | info@anglicarecq.org.au
Mon - Fri 8am - 4:30pm
Website: www.anglicarecq.org.au

Service Details

The Universal After Care Service For individuals aged 15+ on the Suicide Prevention Pathway: Free 12-week support program for those who've attempted suicide or experienced a suicidal crisis.

Specific Services

- Personalised support from a dedicated facilitator
- Personalised Safety and Support Plans
- Set and Support Recovery Goals
- Connect Participants with Suitable Services and Programs
- Provide Compassionate Emotional Support
- Psychosocial Education

Delivery Type

- Face-to-Face
- Outreach
- Telehealth
- Video link

Eligibility Criteria and Referral Requirements

- 15 years and over experiencing suicidal crisis or has attempted suicide
- Referrals accepted from GP or hospital

Fees/Charges

Free

Accessibility

- Wheelchair accessible
- Accessible parking
- Culturally safe practices

LIVES LIVED WELL

19 Duck Street, Longreach

1300 727 957 | westernqld@liveslivedwell.org.au

Mon - Fri 8:30am - 5pm

Website: www.liveslivedwell.org.au

Service Details

The Commonwealth Psychosocial Support Program (CPS) offers short-term practical support for people with complex mental health needs, including wellbeing, social skills, and independent living. Individualised and small group supports are available.

The LIME Program provides confidential, one-on-one emotional coaching to help manage stress from work, school, or relationships. Services are delivered by experienced clinicians across North Queensland, virtually or in person.

Specific Services

- Commonwealth Psychosocial Support Program (CPS)
- Low Intensity Mental Enhancement Support (LIME)

Delivery Type

- Face-to-Face
- Outreach
- Telehealth

Eligibility Criteria and Referral Requirements

CPS

- Ages 16+ and not on the NDIS with funding allocated to psychosocial support

LIME

- Ages 12+
- Self-referral accepted via email, website or 1300 727 957
- Referrals accepted from Medicare Mental Health 1800 595 212 or via clinicians directly

Fees/Charges

Free

Accessibility

- Wheelchair accessible
- Accessible parking
- Accessible documents (e.g Easy Read, Large Print)
- Interpreter Services Available
- Culturally safe practices

OUTBACK FUTURES

0417 703 729 | support@outbackfutures.org.au

Mon - Fri 8am - 4pm

Website: www.outbackfutures.org.au

Service Details

Mental health services. For all ages. Telehealth at any time; Face-to-Face appointments approximately every 3 months.

Crisis support is not provided.

Specific Services

Mental Health Support incl Psychology

Delivery Type

- Face-to-Face
- On-site @ fixed location
- Outreach
- Telehealth

Eligibility Criteria and Referral Requirements

- Self-referral accepted
- Referrals accepted from other service providers

Fees/Charges

- Discounted or free options available
- Self-funded

Accessibility

- Sites to suit accessibility
- Culturally safe practices

ROYAL FLYING DOCTORS SERVICE QLD SECTION

107A Eagle Street, Longreach

07 4652 5800 | 1300 010 174

Mon - Fri 8:30am - 5pm

outback@rfdsqld.com.au

Website: www.flyingdoctor.org.au/qld/

Service Details

RFDS Mental Health Services offer a range of mental health services including, individual counselling, group presentations, training (eg: Mental Health First Aid).

Specific Services

- Psychological Therapies
- Low Intensity Counselling
- Suicide prevention services
- Mental Health and wellbeing promotion

Delivery Type

- Face-to-Face
- On-site
- Outreach
- Telehealth

Eligibility Criteria and Referral Requirements

- Self-referral accepted
- Referrals accepted from GPs and other service providers

Fees/Charges

Free

Accessibility

- Wheelchair accessible
- Accessible parking
- Culturally safe practices

RHEALTH - MEDICARE MENTAL HEALTH

1800 595 212 | mmh@rhealth.com.au

Mon - Fri 8:30am - 5pm

Website: www.rhealth.com.au

Service Details

The Western Queensland (WQ) Medicare Mental Health (formerly Head to Health) phone service provides a free, easily accessible entry point into and between community mental health services, including WQPHN commissioned service providers, headspace, and other community-based services,

such as those provided by state jurisdictions, NGOs, and private providers.

*This is not a crisis support service.

Specific Services

- Mental health
- Drug and alcohol support
- Domestic violence support

Delivery Type

- Face-to-Face
- Outreach
- Telehealth

Fees/Charges

Free

Accessibility

- Interpreter services
- Culturally safe practices

STANDBY SUPPORT AFTER SUICIDE

1300 727 247 (incl afterhours telephone service, 6am - 10pm, 7days)

Mon - Fri 8:30am - 4:30pm

standby.wqld@ucommunity.org.au

Website: www.standbysupport.com.au

Service Details

StandBy offers compassionate suicide bereavement support seven days a week for individuals, families, and communities. Services include one-on-one and group support, counselling, lived experience peer support, and after-hours phone support (1300 727 247). Workshops, toolkits, and resources are also available online at standbysupport.com.au, helping people navigate grief in culturally appropriate and timely ways.

Specific Services

- Individual support
- Family and friends support
- Community support
- Training and Education for organisations

Delivery Type

- Face-to-Face
- Home Visits
- Outreach
- Telehealth

Eligibility Criteria and Referral Requirements

- Impacted or bereaved by suicide at any point in their life
- Self-referral accepted
- Referrals accepted by others with consent from client

Fees/Charges

Free

Accessibility

- Interpreter services available
- Culturally safe practices



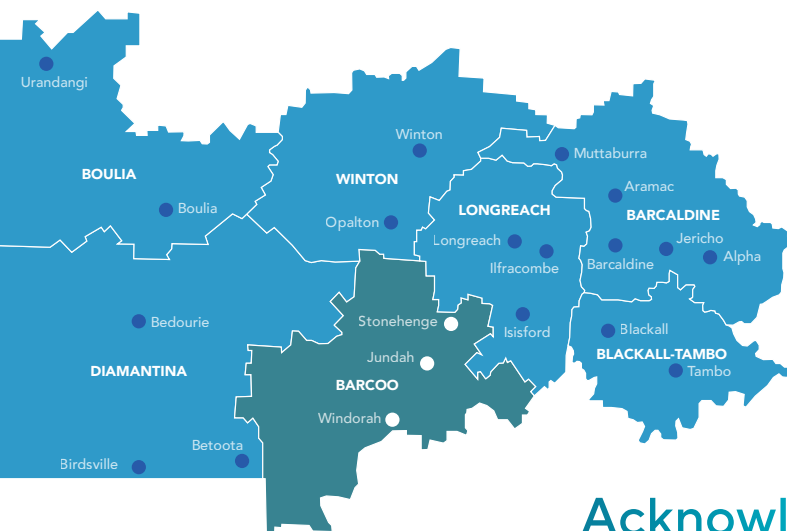
State and National Support Lines

Organisation	Phone	What It Is	Website
13 HEALTH (QLD)	13 43 25 84	Nurse triage & health advice	health.qld.gov.au
13YARN (First Nations Crisis Line)	13 92 76	Indigenous-led crisis support	13yarn.org.au
1800 RESPECT	1800 737 732	National sexual assault & DFV service	1800respect.org.au
ADHD Australia	—	ADHD information & advocacy	adhdaustralia.org.au
Aged Care Quality & Safety Commission	1800 951 822	Aged care complaints & safety	agedcarequality.gov.au
Arthritis Australia	1800 011 041	Arthritis information & support	arthritisaustralia.com.au
Ask Izzy	—	National crisis service finder	askizzy.org.au
Asthma Australia	1800 278 462	Asthma support & resources	asthma.org.au
Autism Queensland	1800 428 847	Autism assessments & therapy	autismqld.com.au
Beyond Blue	1300 224 636	Mental health support	beyondblue.org.au
Brave Foundation (Teen Parents)	—	Support for pregnant & parenting teens	bravefoundation.org.au
Cancer Council Australia	13 11 20	Cancer information & counselling	cancer.org.au
Carer Gateway	1800 422 737	National carer support	carergateway.gov.au
Dementia Australia	1800 100 500	Dementia support & counselling	dementia.org.au
Dementia Support Australia (DSA)	1800 699 799	Behavioural dementia support (24/7)	dementia.com.au
Department of Housing (QLD)	13 QGOV (13 74 68)	Housing, bond loans & grants	qld.gov.au/housing

Organisation	Phone	What It Is	Website
Department of Veterans' Affairs	1800 VETERAN (1800 838 372)	Overview of DVA benefits and services Department of Veterans' Affairs Veteran Support and Services Guide Department of Veterans' Affairs	dva.gov.au
DVConnect Mensline (QLD)	1800 600 636	Support for men in DFV situations	dvconnect.org
DVConnect Womensline (QLD)	1800 811 811	DFV crisis support & refuges	dvconnect.org
Family Planning QLD (True)	1300 003 509	Sexual health, contraception, education	true.org.au
Gambling Help QLD	1800 858 858	Gambling counselling	gamblinghelponline.org.au
Grief & Bereavement Australia	1800 642 066	Bereavement counselling	grief.org.au
Guide Dogs Queensland	1800 810 122	Vision support & mobility	guidedogs.com.au
Head to Health	1800 595 212	Mental health navigation	headtohealth.gov.au
Hearing Australia	131 797	Hearing services & tests	hearing.com.au
Heart Foundation	13 11 12	Heart health advice	heartfoundation.org.au
Homelessness Hotline (QLD)	1800 474 753	Statewide homelessness support	qld.gov.au/housing
Kids Helpline	1800 551 800	Counselling for ages 5-25	kidshelpline.com.au
Kidney Health Australia	1800 454 363	Kidney disease support	kidney.org.au
Legal Aid Queensland	1300 651 188	Free legal assistance	legalaid.qld.gov.au
Lifeline	13 11 14	24/7 crisis support	lifeline.org.au

Organisation	Phone	What It Is	Website
MensLine Australia	1300 789 978	Men's mental health & relationships	mensline.org.au
MS Connect (MS Australia)	1800 042 138	Multiple sclerosis support	msaustralia.org.au
My Aged Care	1800 200 422	Aged care access & services	myagedcare.gov.au
National Alcohol & Other Drug Hotline	1800 250 015	Drug & alcohol counselling	health.gov.au
National Debt Helpline	1800 007 007	Free financial counselling	ndh.org.au
National Relay Service (NRS)	1800 555 660	Communication support	accesshub.gov.au
Open Arms (Veterans)	1800 011 046	Mental health support for veterans & families	openarms.gov.au
OPAN – Older Persons Advocacy Network	1800 700 600	Aged care advocacy	opan.org.au
PANDA (Perinatal Anxiety & Depression)	1300 726 306	Pre/post-natal mental health support	panda.org.au
Parkinson's QLD	1800 644 189	Parkinson's support	parkinsonsqld.org.au
Palliative Care Australia	(02) 6232 4433	Palliative support information	palliativecare.org.au
Pregnancy, Birth & Baby Hotline	1800 882 436	Pregnancy & parenting support (24/7)	pregnancybirthbaby.org.au
Prostate Cancer Foundation of Australia	1800 220 099	Prostate cancer support	pcfa.org.au
QLife (LGBTQIA+)	1800 184 527	LGBTQIA+ peer support	qlife.org.au
QLD Mental Health Access Line	1300 642 255	Mental health clinical triage	health.qld.gov.au
QLD Sexual Health Helpline	1800 010 120	STI advice & referrals	health.qld.gov.au
Quitline (QLD)	13 7848	Smoking cessation	quit.org.au
Reframing Autism	—	Autistic-led education & family support	reframingautism.org.au

Organisation	Phone	What It Is	Website
Salvation Army (Emergency Relief)	13 72 58	Crisis support & financial aid	salvationarmy.org.au
St Vincent de Paul (Vinnies)	13 18 12	Emergency relief & housing help	vinnies.org.au
Stroke Foundation	1800 787 653	Stroke advice & recovery support	strokefoundation.org.au
Suicide Call Back Service	1300 659 467	Suicide prevention counselling	suicidecall backservice.org.au
Transcend Australia	(03) 8648 5456	Trans & gender- diverse youth/family support	transcend.org.au
Translating & Interpreting Service (TIS)	131 450	Interpreter support	tisnational.gov.au
Vision Australia	1300 847 466	Blind & low vision services	visionaustralia.org



Integrated Care and Commissioning Initiative

Central West Queensland Trial Site

Acknowledgment

The Central West Queensland Service Provider Directory was funded by the Australian Government under the Integrated Care and Commissioning Initiative.

We extend our sincere thanks to the following agencies/departments for their valuable contributions:

Australian Government, Department of Health, Disability and Ageing

🌐 www.health.gov.au

☎ 1800 020 103

Department of Families, Seniors, Disability Services and Child Safety

🌐 www.dcssds.qld.gov.au

☎ 13 74 68

Department of Veterans' Affairs

🌐 www.dva.gov.au

☎ 1800 838 372

National Disability Insurance Agency (NDIA)

🌐 www.ndis.gov.au

☎ 1800 800 110

National Indigenous Australians Agency

🌐 www.niaa.gov.au

☎ 1800 079 098

Western Queensland Primary Health Network (WQPHN)

🌐 www.wqphn.com.au

☎ (07) 4573 1900

Want to be included in the directory?

If your organisation or service operates in the Central West Queensland region and would like to be included, please contact:

Rachel Bock

Project Manager, Integrated Care and Commissioning

✉ iccpm@wqphn.com.au

Australian Government Disclaimer:

While the Australian Government Department of Health has contributed to the funding of the PHN, the information in this document does not necessarily reflect the views of the Australian Government, and is not advice that is provided or information that is endorsed, by the Australian Government. The Australian Government is not responsible in negligence or otherwise for any injury, loss or damage however arising from the use of or the reliance on the information provided in this document. Copyright protects this material.

Western Queensland PHN:

Acknowledges the traditional owners of the country on which we work and live and recognises their continuing connection to land, waters and community. We pay our respect to them and their cultures and to elders past and present.