

# DIRECTORY

## Emergency only call 000

### GENERAL

**Commonwealth Carelink..... 1800 052 222**  
**[www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)**

Commonwealth Carelink provides free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia. When you call Carelink, staff will discuss your situation with you, and give you information about the local services available or those you may benefit from. However, if you would like to search for services in your area yourself you can use the online search facility through the website. **Palliative Care Australia and Home and Community Care Services (HACC)** is also available through Carelink or by visiting [www.health.qld.gov.au/hacc](http://www.health.qld.gov.au/hacc)

**Carers Queensland..... 3900 8100**  
**[www.carersaustralia.com.au](http://www.carersaustralia.com.au)**

Carers Qld provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail. The purpose of Carers Queensland is to improve the lives of carers by providing important services like counselling, advice, advocacy, education and training.

**Cancer Council Queensland..... 13 11 20**  
**[www.cancerqld.org.au](http://www.cancerqld.org.au)**

The Cancer Council Helpline is staffed by trained professionals with knowledge about cancer and cancer care. They are there to help you with information, support and referrals to other services from 8am to 8pm, Monday to Friday.

The Cancer Counselling Service gives people affected by cancer the opportunity to talk through problems and learn new ways of coping. They are linked to a number of support programs that offer peer support and information to people with cancer and their families and a range of informative workshops and seminars. The Cancer Connect service provides cancer patients with peer support and information by connecting them with people who have had similar cancer experiences.

**Multilink Community Services Inc ..... 3808 4463**  
**[www.multilink.org.au](http://www.multilink.org.au)**

MultiLink Community Care (MCC) provides older frail people and people with a disability, from diverse cultural, faith and linguistic backgrounds, to help them to continue living in their own home, with confidence and dignity.

**RSL Care ..... 1800 888 775**  
**www.rslcare.com.au**

Inspired by the spirit of mateship, RSL Care has been supporting the ageing population including ex-service men and women and their families for over 70 years through the provision of quality health & care services and accommodation options.

RSL's mobile care service, HomeCare, provide in-home care and social services to over 22,000 people. RSL is a not-for-profit provider whose core focus is on continuing to expand services to meet the growing health care and living needs of an ageing population.

Their range of integrated services supports our "ageing in place" approach, so that older people can remain within the same community as their day to day living requirements change.

**Department of Veterans' Affairs (DVA)..... 13 32 54**  
**www.dva.gov.au**

A range of people may be eligible to claim benefits and pensions from DVA, including veterans, current serving members, family, carers and former serving members.

**LifeTec Queensland ..... 3552 9000**  
**www.lifetec.org.au**

Lifetec provides information and specialist advice on an extensive range of assistive technology to allow an individual to perform a task that they would otherwise be unable to do, or increase the ease and safety with which a task can be performed.

**Mater Respite Services ..... 3163 8692**  
**www.mater.org.au ("Services" – "Respite")**

Mater Respite Service is available to primary carers who need time away or require ongoing support, to maintain their caring role. Carers of people diagnosed with dementia are given a priority.

**Medical Aids Subsidy Scheme (MASS) ..... 3136 3636**  
**Cairns: 4050 3505 \* Mackay: 4968 3931 \* Townsville: 4775 8000**  
**www.health.qld.gov.au/mass**

Medical Aids Subsidy Scheme (MASS) provides access to subsidy funding for the provision of MASS endorsed aids and equipment to eligible Queensland residents with permanent and stabilised conditions or disabilities. The range of MASS aids and equipment is selected to assist people to live at home and avoid premature or inappropriate residential care or hospitalisation.

**Red Cross ..... 1300 885 698**  
**[www.redcross.org.au](http://www.redcross.org.au)**

The Red Cross provides free services such as Telechat and Telecross which are available to the community at no charge. Details of these services can be found in this book under "Information on Services to Assist You". Hire of non-motorised mobility equipment is also available through some Red Cross offices.

**Home Assist Secure..... 1800 642 902**  
**[www.housing.qld.gov.au](http://www.housing.qld.gov.au)**

Home Assist Secure can help people feel safer living at home, have easier access to and within their home, and incorporate home security routines into their daily activities.

You can obtain subsidised assistance with minor home maintenance, repairs, modifications and security that relate to your health, safety and security.

**Translating and Interpreting Service (TIS) National ..... 13 14 50**  
**[www.immi.gov.au/living-in-australia/help-with-english/help\\_with\\_translating](http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating)**

The Department of Immigration and Citizenship (DIAC) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1500 contracted interpreters across Australia, speaking more than 160 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services.

**Home Instead Senior Care..... 3720 8400**  
**[www.homeinstead.com.au](http://www.homeinstead.com.au)**

Home Instead Senior Care can be contacted on the above number any day or time of the week and can help with compassionate, home care services delivered right in your loved one's home. Whether a few hours a day or long term care 24 hours a day, a CAREGiver can assist you. All CAREGivers are thoroughly screened, trained, insured, matched to your preferences, professional and reliable.

There are a wide variety of services available, and this list may grow to include activities and support that are unique to your needs. Some services include:-

Help with showering, dressing, personal grooming, eating, mobility, walking, escorting to appointments, shopping or social outings, preparing meals, light housekeeping, taking out the rubbish, organise and clean cupboards, make beds and change linen, laundry and ironing, assist with care of pets and plants, pick up prescriptions and medication reminders, assist with airport and travel needs, provide companionship and conversation, discuss current and historical events, record family history, reminisce about the past, play mind stimulating games and much more.

**Elder Abuse Prevention Unit..... 1300 651 192**  
**[www.eapu.com.au](http://www.eapu.com.au)**

The EAPU operates a state-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person. Callers may choose to remain anonymous and can call HELPLINE on 1300 651 192 between 9am and 5pm Monday to Friday for the cost of a local call from any landline in Queensland. The EAPU responds to abuse that occurs within a relationship of trust. The types of abuse can include physical, sexual, financial, psychological (emotional or verbal), social and/or neglect (intentional and unintentional). Criminal acts by a stranger, self-neglect, or where abuse occurs within a paid service arrangement are not generally considered to be within the scope of this service.

### **Senior Citizens Clubs**

Contact your local council for details of the Senior Citizens Club closest to you. These clubs often offer assistance with services and recreation activities to eligible persons. Services can include medical assistance and transport options as well as respite care and social activities.

## **MEALS AT HOME**

**The Diet Factory ..... 1800 065 255**  
**[www.dietfactory.com.au](http://www.dietfactory.com.au)**

The diet factory is able to prepare and deliver meals to you. They can provide meals for convenience or to help you lose weight and improve your health or simply if you don't wish to shop and prepare meals yourself due to time constraints.

The Diet Factory is not a club and there are no contracts to sign or joining fees to pay. You can choose how long you wish to receive meals delivered to you.

The Diet Factory can also provide meals if you are a diabetic or have high cholesterol or other special dietary needs.

**Conessa Gourmet Meals..... 1300 112 112**  
**[www.gourmetmeals.com.au](http://www.gourmetmeals.com.au)**

Conessa Gourmet Meals offers a wide range of nutritional gourmet meals in snack, lunch and dinner sizes which are prepared by professional chefs using fresh ingredients.

There are no contracts to sign and they can deliver to all Brisbane suburbs, Gold Coast, Ipswich and the Northern Rivers region of NSW. Meals are also available for collection from their factory at Labrador on the Gold Coast and at various shops in South East Queensland.

There is a minimum order requirement for delivery and a small charge applies for this service.

**Meals on Wheels..... 3205 5588**

A person can apply for Meals on Wheels by contacting Meals on Wheels although usually it is through referral from a hospital, GP, social worker etc. Meals on Wheels have formulated its own Referral Certificate, which is widely used by Medical Practitioners and allows for the specification of dietary needs.

Once a client has been referred, a coordinator from their local Service contacts them to discuss any special requirements and delivery of the meals. Special diets are arranged as required.

## **TRANSPORT**

**Translink ..... 13 12 30**  
**[www.translink.com.au](http://www.translink.com.au)**

Public transport information for South East Queensland.

Bus, Train & Ferry Information from Noosa on the Sunshine Coast to Coolangatta on the Gold Coast and west to Helidon.

**Queensland Ambulance (Non-urgent transport)..... 13 12 33**

A Doctor's authority is required for this service and a specialist must be at the hospital where the patient is transferred.

**St John's Transport..... 3632 9999**

St John's Transport has various options for those who live in some suburbs of Brisbane, Bundaberg and Maryborough. There is an Information Line which provides transport and related information to callers, outlining services, subsidies, schemes, public, private and community transport options relevant to the callers needs. Phone (07) 3632 9999 during normal business hours to obtain this information or to request a copy of their "Transport Options & Access Guide".

**Lands Community Services..... 3422 7999**  
**www.lands.org.au**

Lands Community Services provides transport and support services to HACC eligible clients such as frail and elderly people and younger people with disabilities. Their main services are:-

- Medically related transport for those in the Bayside, Centenary, Belmont/Cooparoo, Logan, Mt Gravatt, Sunnybank and South West Brisbane areas.
- Shopping transport services in the Logan and Bayside areas.
- Social transport service in the Logan area.

You must first register for this service and also book a few days ahead of time. Please contact Lands Community Services on 3422 7999 for full details.

**Council Cabs ..... 3403 2227**  
**www.brisbane.qld.gov.au (“Traffic & Transport” – “Public Transport”)**

Brisbane City Council runs a weekly service for people who have difficulty travelling to the shops. This service will pick you up in the morning and return you home around lunch time for a cost of between \$1 to \$3 each way. Bookings are essential.

Other Councils in Queensland may offer a “Council Cab” service – please contact your local council for details of transport services available to you in your area.

**Taxi Subsidy Scheme – Queensland Transport..... 1300 134 755**  
**www.transport.qld.gov.au/tss**

If you are a permanent resident of Queensland and suffer from a disability you may be eligible for membership of the Taxi Subsidy Scheme. Please contact them or visit the above website for full details.

**Disability Parking Permit Scheme ..... 13 23 80**  
**www.transport.qld.gov.au**  
**(“Assistance & Service” – “Access & Mobility”)**

Full details and information to apply for a Disability Parking Permit can be obtained by contacting the Department of Transport on the above phone number or website. Paperwork needs to be completed by you as well as a medical practitioner or occupational therapist. An application fee is payable which, at the time of publication, is \$13.25.

**Mobility Access Service ..... 0403 004 186 or 0412 855 493**

Mobility Access Service can provide mobile servicing for wheelchair loaders on vans as well as installing reversing cameras in your vehicle or side steps on vans to assist in getting in and out of them. These services can assist you in maintaining your independence by driving your own vehicle.

## **OXYGEN SUPPLIERS / ELECTRICITY LIFE SUPPORT CONCESSION SCHEME**

**Air Liquide** ..... **1300 360 202**  
**www.airliquidehealthcare.com.au**

Portable Oxygen solutions with flexible rental options available

**BOC Oxycare**..... **1800 050 999**

BOC Oxycare covers all service needs for a customer requiring oxygen therapy in the home, from organising delivery and installation of the equipment, through to providing information and technical support.

**Heeson Medical**..... **3262 5506**

Heeson Medical can be contacted for the rental of portable and at-home oxygen.

**Electricity Life Support Concession Scheme**..... **3247 5907**

The Electricity Life Support Concession Scheme offers a monthly concession (paid quarterly) per machine for eligible users of an oxygen concentrator or kidney dialysis machine to assist with meeting electricity costs.

The scheme provides financial assistance to seriously ill people who use home-based life support systems (oxygen concentrators or kidney dialysis machines) provided they have been medically assessed in accordance with the eligibility criteria determined by Queensland Health.

Eligibility to receive the concession is also dependent on the following:

- Oxygen concentrators must be provided rent-free by Queensland Health to persons who hold an eligible concession card and meet the eligibility criteria of the Medical Aids Subsidy Scheme.
- Kidney dialysis machines must be provided rent-free by Queensland Health to persons based on clinical needs and supplied through Queensland hospitals.

Full details of eligibility for the concession are listed on the application form.

Applications for this concession are automatically sent to applicants within 14 working days of receiving their machine.

For more information, contact Concession Services, Smart Service Queensland, Department of Communities on 3247 5907.

**Department of Veterans Affairs** ..... **13 32 54**  
**www.dva.gov.au**

Persons receiving a DVA pension should check with DVA for subsidy entitlements.

## COUNSELLING & BEREAVEMENT SERVICES

**Beyond Blue ..... 1300 224 636**  
**[www.beyondblue.org.au](http://www.beyondblue.org.au)**

*beyondblue* is a national, independent, not-for-profit organisation working to address issues associated with depression, anxiety and related substance misuse disorders in Australia.

**Life Line ..... 13 11 14**  
**[www.lifeline.org.au](http://www.lifeline.org.au)**

Lifeline is staffed by trained volunteer telephone counsellors who are ready to take calls from any person 24-hours a day, any day of the week from anywhere in Australia.

Lifeline offers a counselling service that respects everyone's right to be heard, understood and cared for as well as information about other support services that are available in communities around Australia.

Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling down.

**Children and Young People's Bereavement Centre ..... 3240 1190**

The Children and Young People's Bereavement Centre was set up to support school-aged children and young people aged 5 to 17 years who have been through the experience of a close family member dying from a terminal or long-term illness.

They have a number of programs designed to help cope with grief and loss; and can also be contacted by any families who have experienced the death of a family member by suicide or an accidental death

## PALLIATIVE CARE SERVICES

**Palliative Care Information & Support Service ..... 1800 772 273**  
**[www.pcis.org.au](http://www.pcis.org.au)**

PCIS is a free Queensland Health funded telephone service operating from 9am to 5pm Monday to Friday providing information, emotional and counseling support to individuals affected by life-limiting or terminal illness. All PCIS services are provided free of charge to families, friends, carers and health professionals.

PCIS can provide information about palliative care, the contact details for local services and support organizations that can provide palliative care, information on approaches to palliative care and specialist counselling and emotional support to clients, carers, families and friends about grief, loss and bereavement.

St Vincent's Hospital Brisbane provides interim, inpatient transitional and palliative care services.

### **Inpatient Transitional Care**

Giving you more time to recover and gain strength, inpatient transitional care helps provide a link between the hospital and home, or the most appropriate setting.

### **Interim Care**

Finding that you can no longer live independently can be quite a shock, for you and your family. Interim Care gives you the time you need, in a supportive and caring environment, to prepare for the changes to come.

St Vincent's will help you sort through all the relevant information as you make decisions about your long term care arrangements - taking away any confusion and making the details easier for you and your relatives to understand.

We offer care to people with Department of Veteran's Affairs (DVA) entitlement who have either high or low care approval for residential care, and to public patients who have high care approval and are currently in hospital. In special circumstances, we are able to offer interim care to private patients waiting residential care. Specific information on relevant fees payable can be obtained from the Bookings Office on 07 3240 1213.

### **Palliative Care – The Tarmons Centre**

The Tarmons Centre provides an integrated Specialist Palliative Care Service designed to support anyone diagnosed with a life limiting illness. Their expertise may be needed at diagnosis, during treatment or at the end of life and can go alongside treatment given by other specialists and your GP.

The Tarmons Centre provides holistic care encompassing physical, psychological, social and spiritual dimensions and includes both the patient and family as the unit of care. They are concerned not only about treating physical symptoms but also how you are coping and responding to your illness. The aim of the service is to enhance patient wellbeing and maintain independence despite the underlying illness.

## HOSPITAL CONTACT NUMBERS

Beaudesert Hospital .....	5541 9111
Brisbane Private Hospital .....	3834 6111
Bundaberg Hospital .....	4152 1222
Caboolture Hospital .....	5433 8888
Cairns Base Hospital .....	4050 6333
Gold Coast Hospital .....	5519 8211
Greenslopes Private Hospital .....	3394 7111
Hervey Bay Hospital .....	4120 6666
Holy Spirit Northside .....	3326 3000
Ipswich Hospital .....	3810 1111
Logan Hospital .....	3299 8899
Mackay Base Hospital .....	4968 6000
Mater Misericordiae Hospital .....	3163 8111
Mater Private Centre for Haematology & Oncology .....	3335 1900
Nambour Hospital .....	5470 6600
Prince Charles Hospital .....	3139 4000
Princess Alexandra Hospital .....	3240 2111
QEI Hospital .....	3275 6111
Redcliffe Hospital .....	3883 7777
Robina – Gold Coast Hospital .....	5668 6000
Rockhampton Hospital .....	4920 6211
Royal Brisbane & Women’s Hospital .....	3636 8111
St Vincent’s Hospital, Brisbane .....	3240 1111
St Vincent’s Hospital, Toowoomba .....	4690 4000
Sunnybank Private Hospital .....	3344 9444
Toowoomba Hospital .....	4616 6000
Townsville Hospital .....	4796 1111
Wesley Hospital .....	3232 7000