

**The West Moreton
Elder Abuse Prevention
Service Directory &
Referral Pathway**

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Acknowledgements

Acknowledgment should be given to the West Moreton Taskforce for the Prevention of Elder Abuse if this document is used or reproduced by other organisations.



Department of Communities

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The West Moreton Taskforce for the Prevention of Elder Abuse

The West Moreton Taskforce for the Prevention of Elder Abuse was formed in 1998 following the identification of elder abuse as an emerging community issue. Over the years the Taskforce has worked broadly around the issue of elder abuse whilst maintaining the goal of enhancing understanding of elder abuse at a local level.

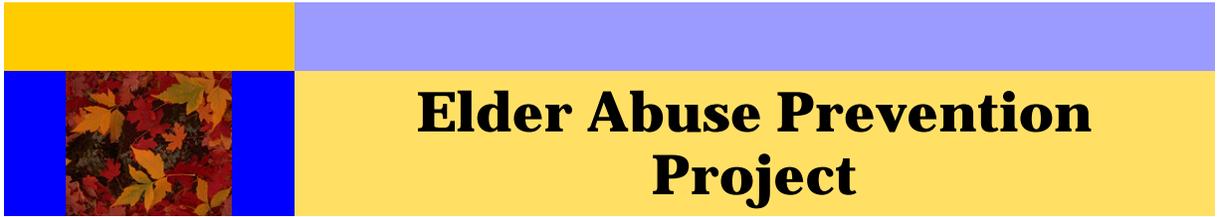
In 2003, the Taskforce was successful in receiving funding through the Department of Communities Social Participation Project. This funding supported community forums in Boonah, Rosewood, Laidley, Esk, and Goodna/Gailes, which gauged local commitment for a community response to local issues.

In 2004, part of the funding provided by the Social Participation Project was utilized by the University of Queensland Boilerhouse Community Engagement Centre to undertake research on behalf of the Taskforce. The results of this research formed the basis for phase one of the Elder Abuse Prevention Project which received funding through the Department of Communities “Building Links” funding initiative in 2005-2006.

In 2006, the elder abuse prevention project was auspiced by Ipswich Community Aid Incorporated, with funding provided for a project worker dedicated to the implementation of project goals. In the past, the taskforce primarily worked unfunded so the provision of the Department of Communities “Building Links” funding ensured that concepts that were developed in past years could now be put into place.

The Taskforce meets on a monthly basis and acts as a reference group for the Elder Abuse Prevention Project. Currently the Taskforce consists of a number of consumer and community service representatives as well as government and non government agencies including:

- Commonwealth Carelink
- Elder Abuse Prevention Unit (Statewide service)
- Ipswich City Council
- Ipswich Community Aid
- Ipswich Sixty & Better Program
- Queensland Police Service
- Office of the Public Trustee (Ipswich Region)
- Queensland Health (West Moreton Region)



Elder Abuse Prevention Project

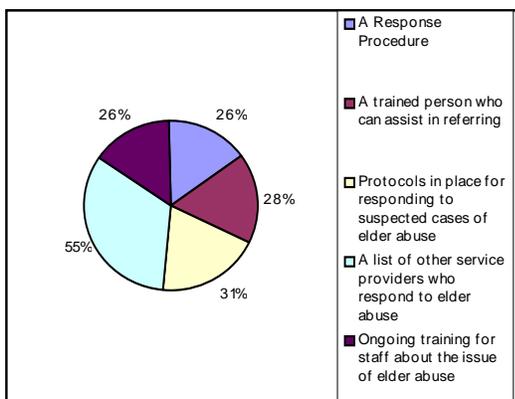
In 2006, the West Moreton Taskforce for the Prevention of Elder Abuse received funding through the Department of Communities “Building Links” funding initiative for an Elder Abuse Prevention Project. Funding was provided on the basis that the project would support the development of greater interagency collaboration and community awareness around the issue of elder abuse and enhance service providers’ responses to older people who experience abuse, or are at risk of abuse.

Towards the end of 2006, as part of the project’s goals, a survey was sent out to over 150 service providers through out the Shires of Esk, Laidley, Boonah and Ipswich. This survey was developed to update research previously undertaken by the West Moreton Taskforce for the Prevention of Elder Abuse. The results of the survey indicated that 61% of service providers encountered cases of elder abuse in the last twelve months. This figure suggested that the issue of elder abuse still remained a significant concern in the Ipswich/West Moreton region.

In addition, survey results also indicated that despite the significant number of service providers encountering cases of elder abuse, very few organizations had protocols and procedures in place for responding to suspected cases (See Table 1.1).

This service directory has been developed to assist both older people and service providers in the West Moreton region to access appropriate services when responding to suspected cases of elder abuse.

Table 1.1 Percentage of service providers with procedures and protocols in place for



The West Moreton Elder Abuse Prevention Service Directory and Referral Pathway will be available electronically on the Ipswich Community

Aid website :

www.ipswichcommunityaid.com.au

Or by contacting Ipswich Community Aid on (07) 3812 3437



How to use the Referral Pathway & Service Directory

The referral pathway is a tool that has been developed to be used in conjunction with the Elder Abuse Prevention Service Directory and is designed to guide service providers through a circular response process whilst allowing for each step to be documented along the way.

The referral pathway is a client focused tool that can be used whilst you are conversing with a client over the phone. You may also choose to use the referral pathway after visiting a client in their place of residence or after a client has confided in you at your place of work. In this way the referral pathway may be used as a guideline for recording your case notes, assessing a situation of abuse and planning an intervention.

Situations of elder abuse can be very complex, interventions can often take a long time and require the assistance of many different services. You may find that you are not always able to resolve every situation of abuse by simply filling out one copy of the referral pathway.

In such cases you may still choose to use the referral pathway as a guideline for your assessment and intervention, however, you may find that more detailed and extensive notes will also be required. Under such circumstances you may choose to use multiple referral pathways to document the different phases of the case or simply attach additional pages of notes to the original pathway.

There are five steps to the referral pathway. These steps include discussing the situation, assessing risk and existing supports, requesting clients consent, gathering information and resources and following up. A step by step guide is provided below to assist you in working through the referral pathway.

STEP ONE: DISCUSS SITUATION

This first step of discussing the situation is an opportunity to gather and record information about the client's situation. There is space provided on the referral pathway to record the clients contact details so that a follow up call can be made if necessary. There is also space provided to record any issues/behaviours that a client may disclose to you or that you may observe yourself.



How to use the Referral Pathway & Service Directory

Such issues/behaviours may include the frequency, duration and severity of the abuse, the affect of the abuse on the older person, the relationship of the abuser to the older person, the living arrangements of the abused, the health status of the abused and what services the abused is already receiving.

When completing the referral pathway, persons must be aware that the Information Privacy Principles adopted from the Commonwealth *Privacy Act 1988* require a lawful purpose for the collection of personal information (<http://www.privacy.gov.au/ACT/privacyact/>).

If you are from a private sector agency you should refer to the 10 National Privacy Principles [NPP's] prescribed by the *Privacy Amendment (Private Sector) Act 2000* whilst recording information on the referral pathway. (<http://parlinfoweb.aph.gov.au/piweb/Repository/Legis/oldBills/Linked/23010112.pdf>). State government employees should adhere to the Queensland Government Privacy Policy and the NPP's (<http://www.justice.qld.gov.au/dept/privacy.htm>).

It is important to be aware of your own agencies policies & procedures regarding Privacy and Confidentiality and ensure that any case notes or information that you record on the referral pathway are based on information and fact and not on personal opinions or assumptions and judgements. Confidentiality of the information gathered is to be respected. Should any situation of abuse be referred to the police then the notes that you record on the referral pathway may be used in evidence. Also the notes may possibly be subject to freedom of information (<http://www.justice.qld.gov.au/dept/foi.htm>).

STEP TWO: ASSESSING RISK AND EXISTING SUPPORTS

In step two the primary concern is to interpret the information gathered in step one and to ascertain what the core issues are. This step will require you to consider any vulnerabilities (see pg. 18) that may be influencing the situation of abuse. Vulnerabilities to consider include dependency, family conflict, isolation, medical or psychological conditions, language and cultural barriers, addictive behaviours, carer stress and significant life changes (moving house, loss of a spouse etc).



How to use the Referral Pathway & Service Directory

At this stage it may be necessary to ask some questions to uncover further information. For some older people, the questioning process may come across as invasive or interrogating. It is therefore important that the reasoning behind your questions and the referral process be explained and understood before you begin.

Questions that may be appropriate to ask include:

- Do you have an Enduring Power of Attorney?
- Are you living at home?
- Who do you live with?
- Do you have family members who live nearby?
- How often do you see your family?
- Do you receive any in-home services?
- Do you participate regularly in social activities?

There are boxes on the referral pathway that can be marked to indicate suspected types of abuse and vulnerabilities. These boxes will help summarize your assessment and will also guide the development of an intervention plan. An additional page of notes may need to be attached if the presenting issues are particularly detailed.

STEP THREE: REQUEST CLIENTS CONSENT

As mentioned in step two, it is important to develop the habit of talking the client through the referral process. Explain to the client how the information they disclose will be presented and passed on in the referral process and whether there is any information they do not wish to have disclosed to others. Do not pass on information the client has told you about themselves unless you have their approval to do so. If the client is at immediate risk of physical harm then you are not required to receive consent. It would be your duty of care to contact the appropriate emergency services.

There is space available on the referral pathway to record whether or not consent has been given. Space is also provided to record what method of contact would be most suitable for the client. Arranging a suitable time for a follow up call is also a precaution which can assist the older person to talk freely at a time when the abuser is not nearby.



How to use the Referral Pathway & Service Directory

Should the person you are concerned about have confirmed impaired capacity then you must contact that person's Attorney to receive consent. Should the client's Attorney be suspected as the abuser or the client does not have an Enduring Power of Attorney or the suspected abuser is a financial administrator or guardian appointed under the *Guardianship and Administration Act 2000*, then the Office of the Adult Guardian is the best point of contact (See pg. 51).

STEP FOUR: GATHER INFORMATION AND RESOURCES

In this section look at the information you have gathered about the person and their situation and start thinking about what types of services and interventions would be the most effective. There is information in the quick find section of the service directory that outlines the benefits of different service types when responding to suspected cases of elder abuse. This section of the service directory may help connect you to relevant services in the West Moreton region.

If you are unsure about what the best course of action is or what service types may be needed for a particular case, then the best point of contact is the Elder Abuse Prevention Unit (See Page 20). The Elder Abuse Prevention Unit (www.eapu.com.au) has a state-wide confidential telephone service providing information, support and referrals to people experiencing, fearing, or witnessing the abuse of an older person. By calling this help line on 1300 651 192 you can talk to someone about the situation and explore what options are available.

As you make contact with other organizations, the referral pathway encourages you to record all contact details. You can record in the space provided the name of the organisation, the service type, the name of a contact person, a contact phone number and the possible outcomes that particular organisation can offer. By recording this information, you will be able to accurately relay the information to the older person and if that older person is interested in something a particular organisation has to offer, then they will have all the information they need to reconnect with that organisation. This information will also help any other worker that may take on this particular case in the future.



How to use the Referral Pathway & Service Directory

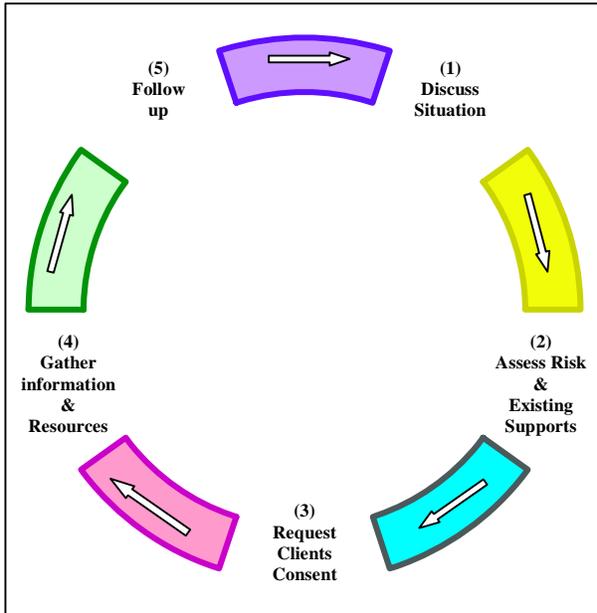
STEP FIVE: FOLLOW UP

A follow up call may often restart the circular referral process. The process may restart as progress is made with the client, new issues arise and the client begins to feel more comfortable and trusting of the relationship they have developed with you.

You may come across cases where the client decides that they wish to remain in their environment of abuse and take no action against their abuser. In these situations you may feel uncomfortable and struggle with the client's decision but you need to accept this decision and respect the client's right to self-determination. It is important in situations such as these to ensure you aim to empower the older person by providing them with any information relevant to their situation so that they are then able to make any future decisions for action based on knowledge rather than fear, shame or ignorance.

There is space provided on the referral pathway to detail whether or not a follow up has occurred, how and when the follow up was made and who made the follow up. These details are recorded for accountability/legal purposes and ensure that the client and their situation is not lost or forgotten amongst the other clients and services being delivered by the organisation.

ELDER ABUSE PREVENTION REFERRAL PATHWAY



It is important to acknowledge that there is often no single intervention in a situation of abuse. Intervention can often take a long time and require the assistance of many different services.

(1) Discuss Situation

Name:

Location of the abused:

Contact Details:

Date:

(1) Presenting Issues

Blank area for recording presenting issues.

* Please note that this document may be subject to FOI

(2) Assess Risk & Existing Supports

Suspected Abuse	Indicators of Abuse
Physical	
Psychological	
Sexual	
Financial	
Neglect	
Social	
Vulnerabilities	Notes
Carer Stress	
Dependency	
Family Conflict	
Isolation	
Medical (physical)	
Medical (psychological)	
Addictive Behaviors	
Language and Cultural Barriers	
Significant Life Changes	
Impaired Capacity (suspected or confirmed)	

(3) Request Clients Consent to Provide Further Assistance and Contact other Services

- Emergency Situation– Client is at immediate risk of harm– Consent not needed
Call Emergency Services on 000
- Consent received
- Consent not received
- Impaired Capacity has been confirmed– Contact the clients Enduring Power of Attorney or refer to the Office of the Adult Guardian.

Best means of contact In person at clients home Phone Mail
 At an arranged location _____

Best time to contact _____

(4) Gather Information and Resources

Information/Services Required

Service Type	Notes
Personal Counselling	
Carer Respite	
Mediation	
Accommodation Support	
Advocacy	
Assisted Decision Making	
Support Groups	
Legal	
Medical	
Social Support	
Tele- Counselling	
Emergency Relief	

(4) Agencies Contacted

<u>Agency</u>	
<u>Service Types</u>	
<u>Contact Person</u>	
<u>Phone Number</u>	
<u>Outcome/ Action</u>	

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<u>Phone Number</u>	
<u>Outcome/ Action</u>	

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(4) Agencies Contacted

<u>Agency</u>	
<u>Service Types</u>	
<u>Contact Person</u>	
<u>Phone Number</u>	
<u>Outcome/ Action</u>	

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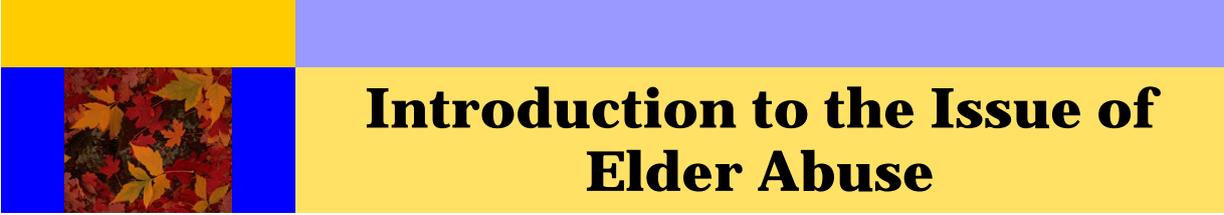
(5) Follow up

- Information mailed Information given over phone Referral made
- Further Follow up required... Date/Time _____

(5) Notes from Follow Up

This Information Collected by:	Name:	Position:
	Signature:	Date:

* Please note that this document may be subject to FOI



Introduction to the Issue of Elder Abuse

DEFINITION OF ELDER ABUSE

The internationally recognized definition of elder abuse is “*any act occurring within a relationship where there is an implication of trust, which results in harm to an older person.*” (ANPEA, 1999). A relationship implying trust may include a daughter or son, spouse, minister of religion, or neighbour.

TYPES OF ELDER ABUSE

The following information about the different types of elder abuse has been adapted from the Elder Abuse Prevention Unit’s (EAPU) Elder Abuse Training Manual 2000.

There are six categories of abuse including psychological abuse, financial abuse, physical abuse, sexual abuse, social abuse and neglect.

Physical Abuse is the infliction of physical pain or injury, or physical coercion and can include:

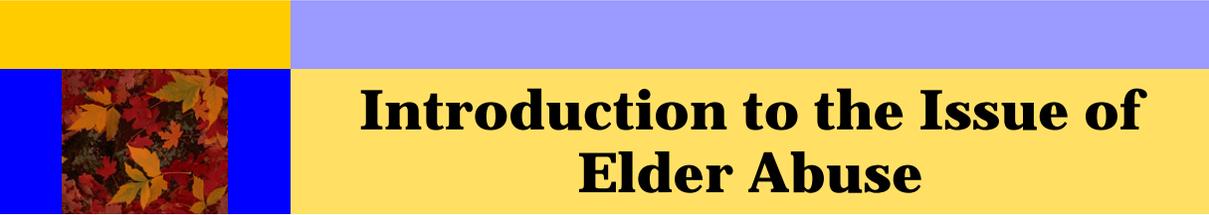
- Hitting, slapping, pushing, burning.
- Physical restraint, such as tying a person in a chair or putting them in a chair they can’t get out of.

Financial Abuse: involves the illegal or improper use of a person’s finances or property. Some examples of financial abuse include:

- Misappropriation of property, money or valuables
- Forced changes to a Will or other legal documents
- Denial of the right to access personal funds
- Forging of signatures
- Misusing power of attorney
- Going grocery shopping and not returning the change.

Sexual Abuse is sexually abusive or exploitative behaviour. Some examples are:

- Rape
- Indecent assault
- Sexual harassment
- Any behaviour that makes an older person feel uncomfortable about their body or gender.



Introduction to the Issue of Elder Abuse

Psychological Abuse is the infliction of mental anguish, involving actions that cause fear of violence, isolation or deprivation, and feelings of shame, indignity and powerlessness. Some examples include:

- Verbal intimidation– being forced into making decisions against one’s will.
- Humiliation and harassment– being called names or experiencing behaviors that are degrading, in a public or private place.
- Shouting– as if the older person is a child
- Threats of physical harm – “if you don’t hurry up ill give you something to be quick about”
- Threats of institutionalization- “do what I say or I will put you in a home, although I don’t know that they’d want you either”.
- Withholding of affection– refusing access to their grandchildren.
- Removal of decision-making powers

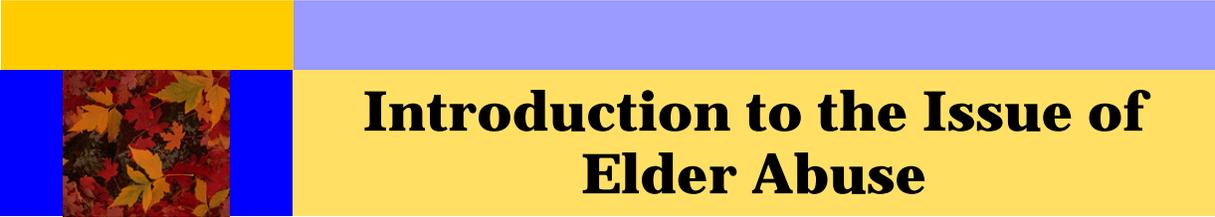
Social Abuse involves preventing a person from having social contact with friends or family or access to social activities. Some examples include:

- Moving the victim far away or cutting the victim off from the support of friends or family members
- Not allowing the victim to use the telephone or monitoring his/her calls
- Not allowing the victim to socialize or meet neighbours
- Claiming that the victims friends or family are “interfering”

Neglect is the failure of a carer to provide the necessities of life to a person for whom they are caring. Neglect can be intentional or unintentional.

Neglect is considered intentional when an older person is abandoned, not provided with adequate food, clothing, shelter, medical attention or dental care, neglect may be the improper use of medication, poor hygiene or personal care or the refusal to allow other people to provide adequate care.

Unintentional neglect occurs when a carer does not have the skills or knowledge to care for a dependent person. They may not be aware of the types of support that are available, they may be ill themselves and unable to provide care.



Introduction to the Issue of Elder Abuse

INDICATORS OF ELDER ABUSE

The following information about indicators of elder abuse has been adapted from the Elder Abuse Prevention Unit's (EAPU) Elder Abuse Training Manual 2000.

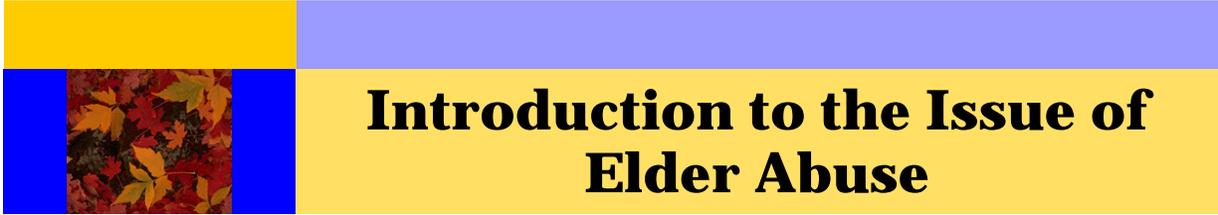
One of the major problems in dealing with abuse is recognizing it. Symptoms and signs can often be attributed to the ageing process. Further, people may be reluctant to admit they are being abused by a person on whom they rely on for their basic needs. It should be noted that the presence of one or more of the signs listed below does not necessarily establish that abuse is occurring, but should be used as an alert to the possibility of abuse.

Behavioural Signs

Abuse and neglect can sometimes be detected from the behavior of people involved as well as the more obvious signs and symptoms. It is important to be aware of sudden and unusual behaviour patterns in the client, not only in the home, but in other situations and settings– for example, suddenly not attending church or group after regular attendance.

Behaviours that a person may exhibit can include:

- Afraid of one or many persons
- Irritable or easily upset
- Depressed or withdrawn
- Lack of interest
- Changing sleep patterns
- Changing eating habits
- Thoughts of suicide
- Attacks of shaking, trembling and/or crying
- Rigid posture
- Presenting as helpless, hopeless or sad
- Contradictory statements not influenced by mental confusion
- Reluctance to talk openly
- Avoiding eye contact
- Worried or anxious for no obvious reason
- Any radical change in the persons behaviour



Introduction to the Issue of Elder Abuse

Signs of Physical Abuse

Because the results of physical abuse are often visible, this can be one of the easiest forms of abuse to identify. However, the signs of physical pain, injury or force may not always be visible so the general appearance, attitude and behaviour of the client should also be taken into account.

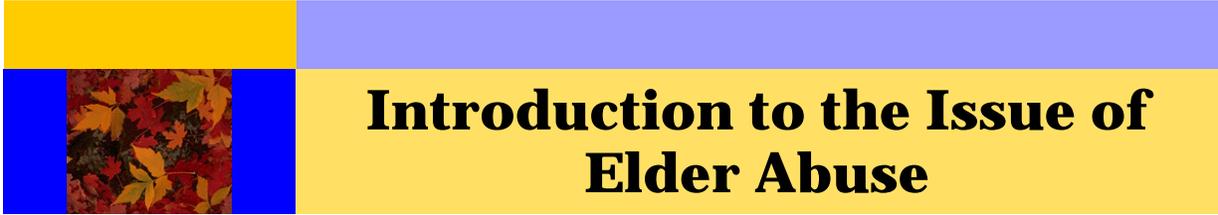
Instruments of physical abuse can include belts, knuckles, walking sticks, hairbrushes and ropes. Signs of physical abuse include:

- Discrepancies between injury and history
- Facial swelling or missing teeth
- Burns
- Seen by different doctors or hospitals
- Unexplained accidents or injuries
- Bruising and abrasions
- Conflicting stories between client and carers

Signs of Financial Abuse

Signs of financial abuse include:

- Reluctance to make a Will
- Loss of jewellery and personal property
- Unprecedented transfer of funds
- Improper attainment, or use of Power of Attorney or Enduring Power of Attorney
- Loss of financial material e.g. bank books, credit cards, cheque books
- Bills not paid when money entrusted to a third party
- Management of a competent persons finances by another
- Sudden inability to pay bills, rent, buy food or participate in social activities
- Unexplained withdrawal from bank accounts
- Cashing of personal cheques
- Removal of cash from a wallet



Introduction to the Issue of Elder Abuse

Signs of Psychological Abuse

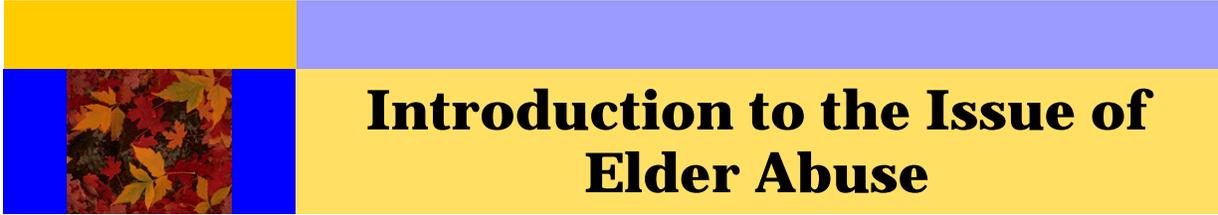
Psychological abuse may be verbal or non-verbal and is usually characterised by a pattern of behaviour repeated over time and intended to maintain a hold of fear over the victim. Signs of psychological abuse include:

- Loss of interest in self or environment
- Passivity
- Ambivalence towards family member or carer
- Apathy
- Fearfulness
- Lack of eye contact with practitioner and carer
- Huddled or nervous around carer
- Reluctance to talk openly
- Helplessness
- Withdrawn
- Insomnia/sleep deprivation
- Paranoid behaviour or confusion not associated with illness
- Resignation

Signs of Sexual Abuse

Instruments of sexual abuse can include rape, indecent assault, sexual harassment and inappropriate touching. Below are some signs of sexual abuse, however, it can be very difficult to identify as embarrassment and shame may prevent the subject from being raised.

- Bruising around the breasts and genital area
- Unexplained venereal disease or genital infections
- Torn, stained, or bloody underclothing
- Presence of sperm in the vagina or anus
- Vaginal bleeding not associated with menses
- Bruising on the inner thighs
- Difficulty sitting or walking

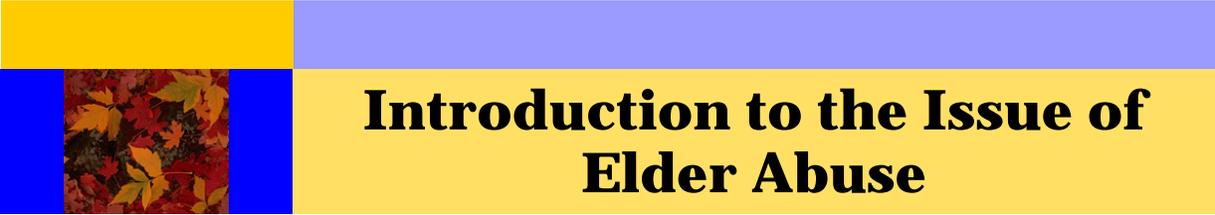


Introduction to the Issue of Elder Abuse

Signs of Neglect

Signs of neglect include:

- Malnourishment if food and drink is withheld
- Isolation– lack of mental, social or physical contact
- Unmet physical needs– decaying teeth or overgrown nails
- Clothing may be in poor condition or inappropriate for the temperature
- Illness caused by cold or chills
- Pressure areas may develop when a person is immobile
- Poor hygiene– dirty, smelly, lice infected, urine rash etc.
- Lacking aids such as glasses, dentures, hearing aids etc.
- Inappropriately medicated– over sedated for example
- Inadequate supervision– abandoned or unattended



Introduction to the Issue of Elder Abuse

VULNERABILITIES

The following information about the various vulnerabilities associated with elder abuse has been adapted from the Elder Abuse Prevention Unit's (EAPU) Elder Abuse Training Manual 2000.

There is no clear reason for abuse. It's causes are both complex and concealed. However, experience suggests certain factors are related to abuse, and that the existence of more than one of these factors places a person at high risk of abuse. Key risk factors for abuse include: carer stress, dependency, family conflict, isolation, psychological problems and addictive behaviours.

Carer Stress

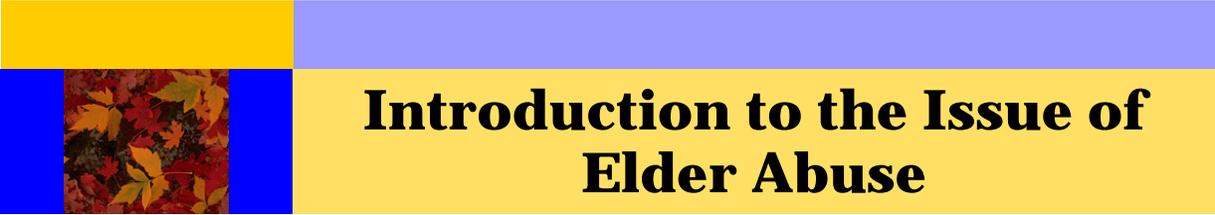
Caring for a person who is frail or who has special needs is stressful. In many cases, other contributory factors are also present and this additional stress on the carer appears to be the factor that triggers abuse. The following factors may contribute to an abusive relationship:

- Financial difficulties
- Lack of respite care
- Inadequate support to give high quality care
- Heavy physical or emotional costs of being a carer
- Lack of recognition for the role of carers
- Personal stress, the carer may be looking after two generations, his or her own children and a dependent parent. This “sandwich” effect can create extreme stress.
- Unfamiliarity with the caring role and responsibilities

Dependency

Clients are at risk of abuse from people with whom they live and share a relationship of dependency. This dependency may be due to physical impairments such as physical frailty, disability, or cognitive impairments such as dementia. These impairments may stop the person from reporting or leaving the situation of abuse.

Some abusers who are dependent on the person they care for, may feel trapped or powerless and perpetrate abuse because of frustration or fear. Whilst clients who are abused are often dependent on others for all or part of their day to day care, the abuser may also be dependent on the person in order to meet their own physical, psychological, social, emotional or



Introduction to the Issue of Elder Abuse

Family Conflict

Abuse can be a continuation of domestic violence or family violence that re-emerges as abuse in the caring situation. Similarly, a child who was previously abused may now be a primary carer and repeat the cycle of abuse to a dependent parent or child.

In some families violence is considered the normal reaction to stress, and it may continue from generation to generation. People are also at risk when two or more generations live together and intergenerational conflict exists. In cross cultural situations where two or more generations hold different cultural values or roles, tension and conflict can place dependent people at risk of abuse

Isolation

The client or carer may be isolated and lack social contacts and support. The following factors increase the risk of abuse:

- Physical isolation
- Social isolation
- Emotional isolation
- The absence of adequate support or relief for the carer

Medical/Psychological Conditions

In many cases of physical and psychological abuse, the mental health of the abuser is implicated as the major contributory factor. Abuse may occur when either party has:

- A period of mental illness
- A history of mental problems
- Difficulty in controlling anger and/or frustration
- Low self esteem and low feelings of self worth

An older person may also be considered to be at risk when they suffer from cognitive decline, for example, an older person in the stages of dementia.

Addictive Behaviors

Where the carer or family member has a dependency on drugs, both prescription and illicit, alcohol or a gambling problem, an older person can be considered to be at risk of abuse.



Not sure who can assist you or what you can do?

Concerned about someone else's well being?

Need to find out about your options and your rights?

Want to check intervention or referral pathways for a client?

Then call the statewide Elder Abuse Helpline on 1300 651 192 for support and referrals.

The Helpline serves as a credible port of call for anyone experiencing, suspecting or witnessing elder abuse. Callers may choose to remain anonymous.

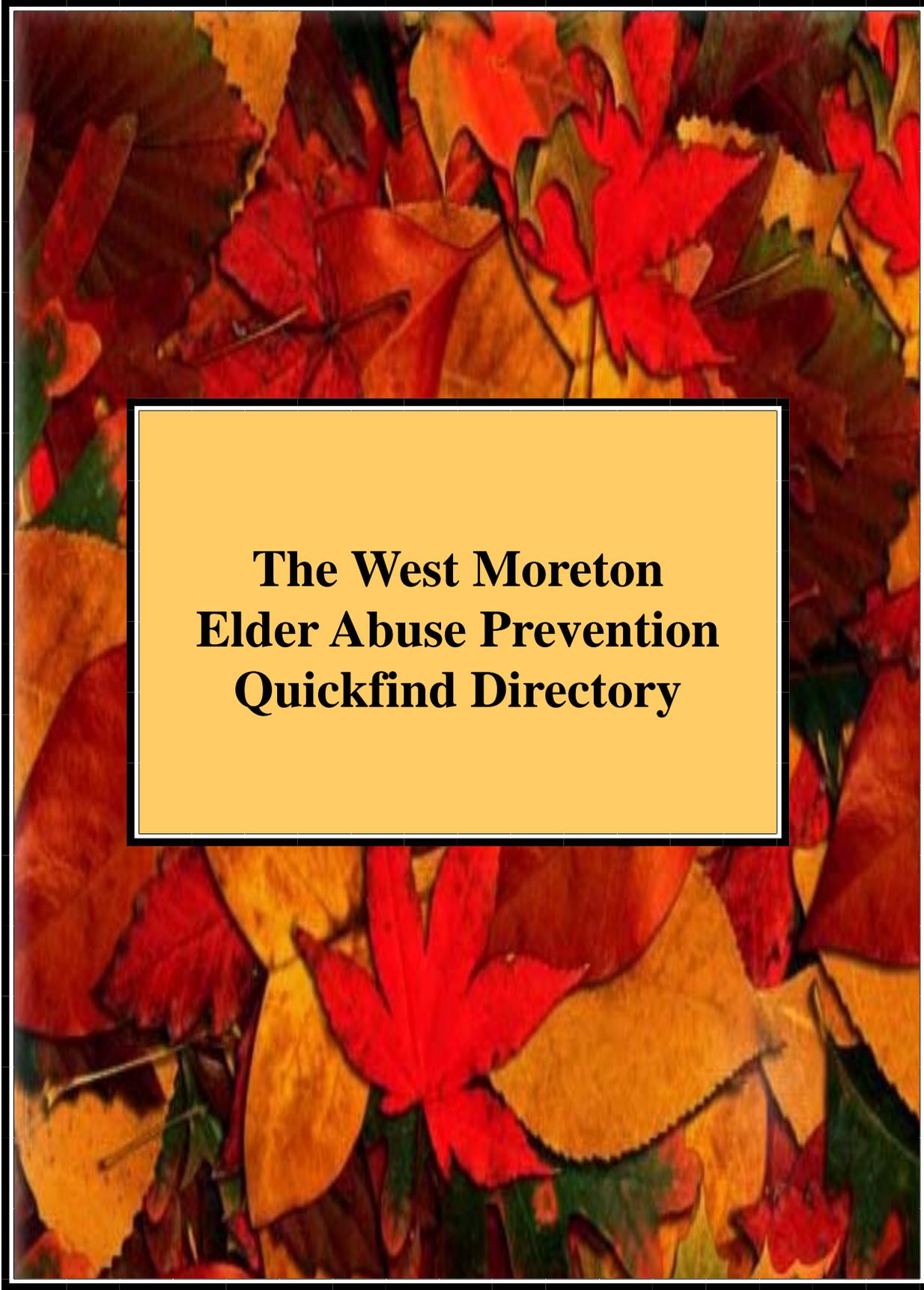
The service operates Monday to Friday 9.00am to 5pm, for the cost of a local call from anywhere in Queensland. A message bank is available for after hours.

Other Elder Abuse Prevention Unit services include:

- **Delivering free TRAINING SESSIONS to staff and volunteers of community aged care services and to tertiary education students**
- **Providing free AWARENESS RAISING SESSIONS to any interested professional or community group.**
- **Assisting organisations to develop elder abuse protocols**

The Elder Abuse Prevention Unit is funded by the Department of Communities and auspiced by Lifeline Brisbane.

You are welcome to visit the Elder Abuse Prevention Unit website on www.eapu.com.au for more information.



**The West Moreton
Elder Abuse Prevention
Quickfind Directory**



Quickfind Directory

Personal Counselling

People usually come to see personal counsellors when they are emotionally troubled and believe that they are unable to solve their problems and dissolve their distress without outside help (Geldard & Geldard, 2005). In coming to counselling they expect that they will be able to talk to someone else in confidence about their problems with the hope of finding solutions and feeling better (Geldard & Geldard, 2005).

In situations of elder abuse the aim of personal counselling is to help victims cope with their situation, and assist the victim to find a way to be safe from their abusers. In some cases where domestic violence is the main cause of abuse, a referral may need to be made to the appropriate services for victims of domestic violence. Counsellors should always have appropriate expertise (EAPU, 2000).

Geldard, D. & Geldard, K. (2005). *Basic Personal Counselling: A training manual for counselors*. Frenchs Forest, NSW: Pearson Education Australia.

The following organisations provide counselling services in the West Moreton region:

Name of Organisation	Areas Serviced	Contact Number	For More Information
Aged Care Mental Health Liaison Service	Ipswich, Boonah, Esk, Laidley	(07) 3810 1930	Pg. 38
Commonwealth Carelink Centre	Boonah, Laidley, Esk	1800 052 222	Pg. 43
Domestic Violence Connect Mensline	Queensland wide	1800 600 636	Pg. 45
Domestic Violence Connect Womensline	Queensland Wide	1800 811 811	Pg. 46
Elder Abuse Prevention Unit	Queensland Wide	1300 651 192	Pg. 47
Fassifern Community Centre	Fassifern Valley (Boonah Area)	(07) 5465 1884	Pg. 49
Home and Community Care	West Moreton Health District	(07) 3817 2589	Pg. 53



Quickfind Directory

The following organisations provide counselling services in the West Moreton region:

Name of Organisation	Areas Serviced	Contact Number	For More Information
Ipswich Hospice	West Moreton	(07) 3812 0063	Pg. 56
Laidley Community Centre	Laidley Shire and Surrounding Districts	(07) 5465 1889	Pg. 59
Rosewood District Support Service	Rosewood and Surrounding Districts	(07) 5464 1544	Pg. 66
West Moreton Women's Health	Ipswich, Laidley, Lowood, Esk, Rosewood, Boonah,	(07) 3812 0138	Pg. 72
West Moreton Women's Health Acute Sexual Assault Program	Ipswich, Laidley, Lowood, Esk, Rosewood, Boonah,	(07) 3812 0138 (07) 3202 2766– 24Hr Response	Pg. 73

Mediation

Mediation is a process where a neutral and independent person (a mediator) helps the parties in a dispute to reach their own solutions (Supreme Court of NSW, 2007). In cases of elder abuse a mediator may help individuals to identify their needs, clarify issues, explore solutions and negotiate their own agreement. Mediators should be impartial, and must have no stake in the outcome of the process (Supreme Court of NSW, 2007). They should not advise those in a dispute, but rather help people communicate with one another.

Mediation can be an empowering process that encourages people to put forward their own suggestions and ideas and allows for them to be heard. By giving everybody the opportunity to explain their side of the story, and to talk with out being interrupted, mediation can be very helpful in a situation of crisis and dispute (Supreme Court of NSW, 2007).

Supreme Court of New South Wales (2007) *Mediation*. Retrieved May 8, 2007, from http://www.lawlink.nsw.gov.au/lawlink/Supreme_Court/ll_sc.nsf/pages/SCO_mediation.

The following organisations provide mediation services in the West Moreton region:

Name of Organisation	Areas Serviced	Contact Number	For More Information
Commonwealth Carelink	Ipswich, Esk, Boonah, Laidley	1800 052 222	Pg. 43



Quickfind Directory

Support Groups

Support groups are a place for people to give and receive both emotional and practical support as well as to exchange information (Randall, 2003). If someone is feeling overwhelmed by a crisis, then a support group may help them to work through their problems.

Support groups are generally made up of people with common interests and experiences. People who have been through or are going through a similar circumstance can often do more than just sympathize with each other; they can relate to what the others are going through and keep each other from feeling alone (Randall, 2003).

Support groups let people know that they are not alone and that there are others who understand what they are going through. It also gives individuals hope that they can cope and start working through their emotions and feelings and start to develop coping skills.

Randall, M.C. (2003). *Support Groups: What they are and what they do*. Retrieved February 2007 from: http://www.genetichealth.com/Resources_Support_Groups_What_They_Are_and_What_They_Do.shtml#Anchor1.

The following organisations offer support groups in the West Moreton region:

Name of Organisation	Areas Served	Contact Number	For More Information
Commonwealth Carelink	Ipswich, Esk, Boonah, Laidley	1800 052 222	Pg. 43
Domestic Violence Connect Mensline	Queensland Wide	1800 600 636	Pg. 45
Home and Community Care	West Moreton Health District	(07) 3817 2589	Pg. 53
Laidley Crisis Care and Accommodation	Laidley Shire	(07) 5465 3302	Pg. 60
Rosewood District Support Service	Rosewood & Surround Districts	(07) 5464 1544	Pg. 66
West Moreton Women's Health	Ipswich, Esk, Laidley, Boonah, Rosewood,	(07) 3812 0138	Pg. 72



Quickfind Directory

Advocacy

Advocacy often involves the process of standing beside individuals or groups who are at risk of being excluded, ignored or mistreated and speaking out on their behalf to protect and promote their rights and interests. Older people are entitled to be in control of their lives, but sometimes, whether through frailty, disability, financial circumstances or social attitudes, they may often find themselves in a position where their ability to exercise choice or represent their interest is limited (Action on Elder Abuse, 2006). It is these circumstances where advocacy and an advocate used to empower older people to tackle abuse and protect and prevent abusive situations arising (Action on Elder Abuse, 2006).

Action on Elder Abuse (2006). *Elder Abuse Advocacy Toolkit*. Retrieved April 19, 2007, from <http://elderabuse.org.uk/Media%20and%20Resources/Useful%20downloads/AEA/Advocacy%20toolkit.pdf>.

Name of Organisation	Areas Serviced	Contact Number	For More Information
Alara Association	Ipswich, Esk, Laidley, Boonah	(07) 3812 0611	Pg. 39
Blue Care Multicultural Liaison Coordinator	West Moreton	0404 801 374	Pg. 40
Booval Community Services Inc	Ipswich Region	(07) 3816 1453	Pg. 41
Commonwealth Carelink	Ipswich, Esk, Laidley Boonah	1800 052 222	Pg. 43
Domestic Violence Connect Womensline	Queensland Wide	1800 811 811	Pg. 46
Fassifern Community Centre	Fassifern Valley (Boonah Shire)	(07) 5463 2966	Pg. 49
Goodna Neighbourhood House	Goodna, Gales, Camira, Bell Bird Park, Collingwood Park, Redbank,	(07) 3818 1648	Pg. 50
Home and Community Care	West Moreton Health District	(07) 3817 2589	Pg. 53
Ipswich Regional Advocacy Service Inc.	Gatton to Logan	(07) 3281 6006	Pg. 58



Quickfind Directory

The following organisations provide advocacy services in the West Moreton region:

Name of Organisation	Areas Served	Contact Details	For More Information
Laidley Community Centre	Laidley Shires and surrounds	(07) 5465 1889	Pg. 59
Laidley Crisis Care and Accommodation	Laidley Shire	(07) 5465 3302	Pg. 60
Queensland Aged and Disability and Advocacy Inc	Queensland Wide	(07) 3637 6000	Pg. 63
Riverview Neighbourhood House	Riverview and Surrounding Areas	(07) 3816 2111	Pg. 65
West Moreton Department of Housing	Shires of Esk, Laidley, Boonah and Ipswich	(07) 3280 1420	Pg. 44
West Moreton Women's Health	Ipswich, Esk, Laidley, Boonah, Rosewood, Fernvale, Lowood.	(07) 3812 0138	Pg. 72

Social Support

Social support is a network of family, friends, colleagues and other acquaintances you can turn to in times of crisis or simply just for fun and entertainment (MFMER, 2005). Social support may be simply talking with a friend over a cup of coffee, visiting a relative, or attending a church outing (MFMER, 2005). Social support provides regular contact, support and security for older people and people with disabilities who are housebound or isolated due to family circumstances, lack of confidence, geographic barriers or any other contributing factors (MFMER, 2005).

In cases of elder abuse, social support can act as a psychological buffer against stress, anxiety and depression and can increase an individual's sense of belonging, purpose and self worth. Social support can assist people in overcoming troubled times by enhancing their overall health and wellbeing, strengthening friendship networks and reducing isolation and loneliness (MFMER, 2005).

Mayo Foundation for Medical Education and Research (MFMER). (2005). *Developing social support: How to cultivate a network of friends to help you through rough times*. Retrieved April 18, 2007, from <http://www.cnn.com/HEALTH/library/MH/00041.html>.

The following organisations provide social support services in the West Moreton region:

Name of Organisation	Areas Served	Contact Number	For More Information
Alara Association	Ipswich, Esk, Laidley, Boonah	(07) 3812 0611	Pg. 39



Quickfind Directory

The following organisations provide social support services in the West Moreton region:

Name of Organisation	Areas Served	Contact Number	For More Information
Blue Care Lowood/ Rosewood	Lowood, Rosewood, Coominya, Fernvale, Minden, Marbug, Tallegalla, Mt Mort,	(07) 5424 8803	Pg. 60
Cabanda Aged Care	Rosewood District	(07) 5464 2392	Pg. 42
Commonwealth Care	Shires of Boonah,	1800 059 059 (respite)1800	Pg. 43
Esk Kilcoy Community	Shires of Esk and	(07) 5424 1452	Pg.48
Fassifern Community	Fassifern Valley &	(07) 5463 2966	Pg. 49
Goodna Neighbourhood House	Goodna, Gales, Camira, Bell Bird Park, Collingwood Park, Redbank, Redbank	(07) 3818 1648	Pg. 50
Ipswich 60's & Better	Shires of Boonah, Esk,	(07) 3282 8644	Pg. 54
Ipswich Community Aid	Shires of Boonah, Esk,	(07) 3812 3437	Pg. 55
Home and Community	West Moreton	(07) 3817 2589	Pg. 53
Laidley Community	Laidley and Surrounds		Pg. 59
Riverview	Riverview and	(07) 3816 2111	Pg. 65
RSL Homecare	Shires of Boonah,	1300 796 111	Pg. 67
Secondo Day Respite	Ipswich	(07) 3281 0871	Pg. 69
We Care Aboriginal & Torres Strait Islander Service for Aged and	Ipswich to Inala	(07) 3816 0311	Pg. 71
West Moreton Women's Health Acute Sexual	Ipswich, Esk, Boonah, Rosewood, Fernvale,	(07) 3812 0138 (07) 3202 2766 –	Pg. 73



Quickfind Directory

Carer Respite

It is not uncommon for carers to become exhausted and feel overwhelmed by their duties. It is important for them to take time out or take a break. Carer respite is a means of relieving carers from their care giving duties. Respite also works to safeguard their physical and emotional wellbeing and to assist them in their care giving role.

Respite can take many different forms according to the needs of individuals, their families and the services available to them. However, carer respite is particularly helpful when carer stress is an issue and where there has been a situation of neglect. Respite can provide short term and time limited breaks for carers on a planned or emergency basis. It may consist of a few hours per week, overnight, weekends or maybe longer. Respite can operate in a families own home or in community facilities. In situations of abuse, if the victim is quite dependent, then often nursing home respite care is the only alternative.

The following organisations provide carer respite services in the West Moreton Region.

Name of Organisation	Areas Served	Contact Number	For More Information
Alara Association	Ipswich, Esk, Laidley,	(07) 3812 0611	Pg. 39
Blue Care Alkira	Brisbane Valley	(07) 5423 1157	Pg. 40
Blue Care Lowood/ Rosewood	Lowood, Rosewood, Caminya, Fernvale, Minden, Marbug, Tallegalla, Mt Mort,	(07) 5424 8803	Pg. 60
Cabanda Aged Care	Rosewood District	(07) 5464 2392	Pg. 42
Commonwealth Care & Respite Centre	Shires of Boonah, Laidley, Esk, Ipswich	1800 059 059 (respite)	Pg. 43
Ipswich Hospice	West Moreton	3812 0063	Pg. 56
RSL Homecare	Shires of Boonah, Laidley, Esk, Ipswich	1300 796 111	Pg. 67
Secondo Day Respite Centre	Ipswich	(07) 3281 0871	Pg. 69
We Care Aboriginal & Torres Straight Islander Service for Aged and Disabled Association	Ipswich to Inala	(07) 3816 0311	Pg. 71



Quickfind Directory

Tele- Counselling

For people who are experiencing a situation of abuse it can often be difficult to talk about their problems with another person. Many people may be embarrassed about their situation and the anonymity of tele- counselling can really assist them in disclosing their problems.

In rural communities where every one knows each other, such anonymity is particularly important. In some rural areas specialist counseling may not be available and for many older people, transportation, mobility and isolation may prevent them from seeking face to face counseling. Tele-counseling can be accessed by telephone from any location and is a perfect alternative for people who would rather not reveal deeply personal information to some one in their own community.

The following organisations provide Tele-Counselling services in the West Moreton Region:

Name of Organisation	Areas Serviced	Contact Number	For More Information
Commonwealth Care & Respite Centre	Shires of Boonah, Laidley, Esk, Beaudesert, Ipswich,	1800 059 059 (respite) 1800 052 222 (carelink)	Pg. 43
Domestic Violence Connect Mensline	Queensland Wide	1800 600 636	Pg. 45
Domestic Violence Connect Womensline	Queensland Wide	1800 811 811	Pg. 46
Elder Abuse Prevention Unit	Queensland Wide	1300 651 192	Pg. 47



Quickfind Directory

Accommodation Support

One Australian study found that 65% of cases of abuse resulted in the separation of victim and abuser over a three year period (EAPU, 2000). Realistically for an older person who is the victim of abuse this often means nursing home placement. In some situations where carer abuse has occurred, it has been the abuser who has required nursing home placement (EAPU, 2000). In situations of elder abuse alternative accommodation is needed on a permanent basis (EAPU, 2000).

Elder Abuse Prevention Unit (2000) Elder Abuse Training Manual. Brisbane, QLD, Lifeline.

The following organisations provide accommodation services in the West Moreton region:

Name of Organisation	Areas Served	Contact Number	For More Information
Alara Association	Ipswich, Esk, Laidley, Boonah	(07) 3812 0611	Pg. 39
Blue Care Alkira	Brisbane Valley	(07) 5423 1157	Pg. 40
Booval Community Services Inc.	Ipswich Region	(07) 3816 1453	Pg. 41
Cabanda Aged Care	Rosewood District	(07) 5464 2392	Pg. 42
Commonwealth Care & Respite Centre	Shires of Boonah, Laidley, Esk, Beaudesert, Ipswich,	1800 059 059 (respite) 1800 052 222 (carelink)	Pg. 43
Domestic Violence Connect Womensline	Queensland Wide	1800 811 811	Pg. 46
Home and Community Care	West Moreton	(07) 3817 2589	Pg. 53
Laidley Crisis Care and Accommodation	Laidley Shire	(07) 5465 3302	Pg. 60
RSL Homecare	Shires of Boonah, Laidley, Esk, Ipswich	1300 796 111	Pg. 67
West Moreton Department of Housing	Shires of Esk, Boonah, Laidley, Ipswich	(07) 3280 1420	Pg. 44



Quickfind Directory

Legal Support

In cases of severe financial, physical or sexual abuse, where criminal charges may need to be laid, legal services are often the first calling point for intervention (EAPU, 2000). In situations of domestic violence where the safety of individuals are particularly at risk, the police may need to be involved and a protection order sought (EAPU, 2000).

Mainstream legal services can be used to provide older people with knowledge about their rights, and provide advocacy and legal assistance with issues such as the abuse of guardianships or power of attorney's, Wills, financial problems, accommodation, welfare rights and the administration of estates.

People who are competent in making their own decisions can, with support if necessary access main stream legal services. Applications to the Guardianship Tribunal can be made where victims are unable to make decisions for themselves.

Elder Abuse Prevention Unit (2000) Elder Abuse Training Manual. Brisbane, QLD, Lifeline.

The following organisations provide legal services in the West Moreton region:

Name of Organisation	Areas Served	Contact Number	For More Information
Booval Community Services Inc	Ipswich Region	(07) 3816 1453	Pg. 41
Commonwealth Care & Respite Centre	Shires of Boonah, Laidley, Esk, Ipswich	1800 059 059 (respice) 1800 052 222 (carelink)	Pg.43
Domestic Violence Connect Mensline	Queensland Wide	1800 600 636	Pg. 45
Domestic Violence Connect Womensline	Queensland Wide	1800 811 811	Pg. 46
Fassifern Community Centre	Fassifern Valley and Boonah Shire	(07) 5463 2966	Pg. 49
Goodna Neighbourhood House	Goodna, Gales, Camira, Bell Bird Park, Collingwood Park, Redbank, Redbank Plains	(07) 3818 1648	Pg. 50
Guardianship and Administration Tribunal	Queensland Wide	(07) 3234 0666	Pg. 51



Quickfind Directory

The following organisations provide legal services in the West Moreton region:

Name of Organisation	Areas Served	Contact Number	For More Information
Ipswich Magistrates Court	Ipswich	(07) 3280 1720	Pg. 57
Laidley Community Centre	Laidley Shire	(07) 5465 1889	Pg. 59
Laidley Crisis Care and Accommodation	Laidley Shire	(07) 5465 3302	Pg. 60
Office of the Adult Guardian	Queensland Wide	(07) 3234 0870 or 1300 653 187 (outside)	Pg. 62
QLD Police Service: Ipswich Crime	Ipswich Police District	(07) 3817 1351	Pg. 64
The Public Trustee of Queensland	West Moreton District	(07) 3432 6611	Pg. 70



Quickfind Directory

Emergency Relief

Emergency relief offers support to people who find themselves in a crisis situation and have no one else to turn to for assistance. Someone in a situation of abuse may need emergency crisis support if they decide to flee their situation or have been the victim of financial abuse. Emergency relief can help with everything from accommodation and food to legal advice and financial aid.

The following organisations provide Emergency Relief in the West Moreton region.

Name of Organisation	Areas Served	Contact Number	For More Information
Booval Community Services Inc	Ipswich Region	(07) 3816 1453	Pg. 41
Commonwealth Care & Respite Centre	Shires of Boonah, Laidley, Esk, Ipswich	1800 059 059 (respite)	Pg. 43
Fassifern Community Centre	Fassifern Valley & Boonah	(07) 5463 2966	Pg. 49
Goodna Neighbourhood House	Goodna, Gailes, Camira, Bell Bird Park, Collingwood Park,	(07) 3818 1648	Pg. 50
Laidley Community Centre	Laidley Shire	(07) 5465 1889	Pg. 59
Laidley Crisis Care and Accommodation	Laidley Shire	(07) 5465 3302	Pg. 60
Lowood & District Community Centre Inc	Esk Shire	(07) 5426 2955	Pg. 61
Riverview Neighbourhood House	Riverview & Surrounding Areas	(07) 3816 2111	Pg. 65
Rosewood District Support Service	Rosewood & Surrounding District	(07) 5464 1544	Pg. 66



Quickfind Directory

Assisted Decision Making

Adults who lack the capacity to make decisions, and as a result can not protect themselves or their assets, are at risk of abuse, neglect, self neglect and exploitation. Some adults can not make such decisions for themselves because of diminished capacity as a result of a mental illness, an intellectual disability or an incapacity issue related to ageing in general (South African Law Commission, 2004).

As people become less able to manage their affairs they may appoint a Enduring Power of Attorney to assist them in future planning and decision making (Setterlund, Tisle & Wilson, 1999). Personal welfare, financial affairs and medical treatment are some of the areas in which a person may need assisted decision making.

While assisted decision making arrangements are designed to offer protection to older people, they may also provide opportunities for the abuse of an older people (Setterlund, Tisle & Wilson, 1999). In such cases where the position of Enduring Power of Attorney is abused the Office of the Adult Guardian or the Guardianship and Administration Tribunal is the best point of contact.

South African Law Commission. (2004). *Discussion Paper on Assisted Decision Making*. Retrieved May 16, 2007, from <http://www.info.gov.za/gazette/notices/2004/25943i.pdf>.

Setterlund, D., Tisle, C., & Wilson, S. (1999). *Substitute Decision Making and Older People*. Canberra, ACT: Australian Institute of Criminology.

The following organisations provide assisted decision making services in the West Moreton region.

Name of Organisation	Areas Serviced	Contact Number	For More Information
Alara Association	Ipswich, Esk, Laidley, Boonah	(07) 3812 0611	Pg. 39
Commonwealth Respite & Carelink Centre	Shires of Boonah, Laidley, Esk, Ipswich	1800 059 059 (respite) 1800 052 222 (carelink)	Pg. 43
Guardianship And Administration Tribunal	Queensland Wide	(07) 3234 0666	Pg. 51
Home and Community Care	West Moreton	(07) 3817 2589	Pg. 53
Office of the Adult Guardian	Queensland Wide	(07) 3234 0870 1300 653 187 (Outside)	Pg. 62
Queensland Aged and Disability Advocacy Inc.	Queensland Wide	(07) 3637 600	Pg. 66
The Public Trustee of Queensland	West Moreton District	(07) 3432 6611	Pg. 70



Application/Update Form

If you would like for your organisation to be included in the West Moreton Elder Abuse Prevention Service Directory or would simply like to update your organisations details, please complete the following form and return it to Ipswich Community Aid, PO Box 563, Ipswich, 4305.

Organisational Details

Name of Organization _____

Residential Address _____

Postal Address _____

Phone _____

Fax _____

Email _____

Website _____

Areas Serviced _____

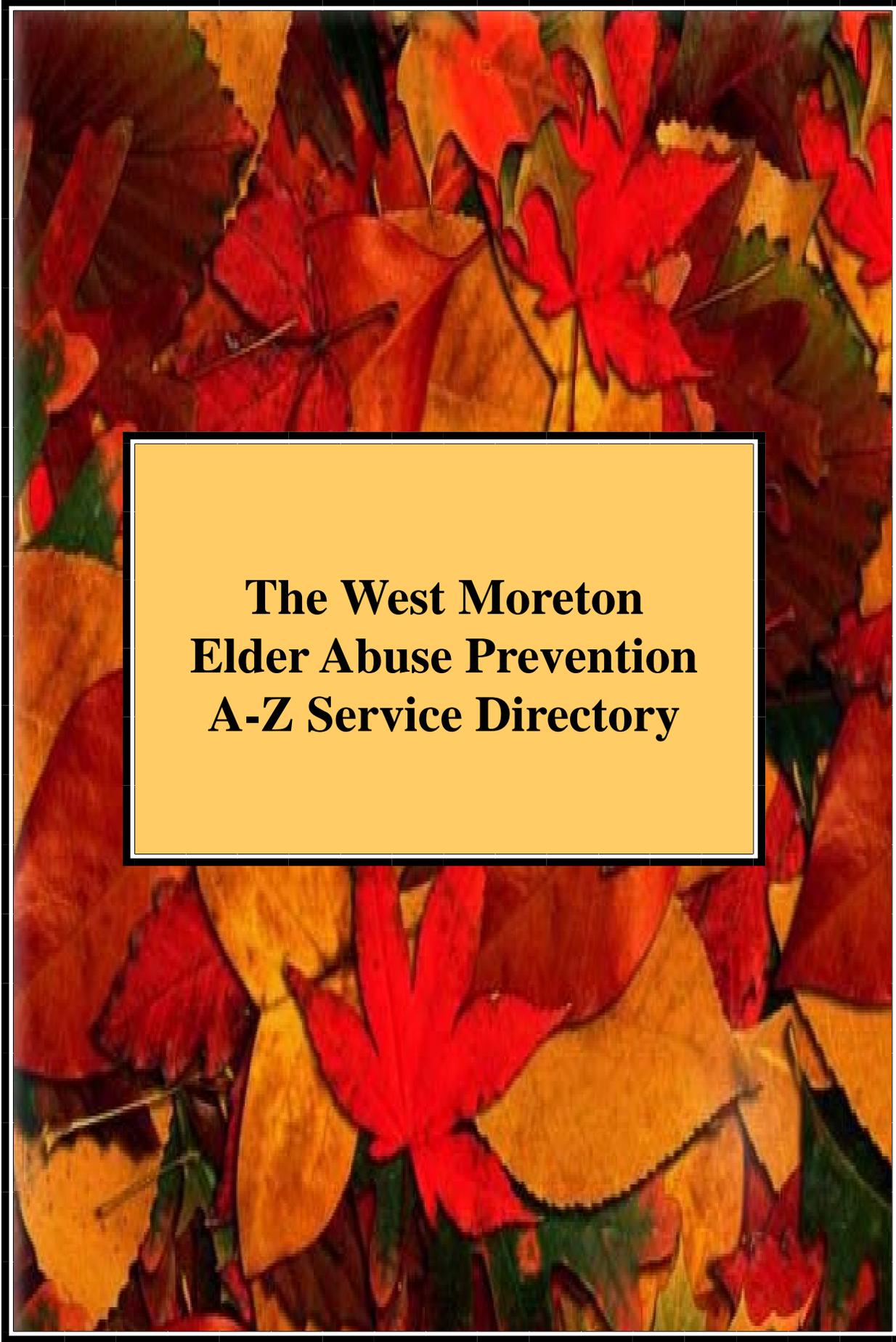
Office Hours _____

Target Group _____

Eligibility _____

Membership/Fees _____

Please describe the services your organisation provides and what categories you would like to be listed under in the Quickfind section of the Service Directory.



**The West Moreton
Elder Abuse Prevention
A-Z Service Directory**

Aged Care Assessment Team

CONTACT DETAILS

**Address:**

Ipswich Health Plaza
21 Bell St, Ipswich, QLD, 4305

Postal Address:

Po Box 878, Ipswich, QLD, 4305

**Phone:** 3817 2301**Fax:** 3817 2451**Hours of Service:** 8.30am — 5.00pm
Monday - Friday

GENERAL INFORMATION

Areas Served: West Moreton Health District**Target Group:** Frail aged and young people with a disability**Eligibility:** As Above**Membership/Fees:** Nil

SERVICES PROVIDED

Aged Care Assessment Program, (ACAP) is an initiative of the Australian Government. The primary role of ACAT is to comprehensively assess the physical, medical, psychological and social needs of frail older people and to assist them and their carers to access available services appropriate to their care needs. The program also promotes the coordination of aged care and other support services to improve the appropriateness and range of services available to frail older people.

As well as the ACAT assessment and referral role, ACATs have a unique and important role in that they also have the ability to approve people for Australian Government subsidised care under the *Aged Care Act 1997*, including residential aged care, residential respite care, community care (Community Aged Care Packages (CACPs)) and flexible care (eg. Extended Aged Care at Home (EACH)). This important responsibility is delegated to certain ACAT positions under the *Aged Care Act 1997* by the Secretary of the Australian Government Department of Health and Ageing.

While ACATs are responsible for assessing and approving people for these types of care, other health professionals are not precluded from the assessment process. Australian Government guidelines encourage ACATs to develop linkages and involve community and acute care service personnel and the client's local doctor in the assessment process.

Aged Care Mental Health Liaison Service

CONTACT DETAILS



Address:
Level 3, IMHS Exec
Ipswich Hospital
Ipswich, 4305



Phone: 3810 1930

Fax: 3810 1918



Email: Anneke_Bull@health.qld.gov.au



Hours of Service:
8.30 am – 4.30 pm Monday– Friday

GENERAL INFORMATION

Areas Serviced: Ipswich, Boonah, Laidley, Esk

Target Group: Any person over 65 years of age with any mental health problems or issues, residing in the West Moreton Health District and has a current ACAT approval.

Eligibility: Same as above

Membership/Fees: Donations are always welcome

SERVICES PROVIDED

The Aged Care Mental Health Liaison Service offers mental health assessments, medication review, behavior management, narrative therapy, case management, carer education, resilience building, linking with other services and GP Liaison.

ALARA Association Inc.

CONTACT DETAILS



Address:
8 Warwick Rd
Ipswich, QLD 4305
Postal Address:
PO Box 63
Ipswich, QLD, 4305



Phone: 3812 0611
Weekend– AH/Emergency Contact:
0428 192 624



Email: alara@alarainc.org.au



Website: www.alarainc.org.au

Hours of Service: 8.30am-5.00pm

GENERAL INFORMATION

Areas Served: ALARA provides support to individuals and families within the local government areas of Ipswich City, and the Shires of Esk, Laidley and Boonah.

Target group: People with disabilities and their primary carers and families

Eligibility: The associations services are available to people with a physical, intellectual and/or sensory disabilities, including people with severe autistic spectrum disorder.

Membership/Fees: The majority of services provided by ALARA are at a subsidized rate. However, clients are able to purchase service on a fee for service base

SERVICES PROVIDED

ALARA exists so that people with disabilities and their primary carer's and families have access to supports designed to meet their identified need. ALARA is a registered disability support service provider. It is an incorporated, not for profit association with membership comprised of clients, their parents and carers, and community minded citizens who donate their time and expertise in support of ALARA's goals and values.

As a client focused service, ALARA's goal is to provide clients with a flexible , responsive service that best meets their needs. Service supports fall under the following categories.

Community Access: support to access community facilities and social activities

Lifestyle Support: training and support for clients to live productive lives

Accommodation Support: Support to enable clients to live independently in the community

Respite: time out for carer's and clients

Recreational Activities: The Association hosts an in-house activities program providing social, recreational and sporting activities.

Blue Care Alkira

CONTACT DETAILS



Address:
1 Charles St,
Toogoolawah, QLD, 4313



Phone: 5423 1157



Fax: 5423 1701

Email: alkira@bluecare.org.au



Hours of Service: 8.00 am – 4.30pm
Monday to Friday

GENERAL INFORMATION

Areas Served: Brisbane Valley

Target Group: N/A

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

Blue Care Alkira offers accommodation, respite and community care

Blue Care Multicultural Liaison Coordinator

CONTACT DETAILS



Address:
81 Queen St
Goodna, QLD 40**
Postal Address:
PO Box 4034, Raceview, QLD, 4305



Phone: 0404 801 374

Fax: 3381 0658

Email: h.fraser@bluecare.org.au



Website: www.bluecare.org.au



Hours of Service: 8.15am– 4.30pm
Monday to Friday

GENERAL INFORMATION

Areas Served: West Moreton

Target Group: West Moreton Home and Community Care (HACC) Service providers and Culturally and Linguistically Diverse (CALD) community members.

Eligibility: HACC service providers or CALD community members in the West Moreton region.

Membership/fees: Nil for eligible people

SERVICES PROVIDED

The Blue Care Multicultural Liaison Coordinator provides the following services:

- Education and training for staff of HACC services on cross cultural issues
- Advocacy for CALD communities and HACC service providers
- CALD community information sessions on HACC services and options in aged care
- Support for CALD community members to access appropriate assistance from HACC services
- Support for HACC services to provide culturally appropriate service

Booval Community Service

CONTACT DETAILS



Address:
14 South Station Rd
Booval, QLD, 4304
Postal: PO Box 60, Booval, QLD, 4304



Phone: 3816 1453

Fax: 3816 0027



Hours of Service:

Mon, Wed, Thurs, Fri: 9.00 am –3.00 pm
Closed Daily from 12 noon– 1.00 pm
Closed Tuesday

GENERAL INFORMATION

Areas Served: Ipswich Region

Target Group: Families with a child in their care under the age of 16 years, people requiring one off– assistance in a financial crisis and low income earners.

Eligibility: See Below

Membership/Fees: Membership on a yearly basis (organisational and individual), Minimal fees.

Contact The office with enquiries.

SERVICES PROVIDED

Emergency Relief Program: Provides assistance with food vouchers, travel vouchers, pharmacy vouchers, assistance with payment of utilities, assistance with payment of rent, and limited assistance with clothing (as per donations). To be Eligible

- You must be experiencing financial crisis, and able to provide evidence (e.g. presentation of bills paid, etc leaving client in financial crisis)
- ID required (eg health care card, drivers license, Medicare Cards)
- Can only utilize the service once in a three month period
- For assistance with utilities the original bills must be presented at the interview
- For assistance with rent a current lease is required to be presented at the interview
- Pharmacy assistance requires the presentation of the script at the interview

No Interest Loan Program: Loan of up to \$800 offered for the purchase of white goods available for residents in the post code areas of 4304 and 4305. The aim of the loan is to assist people on a low income to purchase white goods without the high price of credit.

To be eligible you must

- Have lived the area for a period of 12 months and at your current address for the past 6 months
- Be receiving a Centrelink payment or be eligible for a health care card
- Show you have the capacity to repay a loan
- Be willing to commit to regular loan repayments e.g. through Centrepay (\$800 is repaid through \$20 fortnightly repayments)

General Information: General information, advice and referral is available over the phone or in person at this office in relation to accommodation issues and services, and other support services in the local area.

Free Legal Advice: Free legal advice is offered at Booval Community Service Inc, However appointments are required to be made directly with the provider– being: The South West Brisbane Community Legal Centre. Phone 3372 7677. It is recommended that discussion is made with this service in relation to the advice required before making an appointment.

Cabanda Aged Care

CONTACT DETAILS



Address:
59 John St
Rosewood, QLD, 4340



Phone: 5464 2392

Day Respite: 5464 3642

Fax: 5464 2003



Email: info@cabanda.org.au

Website: www.cabanda.org.au



Hours of Service: 9.00 am - 4.00 pm
Monday to Friday

GENERAL INFORMATION

Areas Serviced: Rosewood District

Target Group: Older, frail and disabled persons with in the Rosewood district

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

Cabanda operates a Hostel and Lodge, Retirement Village, Day Respite Centre, Meals on Wheels Service and Community Care Packages.

Cabanda Hostel and Lodge is a purpose built aged care facility accredited by the Commonwealth Department of Health and Ageing. Residential care at the hostel and lodge includes private rooms with ensuites, assisted living, personal care support and stimulating activities and social outings.

Cabanda Retirement Village provides both independent living units (purchased by residents) and long term rented units (provided by community housing)

Cabanda Day Respite is a five day a week program, that is part of the Home and Community Care services. It is designed to assist the frail aged and those with a disability to remain at home with the help of their relatives and friends. The program includes stimulating activities, outings and entertainment, morning tea and a hot meal and door to door transport with wheel chair accessibility.

Meals on Wheels Service is a home service for those who are frail, aged or younger disabled and their carers. The purpose of this service is to supply nourishing meals to people in the comfort of their own homes. In order to receive this service a referral is needed from your doctor or hospital. All meals cost \$6 and deliveries take place Mondays, Wednesdays and Fridays.

Community Care Packages are available to individuals to help them maintain their independence within their home. A package may include assistance with showering or bathing, supervision of medication, transport, laundry, meal preparation and social support.

Commonwealth Respite and Carelink

CONTACT DETAILS



Address:
31 South St
Ipswich, QLD, 4305

Postal:
PO Box 43, Ipswich, QLD, 4305



Phone: 1800 059 059 (Respite)
1800 052 222 (Carelink)



Email: carelink_ipswich@bluecare.org.au

Website: www.carers@bluecare.org.au



Hours of Service:
8.30am – 4.30pm (Respite) or
8.30am – 5.00pm (Carelink)

GENERAL INFORMATION

Areas Serviced: Ipswich, Esk, Laidley and Boonah Shires. Logan, Beenleigh and Beaudesert Shires

Target Group: Frail aged, people with disabilities (any age), carers, family, service providers and general practitioners.

Eligibility: For respite services there needs to be a primary carer. Any one needing information on services for the frail aged or disabled can contact the Carelink Centre.

Membership/Fees: N/A

SERVICES PROVIDED

Commonwealth Respite and Carelink Centre offers two different services. If requiring respite, carers or service providers can contact the Respite Centre for assistance with emergency, short term respite. This can come in many different forms. Services also have programs for carers such as Ageing Carer of a younger person with a disability

Commonwealth Carelink Centre is an information service on aged and disability services. Anyone can contact the service on the free call number to access information relating to these areas. If they are enquiring about services for family or friends in another area we are able to transfer their call to a Carelink Centre that covers that area.

Information is free to all and can include information about nursing services, meals, transport, advocacy, counselling, respite or support groups, supported accommodation, equipment hire or sales.

Department of Housing West Moreton

CONTACT DETAILS



Address:
4 Bell St, Ipswich, QLD 4305
Postal Address:
PO Box 263, Ipswich, 4305



Phone: 3280 1420

Fax : 3280 1421



Website: www.public-housing.qld.gov.au



Hours of Service: 8.30am– 4.30pm
Monday -Friday

GENERAL INFORMATION

Areas Served: From Gailes in the east to Gatton in the west and from Toogoolawah in the north to Boonah in the south

Target Group: As detailed on the Website

Eligibility: As Detailed in the Website

Membership/Fees: N/A

SERVICES PROVIDED

The Department of Housing plays an important role in providing direct and indirect housing assistance, and in influencing the overall housing system within Queensland to improve people's lives through housing and community renewal. Our goal is to help create a housing system that provides safe, secure, affordable and appropriate housing to as many Queenslanders as possible. For those that the housing system still fails, the department aims to deliver a range of housing assistance measures.

These measures range from the direct provision of social housing through to grant funding to non-profit organisations to deliver housing or advice and advocacy services. In all, the department delivers over 20 different products and services which benefit over 250,000 Queenslanders each year.

Everybody needs a place to come home to. A home provides a sense of place and belonging, and is an important ingredient to people living full and satisfying lives. However, many Queenslanders experience housing stress. The private rental market is too expensive for some; and others, including young people or Indigenous people, can experience discrimination.

Housing that is accessible for people with disabilities can be difficult to find. Changing family size and structure and population and economic shifts, particularly in rural and remote areas of the State, can mean that traditional housing options are no longer available.

Expensive housing contributes to poverty for many Queenslanders. Poor-quality or overcrowded housing can add to family stress and can exacerbate health complaints such as asthma for at-risk children. Neighbourhoods with high concentrations of poverty and unemployment can discourage and impede children and adults from improving their life circumstances. Insecure housing can result in people moving regularly against their wishes,

DVConnect Mensline

CONTACT DETAILS



Postal Address:
PO Box 1057
Adelaide St
Brisbane, QLD, 4000



Phone: 1800 600 636



Fax: (07) 3008 8425

Email: mail@dvconnect.org

Website: www.dvconnect.org



Hours of Service: 9.00 am to 12.00am
7 days a week

GENERAL INFORMATION

Areas Serviced: Queensland

Target Group: Men

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

Staffed by an experienced team of male counsellors, the DVConnect Mensline is a vital part of DVConnect.

DVConnect Mensline assists men who are seeking strategies to address their own use of violence and other destructive patterns in their personal lives and relationships, as well as those who may be (or have been) victims of violence themselves.

DVConnect Mensline offers free, confidential counselling and information, and acts as a strategic referral for Queensland men around issues of domestic and family violence, relationship problems and other significant issues for men.

DVConnect Mensline also provides a Men's Court Support Service for men who need to attend court as the Aggrieved or Respondent for a Domestic Violence Protection Order.

DVConnect Mensline counsellors maintain a comprehensive data-base of state wide services, groups, courses and conferences and are able to direct callers to services in their local areas for ongoing support.

DVConnect Womensline

CONTACT DETAILS



Postal Address:
PO Box 1057
Adelaide St
Brisbane, QLD, 4000



Phone: 1800 811 811

Fax: (07) 3008 8425



Email: mail@dvconnect.org

Website: www.dvconnect.org



Hours of Service: 24 Hours, 7 days a week

GENERAL INFORMATION

Areas Serviced: Queensland

Target Group: Women and women with children experiencing domestic/family violence

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

DVConnect Womensline is a statewide 24 hour, 7 day a week service to women and their children experiencing domestic and/or family violence. This service is staffed by a team of dedicated professional counsellors who provide crisis intervention, support, information, advocacy, telephone counselling, referrals and importantly, the statewide coordination of emergency refuge and shelter placements across Queensland.

Services include:

- The facilitation and coordination of high security domestic violence refuge and shelter placements across the state
- Crisis counselling and the assessment and development of safety plans which address the immediate and contingent safety needs of women and their children.
- Liaison with related services including regional domestic violence services, police, the Department of Communities (child protection), health services, hospitals, legal services, migrant and indigenous agencies.
- The coordination of emergency evacuations via taxis, buses, train and extending to chartering flights from remote areas of Queensland to take women and children to safety.
- The provision of funds for food, baby provisions, fuel and arrangements for medical treatment where required.
- The coordination of services to women in emergency accommodation enroute to refuge placement to ensure that they are supported and given appropriate practical assistance.

Elder Abuse Prevention Unit

CONTACT DETAILS



Postal Address:
PO Box 108
Fortitude Valley, QLD, 4006



Phone: 1300 651 192
(07) 3250 1955 (interstate only)

Fax: (07) 3250 1929



Email: eapu@lccq.org.au

Website: www.eapu.com.au



Hours of Service: 9.00am to 5.00pm
Monday to Friday

GENERAL INFORMATION

Areas Served: Queensland Wide

Target Group: N/A

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

Not sure who can assist you or what you can do?
Concerned about someone else's well being?
Need to find out about your options and your rights?
Want to check intervention or referral pathways for a client?

Then call the statewide Elder Abuse Helpline on 1300 651 192 for support and referrals.

The Helpline serves as a credible port of call for anyone experiencing, suspecting or witnessing elder abuse. Callers may choose to remain anonymous.

The service operates Monday to Friday 9.00am to 5pm, for the cost of a local call from anywhere in Queensland. A message bank is available for after hours.

Other Elder Abuse Prevention Unit services include:

- Delivering free TRAINING SESSIONS to staff and volunteers of community aged care services and to tertiary education students
- Providing free AWARENESS RAISING SESSIONS to any interested professional or community group.
- Assisting organisations to develop elder abuse protocols

Esk Kilcoy Community Support Association Inc.

CONTACT DETAILS



Address:
Shop 5, Colonial Plaza,
Esk, QLD, 4312
Postal:
PO Box 238,
Esk, QLD, 4312



Phone: 5424 1452

Fax: 5424 2198



Email: ekcsa@esk.qld.gov.au

Website: www.eskkilcoycommunity.org.au



Hours of Service: 8.30am – 5.30pm
Monday– Friday

GENERAL INFORMATION

Areas Served: Shires of Esk and Kilcoy

Target Group: Community

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

Esk Kilcoy Community Support Association Inc is a community development organization. We can offer the following assistance:

- For organizations wanting to outreach to Esk Shire, or run an event in the shire, EKCSA can give advice on promotion, networking, key contacts etc.
- Information which assists in social participation in the community, eg community groups, hobby groups, volunteering opportunities
- Information on transport services (community and public) available within the shire.

Fassifern Community Centre

CONTACT DETAILS



Address:
4 Little High St
Boonah, QLD, 4310



Phone: 5463 2966

Fax: 5463 2769



Email: fasscom@qb.com.au



Hours of Service: 9.00 am – 4.00 pm
Monday to Friday

GENERAL INFORMATION

Areas Serviced: Fassifern Valley (Boonah Shire)

Target group: All members of the community

Eligibility: N/A

Membership/fees: N/A

SERVICES PROVIDED

Fassifern Community Centre offers many services and activities including respite and family support services, information and referral, education, training, study support and community development, audio news, office support for community groups, advocacy and transport solutions.

Fassifern Community Centre is also a Legal Aid contact point and a venue for community groups to meet. The Centre has fact sheets, brochures, books and resources available for the community to access and host a number of social activities to cater for all groups within the community.

In addition Fassifern Community Centre offers counselling and support services including

- Alcohol, tobacco and other drug services
- Lifeline Counselling
- Fassifern Counselling Service
- Lifestyle support Service
- Centacare counselling

Goodna Neighborhood House

CONTACT DETAILS



Address: 33 Queen St
Goodna, QLD, 4300
Postal: PO Box 14



Phone: 3818 1648

Fax: 3818 1970



Email: goodnanh@yahoo.com.au



Hours of Service: 9.00am– 4.30pm
Monday to Friday

GENERAL INFORMATION

Areas Served: Goodna, Gailes, Camira, Bellbird Park, Collingwood Park, Redbank, Redbank Plains.

Target Groups: General Community

Eligibility: All welcome

Membership: N/A

SERVICES PROVIDED

Activities currently running at Goodna Neighborhood House include:

- Free fresh bread on Friday
- Art & craft and social morning
- Line dancing
- Yoga
- Springfield friendship group
- Woogaroo Creek Community Garden in Leslie Park
- English tutoring
- Metal sculpture
- Tax help Program
- Outreach service from South West Brisbane Legal advice
- Outreach service from Ipswich Tenancy Advocacy
- Outreach service from advanced Personnel Management
- Outreach service from Sarina Russo
- Managing office and hall hiring for community groups and government agency
- No interest loan scheme
- Helping the Samoan Advisory Council with emergency relief
- Assistance for the Samoan Elders Group
- General service, referral, advocacy and information including migration matters.
- Emergency relief referrals and related support
- Networking with other related agencies including Goodna Interagency, ER network, Ipswich – Inala Multicultural Workers Network, Community Centre and Family Support Network, local and surrounding Jo Network members and all three tiers of government agencies
- Upcoming projects will include Goodna Community IT, training for more serious IT learners and woodwork classes.

Guardianship and Administration Tribunal

CONTACT DETAILS

**Address:**

Level 9, 259 Queens St
Brisbane, QLD, 4001

Postal:

GPO Box 1639, Brisbane, 4001



Phone: 3234 0666 or 1300 780 666

Fax: 3221 9156



Email: guardianship@justice.qld.gov.au

Website:

www.justicw.qld.gov.au/guardian/gaat.htm

**Hours of Service:**

9.00 am – 5.00 pm Monday– Friday

GENERAL INFORMATION

Areas Served: Queensland

Target Group: Adults with impaired capacity, young adults with impaired capacity aged 17.5 years and older.

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

The Guardianship and Administration Tribunal was established under the *Guardianship and Administration Act 2000*, and commenced operations in July 2000. the Tribunal is a simple and inexpensive way of meeting the decision-making needs and protecting the rights of adults who are unable to make a decision and put it into effect themselves because of impaired capacity. Impaired capacity is the inability to go through the process of reaching a decision and putting it into effect.

There are three parts to this process:

- understanding the nature and effect of the decision
- deciding freely and voluntarily
- communicating the decision in some way.

If a person is unable to carry out any of these, he/she is said to have impaired decision-making capacity, whether the impairment is the result of congenital intellectual disability, acquired brain injury, dementia, mental illness or some other cause.



Guardianship and Administration Tribunal

The Tribunal has the authority to appoint guardians and administrators for adults with impaired decision-making capacity. The Tribunal works from the following principles:

- most people with disabilities don't need a legally-appointed guardian or financial manager;
- GAAT is the last resort and should only be used when a person is incapable of making their own decisions and when all other suitable alternatives have been tried;
- GAAT's main concern is the welfare of the person with impaired decision-making capacity

It is important to note that once a person has impaired capacity, they will generally not be able to make an enduring power of attorney. For a person to make an enduring power of attorney they must be able to understand the nature and effect of the document. An enduring power of attorney cannot be made on behalf of an adult. The Tribunal also has the power to remove, revoke or change the term of an enduring document where it has been established that the appointed attorney/s are not acting appropriately.

A guardian is someone appointed by the Tribunal to deal with the day-to-day affairs of an adult with impaired decision-making ability. Guardians make decisions about personal matters, such as medical treatment, accommodation, employment and support services.

A guardian must be over eighteen years of age and not a paid carer or health provider for the adult. They can be a family member or friend as long as, in the Tribunal's opinion, they are appropriate and competent.

An administrator is someone appointed by the Tribunal to manage the financial matters of an adult who is unable to make these decisions or whose informal management arrangements are inadequate.

Administrators must be over eighteen, and not a paid carer or health provider for the person in question. They can be a family member or friend as long as, in the Tribunal's opinion, they have the skills and ability to carry out their duties responsibly.

Hearings are held throughout Queensland and parties are able to attend a hearing to inform the Tribunal of their views and what they think should happen.

Home and Community Care

CONTACT DETAILS



Address:
Ipswich Health Plaza
Bell St, Ipswich, QLD, 4305

Postal Address:
PO Box 878
Ipswich, QLD, 4305



Phone: 3817 2589

Fax: 3817 2439



Email: Marcia_Finch@health.qld.gov.au

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



Hours of Service: 8am – 5pm Monday– Friday

GENERAL INFORMATION

Areas Serviced: West Moreton Health Service District

Target Group: HACC eligible clients– young disabled and frail aged, with a moderate or severe disability who are at risk of pre-mature institutionalization.

Eligibility: Must be HACC eligible– As Above

Membership/Fees: N/A

SERVICES PROVIDED

The Home and Community Care Service at Ipswich Health Plaza offers Allied Health and Nursing Services to HACC eligible clients living in the community. This assessment and intervention based service is generally provided in the clients home. The team is made of the following disciplines: Physiotherapy, Occupational Therapy, Social Work, Podiatry, Speech Pathology, Dietetics and Nursing.

The Home and Community Care Service also offers the following groups: Aquatic Exercise Group, Parkinson's Support Group, Speech Pathology Aphasic Group, Falls Prevention educational program and a Health Older Person's Group (HOPS). Clients must be existing HACC clients of the service to qualify for these groups.

In relation to Elder Abuse, more specifically, our Social Worker's would assist with the following: accommodation and financial issues, provide general grief and loss counselling, advocacy and support through the GAAT process, Adult Guardian and Public Trustee.

Ipswich 60 and Better Program

CONTACT DETAILS



Address:
Level 1, Humanities Building
56 South St
Ipswich, QLD, 4305
Postal Address:
Po Box 1014, Ipswich, QLD, 4305



Phone: 3282 8644

Fax: 3282 8611



Email: ips60bp@gil.com.au



Hours of Service: Mon-Tues 9-5, Wed 9-3,
Friday 9 - 2.30 pm

GENERAL INFORMATION

Areas Serviced: From Gales in the east to Gatton in the west and from Toogoolawah in the north to Boonah in the south

Target Group: As detailed on the Website

Eligibility: As Detailed in the Website

Membership/Fees: N/A

SERVICES PROVIDED

Ipswich 60 and Better is a healthy ageing program, funded by Queensland Health and is based on a philosophy of community development, which includes the principles of access, equity, rights and participation. It encourages community ownership of the program, with priorities for action determined by the programs participants. The focus of the program is that it is a program run by seniors for seniors. 60 and better's mission is to enable older people at a local community level to participate in decisions and activities which affect their health and wellbeing. Ipswich 60 and Better endeavors to promote healthy activities for older people and encourages positive community attitudes to ageing in the Ipswich area.

Activities available include: Art, Boccia, Cuppa and Chat, Computer Skills, Concert Party, Garden Group, Games (Rummikub, SkipBo, Cribbage), Gentle Exercises, Healthy Lifestyles, Hearing Tactics, Men's Issues, Movie Buffs, Newsletter Workshop, Prostrate Cancer Support Group, Putt Putt, Relaxation and Mediation, Social Outings, Table Tennis, Ten Pin Bowling. Activities are held at a variety of locations, details are found in the 60 and Better newsletter or brochure. An informative newsletter is published monthly.

For further information please contact Ipswich 60 and Better. If the office is unattended when you phone, please leave your name and number on the answering machine. We will return your call as it is important to us.

Ipswich Community Aid

CONTACT DETAILS



Address:

7 Jacaranda St
East Ipswich, QLD, 4305

Postal: PO Box 563, Ipswich, QLD, 4305



Phone: 3812 3437

Fax : 3812 5170



Email: icaiinc@bigpond.net.au

Website: www.ipswichcommunityaid.com.



Hours of Service: 8.30 am to 4.30pm
Monday to Friday

GENERAL INFORMATION

Areas Served: Shires of Ipswich, Esk, Boonah and Laidley

Target Group: Older people and people with disabilities

Eligibility: Some programs delivered by Ipswich Community Aid are only available to HACC eligible clients

Membership/Fees: N/A

SERVICES PROVIDED

The Elder Abuse Prevention Project works to enhance service providers responses to older people who are experiencing abuse or are at risk of abuse. The project supports the development of interagency collaboration response to elder abuse and delivers elder abuse prevention awareness raising training to service providers through out the West Moreton region.

The Safe and Confident Living Program addresses the issue of crime and fear among seniors in the community who have a reduced quality of life or are at risk of isolation as a result of their perception or experience of crime.

The Home Visit and Support Service provides support services to monitor client's safety, health and personal well being. The specific services include: a home visiting program, the provision of personal safety alarm units, a telephone support program and a shop assist program.

The Rural Transport Service provides transport to HACC eligible people living in rural areas to attend medical related appointments.

The Community Visitors Scheme is a national program that aims to enrich the quality of life for residents living in aged care facilities who are socially isolated or lonely and would benefit from a friendly visit.

The Social Participation Project is a small grants program that provides funding to community groups in the Shires of Ipswich, Esk, Boonah and Laidley, for projects that encourage the social participation of older people in the community.

Ipswich Hospice Care Inc.

CONTACT DETAILS



Address:
37 Chermside Road
Ipswich, QLD 4305



Phone: 3812 0063

Fax : 3812 0232



Email: info@ipswichhospice.org.au

Website: www.ipswichhospice.org



Hours of Service: 8.00am– 5.00pm
Monday -Friday

GENERAL INFORMATION

Areas Serviced: West Moreton District

Target Group: Palliative Care Patients and Bereaved Persons

Eligibility: Patients in the last six months of life and people who are bereaving the death of a loved one

Membership/Fees:

Single Membership: \$22 per Year

Family Membership: \$37.50 per Year

Corporate Membership: \$200 per Year

SERVICES PROVIDED

Ipswich Hospice Care Inc. is a purposely built community Hospice which has six in-patient beds and offers terminal care, short term respite care, in-home respite care, bereavement and counselling support as well as complementary therapies. This care complements the care given throughout the West Moreton District Health Region by the Ipswich and Rural General Hospitals and Blue Care Community.

In September 2003, as an initiative of Ipswich Hospice, the Hilda des Arts Community Centre was officially opened from which the Bereavement and Complementary Therapy Programs are now offered to the community at large.

Over the past 18 months the programs and services offered through this Community Centre have been developed to meet the identified needs within our Community. The Hospice Team is comprised of paid staff and specifically trained volunteers who strive to provide "*quality of life through care*" in a home like environment.

Ipswich Magistrates Court

CONTACT DETAILS



Address:
Cnr Limestone and East
Ipswich, QLD, 4305
Postal: PO Box 70, Ipswich, QLD, 4305



Phone: 3280 1720

Fax: 3280 1904



Email:
courthouse.ipswich@justice.qld.gov.au

Website: www.justice.qld.gov.au



Hours of Service: 8.00 am to 5.00 pm
Monday to Friday

GENERAL INFORMATION

Areas Served: Ipswich

Target Group: All community members

Eligibility: N/A

Membership/fees: N/A

SERVICES PROVIDED

The Ipswich Courthouse can provide information and services to the community on a range of matters including:

- The payment of compensation to victims of crime
- The processing of application for birth, death or marriage certificates
- Minor debt or small claims procedures (including dividing fence matters)
- Obtaining a Peace and Good Behaviour Application
- Justice of the Peace signing
- Appeals against licence suspensions
- Obtaining a Family Law Consent Order
- Applying for a Domestic and Family Violence Order

Domestic Violence

You are a victim of domestic violence if a person in a domestic relationship deliberately injures you, damages your property, intimidates or harasses you, treats you indecently without your consent or threatens to do any of these things.

The law can protect you from domestic violence. If you are a victim of domestic violence you can apply at the court house or a police station for a protection order to try to stop the violence. The court will make the order if the magistrate is convinced there has been violence and it is likely to occur again.



Ipswich Magistrates Court Continued...

A protection order tells the respondent (the person for whom you are taking the order out against) that violence will not be tolerated. It lays down rules and conditions that the respondent must obey. From the day a protection order is made, the respondent must be well behaved towards you and towards anyone else named in your order– your children for example. The court may also include other conditions in the order and the order can remain in force for up to two years, with extension of this possible.

You can apply for a protection order yourself, get the police to apply for you, or write a letter authorizing someone else you know to apply on your behalf.

If you want to do it your self, you can get an application form from the courthouse or the police station. The form will ask for details of the domestic violence that has been committed and what sort of order you want.



Ipswich Regional Advocacy

CONTACT DETAILS



Address:
Shop 6, Nolan's Plaza,
Cnr East and Limestone St
Postal: PO Box 795, Ipswich, QLD, 4305



Phone: 3281 6006

Fax: 3281 5933



Email: idas7@bigpond.com



Hours of Service: 8.30am – 4.30pm
Monday to Friday

GENERAL INFORMATION

Areas Serviced: Gatton to Logan

Target Group: Mental Health and Disability/
Tenants

Eligibility: As above

Membership/Fees: N/A

SERVICES PROVIDED

IRASI provides tenants advice and advocacy coupled with an advocacy service for people with mental health and disability issues, their families and carers (dependent on the circumstances).

Information and referral services are also available.

Laidley Community Centre

CONTACT DETAILS



Address:
13 Mary St
Laidley, QLD, 4341



Phone: 5465 1889

Fax: 5465 1861



Email: centre@Lscca.org.au

Website: www.Lscca.org.au



Hours of Service: 9am -4pm Mon–
Thurs

GENERAL INFORMATION

Areas Serviced: Laidley Shire and surrounds

Target Group: All members of the
community particularly disadvantaged people

Eligibility: Generally open to all

Membership/Fees: Generally are not
applicable for services

SERVICES PROVIDED

- Personal Counselling via a Lifeline visiting service
- Legal Aid Qld Community Access Point
- Education and Training including adult literacy and numeracy support, introduction to computers, life skill courses, TAFE courses delivered locally by Bremer TAFE. *Please note: all courses depend on funding – so may not be running all the time. Please enquire.*
- Social support especially through the Laidley Women's Group
- Emergency crisis support including assistance with food, bills, locating crisis housing and other supports
- Advocacy and assistance to deal with Police, Adult Guardian, Legal Aid, and other services as may be necessary
- JP (Qual) and/or JP (Com Dec) generally on site
- Assistance with budgeting
- Assistance and support with family issues, relationships, etc. (This service is with a qualified counselor but is advertised as a Family and Individual Support Service rather than counseling)
- Centrelink Rural Agency – this includes lodgment of forms, assistance with filling out forms, someone to help liaise with Centrelink where there may be difficulties in understanding, hearing, etc
- Information and referral for a wide range of other support services

Laidley Crisis Care and Accommodation

CONTACT DETAILS



Address: 45 Patrick St,
Laidley, QLD, 4341



Phone: (07) 5465 3302

Fax: (07) 5465 3744



Email: lcca@lizzy.com.au



Hours of Service: 8.30am – 4.30pm
Monday– Friday

GENERAL INFORMATION

Areas Serviced: Laidley Shire

Target Group: Women and children escaping domestic violence, homelessness or at risk of homelessness

Eligibility: As Above

Membership/Fees: N/A

SERVICES PROVIDED

Services provided by Laidley Crisis Care and Accommodation include short term (3 months) supported accommodation, advocacy and information, emergency relief, court support, practical emotional support, support groups, literacy support, transport, housing support, family support and referrals.

Lowood/Rosewood BlueCare

CONTACT DETAILS



Address:
49 Main St
Lowood, QLD 4311

Postal Address:
PO Box 118
Lowood, QLD 4311



Phone: 5427 8803

Fax : 5426 2532



Email: lowood@bluecare.org.au

Website: www.bluecare.org.au



Hours of Service: 8am– 4.30pm*
Mon-Fri

* Phone Messages may be left if office is unattended.

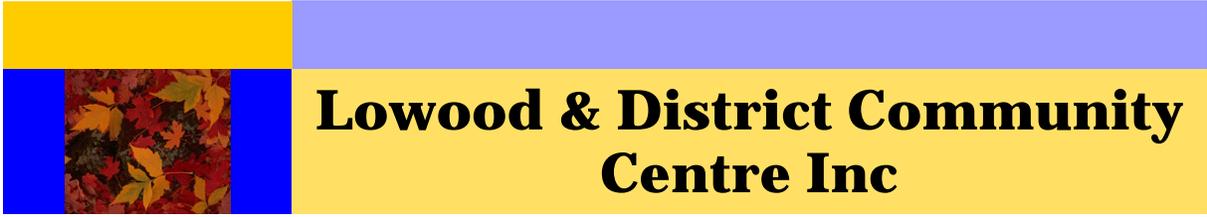
GENERAL INFORMATION

Areas Serviced: Lowood, Rosewood, Coominya, Fernvale, Minden, Marbug, Tallegalla, Mt Mort, Lower Mt Walker

Target group: People with low care needs who require assistance with hygiene, respite, wound care, domestic assistance and social support

Eligibility: HACC clients, Veteran Affairs, Scripting from relevant hospitals or people who are self funded

Membership/Fees: Most clients will incur a \$5 co-contribution per visit (to a maximum of \$40 per week) and there may be additional costs for dressings and consumables for wound care



Lowood & District Community Centre Inc

CONTACT DETAILS



Address:
1 Peace St
Lowood, 4311
Postal Address:
PO Box 140, Lowood, QLD, 4311



Phone: 5426 2865



Fax: 5426 2955
Email: lowoodcci@bigpond.com



Hours of Service: 9 am to 4 pm
Monday to Friday

GENERAL INFORMATION

Areas Served: Esk Shire

Target Group: N/A

Eligibility: N/A

Membership/Fees: \$2.00

SERVICES PROVIDED

Services provided at Lowood & District Community Centre include:

- Information and referral
- Adult education and training
- West Moreton Health– Alcohol, Tobacco and other Drug Services
- Women's Health – West Moreton
- Tax Help– Australian Taxation Office
- Emergency Relief– Vouchers for food, medication and fuel
- Internet Access
- Job Placement Employment and Training – Mission Employment
- Personal Support Program – Mission Employment

Office of the Adult Guardian

CONTACT DETAILS

**Address:**

Level 3, 363 George St
Brisbane, QLD 4000

Postal: PO Box 13554
George St, QLD, 4003



Phone: 3234 0870 or

1300 653 187 (for calls outside of Brisbane
Metro Area– cost of a local call)

Fax: 07329 6337



Email: adult.guardian@justice.qld.gov.au



Hours of Service: 9 am to 5 pm Mon-Fri

GENERAL INFORMATION

Areas Served: Queensland Wide

Target Group: The role of the Adult Guardian is to protect the rights and interests of adults with impaired capacity who reside in Queensland. These adults may have an intellectual disability, an acquired brain injury, a psychiatric disability or an organic or deteriorating condition that affects capacity (such as dementia)

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

The Adult Guardian is an independent statutory officer who operates under the *Guardianship and Administration Act 2000*. The role of the Adult Guardian is to protect the rights and interests of adults with impaired capacity. The Adult Guardian may also investigate complaints or allegations that an adult is being, or has been, neglected, exploited or abused. The Adult Guardian can also investigate concerns about inappropriate or inadequate decision making arrangements.

The main ways the Adult Guardian assists an adult with impaired capacity are to:

- Act as the adult's decision maker in certain circumstances (e.g. As guardian for personal matters, acting under an order made by the Guardianship and Administration Tribunal [GAAT])
- Consent to health care issues for the adult (eg. Acting as the adult's guardian under a GAAT order, or as a personal attorney or Statutory Health Attorney of last resort)
- Make representations on behalf of the adult
- Investigate allegations of neglect, exploitation or abuse against the adult by his/her guardian, attorney, administrator or others acting under informal decision making arrangements.

The Adult Guardians decision as always made consistent with the adults care and protection, even if this overrides the adults wishes. The view and wishes of the adult (expressed now or when the adult was able to make decisions) and the opinions of family members, friends and others who support the adult are considered when decisions have to be made. The General Principles and the Health Care Principles in the *Powers of Attorney Act 1998* and the *Guardianship and Administration Act 2000* are applied.

Queensland Aged & Disability Advocacy Inc.

CONTACT DETAILS



Address:
121 Copperfield St
Geebung, QLD, 4304



Phone: 3637 6000

Fax: 3637 6001



Email: info@qada.org.au

Website: www.qada.org.au



Hours of Service:
9am - 5pm Monday - Friday

GENERAL INFORMATION

Areas Served: Queensland Wide

Target Group: Older People, People with Disabilities, Carers.

Eligibility: See Below

Membership/Fees:
Membership: \$5 per year
Advocacy Service: Free

SERVICES PROVIDED

QADA can help to create a level playing field by supporting older people, people with a disability, and their carers to be heard. QADA is a non for profit community based advocacy service funded to provide information, education, support and representation to enable people to understand and exercise their rights and their responsibilities.

QADA's services are:

- free
- directed by clients
- confidential
- independent and available Queensland wide

QADA provides advocacy services to:

- Recipients of Australian Government Aged Care Services e.g. residential care, EACH & CACP package;
- Recipients of Home and Community Care Programs (HACC);
- Carers of these recipients

You may need information or support from an advocate about your care when you are:

- Unsure about your options
- Feeling pressured to make a decision
- Faced with a tough decision
- Not satisfied with the care you are receiving
- Feeling confused about a care decision

Queensland Police Service Ipswich District Crime Prevention Unit

CONTACT DETAILS



Address: Yamanto Police Complex
300 – 320 Warwick Rd
Yamanto, QLD, 4305
Postal: PO Box 382, Ipswich, QLD, 4305



Phone: (07) 3817 1351

Fax: (07) 3812 4210



Email: Webster.nadine@police.qld.gov.au

Website: www.police.qld.gov.au



Hours of Service: 9.00am – 5.00pm*
Monday to Friday

* Other hours such as evenings and weekends and evenings can be negotiated.

GENERAL INFORMATION

Areas Served: Ipswich Police District including Boonah, Booval, Esk, Goodna, Harrisvale, Ipswich, Kalbar, Karana Downs, Leichardt, Lowood, Marbug, redbank, Rosewood, Springfield, Toogoolahwah and Yamanto

Target Group: All members of the community

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

The Ipswich Crime Prevention Unit consists of two sworn officers and 15 Volunteers in Policing.

We provide information, education, develop and implement proactive strategies and programs to all facets of the community across the Ipswich Police District.

We cover all areas of policing including personal safety , property security, legal consequences, processes and more. We also have crime prevention displays at the various community events and functions.

Attend all types of venues across the district including school/educational facilities, homes, shopping centres, parks, community groups with persons of all ages and ethnic backgrounds.

We also Coordinate the District Neighbourhood Watch program with 25 areas operating across the district and visit these areas to attend their respective area meetings.

We are an active member of the Ipswich District Crime Stoppers Committee and play a key role on a number of their interagency project committees across the district.

We have and unlimited referral network including additional policing resources and sections through out the Queensland Police Service and external service providers, dependent on the requirements of each individual or client group.



Queensland Police Service Ipswich District Crime Prevention Unit

Police station numbers across the Ipswich Police District are:

Boonah	(07) 5463 1620	Karana Downs	(07) 3201 1777
Booval	(07) 3282 1320	Lowood	(07) 5426 1108
Esk	(07) 5424 1100	Marbug	(07) 5464 4220
Goodna	(07) 3436 2999	Rosewood	(07) 5464 2555
Harrisvale	(07) 5467 1220	Toogoolawah	(07) 5423 1200
Ipswich	(07) 3813 8777	Yamanto	(07) 3817 1333
Kalbar	(07) 5463 7201		

In an emergency contact 000

If you have any information on suspicious persons or criminal activities you can contact crime stoppers 24 hours a day, 7 days a week and remain anonymous on **1800 333 000**, you may even be eligible for a reward.



Riverview Neighbourhood House

CONTACT DETAILS



Address:

27 Mitchell St
Riverview, QLD, 4303

Postal: PO Box, 6038 Riverview, QLD, 4303



Phone: (07) 3816 2111



Fax: (07) 3816 2260



Email: rnh@people.net.au

Hours of Service: 9.00am – 4.00pm
Monday to Friday

GENERAL INFORMATION

Areas Served: Riverview and surrounding areas

Target Group: All members of the community

Eligibility: To receive emergency relief support you must live in Riverview. All other programs are available to all community members

Membership/Fees: N/A

SERVICES PROVIDED

Services available at Riverview Neighbourhood House include:

- **Social Support:** Craft Group, Older Women's Network and Men's Social Group
- **Emergency Relief Program:** Financial assistance for people living in Riverview.
- **Training Program:** Various courses such as Retail, Aged care and Business Administration.
- **Advocacy**
- **Information and Referral**

Rosewood District Support Centre

CONTACT DETAILS



Address:
Rosewood Community Centre
19 School St,
Rosewood, QLD, 4340
Postal: PO Box 38,



Phone: 5464 1544

Fax: 5464 2631



Email: radsc@gil.com.au



Hours of Service: 9am – 3pm
Tuesday, Wednesday, Thursday

GENERAL INFORMATION

Areas Served: Rosewood and Surrounding District

Target Group: All community members

Eligibility: Living in the Rosewood District

Membership/Fees: N/A

SERVICES PROVIDED

Rosewood Community Centre provides emergency relief, this includes:

- Network support with other services such as the department of Housing, Centrelink, hospitals and other agencies
- Budget support worker
- Distribution of food parcels, food vouchers, chemist items, clothing and school supplies

A range of support groups utilize the Rosewood Community Centre on a regular basis. Current support groups include a Weight Reducers group, a Fibromyalgia group and a Family History Group.

Other services provided by Rosewood Community Centre include:

- Referral to counseling services include: Relationships Australia , individuals and family sessions, Women's Health, Domestic Violence, Elder Abuse and Tobacco Alcohol and other Drugs.
- Medilink– non-emergency medical transport assistance for seniors or people who have a disability and no other form of transport available to access appointments in Ipswich or Brisbane
- Support to assist an individual to develop their resume. Assistance is also available to complete and respond to Selection Criteria's or Expression of Interest for those who are re-entering the workforce.
- Access to Rim Valley Internet services– computer and internet training, internet access, assistance with job search
- Weekly Tai Chi for Arthritis classes

RSL HomeCare

CONTACT DETAILS



Address:

Level 5, 16 East St
Ipswich, QLD, 4305

Postal Address:

PO Box 686
Ipswich, QLD, 4305



Phone: 1300 796 111

Fax: 3812 4064



Email: enquiries@rslcare.com.au

Website: www.rslcare.com.au



Hours of Service: 8.00am – 4.00pm

GENERAL INFORMATION

Areas serviced: services are provided for the Ipswich-West Moreton region from Boonah to Laidley, Lowood, Esk and Toogoolawah.

Target Group: Our main target group is the elderly however, HomeCare is also available to all members of the community.

Eligibility: Our team can assess your eligibility to services and assist you to access services as needed. In the case of CCPS, EACH and EACH Dementia packages, prospective clients need to be ACAT assessed first before packages can be put into place.

Membership/Fees: The cost of HomeCare services vary depending on each clients eligibility for a range of government funded programs. Most services require a minimal co payment, however, if clients are financially disadvantaged, co-payments may be

SERVICES PROVIDED

Care at your Doorstep

Today more and more people are accessing 'in-home' care and support such as **HomeCare** to assist them to live in the comfort of their own home and local community for as long as they choose.

Operated by RSL Care, a leading not-for-profit health and aged care provider, **HomeCare** offers assistance and support services that are designed to meet each client's social, health and lifestyle needs.

Importantly, **HomeCare's** team of professional community nurses, trained carers and volunteers work with clients and their families to assess care needs and then tailor the most suitable combination of services.

RSL **HomeCare** offers a broad range of services – from personal care, domestic assistance, transportation and meal preparation to community nursing, home-based respite, home safety, transitional care, home visiting and social support.

Services are Flexible and reliable, **HomeCare** is available 24 hours a day, seven days a week, including public holidays. Services can be utilised for short-term care or as an ongoing care option.

Rural Financial Counselling Service QLD

CONTACT DETAILS



Address: DPI Office
Ipswich Courthouse
Limestone St
Ipswich, QLD, 4305
Postal Address:
PO Box 182, Ipswich, QLD, 4305



Phone: (07) 3280 1681

Fax: (07) 3812 3432



Email: moreton@rfcsqsw.org.au

Web: www.rfcsqw.org.au



Hours of Service: 8.30am –4.30pm
Monday to Friday

GENERAL INFORMATION

Areas Serviced: Shires of Gatton, laidley, Esk,
Boonah, Beaudesert, Ipswich

Target Group: farmers, Fishers or small rural
businesses

Eligibility: Must be a farmer, fisher or small
rural business

Membership/Fees: N/A

SERVICES PROVIDED

We provide rural financial counselling services to our target group to assist in the facilitation of change and adjustment in rural areas.

We also provide referral to many support services.



Secondo Day Respite Association Inc

CONTACT DETAILS	GENERAL INFORMATION
 <p>Address: Humanities Building Cnr North and Nicholas St Ipswich, QLD, 4305</p> <p>Postal: 55 Chubb St One Mile, QLD, 4305</p>  <p>Phone: 3281 0871 or 3294 6772 (business hours)</p>  <p>Email: stan_wainwright@hotmail.com</p>  <p>Hours of Service: Respite available every Tuesday and Wednesday 8.30am – 1.30pm</p>	<p>Areas Serviced: Ipswich</p> <p>Target Group: Aged, aged inform, physically and mentally impaired.</p> <p>Eligibility: People who are socially isolated or carers in need of respite.</p> <p>Membership/Fees: A small fee to cover morning tea and transport costs</p>
SERVICES PROVIDED	

Secondo Respite is a non for profit and non-sectarian organization run by a group of volunteers who encourage people in their latter years and people with disabilities to enjoy a healthier and happier lifestyle by helping them get together, form new friendships and generally have some fun in the process

Clients meet On Tuesday and/or Wednesday from 8.30 am till 1.30 pm to enjoy morning tea, lunch, musical entertainment (Tuesdays) or social activities– games, art etc (Wednesdays).

The Public Trustee of Queensland

CONTACT DETAILS



Address:
Trustee House
99 Brisbane St, Ipswich, 4305
Postal: PO Box 140, Ipswich, QLD, 4305



Phone: (07) 3432 6611

Fax: (07) 3432 6623



Email: pt_ipswich@pt.qld.gov.au

Website: www.pt.qld.gov.au



Hours of Service: 8.30am – 5.00pm
Monday to Friday

GENERAL INFORMATION

Areas Served: The boundaries of Ipswich are extensive commencing at Gatton to the West, Boonah in the South East, South to the Browns Plains/Woodridge boundary and all suburbs (such as Inala, Durak, Richlands etc) extending to the Indooroopilly Bridge

Target group: N/A

Eligibility: N/A

Membership/fees: N/A

SERVICES PROVIDED

Our Service to you:

We are the largest trust office in Queensland and provide much needed financial, trustee and legal services to the people of our state. Whether you want to make a Will or prepare an Enduring Power of Attorney to make sure you're protected if something unforeseen happens, The Public Trustee will help you make your "Plans for Life".

Unfortunately, there are older people in our communities who are being abused.

The best way to help prevent financial abuse is for them to legally appoint someone now to deal with their financial and personal health matters in case they are unable to do so themselves in the future. They can also do this by making an Enduring Power of Attorney.

The powers under an Enduring Power of attorney continue in the event the Principal loses capacity to make decisions for themselves.

A person can make an Enduring Power of Attorney if they are over the age of eighteen and have the capacity to understand the nature and effect of the power they are giving to their attorney.

The Public Trustee of Queensland makes Enduring Powers of Attorney by appointment through one of its fifteen offices statewide, including the Ipswich office. The benefits of making your Enduring Power of Attorney with The Public Trustee are that we can prepare the document in one appointment and have many years experience in preparing Enduring Powers of Attorney to meet the individual needs of customers. In order to prevent abuse of older people, it is important for them to choose people that they can trust to act as attorney.



The Public Trustee of Queensland Continued...

The role of the Attorney is one that can be quite onerous. The Attorney can be brought to account for the decisions they have made on behalf of the Principal. It is therefore important that they carefully consider the decision as to who will be their Attorney.

The Public Trustee, as an independent and accountable organisation, can also be appointed as financial attorney and will take into account a persons individual circumstances and requirements in order to best manage their day to day financial needs.

The Public Trustee can also be appointed as a person's financial administrator by the Guardianship and Administration Tribunal.



We Care Aboriginal & Torres Strait Islander Service For Aged & Disabled Association Inc.

CONTACT DETAILS



Address:
60 Helen St
North Booval, 4304



Postal:
PO Box 749, Booval, 4304



Phone: (07) 3816 0311

Fax: (07) 3816 0511

Email: wecare@sites.net.au



Hours of Service: 8.00 am – 3.30 pm
Monday – Friday

GENERAL INFORMATION

Areas Serviced: Ipswich to Inala

Target Group: Frail aged and younger disabled people

Eligibility: Have to meet the HACC Guidelines for the service

Membership/Fees: \$10

SERVICES PROVIDED

- In Centre Respite – Tuesday, Wednesday, Thursday
- Domestic Assistance
- Shopping
- Minor Home Maintenance
- Relief for Carers
- Friendship and Emotional Support
- Social Outing

West Moreton Women's Health

CONTACT DETAILS



Address:
Level 2, Ipswich City Square (Nicholas St)
Ipswich, QLD, 4305

Postal Address:
PO Box 878
Ipswich, QLD, 4305



Phone: 3812 0138

Rural Areas: 1800 065 454



Fax: 3812 0139

Email: womenshealth@health.qld.gov.au



Hours of Service: 8.30am– 4.30pm
Monday– Friday

GENERAL INFORMATION

Areas Served: Ipswich, Esk, Boonah, Rosewood, Fernvale, Lowood, Laidley

Target Groups: Aged, Alcohol and Drug Users, CALD, Families, Indigenous and ATSI, Migrants and Refugees, People with Disabilities, Rural, LGBT, Women and Youth.

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

West Moreton Women's Health works to provide women with greater access to a range of information so they can make informed choices about their own health and wellbeing. West Moreton Women's Health offers a wide variety of services that respond to the different needs of women across the West Moreton District.

Services include:

- Counselling
- Health information and referral
- Lending and reference library
- Groups– therapeutic, educational, support and social groups
- Extensive rural program including groups, networking and mobile rural library
- Advocacy on issues affecting womens health
- Community education and health promotion

Health and Well being Issues include:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Family and relationships issues • Self Esteem • Violence Against Women • Grief and Bereavement • Physical Health • Menopause | <ul style="list-style-type: none"> • Depression and Anxiety • Reproductive and Sexual Health • Ageing Women • Carers • Alternative Therapies • Personal Development |
|---|---|

West Moreton Women's Health Acute Sexual Assault Program

CONTACT DETAILS



Address:
West Moreton Women's Health
Level 2, Ipswich City Square (Nicholas St)
Ipswich, QLD, 4305

Postal Address:
PO Box 878



Phone: 3812 0138
24 Hour Sexual Assault Response Line:
32022766
Fax: 3812 0139



Email: womenshealth@health.qld.gov.au



Hours of Service: 24 Hour Service

GENERAL INFORMATION

Areas Served: Ipswich, Esk, Bonnah,
Rosewood, Fernvale, Lowood, Laidley

Target Groups: Aged, Alcohol and Drug
Users, CALD, Families, Indigenous and ATSI,
Migrants and Refugees, People with
Disabilities, Rural, LGBT, Women and Youth.

Eligibility: N/A

Membership/Fees: N/A

SERVICES PROVIDED

Crisis Counselling and Support: Provide a 24 hour response to people who have been sexually assaulted in the past 7 days.

Counselling: Short to medium term counselling in a safe and confidential environment is available free of charge for people that have been sexually assaulted in the past 12 months. Counselling is provided by experienced counsellors who have received specialist training in the area of sexual assault. Counselling is provided during business hours at the Ipswich Health Plaza in Ipswich.

Support for Families and Friends: Information, support and referral is offered to friends, partners and non-offending family members of the person.

Professional Consultation: The service works closely with a wide range of organizations, and is able to provide information, debriefing, and consultation to other professionals.

Education and Training: The service provides education and training activities. Tailored workshops are available to professional groups, agencies, and the broader community.

Research: The service also undertakes research and special projects.