GUIDE TO SERVICES
MACKAY REGION
2012
FOCUSING ON SERVICES FOR YOUTH
Community directory focusing on services for youth

During consultation and engagement with various stakeholders in the region, it has been identified that there is a lack of understanding and/or knowledge of the various services in the region that support young people who are transitioning into further education and/or employment. The intent behind the Guide to Services is that all stakeholders become aware and understand the services that support and/or assist young people.

The Guide to Services is a useful tool to connect schools to the community and also connect the community to the host of services operating within their towns. It is anticipated that this Guide will facilitate engagement, improve community capacity and create a more supportive environment for young people at school.

Information contained within this Service Directory is for guidance only. Changes may have been made after the date published so users should check the accuracy of the information with the relevant organisations before making any decisions. YouthInvest endeavors to ensure the information contained herein is accurate, they accept no responsibility for, and hereby disclaim all liability in respect of, any claims arising out of the descriptions, accuracy and reliability of the information supplied to it. The information contained herein is liable to change.

April 2012
Contents

Accommodation and Housing 4
Early Education Services 5
Health – Mind, Body and Soul 7
Employment, Work Preparation & Training 14
Family and Relationships 24
Reengagement and Support for Schools 25
Youth Activities and Groups 31
Other Helpful Stuff 34
Networks 36
Accommodation & Housing

KAYLAN CRISIS ACCOMMODATION AND SUPPORT

4 Goldsmith Street,
Mackay, Qld 4740

P: 4951 4352
F: 4957 6807

- Provides crisis to medium term accommodation to young people (aged between 16 – 21 year olds) who are homeless or at risk of homelessness
- 24 hours a day – 7 days a week
- Can accept up to age 25 and under 16 (with a referral from Department of Child Safety)

CRISIS ACCOMMODATION SUPPORT ASSOCIATION INC – MACKAY

Cnr Gregory and Alfred Streets
Mackay, Qld 4740

P: 4951 4299
F: 4953 1510

- Provides crisis accommodation for families;
- Open Monday – Thursday 9 am – 4:30 pm and Friday 9 am to 3pm.
Early Education Services

GEORGE STREET NEIGHBOURHOOD CENTRE ASSOCIATION INC.

4 George Street
South Mackay, Qld

P:  4957 2626
F:  4957 6728
E:  admin@georgestreetnc.org.au
W:  www.georgestreetnc.org.au

Opening Hours – Monday to Friday – 8:30 am – 3pm.

• Community workers are available for information and referrals, support, community education and community development.

Mackay Toy Library
Non for profit organisation and membership is open to any individual who wishes to borrow toys for children in their care. This includes parents, grandparents, day care others and caregivers.

Provides educational stimulation and play for children from birth to early childhood.

Indigenous Parenting Program
System of easy to implement, proven parenting solutions that helps solve current parenting problems and prevents future problems before they arise.

SHAKESPEARE CHILD AND FAMILY CENTRE

43 Shakespeare Street
South Mackay, Qld

P:  4957 7222
F:  4957 7569
E:  s.gbhb@georgestreetnc.org.au
W:  www.georgestreetnc.org.au

The following programs operate through the centre:
Childcare and Family Support Hub
The HUB provides a one stop shop where families can access information, support and referral to universal services such as childcare, playgroups, health and other services that support children and families.
The Family Support Program can assist families with a range of issues and is of all family structures. The program has a preventative focus, however it will also provide practical support and links to counselling when needed.

The objectives of the Childcare and Family Support Hub are to:
• Improve and enhance access to all existing community services for families and young children.
• Improve the understanding of the diversity of cultures and associated needs.
• Improve awareness of families about the services and opportunities available.

The principles included are a clear integration between developmental children's services, family support and early intervention services which can:
• Build on the current infrastructure of existing children's, family and community services to raise awareness in the community.
• Respond to the diverse needs of children and their families.
• Focus on improved outcomes for children and families.
• Encourage links between all children's services and family support services in the community.

Good Beginnings Home Based Family Support Program
Good Beginnings Home Based Family Support Program utilizes the services of trained volunteers to offer support, friendship and practical assistance to families in stressful situations.
The program can help you and your family if you have children under the age of 8 and you live in the Mackay urban area — south to Sarina, west to Walkerston and north to Eimeo.

Early Years Health and Wellbeing
Shakespeare Child and Family Centre has a dedicated Early Years Health and Wellbeing Team consisting of two Liaison Officers. The Liaison Officers provide support for parents within the school environment and also oversee the operational aspects of the program.

The Early Years Health and Wellbeing program runs in four schools in the Mackay region - Sarina State School, Mackay Central State School, Mackay West State School and Victoria Park State School. The team itself is based at the Shakespeare Child and Family Centre.
Health – Mind, Body & Soul

MACKAY DIVISION OF MENTAL HEALTH & ATODS

Mackay Community Centre
12 – 14 Nelson Street
Mackay, Qld
P: 4968 3893
F: 4968 3894

- Provides health care in the community for acute and ongoing problems – physical, psychological and emotion.
- Opening hours – Monday to Friday – 8:30 am to 5 pm;
- Education and Resource Officer – provide high schools with education sessions for young people in Years 9 – 12;
- Sexual health service to male and females – 15 years and over;
- Sexual assault counselling service to male and females – 14 years and over;
- Service is free and confidential.

Mental Health Unit
Mackay Base Hospital
Bridge Road, Mackay, Qld
P: 4885 6385
F: 4885 6032

Alcohol, Tobacco and Other Drugs (ATODS)
18 Nelson Street
Mackay, Qld
P: 4968 3858
F: 4968 3857

Child and Youth Mental Health Service
12 – 14 Nelson Street
Mackay, Qld
P: 4968 3893

Child Youth and Family Unit
Early Parent Group & Older Babies Unit
12 – 14 Nelson Street
Mackay, Qld
P: 4968 3893
CENTACARE MACKAY

35 Milton Street
Mackay, Qld 4740

P: 1300 523 985
E: mackay@centacare.net

- Offers programs and services including family and individual counselling, family support services, family relationship and education training and ACCESS to Mackay and the surrounding region.

YIRS ONE STOP YOUTH SHOP

60 Sydney Street
Mackay, Qld

P: 4957 7949
F: 4957 7673

- Offer information and referral for young people aged 10 – 25 years ranging from employment, training, accommodation, sexual health, legal issues, discrimination, alcohol, drugs and other services and programs;
- Fully supported Youth Health Program in partnership with 3 local medical clinics;
- Also delivers programs that address gaps in services including basic cooking, self-esteem workshops, health living workshops and art therapy workshops.

MACKAY ABORIGINAL ISLANDER JUSTICE ALTERNATIVE GROUP (MAIJAG)

Cnr Alfred and Carlyle Streets
Mackay, Qld

Sonetta Fewquandie
P: 4951 1870
F: 4951 4140

- For Aboriginal and Torres Strait Islander young people;
- Instead of going through the court system, the Elder’s task force decide the punishment.
MACKAY WOMEN’S CENTRE

418 Shakespeare Street
Mackay, Qld

Belinda Hassen
P:  4953 1788
F:  4953 0521
E:  admin@mackaywomenscentre.com.au

Provides health, emotional and practical support services for women residing in the Mackay region including (but not limited to)

- Facilitate programs for young women to assist with their parenting and coping skills;
- Provide assistance to establish, facilitate and accommodate support groups for women;
- Provide and distribute emergency relief – material goods, clothes, baby needs and food vouchers (when funding is available)
- Transport women with pregnancy and baby issues (interagency support only – i.e. hospital, crisis response agencies, child protection, legal and advocacy services)

The Mackay Women’s Center facilitates programs in the following areas:

- Women’s Health and Information;
- Pregnancy and Parenting Support.

Women’s Health and Information
The Women’s Health and Information Program supports the physical, psychological and emotional well-being of women, while recognising the social, environmental, economic, physical and cultural factors which affect women's health.

We aim to be a resource for women around whatever issues concern them in their lives. Information is available on a variety of topics, which value women's wisdom and supports them in making their own informed health choices.

The Centre offers:
- A safe and friendly environment for Women
- A venue for Non-profit Independent Women’s Groups
- Free lending library
• Newsletters
• Free internet and computer access
• Justice of the Peace service

The Centre employs a Health Promotion Officer, who is able to provide the following:
• Information, referral and support
• Facilitation of special interest groups
• Wellness promotional activities
• Activism around women’s health issues
• Liaison with Women’s Health workers in different sectors

Our Women's Health & Information Program's goal is to provide a safe, supportive place where women can voice their concerns, share experiences, gain information, learn skills and build friendships with other women.

**Pregnancy and Parenting Support.**
The Mackay Women's Centre’s Pregnancy & Parenting Support Program provides support, education and resources to women and girls in a compassionate, non-judgmental and understanding environment. It is our aim to provide confidential, unbiased information and counseling to allow women to make informed and educated choices regarding their pregnancy and parenting.

**Offer:**
• Free pregnancy testing, with counselling on result
• Information and referral on all aspects of pregnancy
• Counselling on pregnancy-related issues, including pre- and post-abortion counselling
• Emotional and practical support
• Transport in relation to pregnancy and baby issues
• Baby needs (clothing and other items – when available)
• Emergency food vouchers (when funding is available)

**DOMESTIC VIOLENCE RESOURCE SERVICE**

418 Shakespeare Street
Mackay, Qld

Adie
P: 4957 3888
F: 4957 3984
E: adie@domesticviolence.com.au
• Provides counselling and support for women, children and adolescents, crisis intervention, information and referral
• Court support and assistance with domestic violence order applications and support during the process
• Community Development – community education, network development and service development.

KIDS HELP-LINE
1800 551 800
Hours 24 hours 7 days
www.kidshelp.com.au

Thousands of young people (5 to 18 years) call Kids Help Line every week. No problem is too small, too embarrassing to talk about or out of bounds. This service is confidential and anonymous. There is also web counselling available from 3pm – 9pm 7 days (Queensland time) at www.kidshelp.com.au

SARINA YOUTH CENTRE

Broad Street,
Sarina, Qld

Tania Leeson – Youth Development Officer
P: 4943 2962

• Provides community awareness and development concerning the needs to young people;
• The service offers counselling, support, referral and information.

PCYC QUEENSLAND

Off Norris Road
North Mackay, Qld

P: 4942 3296

Offers a range of services including:
• bike education, before/after school and vacation care, teenage adventure impact program, Duke of Edinburgh Award and many other programs specific to the community needs at the time;
• Youth Management Team – provides advice to management on the activities and events that the young people want.

BLUE CARE MACKAY GALAXY PROJECT

Level 2/60 Wellington Street
Mackay, Qld

Peta Snell
P: 4957 6016
F: 4953 5408
E: p.snell@bluecare.org.au

• Provides support for people transitioning from school to the community;
• Young person must be diagnosed with a mental illness or disability that impairs their ability to socialise, memorise etc;
• Provides respite, social support, case management and counseling/information/advocacy services to people with cognitive disabilities and challenging behaviors or psychiatric disabilities and their family/carers/support networks;
• Service includes working with children with autism and their families as well as adults with mental illness, acquired brain injury or intellectual impairments;
• Support is tailored to the needs to the individual and aimed towards obtaining or maintaining independence.

COMMONWEALTH CARER RESPITE CENTRE MACKAY – YOUNG CARER PROGRAMME

25 Wellington Street
Mackay, Qld

P: 1800 059 059
F: 4953 1374

• Supports young people who need help staying in school because they are looking after a family member who has a long term illness, disability, mental illness or is frail aged;
• Assistance with respite, help at home, getting to sport or other activities, tutoring or time to study.
RELATIONSHIPS AUSTRALIA

Mike Fry – Venue Manager Mackay – Whitsundays
Worley Parsons Centre – 2nd Floor
45 Victoria Street
Mackay, Qld

P: 4957 4952
M: 0418 549 555
F: 4957 7425

Can work with schools around self-esteem issues, anger management and conflict resolution programs.

Services are divided into 4 categories: Counseling, Separation, Support and Education.

- Aftercare Resource Center;
- Family Dispute Resolution;
- Gambling Help;
- Men and Family Relationships;
- Parenting Orders Programs;
- Rainbow Service;
- Relationship Counseling;
- Referral service for Aboriginal and Torres Strait Islander people.
Employment, Work Preparation and Training

COMMUNITY SOLUTIONS – GET SET FOR WORK

Natalie Vonthien – Project Officer

Mackay Office
The RSL Building
70 Sydney Street
Mackay, Qld

Sarina Office
A & TSI Corporation
35 Central Street
Sarina, Qld

P:  4841 8888    P:  4841 8888
F:  4957 3456    F:  4957 3456

Get Set For Work
- Employment and skills development program for young people who have left school or are ‘at risk’ of doing so before completing year 12;
- Assists young people to find a job, return to school or continue with other education;
- Builds self-esteem, improves literacy and numeracy skills and connects participants with hands on work experience opportunities.

COAL TO COAST JOBS

P:  4953 2655
F:  4953 2677
E:  admin@coaltocoastjobs.com.au

The website was developed as part of the Regional Skills Attraction and Retention Project. The website combines attractive regional lifestyle information with helpful information on relocating and finding employment from interstate and overseas in addition to specific localised employment and lifestyle information for residents throughout the entire region.

The website covers Mackay – Whitsunday – Isaac region and has the ability to collect up to date statistics and data on skill shortages and employment trends within the region.
CENTRAL QUEENSLAND INSTITUTE OF TAFE


Sydney Street
Mackay, Qld

P: 1300 278 233
F: 4940 3355

Depending on the course you choose, you can study full-time, part-time, online or off campus. The Institute has more than 150 training courses on offer across nine North Queensland campuses.

Training courses offered include General Education, Trade, Tourism, Hospitality, Arts, Community Services, Children's Services and Health, Hair and Beauty, Horticulture, Business, Justice, Retail, Information Technology, Marine, Fitness or Aboriginal & Torres Strait Islander studies.

CONSTRUCTION SKILLS QUEENSLAND

P: 1800 798 488
E: info@csq.org.au

Supporting career seekers, workers and employers within the Queensland building and construction industry.

Their aims are to take a positive step forward in developing an industry-wide approach to skills and workforce development.

NATIONAL DISABILITY COORDINATION OFFICER

210 Ross River Road
Aitkenvale 4814

Gary Travers
P: 017 4727 2608
M: 0488 794 483
E: garyt@stepsm.net.au
www.ndco.stepscs.net.au
The NDCO Program aims to improve the transition of people with a disability aged 15 to 64 into further education, training and employment. Your National Disability Coordination Officer can help provide information, coordination and referral for people with a disability.

- Improve transitions for people with disabilities from their school or community into post-school education, training and employment.
- Increase participation by people with a disability in higher education, vocational education and training and employment.
- Establish better links between schools, universities, TAFEs, training providers and disability service providers so that they can work together to provide the best possible service and outcomes for people with a disability.
- Region covers - Mackay, Whitsundays, Burdekin, Townsville, Hinchinbrook, Cassowary Coast, Cairns, Cape York, Tablelands, Charters Towers, Mt Isa and North-West Queensland, including the Gulf.

AUSTRALIAN AGRICULTURAL COLLEGE CORPORATION (AACC)

120 Wood Street,
Mackay, Qld

Palmina Bonaventura – Senior Project Officer
T: 4944 2618
M: 0409 589 983
F: 4944 2611
E: palmina.bonaventura@aacc.edu.au
W: www.aacc.edu.au

- Provides short course skill set training in all units associated with Agriculture, Horticulture and Conservation and Land Management. An example of a short course skill set might be set up a school market garden. Training can take place within the school premises, on a local farm or at the AACC campus in Emerald or Longreach.
- Provides School-based apprenticeships in Agriculture (Ag), Horticulture (Hort) and Conservation and Land management (CALM)
- Provides industry-based Traineeships (certificate III) in Ag, Hort and CALM – student has an employer in mind. Can be done either after school finishes or instead of school.
- Provides Cert I or II courses in rural operations, agriculture or horticulture as a supplement to school subjects. AACC can find suitable venues and instructors to coordinate this training. Training can be one day a week for 3 school terms or another arrangement.
- Works with agencies with early school leavers requiring certificate II or similar qualifications. Able to establish a cert II course to meet specific needs.
- Works with agencies that have existing courses they would like to make competency based and nationally accredited.
- Works with agencies that have skills gaps and would like to address.
- Various range of short courses i.e. chainsaws, wash down, horse care.
- Able to provide Personal Development (PD) opportunities for teachers/staff.

SKILLING SOLUTIONS QUEENSLAND

Level 1 Post Office Square
Cnr Sydney and Gordon Streets
Mackay, Qld

T: 1300 654 687 (8.30am to 4.45pm)
F: 3259 8876
E: skillingsolutions@deta.qld.gov.au

Opening Hours – Monday to Friday – 8:30 am to 4:30 pm

Skilling Solutions Queensland is the Queensland Government's free training and career information service.
A one-stop-shop for all your training and career solutions.

Our specially trained consultants can identify how your existing skills could be formally recognised towards a relevant qualification. We can then refer you to a network of contracted training organisations to undertake a formal assessment of your skills against the chosen qualification.
The process is called recognition of prior learning; it's all about recognising the skills that you already have and obtaining a qualification in less time and at a reduced cost.

SMITH FAMILY - LEARNING FOR LIFE PROGRAM

Victoria Park State School
Goldsmith Street
Mackay, Qld

Wendy Gernhoefer
P: 4957 5890
M: 0417 285 302
E: Wendy.Gernhoefer@thesmithfamily.com.au
The Smith Family’s Learning for Life program supports disadvantaged children and young people all the way through their education, from pre-school and primary school, to senior school and on to tertiary studies if they choose. This holistic, long term support gives young Australians the assistance they need to develop vital life skills, stay engaged in their education and have the best chance to realise their potential.

Learning for Life support is provided to disadvantaged children and young people in three main ways:

- through Learning for Life Workers, who connect them to learning opportunities in their local community and also encourage them to fully participate in their education;
- by enabling access to Smith Family literacy programs and mentoring support;
- and through financial assistance to help families afford the cost of their children’s essential education items.

Learning for Life programs support not only disadvantaged children but also their families who provide the crucial nurturing relationships and supportive learning environments that children need. Parents can access education opportunities themselves to help them develop and build their own skills and abilities.

**JOB SERVICES AUSTRALIA**


Whether you have just left school or you’re looking for your first full-time job, as a young person you need support that matches up with where you are in life.

Job Services Australia will provide tailored help to suit your needs.

Your local Job Services Australia provider can:

- help you to find a job
- give you advice on the basics like writing a résumé, how to look for a job, and what jobs are available in your local area
- work with you to build your own Employment Pathway Plan
- provide you with access to training or other help to build your skills or overcome personal barriers to employment.
Support for young people
If you are aged 15 years or over, and not in full-time study or full-time work, you should be fully eligible to access services from Job Services Australia. You can register via Centrelink.

Extra Support when you need it
Under Job Services Australia, the more help you need, the more help you’ll get. Your Job Services Australia provider will work closely with you to make sure that you get the right level of support. There are also a number of specialised services across Australia to help people with specific needs, including young people.

Developing your skills for the future
Job Services Australia has a strong focus on making sure you get the training and skills development opportunities you need. For example:

- you can participate in a broad range of work experience activities
- you may be able to train in areas where skills are in demand through the Productivity Places Program
- you may be able to get support to establish your own business through the New Enterprise Incentive Scheme, and
- you can participate in National Green Jobs Corps a green skills and climate change training and work experience program. National Green Jobs Corp is designed for 17-24 year olds.

Other initiatives for young people
For many young people it’s not as simple as just walking into a training course or a job. So, if you are aged between 19 and 24 years you will also have increased access to pre-vocational and support places through the Australian Apprenticeships Access Program.

Australian Apprenticeships - many young Australians get their start through Australian Apprenticeships, which can give you the option of combining training and employment—so you’re earning while you’re learning.

The Compact with Young Australians aims to promote skills acquisition and ensure young people are learning or earning. It includes an entitlement to an education or training place for 15 to 24 year olds.

Transition to Independent Living Allowance - (TILA) provides one-off financial support for people leaving formal state-based care or informal care, such as out-of-home care and Indigenous kinship care arrangements. TILA helps with the costs associated with moving from care to independent living, such as moving, education and transport costs.

There are 2 pages of JSA providers in the Mackay Region. To search them go to
- select the type of provider
- click search
- click on Queensland
- tick central and Northern Queensland
- click search
- tick Mackay
- click search

TORGAS

185 Alfred Street
Mackay, Qld

P: 4944 1446
W: www.torgas.com.au

TORGAS is a not-for-profit organisation operating as a commercial business providing apprentices and trainees to businesses throughout Queensland.

We are one of the largest industry-backed employers of apprentices and trainees in Queensland offering employment in a diverse range of industries from automotive, engineering, electrical, aviation, construction, printing, horticulture, retail, hospitality, optical, health, community services, business administration and more.

DISABILITY EMPLOYMENT SERVICES


Disability Employment Services are uncapped, so that all eligible people with a disability have immediate access to the service they need.

All eligible job seekers with a disability will have access to individually tailored and comprehensive services which meet their needs including capacity, building, training, work experience and other interventions to help participants obtain and maintain suitable employment.

Multiple existing programs have been streamlined into two clearly distinct programs, making assessment and referral processes less complex.

There are 2 pages of DES providers in the Mackay Region.
To search them go to http://jobsearch.gov.au/provider/providersearch.aspx

- select the type of provider
- click search
- click on Queensland
- tick central and Northern Queensland
- click search
- tick Mackay
- click search

**CONSERVATION VOLUNTEERS AUSTRALIA**

Caitlin Davies – 4951 0933

26 week environmental training program offers young people (aged 17 – 24 years) the right combination of work experience, skill development and accredited training to ensure they are ready for employment in emerging green and climate change industries.

**PARTICIPATE IN PROSPERITY (PiP) – SHAKE SPEARE STREET NEIGHBORHOOD CENTRE**

43 Shakespeare Street
Mackay, Qld
P: 4957 7222
F: 49577 569
E: s.pipco@georgestreetnc.org.au

The PiP program will be working with people identified as facing multiple barriers to:
- workforce participation, community engagement and access to further education and training
- the aim is to provide personal support, decrease social marginalisation and to encourage participants to develop a sense of ownership for the direction of their involvement within the PiP program

Case Plans will primarily focus on different areas of job preparation including resume writing, interview skills, training and employment options and will also address a variety of other related social issues and help to develop a variety of beneficial life skills such as literacy and numeracy difficulties, limited education or access to educational support, assimilation / cultural issues, accommodation issues, mental and physical health issues, disability, lack of confidence / social skills / low self-esteem or ability to access childcare.
CQUUniversity – Mackay Campus

Boundary Road, Mackay, Qld

P: 13 27 86  
(Student Contact Center)

07 4940 7577  
(Mackay Campus Reception)

CQUUniversity Mackay is one of the fastest-growing Universities in Queensland, serving as a base for thousands of full-time, part-time and distance education students.

The campus boasts a wide range of facilities including air-conditioned and interactive lecture theatres and tutorial rooms, computer labs, a cafeteria and bookshop and a modern new Library with study hubs and a wide range of resources.

New programs in Allied Health have enabled the Mackay campus to establish state-of-the-art laboratories for medical imaging, sonography, nursing, midwifery and chiropractic programs, with all labs featuring modern technology and equipment.

The Central Queensland Conservatorium of Music (CQCM) on campus has enriched the learning experience for students studying in the music, theatre and performing arts programs with facilities such as recording studios, private music rooms and large auditorium-style theatre. The CQCM hosts regular productions, exhibitions and concerts throughout the year.

Other popular programs include engineering and mining, education, tourism, accounting, business and marketing, multimedia, information technology and many more.

The campus offers convenient, self-contained on-campus accommodation with hundreds of students choosing to enjoy both the educational and social advantages of calling CQUUniversity Mackay home.
The University also offers **ongoing support to students** via counselling, disability support, mentoring programs and its careers and employment service. In addition, the many **scholarships and bursaries** available through CQUUniversity have enabled students from all over the world to study in Mackay without the financial burden.

For more information on what you can study at CQUUniversity, visit [www.cqu.edu.au/study](http://www.cqu.edu.au/study), or to learn more about Mackay Campus, visit [www.cqu.edu.au/about-us/locations/mackay](http://www.cqu.edu.au/about-us/locations/mackay).

**SKILLS TRAINING MACKAY**

Level 3 ‘A Block’
CQ TAFE
Sydney Street
Mackay, Qld

Pete Quinn  
M: 0439 972 439  
E: programs@skillstm.com.au

Get Set For Work
- Employment and skills development program for young people who have left school or are ‘at risk’ of doing so before completing year 12;  
- Assists young people to find a job, return to school or continue with other education;  
- Builds self-esteem, improves literacy and numeracy skills and connects participants with hands on work experience opportunities.

**MRAEL GROUP**

5 – 7 Tennyson Street  
Mackay, Qld

P: 4957 9800  
F: 4957 7564

Offers opportunities for work experience, school based apprenticeships and traineeships as well as apprenticeships and traineeships.
Family and Relationships

CENTACARE

72A Sydney Street
Mackay, Qld

P: 4957 2533
F: 4953 1129
W: http://www.centacare.net/centres/centres.htm

Provides marriage and family counselling service, pre-marriage courses, respite care home services and personal support program.

Opening hours – Monday to Friday – 9 am to 5 pm

OZCARE

32 Victoria Street
Mackay, Qld

P: 4961 8600
F: 4961 8698
E: communitycare.mackay@ozcare.org.au

Offers various programs and services including (but not limited to):
- Home and Community Care;
- Respite Care;
- Mental Health.
Reengagement and Support for Schools

MACKAY YOUTH SUPPORT SERVICES (MYSS) – YOUTH SUPPORT COORDINATOR PROGRAM

Level 1, ‘E Block’ (the Old Heritage Building)
Cnr Wood and Alfred Streets
Mackay, Qld

P: 4953 2299
F: 4953 2255

Opening Hours – Monday to Friday – 8am – 4 pm

Youth Support Coordinator Program
Early intervention program that assists young people who are at risk of disconnecting from education. Youth Support Coordinators (YSCs) work with education sites and the community to assist young people to complete their senior phase of learning.

YSCs are involved with working parties to address identified issues impacting on young people in their local community.

YSCs provide information, advocacy, referral and short term support services to assist schools to link young people to community services that support their participation in education and training

YSC can provide different mixes of the following components:
- Individual support and family work
- Provision of information
- Coordination of referrals
- Group Work
- Developmental whole of school strategies such as teacher, student and parent education
- Community development strategies aimed at linking community organisations with educational sites and collaboratively addressing identified gaps in service delivery to young people and their families

YSC role is to:
- Develop linkages between education and training sites, community organisations, and the broader community to enhance access by young people and their families to support and assistance
• Assist young people and families to resolve issues which impact on young people’s completion of the senior phase of learning
• Contribute to the development of supportive educational environments which are responsive to the needs of young people at risk of not transitioning into the senior phase of learning
• Assist young people to develop social and personal skills for independent and successful community living
• Encourage and support community services to respond to the needs of young people and their families

COMMUNITY SOLUTIONS

The RSL Building
70 Sydney Street
Mackay, Qld

Colin McPherson
P:  4841 8888
F:  4957 3456

Youth Connections
Community Solutions deliver the Youth Connections program providing flexible, individualised and responsive services to assist young people who are most at risk of disengaging from education or training and therefore not attaining Year 12 or equivalent education. The objective of Youth Connections is to support young people to attain a Year 12 or equivalent education and to help them make a successful transition through school and onto further education, training or work.

Youth Connections offer a continuum of services so that young people at risk can access the help they need to improve their resilience, personal skills and wellbeing. Community Solutions works with a spectrum of at risk youth, including those who are most at risk of disengaging from school through to those who are severely disengaged from education, family and community.

Through the Youth Connections program, Community Solutions also looks at strengthening services in the region, by working with all relevant stakeholders to assist education providers and other organisations build capacity to work with at risk young people. Community Solutions offers youth focussed innovative activities for young people with the aim of finding, connecting with and engaging severely disengaged youth.

Young people fitting the eligibility criteria can be referred to the Youth Connections program by parents, schools, Centrelink, other youth service providers – young
people can even ‘self-refer’. Referral forms and eligibility criteria can be found on the Community Solutions website or contact our office.

Youth Connections is funded by the Commonwealth of Australia as represented by the Department of Education, Employment and Workplace Relations.

**YOUTHINVEST – SCHOOL BUSINESS COMMUNITY PARTNERSHIP BROKERS PROGRAM**

**State Office**
375 Wickham Terrace
Spring Hill 4000

**Mackay Office**
Parklands Mackay Business Hub
239 Nebo Road,
West Mackay, Qld

Gayle Evans
State Program Manager
P: 3842 2256
M: 0424 750 559
E: gayle.evans@australianbusiness.com.au

Nicolette Ffrost
Strategic Partnership Broker
P: 4955 8700
M: 0418 772 667
E: nicolette.ffrost@australianbusiness.com.au

Sally-Ann Upton
Strategic Partnership Broker
P: 4955 8700
M: 0419 707 812
E: sallyann.upton@australianbusiness.com.au

Create and improve partnerships between community/business and industry and schools to extend learning beyond the classroom

YouthInvest is a FREE service to help;

1. Education and training providers
2. Business and industry
3. Parents and families
4. Community groups

To improve the educational outcomes of their students and young employees beyond the classroom

YouthInvest partnership brokers can help you bring together teachers, parents, business, community members and governments to share the responsibility of improving the educational outcomes for our young people and build knowledge and skills needed to participate in society, education and employment

MACKAY REGIONAL COUNCIL – RESOURCES FOR YOUNG PEOPLE

Donna Kellion – Young Adult Librarian
Mackay Regional Council – Libraries
Gordon Street
Mackay, Qld
P: 4961 9381
F: 4944 2471

Young adults (12 – 25 years) are welcome and encouraged to use and contribute to their ‘own space’ at the libraries.

Collections found in these areas include:
- Young adult fiction;
- Young adult nonfiction;
- Magazines;
- Graphic novels;
- Anime;
- DVDs.

Mackay City and Gordon White libraries have dedicated youthspaces where you can kick back.

Thrash it our Thursday -

Formerly known as ‘Finally its Friday’. Activities are held monthly for young people aged 12 – 18 years alternating between Mackay City and Gordon White Library.
Online Tutoring – ‘yourtutor’
Yourtutor is a free online tutoring service which is available for students from years 4 through to year 12.

This service is available Monday to Friday from 4 pm to 8 pm in subjects areas of Maths, English, science, research and study skills.

You can access yourtutor at the library or at home but you much be a member of the library (which is free).

Students and Schools
There are many resources which students and schools can access through the library. These range from yourtutor to delicious (a social bookmarking site), exam invigilation, knowledge navigators, history bits in kits.

The library can also conduct tours for visiting schools.

MADEC – THE MINDFIELDS PROGRAM

P: 49 511 233
W: www.madec.org.au

- An intervention based program which guides young people to take control of their lives, make important and beneficial decisions, and actively participate in overcoming or working through their barriers.
- Eligibility – vulnerable or at risk young people aged between 10 and 25 years of age who reside within Mackay, Sarina and Mirani are considered to be eligible to participate in the Mindfields to Mackay project.

TRANSITION OFFICER – MACKAY REGION

Iris Harvey
Transition Officer – Students with Disabilities
P: 4951 6907
M: 0418 620 589
E: iris.HARVEY@deta.qld.gov.au

Can assist students, families and school staff by
- advising about learning or training options that facilitate transition to employment and/or further education for young people with disabilities;
- developing links with families, school and community organisations to create more flexible pathways for students with disabilities;
• supporting students, families and school staff from school to post school options for students with a disability.

THE SONG ROOM

Zelda Quakawoot – 0412 062 125

Provides free, tailored, long term music and art based programs for children in disadvantaged and high need communities.

CREATIVE COMMUNITY SOLUTIONS – MACKAY LIVING ARTS PROGRAM

Melissa Selleck
E: info@livingarts.com.au

• To develop and implement creative solutions for young people at risk and the community, undertaking collaborative projects and programs that are inclusive, effective and sustainable;
• For young people (and adults) who are at risk of suicide, homelessness, mental health issues, drug and alcohol abuse, disengagement from education.

PACE/FACE – IT

Bianca Toby – 0401 152 738
Roz Roddenby – 0402 707 144

Community driven program which focuses on the development and implementation of creative and innovative approaches to improve the educational outcomes of Indigenous school students through enhancing Indigenous parental engagement with schools and education providers.
Youth Activities and Groups

SHAKESPEARE CHILD AND FRIENDLY CENTRE

43 Shakespeare Street,
East Mackay, Qld

Three playgroups for children meet at the Shakespeare Child and Family Centre each week:
- The Suntots group meets every Wednesday morning from 9:30 a.m. to 11:30 a.m.
- The PATCH group meets every Thursday morning from 9:30 a.m. to 11:30 a.m.
- The Multicultural group meets every Friday morning from 9:30 a.m. to 11:30 a.m.

AUSTRALIAN ARMY CADETS – MACKAY

www.cadetnet.gov.au

P: 4944 8517
E: 122ACU@cadetnet.gov.au

- Army Cadets is a program for young people aged 12 years 6 months to 17 years;
- The Mackay location is at ‘Komiatum Barracks’
- Cadets meet new friends, participate in outdoor activities, learn new skills and increase their self-confidence.
- Parading – Monday – 5:20 pm – 8:30 pm

AUSTRALIAN AIR FORCE CADETS – NO. 105 SQUADRON

105 Bridge Road
Mackay, Qld

http://www.aafc.org.au/

P: 4957 4126
E: admino.105sqn@aafc.org.au
• Australian Air Force Cadets is a program for young people – must be at least 13 years of age and under 18 years of age;
• Cadets meet new friends, participate in outdoor activities, learn new skills and increase their self-confidence.

AUSTRALIAN NAVY CADETS – MACKAY

Defence Precinct
Shakespeare Street
Mackay, Qld

P:  4944 8561
E:  TSPioneer@cadetnet.gov.au

Meeting Times: Friday from 6:30pm to 8pm. Weekend training occurs at least once every six (6) weeks.

• Activities include sailing, hiking, canoeing and camping;
• Young people aged between 12 years and 6 months and under 19 years.
• Uniforms are provided and as a cadet you are not required to purchase any additional gear.

GIRL GUIDES QUEENSLAND – MACKAY

E:  enquires@frgg.

Youth organisation for girls and women from 5 years.

Varied program encouraging citizenship, outdoor skills, leadership development, creativity, international skills, home craft, guiding traditions, and community service.

District groups include;
Mackay City
Mackay North (in recess)
Mackay West
THE SALVATION ARMY – MACKAY CORPS

48 Gregory Street
West Mackay, Qld

P: 4957 3576
F: 4944 0961

- Jesus and Me (JAM) – kids group for 5 to 12 year olds;
- Controversial Coffee – night designate for young people;
- Bible studies through the week.
Other Helpful Stuff

DREAM JOB 21

Melissa Schembri

M: 0403 327 792
P: 07 4942 9457
E: melissa@dreamjob21.com

‘How to find your Dream Job in 21 Days’ is more than just a book. The book becomes your career journal, your step by step map to really making it to where you want to be and doing what you love.

REGIONAL SOCIAL DEVELOPMENT CENTRE (RSDC)

Deborah Rae
62 Wellington Street
Mackay, Qld

P: 4957 3088
F: 4951 1701
W: www.rsdc.org.au

Provides social and community development services across all community sectors including youth, arts and disability.

VOLUNTEER HUB – RSDC

W:

RSDC has partnered with Connection Healthcare in Communities to establish a Volunteer Hub in the Mackay region.

The Volunteer Hub will provide a free service to facilitate links between volunteers and community groups and include:

YouthInvest
Chamber of Commerce & Industry Queensland
• Matching volunteers to hosts;
• Supporting hosts to find and support volunteers;
• Providing training to volunteers before placement;
• Providing training to volunteer organisations with the opportunity to network and develop connections.

The focus of volunteer placements will be extensive including:
• Community service;
• Arts groups;
• Local government;
• Environmental groups;
• Schools;
• Local industries.

MUDTH-NIYLETA ABORIGINAL AND TORRES STRAIT ISLANDER CORPORATION ("MILLER HOUSE")

35 Central Street
Sarina, Qld

P:  4953 2509
E:  accounts@mudth-niyleta.com

• Indigenous community controlled organisation that seeks to provide a variety of integrated human services which can promote the economic and social advancement of Sarina’s Aboriginal and Torres Strait Islander community;
• Acts as an indigenous resource center for the whole community.
Networks

MACKAY YOUTH CONNECTIONS NETWORK INC.

    President – Colin McPherson
E:  committee@mackayyouthconnections.com.au

The goals of the organisation are to:
- Provide an ongoing interagency forum;
- Develop a collaborative approach in addressing the needs of young people;
- Assist the broader community in addressing the needs of the young people;
- Develop and implement organisational quality assurance measures.

Meeting Times
Mackay Youth Connection meets the first Tuesday of every month (except November and January) at CQTAFE Theatrette from 10:30 am to 12 pm.

MACKAY EDUCATION EMPLOYMENT TRANSITION (MEET) NETWORK

E:  iris.HARVEY@deta.qld.gov.au

The Network aims to bring people from schools, University, TAFE, training organisations, community services and employment services together to share what their organisation/role can do to support the transition of people with a disability to education or employment.

The definition of disability is quite broad and can include learning difficulties, mental health conditions and chronic health conditions.

Meeting Times
Second Wednesday of every month starting at 3:30 pm at CQUniversity.

TRAINING REFERENCE GROUP

E:  macktraining@deta.qld.gov.au

Meeting between various stakeholders in the region to discuss information and news about training opportunities and issues in the region.
MACKAY REGIONAL MENTAL HEALTH NETWORK

E:  mackaymentalhealth@gmail.com

Is a partnership of government, non-government and private mental health service providers, consumers and carers who work in collaboration to improve mental health outcomes for people living with a mental illness and their carers across the Mackay region.

The network meets every second Tuesday of the month at 9:30 am.

HAAC SERVICE PROVIDER FORUM

Service providers meet every 2 months. Attendees include service providers who are specifically funded by the Home and Community Care program. Opportunity for Home and Community Care Service Providers to discuss funding and sector issues as well as presentation time where guest speakers can discuss new services, funding options and other upcoming events in respect to the region.