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Welcome to *Finding your Feet* - a guide to local activities and services for families with children 0 to 5 years old.

Whether you have recently moved up north for a “sea change” or have lived here forever and have a new baby or young kids these are big changes that can take some getting used to.

Finding your Feet is a guide put together by this community to help all our families to:

- build connections
- know who to ask for information and support with parenting and to
- find low cost fun things to do together.

We hope it is a useful first step for you in finding your feet!

Enjoy!

Jo de Riva O’Phelan
Family Support Worker
Port Douglas Neighbourhood Centre
Feb 2007

About *Finding your Feet*

This is the first version of *Finding your Feet*.

We would like to thank: The Federal Department of Families, Housing, Community Services and Indigenous Affairs for funding; Cheryl Clayton for working on it voluntarily in her student placement from James Cook University; Lotsa Printing for assisting in getting it all together for small money; all our local community agencies and activity providers for providing ideas, input and support and to the parents who provided the photos of their wonderful children.

We all hope it has a brilliant impact in helping families finding their feet. If you are using this guide please let us know your stories of how it has helped and any new ideas for improvement. If you are an agency or activity provider and would like to be added to next years *Finding your Feet* please let us know.

Email: family.pcdsn@bigpond.com.

Every effort has been made to include up to date information.

EMERGENCY NUMBERS

Police / Fire / Ambulance	000
Ergon Energy Faults and Emergencies	13 22 96
Poison Information Service Provides advice on the management of chemical poisonings, bites, stings, plants. Also provides triage advice on suicide attempts through drug overdose.	13 11 26
Flood Storm Cyclone and Emergency (State Emergency Service)	13 25 00
Snake Removal National Parks and Wildlife	4098 2188
Cow Bay Guy Watts Phone anytime	4098 9079
Daintree to Port Douglas and Julatten	4094 1087 or
Marty Baxter	0408 759 502
Mossman David Leyden Phone evenings	4098 1618
Tim Hawkes Phone after 3.30pm	
Port Douglas Corey Frahn after 5pm	0438 763 063
David Leyden business hours	4055 3576
Lifeline Telephone Counselling 24 hours/7 days a week Offers support and counselling for issues such as family and relationship issues, mental health concerns, feelings around suicide, abuse and violence, loneliness and life direction.	13 11 14

LOCAL HEALTH SERVICES

Douglas Shire Multi Purpose Health Service 4084 1200 **(Mossman Hospital)**

9 Hospital Street, Mossman

Office Hours Monday to Friday 8.30am to 4.45pm

(For full listing of services see page 7 of community phone book.)

- Accident and Emergency 24 hours/7 days
- Adult Mental Health Team
- Visiting child and youth mental health clinician.
- Visiting services by appointment include:
 - Healthy bladder clinic, well women's clinic, (every 4 - 6 weeks)
 - Breast screen clinic (every 2 years).
- Home & Community Care (HACC)
- Patient Travel Scheme

Community Health Care Services 4084 1200

Douglas Shire Multi Purpose Health Service

9 Hospital Street, Mossman

Child Health Nurses available for support, information and referral with parenting, and child health concerns.

Antenatal clinics, Childbirth classes, Lactation consultant, Maternal and Child Health clinics, School immunization program, Family C.A.R.E Program, Positive Parenting Program (Triple P), School screening, Parent's room, Health information and resource library. Health promotion, Lifestyle courses

Indigenous Health Workers

Alcohol Tobacco and other Drug Services (ATODS)

Dental Clinic 4084 1269

Douglas Shire Multi Purpose Health Service

9 Hospital Street, Mossman

For pensioners and health care card holders

(For private dentists see community phone book)

Cow Bay Health Clinic 4098 9296

Tea Tree Rd, Diwan

8.30 am to 5pm Monday to Friday

- Family Health and Immunisation
- Baby and Child Health Clinic monthly by appointment
- Ante and post natal clinic
- School screening

- First Line Emergency Services
- Monthly Doctors Clinic
- Aged Care packages/HACC
- Visiting Allied Health Services
- Triple P Positive Parenting Program

Doctors

Dr. John Archer (Port Douglas)	4099 5276
New Horizons (Port Douglas)	4099 1111
Port Village Medical Centre	4099 5043
Mossman Medical Centre	4098 1248
Mountain View Medical Centre Mossman	4098 1711
Dr. Wendy White (Mossman)	4098 1286

Mobile Women's Health Clinic 4084 1200

Well Women's Mobile Health Clinic. Free service provided by Qld. Health for women of all ages and cultures. Women's health nurse specialist providing: Pap smears, sexual health screening, information and education on contraception, breast self awareness, menopause issues, lifestyle issues, period information. Held in Mossman every 2nd month at Mossman Community Centre (book through the centre 4098 2005) and Mossman Gorge Community bookings at the Douglas Shire Multi Purpose Health Service.

Well Women's Clinic 4084 1200

A doctor who specializes in women's health attends the hospital on a monthly basis, contact the DSMPHS for details and appointments on 4084 1200

Family Planning QLD

37 McLeod Street Cairns	4051 3788
www.fpq.com.au	
Sexual Assault Service	4031 3590
Port Douglas	4099 5066

This service provides sexual and reproductive health clinic, education and health promotion in schools, and adult and child sexual assault counselling.

HEALTH and PARENTING INFORMATION (Telephone and Website Services)

13 Health

13 43 25 84

4 hour / 7 days a week telephone service

Provides health advice for non-emergency issues.

Alcohol and Drug Information Services (ADIS)

1800 177 833

Australian Breastfeeding Association Helpline

4058 0007

www.breastfeeding.asn.au

Helpline is available from 8am to 10pm, 7 days

Australian Breastfeeding Association does not currently have a counsellor in the Douglas Shire, however a phone service is available where it is possible to talk to a trained counsellor. The above number will provide a list of counsellors on roster for the week.

Beyondblue

1300 22 46 36

www.beyondblue.org.au

For assistance with issues relating to depression and anxiety including postnatal depression.

Community Child Health 24 hour Information and Advisory Service

1800 177 279

Child Health Nurse available 24 hours for any queries. E.g sleeping, breastfeeding, weaning, feeding. (Very busy service may be some wait.)

Child Health Resource Centre

www.health.qld.gov.au/cchs

(This Queensland Health site is under review)

Provides information on:

- Location of nearest child health centre in Queensland
- Immunisation clinics across Queensland
- Child health care including:
 - Common childhood conditions
 - Emotion and behaviour
 - General nutrition and activity
 - Growth and development
- Parenting
- Safety
- Young people
- Support organisations for carers

Family Relationships Online

www.familyrelationships.gov.au

An Australian Government service designed to provide all families (whether together or separated) with easy online access to information on family relationship support services. Includes information about: building and maintaining strong relationships, communicating effectively with all members of the family; making arrangements for children after separation, family dispute resolution services.

Parenting and Child Health

www.cyh.com

South Australian government Children's Youth and Women's Health Service. (Note some phone numbers on this site may be for SA only) A resource for parents and caregivers on everything relating to the health and development of children.

Parenting Tip Sheets

1800 637 711

www.communities.qld.gov.au

Adapted from information contained in the Parent Easy Guide Series. A range of free tips sheets about Living with Babies, Living with Toddlers, Children 4-12, Living with Teenagers, Being a Dad, TV on off etc.

Raising Children Network

www.raisingchildren.net.au

Australian Government Website. Information about raising children to help parents with the day to day issues of looking after children and babies. Includes parenting tips around sleep, nutrition, development, tantrums, etc.

National Continence Helpline

1800 330 066

www.continence.org.au

Information and advice promoting bladder and bowel health for all ages. Staffed by friendly nurses male and female
Monday to Friday 8am to 8pm. Shut on national public holidays

Women's Health Queensland Wide

1800 017 676

www.womhealth.org.au

Mon-Fri 9.00am-5.00pm, except Wed 12.30pm-5.00pm

Can also email queries in from website.

Up to date women's health information and referral to health services. Statewide Health Information Line staffed by women's health nurses and midwives. All phone calls and emails are confidential. Also provides a library service.

Your local library has a range of excellent books on parenting. 4099 9496
14 Mill Street, Mossman. Dewy Number 649

LOCAL KINDERGARTENS

C&K Community Kindergartens are

Community based, not for profit services which are managed by the parents who employ university qualified staff to deliver a modern reflective play based education and care program for children prior to Prep. Priority is given to the child turning 4 before 30 June in the year they attend the kindergarten. 80% of the teachers' salary is funded through the Education Department. More information about this umbrella organization can be found at www.candk.asn.au

Mossman Community Kindergarten

4098 1880

dkindy@bigpond.net.au

Foxton Avenue, Mossman

Port Douglas Community Kindergarten

4098 5811

pdck@bigpond.net.au

4 Endeavour Street, Port Douglas

Julatten Community Kindergarten

4094 2037

Julattenc@conxx.com

Contact: Katie Shepherdson

Brown's Road, Julatten

LOCAL CHILD CARE SERVICES

Child Care Information Service

1800 637 711

A free statewide information service provided by the Queensland Department of Communities. The service operates from 8.30 am to 5 pm Monday to Friday, and provides information to assist families in choosing child care that meets their needs.

The Child Care Information Service has information on child care services located in Queensland including:

- the types of child care services available
- the location, hours of operation and contact details for services
- information on what to look for in a quality service
- information for developers and the child care industry about developing child care services
- information for students.

Child Care Benefit

136150

A government subsidy of child care costs is available to some families. For more information about the CCB contact the Family Assistance Office.

ABC Mossman South

4098 2044

mss@childcare.com.au

14 Johnston Road, Mossman

Contact: Kate Brennan

Opening Hours: Monday to Friday 6.50am to 6.05pm

- Child Care Benefit (CCB) eligible
- Caters for children for 15 months to 5 years
- All staff are either qualified or studying towards their qualifications
- Short waiting list

Cooya Kidz

4098 3444

cooyakid@bigpond.net.au

1 Cooya Beach Rd, Cooya Beach

Contact: Sandra Zajaz

Opening Hours: Monday to Friday 7.00am to 6.00pm

- Child Care Benefit (CCB) eligible
- Caters for children from 6 months to 5 years
- Fees on application
- Staff hold appropriate qualifications
- 44 places in this centre
- Short waiting list

- Possibility of after school care depending on demand
- Weekly discount rate if child/ren booked in for 5 days

Cubby House Long Day Care

4099 4292

Denise.pdcsn@bigpond.com.au

6-10 Mowbray St, Port Douglas

Contact: Denise Burke

Opening Hours: Monday to Friday 8.00am to 5.30pm

- Child Care Benefit (CCB) eligible
- Caters for children up to 5 years
- All staff are either qualified or studying towards their qualifications
- Only 21 places in this centre
- 3 year waiting list

Douglas Shire Family Day Care

4098 1831 or

dougfdc@bigpond.net.au

0407 048 753

Office located at Mossman Showgrounds

Jack St Mossman.

Professional home-based childcare service located throughout the Shire.

Coordinator: Naomi Reynolds Tuesday to Thursday 8am to 3pm

Currently Family Day Care is available in Mossman, Cooya Beach, Wonga Beach and Julatten. Family Day Care is a unique, home-based child care service providing quality care for children in the homes of family day care carers. Family Day Care offers flexible care including full time and part time care, weekend care, overnight care, casual care and emergency care. Rates are very reasonable and are generally the cheapest of all childcare options. Families are eligible for the government fee subsidy (Child Care Benefit) Carers are recruited and trained by a central coordination unit and are required to hold a current Senior First Aid Certificate, suitability card (blue card) and public liability insurance. The Family Day Care environment must comply with State and Federal guidelines.

Family Day Care also offers fantastic career opportunities for people who have formal childcare training or experience in childcare, can provide a warm, secure and family focussed environment and have a desire to build a successful home-based childcare business.

Julatten Limited Hours Care

4094 2037

Julatten Community Centre

Brown Rd, Julatten.

Contact: Gerda Domen

Opening hours: Tuesday 9.00-3.00; Wednesday, Thursday 9.00-4.00pm

- Child Care Benefit (CCB) eligible
- Caters for children 0-5years

Port Douglas Early Learning Centre

4099 3392

portdouglas@neighbourhoodelc.com.au

336 Port Douglas Rd, Port Douglas

Contact: Shiralee Doolan

Opening Hours: Monday to Friday 7.00am to 6.00pm

- Child Care Benefit (CCB) eligible
- Caters for children from 6 weeks to 5 years
- All staff are either qualified or studying towards their qualifications
- Waiting lists are not too long
- Casual days available for visitors in the area at \$50 daily rate.

AFTER SCHOOL CARE and VACATION CARE

St Augustine's Outside School Hours Care and Vacation Care.

St Augustine's School Mossman

4098 1631

Contact: Veronica Vignes

Opening Hours: Monday to Friday 3.00pm to 6.00pm (After School Care)

8.00am to 6.00pm (Vacation Care and Student Free Days)

- Child Care Benefit (CCB) eligible
- Cares for all school aged children (including pre-school)
- All staff are either qualified or studying towards their qualifications.
- No waiting lists

Julatten Outside School Hours Care and Vacation Care

4094 2037

Contact: Gerda Doment

Hours: Monday-Friday 3.00 to 5.30pm

- Caters for all school age children
- Child Care Benefit (CCB) eligible.

Vacation Care

- Open 8.30am to 5.00pm during school holidays
- CCB eligible

Goobidi Outside School Hours Care

4015 2387

Contact: Jennifer Ryan

Hours: Monday to Friday 3.00 to 5.30pm

Vacation Care as per school holidays.

Bus transportation available for Mossman area only.

Port Douglas Outside School Hours Care

4098 5852

Port Douglas State School, 4 Endeavour St Port Douglas

Contact Jean Robinson coordinator

Opening Hours:

Monday to Friday 3.00pm to 6.00pm (After School Care)

8.00am to 6.00pm (Vacation Care and Student Free Days)

- Child Care Benefit (CCB) eligible
- Caters for all school aged children from five to twelve years old
- All staff are either qualified or studying towards their qualifications.
- No waiting lists

LOCAL PLAYGROUPS

www.playgroupaustralia.com.au

A Playgroup is a group of mums, dads, grandparents and caregivers who meet together usually once a week with their babies, toddlers and preschoolers for a two-hour session and are held in a variety of venues.

Cow Bay Playgroup 4099 5518
Location and times vary. Contact Port Douglas Neighbourhood Centre Family Support worker.

Family Day Care Playgroup 4098 1831
Monthly for registered families

Goodbidi Playgroup Enrichment Program 4015 2387
7 Johnston Road, Mossman
Monday to Thursday 9.30 to 11.30am

Julatten Playgroup 4094 1904
Ellie Brown
Tuesdays 9.30 to 11.30am

Mossman Playgroup 4099 3561
Wednesdays 9.30am to 11.30am
Benoni Henderson 0419 754601
Behind the Mossman Showgrounds.

Port Douglas Neighbourhood Centre Playgroup 4099 5518
Tuesdays 9.30am to 11.30am
Port Douglas Neighbourhood Centre
6-10 Mowbray St, Port Douglas

Wonga Playgroup 4098 1243
cassmorrow@austarnet.com.au
Fridays 9.30 to 11.30am
Location varies

LOCAL ACTIVITIES FOR UNDER 5's

For updates on upcoming events or to advertise your workshop or event join the parent support email list by emailing family.pdcsn@bigpond.com

The Gazette publishes an annual calendar of community events such as Carnivale, Mossman Street Party, Mossman Music Festival, Laura Festival, Neighbourhood Centre Family Fun Day.

Schools and Neighbourhood and Community Centres have regular newsletters advertising family friendly events.

Baby Massage

0434 211 684

portbabymassage@hotmail.com

5 week course. Learn how to massage your baby. Baby massage enhances bonding, improves quality of baby's sleep, stimulates brain and physical development. Individual or group classes, please contact for availability.

Ballyhooley Steam Railway

0417 949 354

www.ballyhooley.com.au

Historic train rides from Marina Mirage Port Douglas. Check for current timetables.

Bodies in Motion Dance School

4098 3921

bodies@people.net.au

Jazz, Tap, Ballet, Hip Hop, Boys Only and Adult Classes. A safe, nurturing environment which encourages creativity, confidence, healthy body image, self discipline and motivation in students. Classes are for all abilities from beginners to advanced, from aged 3 in the tiny tots program to adults. Classes from Monday to Friday in Mossman and Port Douglas. Contact Prue or Jody for more information.

Choreography By Nelle

0408 985 157

nelle@wardbenedict.com.au

4098 5158

The Choreography By Nelle School of Dance and Performing Arts offers dance classes for all ages and levels. Classes include: Jazz / Funk Combo, Classical, Tap, Musical Theatre (song and dance), 'Tiny Tots Playdance', Boys Only classes, and Adult dance and Fitness Classes. Please contact Nelle for more information.

Mossman Kindergym

Bev Gwynne

4098 7690

Kindergym is a movement program for children five years and under and their care giver, designed to develop the whole child, socially, emotionally, cognitively and physically, in a safe, structured, multi-sensory environment. (Sat a.m. Mossman)

Music for Tots

4034 1847

A head start to music with Connie Johnson. Based in Cairns but travels to Port Douglas. Connie has taught “Music for Tots” for 24 years. She has written the book “How to give your child a musical headstart” and provides practice DVDs to students. The program Music for Tots is extremely interactive with children as young as 10 mths old using maracas and a myriad of other instruments, puppets and toys provided in Connie's circus of events that keep the rhythm and tunes rolling. Classes are 30 minutes long and are casual with child and carer sitting on a carpet on the floor.

Rhyme Time & Story Time

4099 9496

Mossman Library, Mill St Mossman.

Share rhymes, songs, stories, activities and spend time having fun together.

- Children 0 to 5 years
- Every Thursday at 10.30am

Mossman Learn to Swim

4098 2627

Fun, Fitness & Water Awareness for the whole family

www.mossmanriversideleisurepark.com.au

Mossman Riverside Leisure Park, Cnr Foxton Ave & Park St, Mossman

- Learn-to-Swim - Infants to confident swimmers
Monday to Friday afternoons, some morning classes available
- Squad - beginners to advanced elite
Monday to Friday sessions
- Something for the Mums & Dads
Masters - Tuesdays & Thursdays
Aqua Fitness - Mondays & Wednesdays

Swimming in Port

0405 454 747

Swimminginport@bigpond.com

Contact: Carmen Koller

- Infants, toddlers, school age and adults
- “Learn to Swim” and stroke development
- Works with people with disabilities.
- Servicing the community of the Douglas Shire since 2001.
- Available by appointment for private lessons at your convenience.
- Discounted group lessons.

Cairns Based Activities

Gymbaroo

1800 559 426

www.gymbaroo.com.au

Babyroo is for babies from 6 weeks sensory stimulation through gentle movement, music, games and dances. Toddlers climbing, jumping, swinging, singing and dancing, promotes balance, coordination, spatial awareness and confidence. Preschoolers more structured activities using dance and ball skills.

Kids In Harmony

Cairns

4041 4140

Mareeba/Atherton

4096 5186

Is a music and life skills program for children from 7 weeks to 7 years. This is a creative program designed to lay the foundations of music, good body image and relaxation therapy so that children can learn to love and value themselves



LOCAL PLAYGROUNDS with PLAY EQUIPMENT

Port Douglas

Solander Boulevard

Table, shelter, play equipment and half netball court

Rex Smeal Park, Wharf Street

Toilets, table, play equipment, shade sail

Market Park, Wharf Street

Table, seat, play equipment, shade sail

Hutchings Park, Oriole Street

Water fountains, toilets, tables, shelter, BBQ, play equipment, shade sails

Mossman

George Davis Park, Foxton Avenue

Play equipment, skate ramp, shade sails, toilets, tables

David Jack Park, Jack Street

Play equipment

North Mossman Park, Atherton Street

Play equipment

Kubirri, Shepherd Valley, Forest Glen Drive

Seating, play equipment, shade sails

Cooya Beach

Jim Holdsworth Park, Bougainvillea Street

Table, play equipment and half court

Lou Prince Park, Cooya Beach Road

Table, shelter and play equipment

Newell Beach

Newell Beach Park, Andrews Street

Table, chairs, play equipment

Wonga Beach

Bells Park, Snapper Island Drive

Table, shelter, play equipment and half netball court

Cow Bay

Diwan Sports Reserve, Tea Tree Road

Toilets, table, shade sail, play equipment



LOCAL FAMILY SUPPORT SERVICES and SUPPORT GROUPS

Alcoholics Anonymous

4098 7342

A fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

Port Douglas Neighbourhood Centre 6-10 Mowbray St on Wednesdays at 7.30 pm,
Mossman Community Centre Mill St Mossman on Sundays at 7pm.
Cairns Base Hospital A block, 2nd floor Mon- Fri 12.30pm.

Disability Services Queensland Office Local Area Coordination 4098 2512

Selina.maffey@disability.qld.gov.au

Shop 4, Mount Demi Plaza

53 Front St, Mossman

0409 495 592

Local Area Coordination is a way of supporting people with a disability and their families who live in Douglas Shire, Julatten, Mount Molloy and Mt Carbine. Local Area Coordination works with people with a disability, their families and the local community to bring about positive changes that:

- Assist people with a disability to live independently and participate in the community;
- Assist families in their continued provision of care and support;
- Result in communities becoming more welcoming and inclusive of people with a disability and their families.

People who are eligible will have a disability which results from an intellectual, physical, sensory, psychiatric, cognitive and neurological impairment. Their disability will be permanent or likely to be permanent; they will be under 65 years of age at the time they apply.

- Availability: Monday-Friday with further flexibility to suit.
- LAC has vehicle and can meet people in their community.
- Self Refer.

Douglas Shire Flexi-Respite and Family Support Service

4098 2836

Mill St, Mossman behind the Community Centre.

Office hours: Monday to Friday from 9am to 4pm

Provides short term, limited breaks for families / carers of people with a disability on planned or emergency basis to support and maintain the primary care giving relationship while providing a positive experience for the person with the disability.

Respite can be provided in a variety of ways, in the home, out in the community, group activities, camps, holidays, weekends away or centre based. Flexi respite is a person centred service in which the client and their family decide how, when, where and with whom they receive their respite. Respite hours are negotiable. To qualify for this service the person needs to be aged between birth and 65 years, be a permanent resident of the Douglas Shire and have a permanent disability which has a substantial impact on their and their carers' lives. Flexi Respite is a certified DSQ service provider.

**Douglas Shire Indigenous Family Support Service
Provided by Goobidi Bamanga CACS Ltd**

4098 3244

dsifss@ledanet.com.au

7 Johnston Road, Mossman

Monday to Friday 8.30am 5pm

DSIFSS aims to support and assist Indigenous and non Indigenous individuals and their families. Services provided include:

- Individual advocacy
- Emergency relief (limited food and medical vouchers to people or families in need)
- Child and Family support
- Student and Youth support
- Case management
- Information and referral
- Domestic and family violence counselling
- Crisis counselling
- Court support
- Referrals
- Women's group
- Men's group

FPQ Port Douglas Sexual Assault Service

4099 5066

Free face to face counselling therapeutic groups, information and referral, support for parents and care givers and women over 18, and male and female children 18 years and younger. Provides support during police and legal processes. Appointments available through Mossman Community Centre and Port Douglas Neighbourhood Centre.

Goobidi Bamanga Advancement Cooperative

4098 1283

57 Front St, Mossman

goobidi@ledanet.com.au

Monday to Friday 8.00 am to 5.00 pm

Provides the following services for Indigenous and non Indigenous people. All services except for the housing and employment are available to the wider community.

- Housing: low cost housing with a high standard of living
- Employment Creation/Training activities for CDEP eligible participants
- Childcare and Playgroup - see those headings.

Goobidi Bamanga Homecare Service

4098 3030

Shop 3/1 Front Street, Mossman

goobidi_care@ledanet.com.au

Monday to Friday 8.30am to 5pm

Home and community care (HACC): support and services to the aged and younger community members with a disability to promote independent living and a better quality of life style. Includes: Centre base care; domestic assistance; meals on wheels, social support, transport, home maintenance, personal care.

Julatten Community Centre

4094 2037

julattenc@conxx.com

Brown Rd, Julatten

Tuesday and Thursday 9am - 3pm

Contact: Jo Howard (Community Support Worker)

This Centre offers a range of community services including information and referral and community education. Office facilities, including photocopier, scanner, computers, laminator and facsimilie are available for use by the public. There is a community room used by visiting services such as the Mobile Women's Health clinic which visits every 2 months.

Ladies Morning Tea

4084 1232

Fortnightly morning tea providing social support for ladies with a mental illness. Bring a plate every second Tuesday at Douglas Shire Multi Purpose Health Service, 9 Hospital St Mossman.

Mareeba Information and Support Centre

4092 1948

122 Walsh Street Mareeba

Hours: 9am 2pm Monday to Thursday

- Family support program
- Emergency relief
- Community support program
- Counsellor Mon & Tue by appointment (free)
- Community transport provide transport for frail, aged to Cairns for doctor, specialist appointments, pick up and drop service for elderly for shopping every 2nd Thursday. Library day monthly.

Mends

04177 13262

Men Exploring New Directional Strategies. Mends groups bring together men experiencing difficulty with marriage or relationship breakup because breaking up is hard to do! Over 12 weeks professional facilitators provide hard to get practical information and assist you to find personal insight and develop clear future direction. Cairns based but could come to Port if enough demand.

Mossman Community Centre

4098 2005

Mill St, Mossman

A drop-in service providing information and referral and community development. Free counselling by appointment. Emergency Relief. Activity groups eg sewing group.

Port Douglas Neighbourhood Centre Family Support Program 4099 5518

family.pdcsn@bigpond.com www.pdnc.org.au

6-10 Mowbray Street Port Douglas

- Family Support Worker: confidential support and information about local and regional support services, childcare options, children's activities and parenting support programs.
- Good Beginnings Program: trained volunteers known as community parents visit families to provide one on one parenting support
- Family Counsellor: free counselling for family relationships and parenting issues.
- Triple P - Positive Parenting Skills Program for parents of teenagers.
- Playgroup: fun for children under 5 years.
- Parent support email group: updates by email about local children and family events, parenting skills sessions.
- New Parents Group: information sessions for new parents.
- Visiting Baby Health Clinic: Child Health Nurse

4084 1200

Time Out Youth Centre Mossman

4098 1487

Monday to Thursday 2-6pm

Friday 3 to 6.30pm

Drop-in for youth only. Youth worker supervised.

Available for other services to use for youth activities.

Women's Group

4098 3244

A women's group is getting together every Thursday from 6:00pm to 8:00pm at Douglas Shire Indigenous Family Support Service (DSIFSS), 7 Johnston Rd Mossman. The group is aimed at providing emotional support to women who are experiencing domestic and family violence and talk about any concerns that are important to them.

LOCAL COUNSELLING SERVICES

Services listed alphabetically

Alcohol and Drug Counselling

4084 1200

Alcohol Tobacco and Other Drugs Service (ATODS) Queensland Health

Provided by Douglas Shire Multi Purpose Health Service.

- Free counselling for alcohol, tobacco and other drug problems.
- Education and training, inpatient alcohol withdrawal management.
- Community Education and awareness
- Visits Port Douglas Neighbourhood Centre every Thursday by appointment
- Clients friends also welcome
- Can be flexible to meet your needs
- Will also work with family members

For Private Practitioners try the

Australian Psychological Society Referral Line

1800 333 497

Runs a database of private practitioners across Australia. Can assist you to identify a local private practitioner relevant to your situation. Alternatively you can search their database online at www.psychology.org.au/findapsychologist.

Better outcomes in Mental Health Initiative

Free limited service (usually six sessions) with visiting psychologist. Speak to your GP for a referral. Provided by the Far North Queensland Rural Division of General Practice Assn Inc.

Centrelink Social Worker

13 10 21

Free short term counselling and support for personal and family issues. You can make an appointment to contact a Social Worker through your local Centrelink office or by telephoning the appointment line on

13 10 21.or

for languages other than English

13 1202

Crisis Counselling and Referral Service

4099 5518

Port Douglas Neighbourhood Centre

6-10 Mowbray St, Port Douglas

- Free service.
- Social worker available for crisis intervention and referral to other services.

Domestic and Family Violence Counselling

4098 3244

Douglas Shire Indigenous Family Support Service

7 Johnston Rd, Mossman

- Free counselling and support for adults affected by domestic violence.

Family Counsellor 4099 5518
Port Douglas Neighbourhood Centre
6-10 Mowbray St, Port Douglas

- Free counselling for family, relationship and parenting issues.
- Wednesdays 9am till 4pm at the Neighbourhood Centre.

Financial Counselling - Lifeline Cairns Region 4050 4955
Mossman Service
Pinjarra Place, off Mill St Mossman.

- Free, confidential support to individuals, families and small businesses experiencing financial problems.
- Every second Wednesday by appointment.

FPQ Port Douglas Sexual Assault Service 4099 5066

- Free face to face counselling therapeutic groups, information and referral, support for parents and care givers and women over 18, and male and female children 18 years and younger.
- Provides support during police and legal processes.
- Appointments available through Mossman Community Centre and Port Douglas Neighbourhood Centre.

Lifeline Counselling in Mossman 4050 4955
Pinjarra Place, off Mill St Mossman.

- Low cost counselling for individuals, couples and families.
- Issues such as grief and loss, suicide, depression, anxiety, stress management, relationship issues, domestic violence, loneliness and isolation.
- Tuesdays and Thursdays by appointment
- Cost sliding scale of \$5.00 to \$80.00 per session.
- No one will be denied counselling because of an incapacity to pay

Mossman Community Centre Counselling Service 4098 2005
Mill St, Mossman

- A free confidential service
- Monday to Wednesday by appointment.

Relationships Australia 1300 364 277
Relationships Counsellor visits Port Douglas Neighbourhood Centre every second Tuesday.

- Provides relationship counselling to men, women, as couple and singly.
- Costs \$35 per hour for concession card holders and \$75 per hour if no concession. \$10 surcharge for appointments after 5pm.

School Counsellors & Guidance Officers

Primary schools and high schools in the area generally have counselling services and guidance officers. Please contact your school for this assistance with school age children.

Victims of Crime Counselling Service

1300 139 703

Visits Port Douglas Neighbourhood Centre every second Tuesday.

- Free counselling and support service to assist people who's lives have been impacted by crime to try to resume their lives.

Provided by Relationships Australia.



LOCAL HELP WITH MONEY MATTERS

Centrelink	4098 3417
www.centrelink.gov.au	
Mill Street, Mossman	
Youth & Students	132 490
Disabilities	132 717
Abstudy	132 317
Parent or Guardian	136 150

Centrelink Financial Information Service 13 23 00

Centrelink's Financial Information Service (FIS) will come to Mossman Centrelink office for appointments. FIS is a free education and information service available to everyone in the community. FIS helps people to make informed decisions about investment and financial issues for their current and future financial needs. FIS is independent, free and confidential and provides services through seminars, and by phone and appointment. FIS officers are not financial planners. They do not give or sell advice or purchase investment products, and FIS officers do not make calculations or decisions about your pension.

Child Support Agency 131 272

www.csa.gov.au

This is an Australian government agency that supports separating families in taking joint responsibility for their children. The website also has related links and resources for separating families.

Emergency Relief

Limited food vouchers, other financial assistance available at times of financial crisis. From the following services:

- Douglas Shire Indigenous Family Support Service 4098 3244
- Mossman Community Centre 4098 2005
- Port Douglas Neighbourhood Centre 4099 5518

Please contact for availability

Family Income Management Program 4098 1305

www.capeyorkpartnerships.com/FIM

At Mossman Gorge Mon to Friday

At Mossman Community Centre Monday and Wednesday

- Free intensive support for Indigenous families.
- Assistance with developing budgeting skills, and banking skills with a practical plan to manage money to achieve their goals.

Financial Counselling - Lifeline Cairns Region

4050 4955

Mossman Service

Pinjarra Place, off Mill St Mossman.

- Free, confidential support to individuals, families and small businesses experiencing financial problems.
- Every second Wednesday by appointment.

No Interest Loan Scheme

4099 5518

Port Douglas Neighbourhood Centre

This scheme is to provide no interest loans to people on a Centrelink payment for the purchase of essential household items such as whitegoods and furniture. The person must have lived at the same address for a minimum of six months.

Please contact NILS support worker for appointment.



HELP WITH LEGAL MATTERS

Legal Aid Qld

1300 651 188

www.legalaid.qld.gov.au

Monday Friday 8am to 5.30pm

This service is means tested and can provide information, advice and representation for people on a low income either through phone interviews or face to face in Cairns by appointment.

NQ Women's Legal Service

1800 244 504

Tuesdays, Wednesdays and Thursdays 9.00 am to 1.00pm

- Free telephone legal advice and referral in the areas of family law, family violence, child care and protection, sexual assault, discrimination or

Wednesdays 1:00pm to 2:00pm

4772 5400

- May come to Mossman Community Centre for face to face interview. For appointment phone Mossman Community Centre

4098 2005

NQ Women's Legal Service Indigenous

1800 244 506

Women's Unit Free Advice

or

4041 0066

CAIRNS COUNSELLING and FAMILY SUPPORT SERVICES

For more complete listing of Counselling services in Cairns and Regional Surrounds call Centacare Cairns

4044 0130

Cairns Family Relationships Centre

www.familyrelationships.gov.au

182 Gatton Street, Manunda

4041 6063

Relationship Advice Line

1800 050 321

For face to face or phone mediation an appointment is available services provided include:

- Mediation regarding parenting plans, grandparents and issues of property and financial issues in conjunction with the parenting issues.
- This is also a referral agency for family related matters such as legal or domestic violence.
- Impartial and specifically trained family dispute resolution.
- Practitioners who can assist separating couples to negotiate parenting arrangements and relationship issues.

Cairns Homelessness Services Hub

4046 8050

Hours: Monday, Tuesday, Thursday, Friday 9am - 12noon & 1pm - 4pm

Wednesday 1pm - 4pm

This is an information and referral service aiming at maximizing access to housing and broader services by people who are homeless.

Family and Prisoners Support (FAPS)

101 Martyn Street, Cairns

4051 4485

9.30am - 4pm Monday, Wednesday, Thursday

9.30am - 12.30pm Friday

Closed all day Tuesday

FAPS currently operates five programs within the FNQ region, these include:

- A return bus service from Cairns to Lotus Glen every weekend. Bookings essential
- A support service to assist prisoners prior to and following release, to access welfare services and rehabilitative programs.
- A weekly service meeting prisoners face to face to assist with personal or administrative issues.
- FAPS rescues and stores limited amounts of personal property.
- Transition accommodation for male clients exiting prison to assist in their transition back to mainstream community. Tenancy is by invitation only.

Far North Queensland Multiple Birth Association Inc

0439 797 221

Email: fnqmba@yahoo.com.au

Support from those who know. It helps to speak with others who have or are going through what you are. Run by a group of volunteer parents.

FPQ Cairns Sexual Assault Service

4031 3590

37 McLeod St, Cairns

cnssexualassault@fpq.com.au

- Free face to face counselling therapeutic groups
- Information, referral and support for parents and care givers and women over 18,and male and female children 18 years and younger.
- Provides support during police and legal processes.
- Appointments available through Mossman Community Centre and Port Douglas Neighbourhood Centre.

Lifeline Financial Counsellor

4050 4955

Monday to Friday 8.30am to 5pm

Free, confidential support to individuals, families and small businesses experiencing financial problems, call or make an appointment for an outreach appointment in Mossman.

Lifeline Gambling Help

4050 4955

Free gambling, relationship and financial counselling.

Mens Information and Referral Centre

1300 364 277

Run through Relationships Australia to provide practical information and assistance with any men's issues. Male counsellor available from 9.00am to 12.00pm and 3.00 to 4.00 pm every Thursday.

North Queensland Postnatal Distress Support Group

07 3822 7518

(if diverted will be answered within 2 days)

Relationships Australia

1300 364 277

182 Gatton Street, Manunda

By appointment in Cairns and Port Douglas.

- Face to face mediation for regional family dispute resolution.
- Child contact services
- Focus group, pre-marriage program
- Men's information and referral centre
- Alternatives to aggression for men
- Relationship counselling
- Victims of crime program

TELEPHONE HELPLINES

Alcoholics Anonymous

Cairns 24 hour hotline 4051 2872

24 Hour phone line for families 4054 2707

www.aa.org.au

Child Safety After Hours Service Centre

1800 177 135

24 hours 7 days a week

Child safety line for concern when a child is at risk.

Children By Choice Pregnancy counselling

1800 177 725

www.childrenbychoice.org.au

Email: advocacy@childrenbychoice.org.au

Hours: 9am to 5pm Monday to Friday

Provides unbiased information on all unplanned pregnancy options to women and their families. Offers referrals for terminations, adoption and parenting. Also provides professional counselling training, education and political advocacy in relation to all unplanned pregnancy issues.

DV Connect - Women's line

1800 811 811

www.dvconnect.org.au

TTY 1800 812 225

24 hours / 7 days a week

Domestic Violence counselling and refuge placements.

DV Connect Mensline

1800 600 636

www.dvconnect.org.au/mensline

9 am to midnight, 7 days

Offers professional counselling and information and refers men to local services around domestic violence, relationships and separation issues, health, child support, family law, suicide and other significant issues for men.

Family Relationships Advice Line

1800 050 321

8am to 8pm Monday to Friday

10am to 4pm Saturday (closed public holidays)

Assistance for families affected by relationship or separation issues. Information and advice on parenting arrangements after separation. Can refer callers to local services.

Freecall Homeless Persons

1800 474 753

24 hour information service providing information and referrals

Homeless Persons Information Qld. Can help you by providing information about:

housing, advice and support about where to get meals, showers and clothing, financial and travel information and counselling and support.

Gambling Help 24 Hour hotline 1800 222050

Kids Helpline 1800 55 1800

www.kidshelp.com.au

24 hour telephone and online counselling service for young people. Trained counsellors can talk about issues ranging from relationship breakdown, bullying, sexual abuse, homelessness, suicidal thoughts, drug and alcohol use. They can help to facilitate more productive relationships with family and friends and provide information on local services.

Lifeline Telephone Counselling 13 11 14

www.lifeline.org.au

24 hours / 7 days a week

Offers support and counselling for issues such as family and relationship issues, mental health concerns, feelings around suicide, abuse and violence, loneliness and life direction.

Parent Line 1300 30 1300

www.parentline.com.au

8am to 10pm / 7 days a week

A confidential telephone counselling service providing professional counselling and support for parents and all who have the care of children.

Sexual Assault 24 hour Crisis Line 1800 010 120

24 hours 7 days a week

Crisis telephone counselling.

Will refer to local service

Victims of Crime Counselling and Support Service 1300 139 703

24 hours 7 days a week

Telephone referral service and information line for those affected by crime.

LOCAL BUS SERVICES

Please contact bus offices for timetables.

BTS Tours

4099 5665

www.btstours.com.au

Scheduled transfers between Cairns, Port Douglas and Mossman

Port Douglas

Mossman

9.15am

12.30pm

11.30am

2.30pm

Coral Reef Coaches

4098 2800

www.totaltravel.com.au

or 4098 1064

7 days. Daily transfers between Cairns, Port Douglas, Mossman and Cape Tribulation Scheduled transfers around Port Douglas.

Sun Palm Buses

4084 2626

www.sunpalmtransport.com.au

7am to midnight 7 days.

Departs every half hour. Departs Marina Mirage and goes out to the Rainforest Habitat and all resorts and golf courses. Daily service between Mossman and Port Douglas

Port Douglas

Mossman

8.30am

12.15pm

12.30pm

5.15pm

OTHER USEFUL SERVICES

Centrelink	4098 3417
www.centrelink.gov.au	
Mill Street, Mossman	
Youth & Students	132 490
Disabilities	132 717
Abstudy	132 317
Parent or Guardian	136 150
Douglas Shire Council general enquiries	4099 9444
www.dsc.qld.gov.au	
Emergency Services In all emergencies	000
Fire Brigade -	4051 2022
Port Douglas	4099 6256
Police Mossman	4098 1200
Bow Street, Mossman	
Port Douglas	4099 5220
31 Wharf Street, Port Douglas	
Ambulance Mossman / Port Douglas	131 233
Library Service	4099 9496
14 Mill Street, Mossman	
Mobile Library	0418 157 832
Wednesdays - QCWA Hall, Blake Street, Port Douglas	
Thursdays - Four Mile Beach Park, Barrier Street, Port Douglas	
Magistrate's Court Mossman	4098 1500
9 to 4.30pm (may close between 1 and 2pm)	
Agents for	
•Department of Transport	
•Department of Housing	
•The Public Trustee	
•Birth, Deaths and Marriages	

Port Douglas Neighbourhood Centre

4099 5518

6-10 Mowbray St Port Douglas

Drop in Centre providing:

- Book Exchange
- Centrelink access point (phone and fax)
- Medicare access point
- Activities: art classes, games group, writing class
- Resource Library
- Volunteer program
- Nik Nak Shed second hand store

Road Service breakdowns (RACQ)

131 111

Ergon Energy

Faults

132 296

Customer Service

131 046

OTHER SOURCES OF LOCAL INFORMATION

- Emergency Action Guide available from the Shire Council Offices.** 4099 9444
- Community Directory and council website.**
www.dsc.qld.gov.au
For further information contact the Community,
Cultural & Economic Department 4099 9484
A publication providing information regarding community organisations and
services in the Douglas Shire.
- Join A Club publication** 4099 8551
Information and phone numbers of local clubs in the Douglas Shire. Copies available
from the Gazette office, newsagents and clubs.
- Plants and Fungi Poisonous to People in Qld publication** 13 11 26
This booklet contains information of some of the poisonous plants found in many
gardens in tropical Nth Qld.
- Port Douglas and Mossman Gazette** 4099 8551
Email: gazettet@tpd.newsltd.com.au
A local weekly publication, available in newsagents on Thursdays.
- Re:port Magazine** 4099 4677
www.re-port.com.au
Local stories and articles of local interest. Available at cafes, restaurants,
accommodation venues, and retail outlets approximately every 5 weeks
- Coral Coast Country 4CCC 100.1 fm** 4098 3620
Servicing the Douglas Shire community
Radio4ccfm@bigpond.com
- Port Douglas Radio 107.1 FM** 4099 4083
Tourist information, music, live DJ's
- Velvet Radio 106.3** 4099 6306
www.velvetradio106.3.com
Easy listening radio
- Tourismportdouglas** www.tourismportdouglas.com.au
This is a useful website with lots of local information, including local history,
employment, information on visas, immigration, quarantine and much more.