

Douglas Community Resource



**MISSION
AUSTRALIA**

Delivering the NDIS in
your community

**Call us on
1800 860 555**

Click on the topic you are looking for – All information is correct as at Friday 28/08/2020.

If you would like to change your listing at any time please email

morrisc@missionaustralia.com.au

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Who is the NDIA and Mission Australia?

National Disability Insurance Agency (NDIA) – Australian Government agency running NDIS

What is the NDIS?

National Disability Insurance Scheme – Australian Government program

Online: www.ndis.gov.au

<https://www.ndis.gov.au/contact>

National Disability Insurance Scheme (NDIS)

15 Lake Street, Cairns

Phone - 1800 800 110

Monday - Friday, 9am - 5pm

<https://www.ndis.gov.au/participants/working-providers/find-registered-provider> -

Here you can download a list of all registered providers by State – Name or Group.

What is Mission Australia's role with the NDIS?

Partner In The Community (PITC) for NDIA in Cairns Region

Delivers NDIS Local Area Coordination (LAC) and Early Childhood Early

Intervention (ECEI) Programs

Cairns Region includes Local Government Areas of Tablelands, Douglas, Cairns, Mareeba, Yarrabah and Cassowary Coast

Telephone:

NDIA: 1800 800 110 (8am to 8pm local time)

Mission Australia: 1800 860 555 (8:30am to 4:30pm Monday to Friday)

Visit a Mission Australia Service Centre at:

Cairns - 379 Spence St, Bungalow – Monday to Friday - 9am to 5pm –

Cairns - Raintrees Shopping Centre, Manunda - Monday to Friday - 8.30am to 4.30pm

Mareeba – 148 Byrnes Street – Tuesday and Thursday – 8.30am to 4.30pm (otherwise by appointment) - servicing Tablelands and Mareeba Local Government Areas Inc. Atherton, Mareeba, Ravenshoe, Mt Garnet, Herberton, Millaa Millaa, Mareeba, Kuranda etc.

Mossman – Shop 4, 53 Front St. – Monday to Friday – 8.30am to 4.30pm - servicing Mossman/Port Douglas region

Innisfail – 11 Ernest Street - Tuesday and Thursday – 8.30am to 4.30pm (otherwise by appointment) - servicing Cassowary Coast region including Tully, Mission Beach and Cardwell

Yarrabah – RTC Centre, Noble Street - Monday to Friday – 8.30am to 4.30pm.

What is the ECEI program?

ECEI = Early Childhood Early Intervention Program

Provides early intervention support for children aged **birth to 6 years** with disability or developmental delays and their families

ECEI staff help people understand and access supports under the ECEI Program

For more information about how ECEI works, click this link for a step by step process explanation - www.ndis.gov.au/understanding/families-and-carers/how-ecei-works-step-step-process

What is the LAC program?

LAC = Local Area Coordination Program

Disability support for people aged **7 to 64 years** with a permanent disability
LAC staff help people understand/access NDIS then develop, use and review their NDIS plan

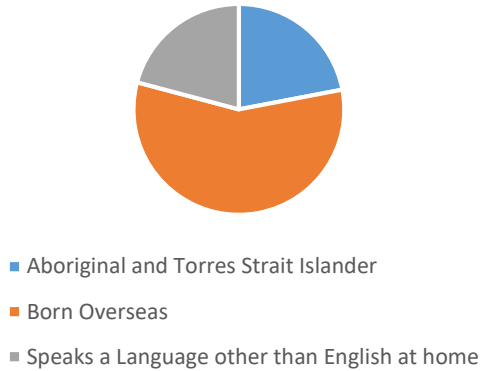
For more information about the role of an LAC and how you can be linked to supports in your community, click on this link - www.ndis.gov.au/understanding/what-ndis/whos-rolling-out-ndis/lac-partners-community

Douglas Shire Council

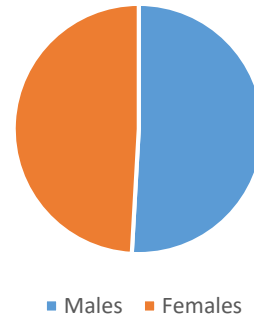
The Douglas Shire covers an area of 2,445km² from north of Ellis Beach in the south to the Bloomfield River in the north. The economy of the shire depends mainly on tourism, with 1.2 million visitors annually exploring the many natural wonders, and agriculture of sugar cane farming and processing. Douglas is home to around 12,000 residents. About 70% of Douglas residents live in the two main population centres of Port Douglas and Mossman, Port Douglas is the tourist gateway to the region, while Mossman is the administrative, service, agricultural and industrial hub. Other principal urban centres include the beachside communities of Wonga Beach, Newell Beach and Cooya Beach. The remaining residents live in small, decentralised communities scattered along the 100km stretch of coast road; tucked into the rainforest or in small rural townships in the valleys of the Shire's hinterland.

People Demographics and Education – All statistics are from the 2016 Census.

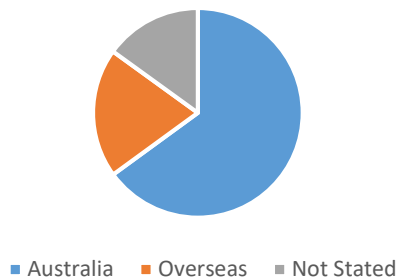
Community Members



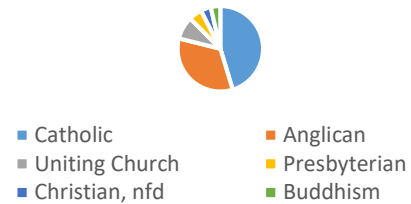
People in Douglas Shire LGA Total:
11,729 Males: 5,969 Females: 5,759



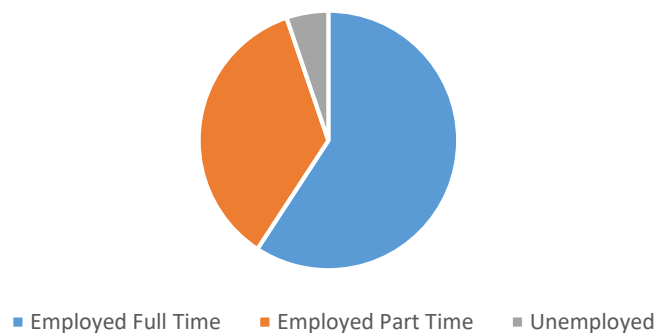
Birthplace - Australia: 65%,
Overseas: 20%, Not Stated:
15%



Top Responses - Religious Affiliation -
Catholic: 18.9%, Anglican: 14%,
Uniting Church: 3.6%, Presbyterian:
2.1%, Christian: 1.6%, Buddhism:
1.5%



Total Employment: 5,803, Employed Full Time: 57.8%, Employed Part Time: 34.7%, Unemployed: 5.1%



Highest Country of Birth Outside of Australia - United Kingdom: 6.3%, New Zealand: 3.7%, Germany: 1.1%, United States of America: 0.6%, Netherlands: 0.6%, France: 0.5%, Thailand: 0.5%, Italy: 0.5%, South Africa: 0.4%.



Local Government Contacts:

Correct as at 28/08/2020

Mayor: Michael Kerr

Councillors: Lisa Scomazzon (Deputy Mayor), Roy Zammataro, Peter McKeown and Abigail Noli.

Email: Michael.Kerr@douglas.qld.gov.au, Lisa.Scomazzon@douglas.qld.gov.au, Roy.zammataro@douglas.qld.gov.au, Peter.McKeown@douglas.qld.gov.au, Abigail.Noli@douglas.qld.gov.au

Douglas Shire Council Contact Information:

Address: 64-66 Front Street, Mossman QLD & 13-29 Mowbray St, Port Douglas QLD

Phone: 07 4099 9444 or 1800 026 318

Email: enquiries@douglas.qld.gov.au



https://www.ecq.qld.gov.au/static/Local_government_areas/PDF/douglas_shire.pdf

Aboriginal and Torres Strait Islander Services



Aboriginal & Torres Strait Islander Disability Network of Queensland – (ATSIDNQ)

<https://qdn.org.au/our-work/atsidnq>

<https://www.atsidnq.com.au/>

Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ) is a network of Aboriginal and Torres Strait Islander people with disability, their families and carers. The Network provides a voice for Aboriginal and Torres Strait Islander people in transition to the National Disability Insurance Scheme (NDIS).

Address: 338 Turbot Street, Spring Hill

Phone: 1800 718 969

Email: qdn@qdn.org.au

Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd.

<https://www.atsils.org.au/>

Community based organisation providing legal services for Aboriginal and Torres Strait Islander people across Queensland.

Address: 78 Spence Street, Cairns

Phone: 07 4046 6400

Email: cairnsoffice@atsils.org.au

Aboriginal Students' Support and Parent Awareness Program

Mossman State High School – 46-62 Front Street, Mossman

Phone: 07 4084 1333

Email: info@mossmanshs.eq.edu.au

Apunipima Cape York Health Council

<http://www.apunipima.org.au/>

http://www.apunipima.org.au/images/Mossman_Gorge/A5mossman_final.pdf

Provides culturally appropriate, family centred primary health care and advocacy to 17 Cape York communities including Mossman Gorge.

Address: Mossman Gorge Primary Health Care Centre 4 Kankarr Street, Mossman Gorge

Phone: 07 4037 7380

Email: mossman@apunipima.org.au



Bamanga Bubu Ngadimunku Aboriginal Corporation.



Provides advocacy and representation of the Mossman Gorge Community, seeking to engage a sustainable future.

Phone: 07 4098 1305

Email: gm@yalanji.com.au

Closing the Gap

<https://healthinfonet.ecu.edu.au/learn/health-system/closing-the-gap/>

Closing the Gap is a government strategy that aims to reduce disadvantage among Aboriginal and Torres Strait Islander people with respect to life expectancy, child mortality, and access to early childhood education, educational achievement, and employment outcomes.

Department of Aboriginal and Torres Strait Islander Partnerships

www.datsip.qld.gov.au

Coordinates government activity and investment in urban, regional and remote Aboriginal and Torres Strait Islander communities within Queensland.

Cairns and Hinterland Region – Covering Douglas Shire.

Address: Level 3, Citicentral Building, 65-67 Spence Street Cairns

Phone: 07 4252 5204

Email: enquiries@datsip.qld.gov.au

Cape and Torres Region – Covering Mossman Gorge.

Address: Level 9, Cairns Corporate Tower, 15 Lake Street, Cairns

Phone: 07 4252 5138

Email: enquiries@datsip.qld.gov.au

First Peoples Disability Network Australia

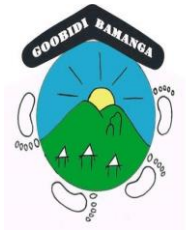
<https://fpdn.org.au/>



Services who support and advocate for the needs of First Peoples with disability and their families.

Phone: 02 9267 4195

Email: media@fpdn.org.au



Goobidi Bamanga Community Advancement Cooperative Society Ltd.

Community organisation that provides accessible and culturally appropriate programs and services for the Aboriginal and Torres Strait Islander community in the Douglas Shire.

Goobidi Housing

Address: 57 Front Street, Mossman

Phone: 07 4098 1283

Email: manager@goobidi.org.au

Goobidi Playgroup Services

Address: 7 Johnstone Rd, Mossman

Phone: 07 4098 3244

Email: karrakay@goobidi.org.au

Goobidi Home Care Services

Address: Shop 3/1 Front Street, Mossman

Phone: 07 4098 3030

Email: homecareco@goobidi.org.au

Facebook: <https://www.facebook.com/goobidi>

Indigenous Program Development Unit PCYC

<https://www.pcy.org.au>

Address: Shop 4 Centenary Building, 3 Front Street, Mossman

Phone: 0497 903 165

Email: sportsandrec@mossman.pcy.org.au

Jabalbina Yalanji Aboriginal Corporation

<http://www.jabalbina.com.au/>

Registered Cultural Heritage Body for Eastern Kuku Yalanji Bama.

Address: 15 Sawmill Road, Mossman

Phone: 07 4098 2375

Email: reception@jabalbina.com.au

Janbal Gallery

<https://www.janbalgallery.com.au/>

Janbal Gallery

Aboriginal owned and operated art gallery located in Mossman

Address: 5 Johnston Road, Mossman

Phone: 07 4098 3917 (Brian "Binna" Swindley, the owner/operator of the art gallery has a severe hearing impairment, we ask that all communication is done via email).

Email: info@janbalgallery.com.au

Facebook: <https://www.facebook.com/www.janbalgallery.com.au/>

Jamunkarra Family Support

Culturally appropriate family support service.

Address: 7 Johnston Road, Mossman

Phone: 07 4098 2371

Email: dsco@goobidi.org.au

Know Your Community

<https://statistics.qgso.qld.gov.au/datsip/profiles>

Know Your Community is a new community profiling tool which enables you to build a community profile containing data and key insights into Aboriginal and Torres Strait Islander Queenslanders and the communities they live in.

Mossman Elders Justice Group

Provides clients with appropriate cultural support for court matters. Including cultural reports to the courts at sentencing and bail applications, assistance to the courts in managing community based offences, and networking to implement crime prevention initiatives.

Address: 1/29 Front Street, Mossman

Phone: 07 4098 3482

Email: christine.lynch@meig.org.au: Coordinator Mossman Elders Justice Group

shelly.richards@meig.org.au: Female Coordinator Domestic/Family Violence

simeon.miglioranza@meig.org.au: Male Coordinator Domestic/Family Violence

sara.harris@meig.org.au: Case Manager – Remote Alcohol Drug Intervention

Mossman Gorge Opportunity Hub (Cape York Partnership)

<https://www.cyp.org.au>

Address: 16 Kankarr Road, Mossman Gorge

Phone: 07 4084 4400 Email: info@cyp.org.au

Mossman Multi-Purpose Health Service – Aboriginal Health Clinic and Cow Bay Health Clinic

https://www.health.qld.gov.au/services/cairns-hinterland/cairns_doug_mphs



Provides a number of health services to the local community including: Antenatal, Child health, Cardiac Rehabilitation, Dietician, Occupational Therapy, Physiotherapy, Podiatrist, Speech Pathologist, Social work and Radiology.

Address: 9 Mossman Hospital Road, Mossman

Phone: 07 4084 1200 / 13 43 25 84

Cow Bay Health Clinic

Address: Tea Tree Road, Diwan

Phone: 07 4098 9296 (Michele Lamond)

Email: michele.lamond@health.qld.gov.au

Northern Australia Primary Health Ltd. (NAPHL)

<http://www.naphl.com.au/>



Northern Australia Primary Health Limited is a provider of Aboriginal and Torres Strait Islander, Mental Health & Wellbeing and Allied Health services. NDIS Services include: Assessment Services, Occupational Therapy, Physiotherapy, Exercise Physiology, Speech Pathology, Podiatry, Dietetics and Psychology. Contact the service for more information.

Cairns Health Hub

Contact: Felicity Tomlinson

Address: 19 Aplin Street, Cairns

Email: ndis@naphl.com.au

Phone: 07 4421 7700

NAPHL Executive General Manager – Commercial

Contact: Nikki Smith

Address: Level 4, Clinical Practice Building, 1 James Cook Drive, Douglas

Phone: 07 4421 7700

Email: nsmith@naphl.com.au

RAATSICC – Remote Area Aboriginal and Torres Strait Islander Child Care

<https://www.raatsicc.org.au/>

<https://www.nationalredress.gov.au/about/about-scheme>

Community controlled Not for Profit organisation delivering human services to Aboriginal and Torres Strait Islander people in Far North Queensland.

Address: 124 Spence Street, Cairns (Cairns Office)

Phone: 07 4030 0900 / 1300 663 411 / National Redress Scheme – 0476 364 662

Email: info@raatsicc.org.au / redress1@raatsicc.org.au

Yalanji Arts

<http://www.yalanji.com.au/arts/index.html>

Indigenous artists showcasing Yalanji culture, creating growth in individuals and the local community.

Contact: Jeannie Heynatz

Phone: 07 4098 1305

Email: arts@yalanji.com.au

Accessible Facilities

Beach Wheelchair Program – Port Douglas (Four Mile Beach)

<https://douglas.qld.gov.au/beach-wheelchair-program/>

Provides beach wheelchair usage for Four Mile Beach. For more information, please contact Trevor and Phillipa at Macrossan House.

Address: Macrossan House, 19 Macrossan Street, Port Douglas

Phone: 07 4099 4366



Medical Device Recharge Stations

<https://douglas.qld.gov.au/equipment-supply-services/>

<https://www.pdnc.org.au>



Provides recharge facilities for electrical medical devices.

Mossman Library

Address: 14 Mills Street, Mossman

Phone: 07 4099 9495

Port Douglas Neighbourhood Centre

Address: 6-10 Mowbray Street, Port Douglas

Phone: 07 4099 5518

Email: pdcsn@bigpond.com

Access and Inclusion

Access Douglas Directory

<https://douglas.qld.gov.au/access-douglas-directory-2/>

<https://douglas.qld.gov.au/community/access-equity/>



A tool created to assist people with disabilities, mobility issues, elderly or frail to access the Douglas Shire community.

Missed Business – Access Douglas: Attracting more people to your business by providing better access – A guide for small business.

<https://douglas.qld.gov.au/download/Missed-Business-Guide.pdf>



Queensland Financial Inclusion Plan

<https://www.communities.qld.gov.au/community/queensland-financial-inclusion-plan>

<https://www.communities.qld.gov.au/resources/dcdss/community/financial-inclusion/queensland-financial-inclusion-plan.pdf>

The Queensland Financial Inclusion Plan sets out what help is available to assist financially vulnerable Queenslanders to ensure people are better prepared to respond to cost-of-living pressures and financially stressful life events. Providing education and training to help people improve their future financial well-being.

Queensland Inclusion and Diversity Commitment

<https://www.forgov.qld.gov.au/inclusion-and-diversity-commitment>

Allied Health – Dietitian

Delectable Dietetics – Cairns Based Service

<https://delectabledietetics.wordpress.com/>

Provides services for nutrition support for adults, older adults and people with disabilities, eating disorder patterns, chronic disease management and general health and wellbeing. NDIS approved provider, telehealth services available.

Phone: 0450 878 572

Email: nataliethompson.dietitian@outlook.com

Diabetes and Health Solutions

<https://www.dahs.com.au/>

Mossman Office address: Mountain View Medical, 4 Front Street, Mossman
Phone: 07 4098 1711

Cairns Office address: 17 Upward Street, Cairns
Phone: 07 4045 0271
Email: reception@dahs.com.au

Dorothy Dietitian

<http://dorothydietitian.com.au/>



Provides family nutrition, obesity treatment and prevention in children and dietary treatment of food intolerances.

Contact: Dorothy Richmond

Clinic address: Port Douglas Physio – 1 Macrossan Street, The Mantra on the Inlet, Port Douglas and Occupational Therapists Rooms – 14 Mossman Street, Mossman

Phone: 07 4033 2773 or 0488 096 110

Email: d.richmond15@outlook.com

Health Kicks – Cairns Based Service

<https://www.healthkicks.com.au/>



Provides, in addition to face-to-face consultations, a range of services via telehealth, skype, email consultations and dietary reviews and check-ups online.

Address: 181 Mulgrave Road, Cairns

Phone: 07 4041 6675

Email: reception@healthkicks.com.au

Health Management Dietitians – Cairns Based Service

<https://www.healthmanagement.com.au/>



Provides a range of services including, weight loss, sports nutrition, allergies and intolerances, paediatrics, eating disorders, diabetes management, corporate health programs, aged care and body composition.

Address: 158 Mulgrave Road, Cairns

Phone: 07 4051 9093

Email: admin@healthmanagement.com.au

Kinela

www.kinela.com



Provides online therapy for Dietetics and Speech Pathology services, Capacity Building – preventing infection, mindset – managing stress, building self-confidence.

Contact: Joshua Preston – Health Promoter

Phone: 0478 660 619 or 1300 448 100

Email: joshua.preston@kinela.com

Allied Health – Exercise Physiology

Health Moves Exercise Physiology

<https://healthmoves Cairns.com.au/>

Provides a range of services including NDIS services, chronic pain management, women's health, neurological conditions, and Type 2 diabetes education.

Mossman office address: Mountain View Medical, 4 Front Street, Mossman

Phone: 07 4069 7221 / 0402 800 766

Email: admin@healthmoves Cairns.com.au

Allied Health – Life Coaching

Centacare FNQ Mental Health and Wellbeing Coaching – Cairns Based Service

<https://www.centacarefnq.org/coaching>

Provides professional Mental Health & Wellbeing Services to enhance the lives, relationships and wellbeing to individuals, couples, families and the community as a whole.

Address: 10 Thomas Street, North Cairns

Telephone: 07 4051 9622

Email: coaching@centacarefnq.org

Life Matters Consultancy Service – Cairns Based Service

<https://lifemattersconsultancy.com.au/>

Provides individual/group coaching in emotional resilience/wellbeing for children, parents and individuals including liaising with parents, carers, teachers to develop supports for children as well as building positive environments/relationships for parents. For individuals Life Matters provides support with building personal networks, emotional resilience, problem solving, social skills, foundational life skills/mindset, and building identity/purpose.

Phone: Amanda Lee: 0438 775 252

Email: lifematters58@gmail.com



Allied Health – Occupational Therapy

Adaptability Therapy



<https://www.adaptabilitytherapy.com.au/online-therapy/>

Provides Physiotherapy and Occupational Therapy via telehealth for children, young people and adults. Services include ongoing physio programs to increase strength, balance and coordination, paediatric physio and occupational therapy intervention, mental health occupational therapy, housing assessments (SIL and SDA), functional assessments and skill development.

Contact: Melinda Chilvers – Administration Officer

Phone: 07 3899 5802

Email: hello@adaptabilitytherapy.com.au

Australian Health Professionals (AHP) Disability and Home Care.

<https://www.aushp.com.au/ahp-disability/>

Provides Allied Health Services to people aged 0 – 65 years and all disabilities. Rural and remote area service provision, multilingual clinicians. Services include: OT, Physio, Podiatry, Dietetics Speech Pathology, Exercise Physiology and Psychology, Social Work and Therapy Assistants.

Contact: Rose Nasser – Director Disability and Home Care

Phone: 0410 705 009

Email: rose@ahpdisability.com.au

Referrals: admin@ahpdisability.com.au

Facebook: AHP Disability & Home Care

Glasswing Therapy

<https://www.glasswingtherapy.com/>

Services include Speech therapy, Occupational Therapy, Psychology, Physiotherapy, Feeding Therapy, Personal Training, Special Education Tutoring, Pilates, Yoga, and Dance Fitness.

Phone: 1300 103 194

Email: info@glasswingtherapy.com





Icon Health and Fitness

www.iconhf.com

Provides mobile therapy support to adults and children. Services include advice and prescription of appropriate adaptive equipment, seating and postural support, manual handling, daily living needs, home modifications and reporting.

Contact: Deborah Ford

Email: deborah@iconhf.com

Mobile: 0438 252 595



Lifestyle Therapies and Training Solutions

<https://ltts.com.au/>

Provides Occupational therapy supports. For more information on other services available, please see the website. NDIS registered provider.

Contact: Brendan (Support Desk Officer)

Phone: 1300 994 854

Email: Brendan@ltts.com.au

Little People OT

Provides paediatric occupational therapy services.

Contact: Trisha Essenhig

Email: littlepeopleot@gmail.com

Matthew Ebdon Consulting Cairns and Far North Queensland

www.matthewebden.com

Provides a mobile occupational therapy service - functional assessments and interventions for teens and adults experiencing mental health, autism and related conditions.

Contact: Matthew Ebdon

Phone: 0400 815 220

Email: matt@matthewebden.com

Facebook: Matthew Ebdon Consulting



National OT

<https://www.nationalot.com.au>

Provides a range of multi-disciplinary therapy services to participants across Victoria, South Australia, New South Wales, Queensland and Western Australia. National OT provides an Equipment assessment service to cover assistive technology and home modification needs and are a registered NDIS therapy provider with therapies falling under the "Improved daily living" budget within NDIS plans.

Phone: 1300 340 440

Email: gld@nationalot.com.au

Northern Australia Primary Health Ltd. (NAPHL)

<http://www.naphl.com.au/>

Northern Australia Primary Health Limited is a provider of Aboriginal and Torres Strait Islander, Mental Health & Wellbeing and Allied Health services. NDIS Services include: Assessment Services, Occupational Therapy, Physiotherapy, Exercise Physiology, Speech Pathology, Podiatry, Dietetics and Psychology. Contact the service for more information.

Contact: Teneal Fabris – Occupational Therapist

Phone: 0438 441 072 or 07 4421 7743

Email: tfabris@naphl.com.au

ParaQuad – Occupational Therapy

<https://paraquad.org.au/what-we-do/specialist-clinical-services/>

Provides occupational therapy services.

Phone: 02 8741 5689

Email: clinical.admin@paraquad.org.au



Port Douglas District Occupational Therapy

Provides registered occupational therapy services including NDIS, Medicare (Including Mental Health). WorkCover and DVA.

- Functional Assessments for assistive technology
- Work Rehabilitation
- Hand Therapy
- Soft Tissue Therapy
- Lymphoedema Therapy
- Mental Health (Sensory Integration Therapy)
- Chronic Pain Management
- Neurological Rehabilitation, and
- Skills Building and Development

Address: 14 Mossman Street, Mossman
Phone: 07 4098 2294 or 0418 774 001
Email: portdouglas_ot@bigpond.com.au

Rural and Regional Therapy Services Pty Ltd (RAR Therapy)

www.rartherapy.com.au



Provides flexible, mobile, home and centre/school-based, Occupational Therapy services for children, adolescents and adults. Registered NDIS provider

Email: info@rartherapy.com.au
Telephone: 1800 REGIONAL - (1800 734 466)

Allied Health – Physiotherapy

Adaptability Therapy

<https://www.adaptabilitytherapy.com.au/online-therapy/>



Provides Physiotherapy and Occupational Therapy via telehealth for children, young people and adults. Services include ongoing physio programs to increase strength, balance and coordination, paediatric physio and occupational therapy intervention, mental health occupational therapy, housing assessments (SIL and SDA), functional assessments and skill development.

Contact: Melinda Chilvers – Administration Officer
Phone: 07 3899 5802
Email: hello@adaptabilitytherapy.com.au

Caroline Herrington Physiotherapy

Address: 14 Front Street, Mossman

Phone: 07 4098 3763

Email: CAROLINE.HERRINGTON@BIGPOND.COM

Joanne Backer Physio

<https://www.joannebackerphysio.com.au/>

Provides physiotherapy services, specialising in disability.

Phone: 0429 368 600

Email: info@joannebackerphysio.com.au

Port Douglas Physiotherapy

<https://www.cliftonbeachphysio.com.au/>

Provides Physiotherapy services.



Address: 9/51 Macrossan Street, Port Douglas

Phone: 07 4099 4464

Email: info@portdouglasphysio.com.au

Allied Health – Podiatry

Cairns Family Podiatry

Contact: Jeffrey Dowdle

Phone: 07 4053 2565

Address: Mountain View Medical, 4 Front Street, Mossman

Allied Health – Psychology

Amy Emerson – Psychologist AHPRA Registered

Address: Mossman Community Centre (Monday – Thursday – 8:30am – 5:00pm)

Mountain View Medical Centre – Friday 8:00am – 5:00pm

1 / 4 Front Street, Mossman

Phone: 0487 649 025

Port Douglas Local Clinical Psychologists – Peter and Kate Conroy

Phone: 0477 770 007

Sarah Evans – Psychologist / Hypnotherapist

Address: Mountain View Medical Centre – Front Street, Mossman

Phone: 0417 821 104

Email: sarah.m.evans@bigpond.com

Sylvia Willing – Psychologist

Address: 7A/29 Front Street, Mossman

Phone: 07 4098 1994 or 0427 284 712

Allied Health – Speech Pathology

Empower Therapy and Training (Telehealth)

Provides speech pathology services.

Email: info@empowertherapytraining.com

Glasswing Therapy

<https://www.glasswingtherapy.com/>

Services include Speech therapy, Occupational Therapy, Psychology, Physiotherapy, Feeding Therapy, Personal Training, Special Education Tutoring, Pilates, Yoga, and Dance Fitness.

Phone: 1300 103 194

Email: info@glasswingtherapy.com



Kinela

www.kinela.com



Provides online therapy for Dietetics and Speech Pathology services, Capacity Building – preventing infection, mindset – managing stress, building self-confidence.

Contact: Joshua Preston – Health Promoter

Phone: 0478 660 619 or 1300 448 100

Email: joshua.preston@kinela.com

Lifestyle Therapies and Training Solutions

<https://ltts.com.au/>



Provides Occupational therapy and Speech Pathology supports. For more information on other services available, please see the website. NDIS registered provider.

Contact: Brendan (Support Desk Officer)

Phone: 1300 994 854

Email: Brendan@ltts.com.au

Mobile Speech Pathologist Cairns - Cairns and Regional Surrounds

Provides Speech Pathology services to adults and children.

Contact: John Enriquez

Phone: 0438 233 265

Email: johnenriquez2018@outlook.com

Assistance Animals

ASDOGS (NQ) Inc.

<http://www.asdogsnq.com.au>



Trains and promotes accredited Assistance Dogs for people with a disability.

Phone: 074092 3344

Email: mail@asdogsnq.com.au



Assistance Dogs Australia PAWS (Parents Autism Workshops and Support)

<https://www.assistedogs.org.au/>

Provides a space for parents of children with autism, to share experiences and explore the potential that a pet dog might have within the family.

Phone: 02 9520 6282

Free call: 1800 688 364

A.W.A.R.E. Dogs

<https://awaredogs.org.au/>

Assistance dog program.

Telephone: 07 4093 8152

Mobile: 0402 861 186

Email: admin@awaredogs.org.au

Canine Helpers

<http://www.caninehelpers.org.au>

Trains, matches and places assistance dogs with people with disability.

Mobile: 0437 916 996

Email: info@caninehelpers.org.au

Guide Dogs Qld

<https://www.guidedogsqld.com.au/>

Provides people living with disability with a Service Dog to maintain accessibility and independence.

Address: 1978 Gympie Rd, Bald Hills

Phone: 07 3500 9001

Free call: 1800 810 122

MindDog

<https://www.minddog.org.au/>

Provides assistance to people with a psychosocial disability to procure, train and certify psychiatric service dogs.

Mobile: 0490 850 993

Email: info@minddog.org.au





Smart Pups

<https://www.smartpups.org.au/>

Provides assistance dogs for young people with disability.

Phone: 07 5485 0031

Email: enquiries@smartpups.org.au

Assistive Technology – Equipment, Medical Supplies and Consumables



Active Mobility Maintenance Cairns Office

<https://www.activtec.com.au/>

Provides Assistive Technology.

Address: 21/170-182 Mayers Street, Manunda

Phone: 1300 304 645

Email: sales@activtec.com.au

Audeara

<https://audeara.com/ndis/>

NDIS registered provider of equipment to children with Autism.

Address: 13/76 Doggett St, Newstead

Telephone - 1300 251 539

Email: support@audeara.com

Best Care Q

<https://www.bestcare.net.au>

Provides mobility and rehabilitation equipment including a testing and demonstration service.

Address: 1/165 English Street, Manunda

Phone: 07 4032 5715

Email: info@bestcare.net.au



Coloplast Pty Ltd.

<https://www.coloplast.com.au/>



Provides continence aids

Contact: Paula Ridsdale

Phone: 0422 137 510

Email: aupari@coloplast.com

Complete Mobility and Rehab

<https://www.completemobility.com.au>



Provides mobility and rehabilitation equipment and consumables and provides equipment maintenance and hire service.

Business Development Manager: Una Stewart – 0427 841 748

Address: 1/120 Anderson Street, Cairns

Phone: 07 4032 1140

Email: info@completemobility.com.au / una@completemobility.com.au

HumanWare

<http://www.humanware.com>



HumanWare provides assistive technology to people who are blind or have low vision.

Head Office Address: Suite 2, 7/11 Railway Street, Baulkham Hills

Phone: 02 9686 2600 / 1300 551 864

Email - au.sales@humanware.com

Kids Develop Store

<https://www.kidsdevelopstore.com.au>



Kids Develop Store sell products to support attention, as well as games and books to help stages of play, including waiting and turn taking and pretend play.

Phone: 1300 022 941

Email: sales@kidsdevelopstore.com.au

LifeTec

<https://lifetec.org.au/>



LifeTec is a social enterprise that provides assistive technology (AT) services enabling people of all ages and abilities to actively engage in home, work, school, and community life.

Townsville Office Address: Shop G-3A, Domain Central, 103 Duckworth Street, Townsville

Brisbane Office Address: Level 1, Newmarket Village, 400 Newmarket Road, Newmarket

Free call: 1300 543 383

NQ Ostomy

<https://australianstoma.com.au/north-queensland-ostomy-association-inc/>



Provide medical consumable supplies.

Address: 13 Castlemaine Street, Kirwan

Phone: 07 4775 2303

Email: admin@ngostomy.org.au

Port Resort Baby and Equipment Hire Port Douglas

<https://www.portresortbabyhire.com.au>

Service provides medical home health equipment for hire. Including wheelchairs, crutches, shower chairs, toilet raisers, walkers and baby equipment. For more information, please contact the service.

Phone: 0407 315 591

Email: info@portresortbabyhire.com.au

Quantum Reading Learning Vision

<https://www.quantumrlv.com.au/>



Quantum provides products and services to people with a print disability (low vision, blindness or a learning difficulty). Support navigating the NDIS -

<https://www.quantumrlv.com.au/ndis-form/>

Queensland Head Office

Suite 603 Ladhope Chambers, 131 Wickham Terrace, Spring Hill

Phone: 07 3831 4894

Email: qld@quantumrlv.com.au

Spina Bifida and Hydrocephalus Queensland

<https://www.spinabifida.org/>

SBH Queensland can help NDIS participants with Spina Bifida and Hydrocephalus with equipment and assessment and a range of other services. For more information, please contact the service.

Address: 11/108 Wilkie Street, Yeerongpilly

Phone: 07 3844 4600 / 1300 655 447

Email: enquiries@sbhqueensland.org.au

School Related Enquiries: education@sbhqueensland.org.au

NDIS Enquires: NDIS@sbhqueensland.org.au

Tab Timer

<https://www.tabtimer.com.au/>

Supplying devices to help people and their carers keep medicines, nutrition, hydration, toileting and regular personal care tasks on-time using assistive technology and listening reminder devices.

Telephone: 1300 822 846

Email: info@tabtimer.com.au

Facebook: www.facebook.com/tabtimer

TADQ (Technology for Ageing and Disability Queensland)

<https://www.tadq.org.au>

TADQ designs, creates and builds customised assistive technology solutions for children and adults.

Address: 1/23 Ashtan Place, Banyo

Phone: 07 3216 1733 or 1300 663 243

Email: info@tadq.org.au

Tan Pharmaceuticals

<https://www.tanpharm.com.au/home.php?resetbrand=1>

Supplier to wholesalers, currently providing continence products to participants directly.

Address: 2/39 Cannon Street, Cairns

Phone: 07 4053 4500

Email: sales@tanpharm.com.au





Think Mobility – Townsville Based Service

<https://www.thinkmobility.com.au>

Provides assistive technology to the aged and people with disability.

Address: 239 Dalrymple Road, Garbutt

Phone: 07 4728 1200

Email: web@thinkmobility.com.au

Walk on Wheels Complete Mobility Solutions – Cairns Based Service

www.walkonwheels.com.au



Provides rehabilitation and mobility products for the frail aged and those with disabilities.

Address: 309 Spence Street, Bungalow

Phone: 07 4035 5944

Email: cairns@walkonwheels.com.au

Zyteq

www.zyteq.com.au



Zyteq is a provider of speech generating devices to support effective communication, providing evaluation and implementation of Speech Generating Devices (SGD), accessible tablets, alternative computer access e.g. eye gaze.

Phone: 03 9696 2944 / 1800 818 353

Email: support@zyteq.com.au

Business and Industry



Australian Government, Business and Disability Support

<https://www.business.gov.au/People/Hiring/Equal-opportunity-and-diversity/Disability-Support>

Consumer Affairs

<https://www.qld.gov.au/law/fair-trading>

Phone: 07 4042 3300 or 13 74 68





Daintree Marketing Co-Operative Ltd.

<https://www.destinationdaintree.com/>

Address: 8 Nicole Drive, Cape Tribulation

Phone: 07 4098 0062

Email: secretary@destinationdaintree.com



Douglas Chamber of Commerce

<https://www.douglaschamber.com.au/>

Phone: 07 4084 0285 or 0437 088 007

Email: president@douglaschamber.com.au

Missed Business – Access Douglas: Attracting more people to your business by providing better access – A guide for small business.



<https://douglas.qld.gov.au/download/Missed-Business-Guide.pdf>

Mossman Canegrowers

<http://www.canegrowers.com.au/>



Address: Shop 1, Centenary Building, Front Street Mossman

Phone: 07 4098 2377

Email: info@canegrowers.com.au



Queensland Government for Employers and Colleagues

<https://www.qld.gov.au/disability/business/employers-colleagues>

Information for employers and colleagues about the benefits of hiring people with a disability



Tourism Port Douglas and Daintree

<https://www.visitportdouglasdaintree.com/>

Phone: 07 4099 4588

Email: info@visitportdouglasdaintree.com

Carer Support Groups

Deafblind Chat Australia

Able Australia Centre of Excellence helps the deafblind community to connect by establishing Deafblind Chat Australia.

If you wish to join, you can email deafblind@ableaustralia.org.au

Disability Support Queensland (DSQ)

<http://www.disabilitysupportqld.org.au/>



Supports people with disability and their carers to access resources that may assist and enhance their quality of life.

Online Contact Form - <http://www.disabilitysupportqld.org.au/contact-us/>

Parkinson's Support Group

Provides information about Parkinson's disease, support, and valuable friendship. Meetings are held on the 1st Wednesday of each month at 10am.

Phone: 07 4095 5271

Email: mattandrosa@bigpond.com

Port Douglas Community Service Network Inc.

<https://www.portdouglascommunityservicenetwork.org.au/>



Provides various programs to the community.

Address: 6-10 Mowbray St, Port Douglas

Phone: 07 4099 5518

Email: manager@pdnc.org.au

QDN - Queenslanders With Disability Network

<https://qdn.org.au/>



Queenslanders with Disability Network (QDN) is a state wide organisation of, for, and with people with disability connecting for collective and affirmative action.

Telephone: 07 3252 8566 / 1300 363 783

Email: qdn@qdn.org.au

Online Contact Form - <https://qdn.org.au/contact/>



Wellways

<https://www.wellways.org/carers>

Provider of the Carer Gateway Service in Queensland.

Phone: 1300 111 400

Email: enquiries@wellways.org

Churches and Faith-based Centres

Port Douglas:

St Andrew's Anglican Church

<https://www.mpdanglican.org>

Contact: Fr Kenneth Lay

Address: Corner St Crispins and Endeavour Streets, Port Douglas

Phone: 07 4098 2672

Email: mpdanglican@gmail.com

St Mary's Catholic Church

<http://www.cairns.catholic.org.au/parishes/MossmanPtDouglas.html>

Contact: Fr Joby Panthalanickal

Address: 2 Endeavour Street, Port Douglas

Phone: 07 4098 2001 or 0428 130 518

Email: mossman.parish@cairns.catholic.org.au

Uniting Church – St Mary's by the Sea

Contact: Rev Michelle Cullen

Phone: 07 4098 1153 or 0448 749 692

Generations Church – Port Douglas – Christian

<https://www.generationschurch.org.au>

Contact: Pastors John and Pauline Wedrat

Address: Port Douglas Community Centre, Mowbray Street, Port Douglas

Phone: 0421 409 144 (Pauline)

Email: pauline@generationschurch.org.au

Mossman

St David's Anglican Church

<http://www.mpdanglican.org>

Contact: Fr Kenneth Lay

Address: 5 Foxton Avenue, Mossman

Phone: 07 4098 2672

Email: mpdanglican@gmail.com

Uniting Church

Contact: Rev Michelle Cullen

Address: 26 Front Street, Mossman

Phone: 07 4098 1153 or 0448 749 692

St Augustine's Catholic Church

<http://www.cairns.catholic.org.au/parishes/MossmanPtDouglas.html>

Contact: Fr Joby Panthalanickal

Address: 24 Grogan Street, Mossman

Phone: 07 4098 2001 or 0428 130 518

Email: mossman.parish@cairns.catholic.org.au

Assemblies of God

Contact: Pastor Stephen Westbrook

Address: 43 Gorge Road, Mossman

Phone: 0429 988 337

Email: sc.westy@bigpond.com

Mossman Gorge Community Church

Contact: Janice Walker

Address: Mossman Gorge

Phone: 07 4098 2440 or 0455 489 400

Email: jwalk4730@gmail.com

Seventh-day Adventist Church

Contact: Brian Cornell
Address: 63 Captain Cook Highway, Mossman
Phone: 07 4098 7675
Email: bcornell5@bigpond.com.au

Christian Mission Fellowship International – Mossman

Contact: Pastor Lloyd Biehler
Address: CWA Hall, Front Street, Mossman
Phone: 0455 828 434

Julatten

Julatten Family Fellowship

Contact: Colin and Martine Plumbe
Address: 88 Highland Drive, English Park
Phone: 07 4098 8299 or 0409 756 991

Or

Contact Ian and Lesley Hatfield
Phone: 07 4094 1694
Email: camp.05@bigpond.com

Community Centres, Groups and Programs

Department of Communities, Disability Services and Seniors

<https://www.communities.qld.gov.au/community>

Douglas Photographic Society Inc.

Phone: 0428 555 716 (President) or 07 4098 7667 (Secretary)
Email: douglasphotographic@gmail.com



Douglas Shire Historical Society (NQ) Inc.

<https://www.douglashistory.org.au/home.html>

Address: Port Douglas Courthouse Museum, Wharf Street, Port Douglas

Phone: 07 4098 1284

Email: info@douglashistory.org.au

Douglas Shire Seniors Inc.

Phone: 07 4098 1543

Email: jandma@aapt.net.au



Family Relationships Commission – Mossman Gorge

<https://www.frcq.org.au/our-communities/mossman-gorge/>

Family Relationships Commission hold conferences with community members to encourage people to engage in socially responsible standards of behaviour whilst promoting the interests, rights and wellbeing of children and other vulnerable persons living in the community.

Address: Cairns Office – Level 3 / 104 Grafton Street, Cairns

Mossman Gorge – Lot 152, Mossman Gorge Rd, Mossman Gorge

Phone: 07 4081 8400 / 1800 004 973 / Mossman Gorge: 0417 798 392

Email: frcenquiry@frcq.org.au

Julatten Community Centre / Sunbird Children's Centre

<https://www.julattencommunitycentre.com.au/>



Provides family support services, Kindergarten and Limited Hours Care and Playgroup.

Address: Brown Street, Julatten

Phone: 07 4094 2037

Email: familysupport@jiginc.com / lhc@jiginc.com

Mossman District Brownie/ Girl Guides

<https://www.guidesqld.org/>

40 Alchera Drive, Mossman

Phone: 0423 716 022 or 07 4098 158

Mossman District Gymnastics Club and Kindergym

<https://www.mossmangymnastics.com/home>

Contact: Hayley – Club Manager

Address: Pinjarra Place, 3-7 Mill Street, Mossman

Phone: 0400 095 221 or 07 4098 1702

Email: info@mossmangymnastics.com

Mossman District Show Society

<https://queenslandshows.com.au/venue/mossman-district-show-society/>

Contact: Ann Baldwin

Address: Coronation Park, Jack Street, Mossman

Phone: 07 4098 1477

Email: secretary.mossmanshow@telstra.com

Facebook: <https://www.facebook.com/mossmandistrictshow/>

Mossman Lions Club

<https://lionsclubs.org.au/>

<https://www.facebook.com/pages/category/Community/Mossman-Lions-Club-108979046418465/>

Phone: 07 4098 4115 or 0417 747 913

Email: mossmanlions@gmail.com

Mossman Masons – Port Douglas-Mossman Lodge

<https://lexl.com/mossmanmasons.com/>

Meetings take place every 2nd Thursday of each month at 7pm

Contact: Brian Burcombe

Phone: 07 4098 1379

Email: mail@mossmanmasons.com

Mossman Port Douglas Blue Light Association – Police Youth Program

<https://bluelightqld.org/>

Address: 4-6 Bow Street, Mossman

Phone: 07 4098 2177 or 07 4087 1999

Email: admin@bluelightqld.org





Mossman Support Services

<https://www.mossmansupportservices.org.au/>

Lifestyle Support Connections provides with personal care, daily living, meal preparation, shopping and appointment assistance, social engagement, transport and life skills development. Services include: emergency relief, Men's Shed, Art Group, Mossman Youth Centre, Community Kitchen, Playgroup, Community Garden and NDIS Plan Management Services. Please Contact the service for my information.

Address: 20 Mill Street, Mossman

Phone: 07 4098 2836

Email: manager@dscsa.org.au / lifestyle@dscsa.org.au

Pink in the Tropics (Breast Cancer Support Group)

<http://pinkinthetropics.org/index.html>

<https://www.bcna.org.au/services-and-support-groups/support-groups/pink-in-the-tropics/>

Meetings are held on the 3rd Saturday of every month at the Port Douglas

Contacts: Deborah Kachel – 0418 476 532, Robyn Frahn – 0408 878 191, Maria Atkinson – 0400 021 687 and Anne Richardson – 0424 288 156

Address: Port Douglas Neighbourhood Centre – Mowbray Street, Port Douglas

Email: galileeanne1@bigpond.com or mcatkinson62@gmail.com

Port Douglas Community Service Network Inc.

<https://www.portdouglascommunityservicenetwork.org.au/>

Provides various programs to the community.

Address: 6-10 Mowbray St, Port Douglas

Phone: 07 4099 5518

Email: manager@pdnc.org.au



Queensland Country Women's Association – Mossman

<http://www.qcwa.org.au/>

https://www.facebook.com/pg/Mossman-CWA-1781896852109447/about/?ref=page_internal



Email: d.e.ottone@bigpond.com

Phone: 07 4098 1770



Queensland Country Women's Association – Port Douglas

<http://www.qcwa.org.au/>

<https://www.facebook.com/PDQCWA/>

Address: 8 Blake Street, Port Douglas

Phone: 07 4099 3961

Rotary Club of Mossman

<https://www.mossmanrotary.com.au/>

Meetings are held on Monday evenings 6:15pm for a 6:30pm start at Mossman Bowls Club.

Address: 6-8 Johnston Road, Mossman

Phone: 0418 750 005 or 07 4098 7229

Email: info@mossmanrotary.com.au

Facebook: <https://www.facebook.com/Rotary-Club-Of-Mossman-Inc-164070424497/>

Community Support

ADA Australia

<https://adaaustralia.com.au/>

Aged and Disability Advocacy Australia is a not-for-profit, independent, community based advocacy and education service. Services are free, confidential and client focused.

Address: 121 Copperfield Street, Geebung, Qld 4034 (Head Office)

Phone: 1800 818 338 (Free call), or 07 3637 6000

Email: info@adaaustralia.com.au

Aged Care Assessment Team (ACAT)

https://www.health.qld.gov.au/services/cairns-hinterland/cairns_north_ch

Phone: 07 4226 4595

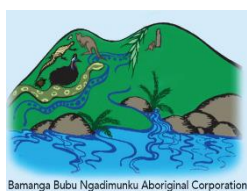
Alcoholics Anonymous – Port Douglas

<https://aa.org.au>

Port Douglas meeting – Every Thursday at 7pm – TEMPORARILY SUSPENDED due to COVID-19.

Address: Port Douglas Neighbourhood Centre, 6-10 Mowbray Street, Port Douglas
Alcoholics Anonymous Helpline: 1300 222 222

Bamanga Bubu Ngadimunku Aboriginal Corporation.



Provides advocacy and representation of the Mossman Gorge Community, seeking to engage a sustainable future.

Phone: 07 4098 1305

Email: gm@yalanji.com.au

Blue Care

<https://www.bluecare.org.au>

Providing home care services to the community. For more information, please see the website.

Address: 27 Mill Street, Mossman

Phone: 07 4098 1126

Email: mossman.bns@bluecare.org.au

Children by Choice Inc.

<https://www.childrenbychoice.org.au/>

Provides information on all unplanned pregnancy options including abortion, adoption and parenting using a pro-choice and client-centred approach.

Address: 237 Lutwyche Road, Windsor

Phone: 1800 177 725 (Queensland wide)

Email: advocacy@childrenbychoice.org.au

Facebook: <https://www.facebook.com/childrenbychoice/>



Crisis Care Community Support – Queensland Government

<https://www.qld.gov.au/community>



Queensland Government page that provides information on a range of Crisis supports.

Phone: 1800 177 135 or 13 74 68

Cairns Regional Domestic Violence Service (Douglas Shire)

<https://www.dvcairns.org>



Provides a range of domestic violence services including counselling, court support, community education and training.

Address: Shop 1, 4-14 Mill Street, Mossman

Phone: 07 4098 1974

Email: mossmanoffice@dvcairns.org

Douglas Shire Aged Persons Home Inc.



Seniors Unit (Affordable Housing) – Independent living in rental accommodation – must be over 55 years of age, eligible for Queensland social housing, and demonstrate an existing association with Douglas Shire.

Address: Facilities at Martin Sculley Drive, Port Douglas and Alchera Drive, Mossman

Phone: 0458 939 117 (Housing Manager)

Email: dsaphinc@gmail.com

Douglas Shire Council Street Bank Program

<https://douglas.qld.gov.au/community/street-bank/>



The Street Bank initiative was created at the start of the COVID-19 pandemic to encourage streets to pool resources and support residents in need (whether in isolation or at risk), especially seniors or neighbours with medical conditions.

FNQ Volunteers Inc.

<https://fnqvolunteers.org.au>



Contact Name: Oni Vuniyaro – Services Coordinator

Address: Shop D, 377 Mulgrave Road, Bungalow

Phone: 07 4041 7400 / 0447 417 403

Email: info@fnqvolunteers.org.au

Leukaemia Foundation Douglas Inc.

<https://www.leukaemia.org.au/>

Address: 8 Front Street, Mossman

Phone: 07 4084 1333 or 1800 620 420

Email: info@leukaemia.org.au / jkshep1@bigpond.com

Lifeline

<https://www.lifeline.org.au/>

Phone: 131 114 (Australia Wide – Crisis Support Line)

Mossman Op Shop Address: 6 Front Street, Mossman

Phone: 07 4098 1535

Lives Lived Well – Breakthrough for Families

<https://www.liveslivedwell.org.au/our-services/qld/for-families/breakthrough-for-families/>



Provides family members and loved ones affected by alcohol and other drug use with options for support. Please see website for more information.

Phone: 0437 742 832

Email: phoebe.weier@liveslivedwell.org.au

Ozcare Aged Care Facility

<https://www.ozcare.org.au/aged-care/aged-care-facilities/facilities/ozcare-port-douglas/>

<https://www.myagedcare.gov.au/find-a-provider/ozcare-port-douglas>



Contact: Daniel Robinson (Facility Manager)

Address: Martin Scullett Drive, Port Douglas

Phone: 1800 692 273

Email: carefacility.portdouglas@ozcare.org.au

Meals on Wheels – Port Douglas and Mossman

Address: Martin Scullet Drive, Port Douglas and 11 Maxwell Drive, Mossman

Phone: 07 4098 1105

Email: dsmow@bigpond.com

Available: Monday, Wednesday and Friday

Criteria: Independent living in rental accommodation – must be over 55 years of age, eligible for Queensland social housing, and demonstrate an existing association with Douglas Shire.

Mossman Support Services

<https://www.mossmansupportservices.org.au/>



Lifestyle Support Connections provides with personal care, daily living, meal preparation, shopping and appointment assistance, social engagement, transport and life skills development. Services include: emergency relief, Men's Shed, Art Group, Mossman Youth Centre, Community Kitchen, Playgroup, Community Garden and NDIS Plan Management Services. Please Contact the service for my information.

Address: 20 Mill Street, Mossman

Phone: 07 4098 2836

Email: manager@dscsa.org.au / lifestyle@dscsa.org.au

My Aged Care

<https://www.myagedcare.gov.au/>



My Aged Care is the Australian Government's starting point for aged care services. Find and access the government-funded services you need. Services include - Types of Care, Assessment, Find a Provider, Manage My Services.

Free call - 1800 200 422.

Opening hours - Monday to Friday - 8:00 am - 8:00 pm; Saturdays - 10:00 am - 2:00 pm; Closed on Sundays and national public holidays.

If you are calling from overseas, dial +61 2 6289 1555 (office hours) and ask for the My Aged Care contact centre.

Online Contact Tool - <https://www.myagedcare.gov.au/contact-us>



Port Douglas Community Service Network Inc.

<https://www.portdouglascommunityservicenetwork.org.au/>

Provides various programs to the community.

Address: 6-10 Mowbray St, Port Douglas

Phone: 07 4099 5518

Email: manager@pdnc.org.au



Red Cross Society

<https://www.redcross.org.au/>

Phone: 1300 554 419, 07 4098 1439 or 07 4098 7987

Email: marveenjhodgson@hotmail.com

Relationships Australia – Cairns Office

<https://www.relationships.org.au/>

Provides a range of relationship services including counselling, child contact service, domestic and family violence prevention and dispute resolution service. For more information please see the website.

Phone: 1300 364 277 or 07 4041 6063

Address: 125 Grafton Street, Cairns

Facebook: <https://www.facebook.com/RelationshipsAustraliaQld/?ref=ts>

Seniors Enquiry Line

<https://seniorsenquiryline.com.au/>

Phone: 1300 135 500

Email: sel@ucommunity.org.au

Transition Care Program (TCP)

https://www.health.qld.gov.au/cairns_hinterland/html/tcp

Provides time-limited and goal oriented support to increase functioning and independence of people over 65 on release from hospital. Offers both residential based facility and a home based setting.

Telephone: 07 4226 4563

Address: 381 Sheridan Street, Cairns

Email: tcpadmin@health.qld.gov.au



True Relationships and Reproductive Health – Cairns Office

<https://www.true.org.au/>

<https://www.true.org.au/Counselling/cairns-sexual-assault-services>

<https://www.true.org.au/Counselling/child-family-service>

For more information, please contact the service.

Cairns Sexual Assault Service: Manager – Ella Morter

Provides free counselling for recent or historical sexual assault or abuse. For victims and their non-offending family members and loved ones aged over 18yrs, all genders welcome. (Female victims over 15yrs).

Child and Family Service: Manager – Sandi Brown

Provides therapeutic and education services specialising in sexual assault, sexual abuse and sexually reactive behaviours.

Education and Training Service: Program Coordinator – Rhiannon Warren

Provides education and training in sexual and reproductive health for community members and professionals, including specialised services for the disability sector. These include: relationships and sexuality education for individuals and groups; information sessions for parents/carers; professional development for disability sector workers and other professionals; and school programs for students with special needs and school staff.

Address: Ground Floor – Solander Centre, 182 Grafton Street Cairns City

Phone: Clinic: 07 4051 3788 / Sexual Assault Services: 07 4031 3590 / Education and Training: 07 4031 2232

Email: cairnseducation@true.org.au / csas@true.org.au / childandfamily@true.org.au

Uniting Care (Family Support)

<https://www.unitingcareqld.com.au>

Contact: Diana Price

Phone: 0427 915 479

Email: diana.price@ucommunity.org.au

Counselling, Mental Health and Wellbeing Services

1300 MH CALL Mental Health Access Line

<https://www.qld.gov.au/health/mental-health/help-lines/1300-mh-call>

Phone: 1300 642 255



Amy Emerson – Psychologist AHPRA Registered

Address: Mossman Community Centre (Monday – Thursday – 8:30am – 5:00pm)
Mountain View Medical Centre – (Friday 8:00am – 5:00pm)
1 / 4 Front Street, Mossman
Phone: 0487 649 025

Beyond Blue

<https://www.beyondblue.org.au/>

Phone: 1300 22 4636

Family Relationships Online

<https://www.familyrelationships.gov.au/>

Phone: 1800 050 321

FNQ Family Therapy

www.fnqfamilytherapy.com.au



Provides online therapy. Based on needs of families face-to-face is possible
Family Therapy (Family as a unit or subsystem where needed)
Individual Therapy (from age 6)

Contact: Manon van der Lee

Phone: 0416 699 413

Email: info@fnqfamilytherapy.com.au



Innate Therapies Australia - Cairns Based Service

<https://innatetherapies.com/>

Service is an NDIS registered provider that provides:

- Sand play and symbol work
- Play Therapy – Children
- Art Therapy
- Clayfield Therapy
- Adult, child and adolescent counselling
- Relationship and family counselling
- Social and emotional programs
- Parenting programs
- Professional supervision
- Group work/workshops
- Professional training/Staff development
- Appointments available via Zoom/Skype

Phone: 0414 480 934

Email: adminteam@innatetherapies.com

Facebook page: <https://www.facebook.com/innatetherapies/>

Jawunkarra Family Support Service

Phone: 07 4098 3244

Lifeline Crisis Support Line

<https://www.lifeline.org.au/>

Phone: 13 11 14

Mental Health Australia

<https://mhaustralia.org/>

Address: ALIA House, 1st Floor, 9 – 11 Napier Close, Deakin ACT

Phone: 02 6285 3100

Mossman Community Mental Health

https://www.health.qld.gov.au/cairns_hinterland/html/gp-liaison/gp-mh/gp-mh-home

Phone: 07 4084 1232

**Mental Health
Australia**



Mossman Multi-Purpose Health Service (Mental Health)

Address: 9 Hospital Street, Mossman
Phone: 07 4084 1232

Northern Frontiers Counselling and Mediation Services – Cairns Based Service

<https://www.northernfrontiers.com.au/>

Provides services in person or via phone and video chat platforms. Including Family Law Mediation, Workplace Mediation, Employee Assistance Program (EAP), Marriage, Couples and Relationship Counselling and Individual Counselling.

Address: 75 Digger Street, Cairns North
Phone: 1300 908 170 / 0419 531 269
Email: reception@northernfrontiers.com.au

Out of the Blue Therapy – Accredited Mental Health Social Worker

<https://outofthebluetherapy.com.au/>

Shop 2 / 45 Front Street, Mossman
Email: anne@outofthebluetherapy.com.au
Phone: 0487 722 511

Port Douglas Local Clinical Psychologists – Peter and Kate Conroy

Phone: 0477 770 007

Sylvia Willing – Psychologist

Address: 7A/29 Front Street, Mossman
Phone: 07 4098 1994 or 0427 284 712

Sarah Evans – Psychologist / Hypnotherapist

Address: Mountain View Medical Centre – Front Street, Mossman
Phone: 0417 821 104
Email: sarah.m.evans@bigpond.com

Suicide Call Back Service

<https://www.suicidecallbackservice.org.au/>

Phone: 1300 659 467

Victims Counselling and Support Services

<http://www.vcss.org.au/>

Provides counselling and support service to Queensland residents who have been personally affected by violent crime, either directly or indirectly.

Cairns office address: 125 Grafton Street, Cairns

Telephone: 1300 139 703 - 24 hours a day, 7 days a week



Wellbeing Centre (Apunipima Health Council)

Address: Mossman Gorge

Phone: 07 4084 4800

Email: mossman@apunipima.org.au



Culturally and Linguistically Diverse/Multicultural Information and Services

AMPARO Advocacy Inc.

www.amparo.org.au

Resources have been developed as part of the Participant Readiness work and Information Linkages and Capacity Building work and are available on AMPARO Advocacy's website: <https://amparo.org.au/>

Fact Sheet 1 - *Understanding Disability in Australia*

Fact Sheet 2 - *What is the National Disability Insurance Scheme?*

These fact sheets have now been translated into 38 languages, including AUSLAN (Australian Sign Language) and available on AMPARO's website: <https://protect-au.mimecast.com/s/QWdhCjZrIEClmPrqhWMNG2?domain=amparo.org.au/>

AUSLAN (*Australian sign language*), Amharic, Arabic, Bahasa Indonesian, Bengali, Bosnian, Burmese Chinese Simplified, Chinese Traditional, Croatian, Dari, Dinka, Farsi, French, Greek, Hazaragi, Hindi Hmong, Italian, Japanese, Karen, Kirundi, Korean, Kurdish Kurmanji, Macedonian, Nepali, Rohingya, Samoan, Serbian, Somali, Spanish, Swahili, Tamil, Tagalog, Thai, Tongan, Turkish, Vietnamese.



Fact Sheets 1 & 2 are also available in audio /visual formats in the following 12

languages: Amharic, AUSLAN, Burmese, Dari, Dinka, Hazaragi, Karen, Kirundi, Nepali, Rohingya, Somali, Swahili.

Fact Sheet 3 - *NDIS information for interpreters and translators - National Disability Insurance Scheme (NDIS): How does it work? How can I prepare?*

This fact sheet provides information for interpreters and translators to assist them prepare for NDIS related phone calls and face-to-face meetings.

NEW- Fact Sheet 4 - *Participants Rights and the NDIS*. Provides information on the rights of NDIS participants to be safe, respected and to receive quality supports and services. (Currently available in 12 languages- Arabic, Bahasa (Indonesian), Chinese Simplified, Chinese Traditional, French, Japanese, Kirundi, Korean, Russian, Somali, Spanish, Vietnamese, English. Audio- Hazaragi, Kirundi, Rohingya. Coming soon- Karen.

Digital stories - Individuals with disability and families from refugee backgrounds speak in their own language about their lives, hopes and plans for the future. (Vietnamese, Farsi, Burmese, Swahili and Kirundi).

Community Radio Programs in Arabic, Spanish and Mandarin – programs explaining the NDIS were aired on 4EB Radio between December 2017 and April 2018.

<http://www.amparo.org.au/publications-reports-2/ndis-community-radio-interview>

For more information, please contact:

Lalita Lakshmi
Multicultural Engagement Co-ordinator
Work Days: Monday- Wednesday
Email: lalita@amparo.org.au
Phone: 07 3354 4900 or 0431708966
Office Address: 53 Prospect Road, Gaythorne

Centacare FNQ, Multicultural Services – Cairns Based

<https://www.centacarefnq.org/multicultural-services>



Provides free services through Zoom and teleservice for individuals and families including refugees and those from migrant communities. Assisting with settlement, community development projects, facilitating participation in cultural events and advocacy.

Phone: 07 4242 1058
Email: cms@centacarefnq.org
Address: 212 McCormack Street, Manunda

QPASTT - Queensland Program of Assistance to Survivors of Torture and Trauma – Cairns Office

<https://qpastt.org.au/>



QPASTT provides flexible and culturally sensitive services to promote the health and well-being of people who have been tortured or who have suffered refugee related trauma prior to migrating to Australia. QPASTT aims to provide services which address the range of physical, psychological and social needs that survivors of torture and trauma have. All services are free and confidential.

Address - Boland Centre, 14 Spence St.

Telephone - 0409 574 925

Email - admin@qpastt.org.au

Disability Employment

APM Employment – Cairns Based Service.

<https://apm.net.au/>



Delivers job seeker, disability employment services, workplace health, NDIS support and home assessment services.

Address: 79 Sheridan Street, Cairns / Visiting service to Mossman Community Centre

Phone: 07 4031 7240

Email: apm4jobs@apm.net.au

Thrive – Worklink – Cairns Based Service.

<https://www.worklink.org.au/>

Provides one on one and group based assistance with preparing for work, finding employment and ongoing support.

Address: 11A Sheridan Street, Cairns / Visiting service to Mossman Community Centre

Phone: 07 4031 0877

Disability Peak Bodies

Aboriginal & Torres Strait Islander Disability Network of Queensland – (ATSIDNQ)

<https://qdn.org.au/our-work/atsidnq>

<https://www.atsidnq.com.au/>



Aboriginal and Torres Strait Islander Disability Network of Queensland (ATSIDNQ) is a network of Aboriginal and Torres Strait Islander people with disability, their families and carers. The Network provides a voice for Aboriginal and Torres Strait Islander people in transition to the National Disability Insurance Scheme (NDIS).

Address: 338 Turbot Street, Spring Hill

Phone: 1800 718 969

Email: qdn@qdn.org.au

Autism Awareness

<https://www.autismawareness.com.au/>



Provides supports and services to improve the lives of people with Autism and their families/carers including targeted educational programs to families, professionals and the broader community.

Address: PO Box 61, Rozelle NSW 2039

Phone: 1300 900 681

Email: office@autismawareness.com.au

Autism Spectrum Australia

<https://www.autismspectrum.org.au>



Provides evidence informed schools program, information and advice, diagnostic assessments, behaviour support, parent and family support, and adult programs.

Phone: 1800 277 328



Deaf Services (Cairns Office)

(Formerly Deaf Services QLD)

<https://www.deafservices.org.au/>

NDIS Registered Service Provider - services provided include:

- o Auslan and Community Education and Training
- o NDIS Support Coordination
- o NDIS Plan Management
- o Life Skills Development and 1:1 Supports
- o Community Access
- o Ageing Well – Over 65's
- o Interpreting and Translation

Address: 37 Pease Street, Manoora

Phone: 07 4032 3033

TTY: 07 4032 3033

Mobile: SMS - 0438 716 068

Email: community.access@deafservices.org.au

Facebook: @DeafServicesLtd

Mental Health Australia

<https://mhaustralia.org/>

Address: ALIA House, 1st Floor, 9 – 11 Napier Close, Deakin ACT

Phone: 02 6285 3100

NDS – National Disability Services

<https://www.nds.org.au>

National Disability Services (NDS) is Australia's peak body for non-government disability service organisations, representing over 1160 non-government service providers. Collectively, NDS members operate several thousand services for Australians with all types of disabilities.

Lisa Steele – Senior Sector Support Officer

Phone: 07 3828 9407 / 0423 249 975

Email: lisa.steele@nds.org.au





North Queensland Primary Health Network

<https://www.nqphn.com.au/>

Northern Queensland Primary Health Network (NQPHN) provides information on health and wellbeing, making health better for all people in North Queensland.

Cairns office: Level 2-3, 36 Shields Street, Cairns,

Phone: 07 4034 0300

Email: cairns@nqphn.com.au

Parkinson's Australia - Queensland

<https://www.parkinsons.org.au/>

<https://www.parkinsons-qld.org.au/>



Parkinson's Australia is the national peak body and charity representing more than 80,000 Australians living with Parkinson's. Parkinson's Australia advocates for the Parkinson's community, promotes best practice models of service delivery, works to increase awareness of Parkinson's disease and provides information and education on symptoms, diagnosis, causes and treatments.

QLD Head Office

Address: Unit 2/25 Watland Street, Springwood

Info Line Free call: 1800 644 189

Phone: 07 3209 1588

Email: pqi@parkinsons-qld.org.au

People with Disability Australia

<https://pwd.org.au/>

People with Disability Australia (PWDA) is a national disability rights, advocacy and representative organisation that is made up of, led and governed by people with disability.

Address: Level 8, 418A Elizabeth Street, Surry Hills

Phone: 02 9370 3100 / 1800 422 015

TTY: 02 9318 2138

Email: pwd@pwd.org.au



Queensland Aboriginal and Islander Health Council

<https://www.qaihc.com.au/>



QAIHC improves health, creates jobs and ensures Aboriginal and Torres Strait Islander people receive culturally appropriate health care. Operating in different regions of Queensland, providing a state-wide perspective of Aboriginal and Torres Strait Islander health.

Address: 36 Russell Street, South Brisbane

Phone: 07 3328 8500

Email: info@qaihc.com.au / communications@qaihc.com.au

Queensland Alliance for Mental Health

<https://www.qamh.org.au/>



Queensland Alliance for Mental Health is the peak body for mental health service providers and the wider mental health community in Queensland.

Please note QAMH is NOT a mental health service provider. QAMH do not provide clinical assistance or direct services. If in distress or crisis see this list of services available to you.

Address: 433 Logan Road, Stones Corner

Telephone: 07 3252 9411

Online Contact Form: <https://www.qamh.org.au/contact/>

QDN - Queenslanders With Disability Network

<https://qdn.org.au/>



Queenslanders with Disability Network (QDN) is a state wide organisation of, for, and with people with disability connecting for collective and affirmative action.

Telephone: 07 3252 8566

Free call Telephone: 1300 363 783 (for the cost of a local call from a landline if you live outside Brisbane)

Email: qdn@qdn.org.au

Online Contact Form - <https://qdn.org.au/contact/>



Spina Bifida Hydrocephalus Queensland

<https://www.spinabifida.org/>

Provides services, information and resources to improve the lives of children and adults with Spina Bifida and Hydrocephalus including allied health assistance. NDIS registered provider.

Address: 11/108 Wilkie Street, Yeerongpilly

Phone: 07 3844 4600 / 1300 655 447

Email: enquiries@sbhqueensland.org.au

School Related Enquiries: education@sbhqueensland.org.au

NDIS Enquires: NDIS@sbhqueensland.org.au

Disability Plan Managers and Support Coordinators

Advanced Plan Management

<http://www.advancedplanmanagement.com.au/>

Provides NDIS Plan Management and Support Coordination services to participants.

Phone: 02 4761 0792

Email: admin@advancedplanmanagement.com.au

AIIM Choices

<https://www.aiimchoices.com.au/>

Providing NDIS Plan Management – multilingual specialists with staff from numerous cultural backgrounds including: English, Chinese, Turkish, Vietnamese, Sri Lankan, Filipino, Hindi and Arabic.

Contact: James Price

Phone: 02 6056 6900

Email: jprice@aiim.com.au



All Disability Plan Management

www.alldisability.com.au



Provides personalised Plan Management services Australia wide. Focusing on the participant's goals and maintaining their choice and control. Contact All Disability Plan Management for further details.

Contact: Christi Dunkerton

Phone: 1300 399 913

Email: marketing@alldisability.com.au

Servicing: Australia Wide

Cairns Support Coordination

<http://cairnssupportcoordination.com.au/>



Provides support coordination services to NDIS participants.

Address: Mobile Service, Trinity Beach

Phone: 0460 666 194

Email: info@cairnssupportcoordination.com.au

Capital Guardians

<https://www.capitalguardians.com/>



Provides services to individuals and organisations in disability and aged care sector including financial management, digital wallet function, invoicing, and accounts receivable.

QLD/NT Telephone Contact Number - 07 2102 9700

Online contact form - <https://www.capitalguardians.com/contact/>

Centacare FNQ NDIS Support Coordinators

<https://www.centacarefnq.org/services/ndis-2/ndis-2/>



Provides support coordination services to NDIS participants specialising in working with people with psychosocial disability.

Address: 22-34 Aplin Street, Cairns

Phone: 07 4044 0130

Email: ndis@centacarefnq.org / reception@centacarefnq.org

Deadly Hands Aboriginal and Torres Strait Islander Corporation

Provides support coordination services to NDIS participants.

Phone: 0416 391 570

Email: deadlyhands@bigpond.com

Facebook: https://www.facebook.com/pg/Deadly-Hands-Aboriginal-Torres-Strait-Islander-Corporation-204473463646824/about/?ref=page_internal

iDEAL Plan Management

<https://www.idealplan.com.au/>



Provides free NDIS Plan Management services for participants with “Improved Life Choices” funding. Contact provider for more info on services available to participants without this specific NDIS funding.

Email: manager@idealplan.com.au

Free Call: 1300 800 110

Independent Support Management

<https://ndism.com.au/>



Provides NDIS Plan Management services to participants Australia Wide with a significant presence in regional areas of Queensland.

Phone: 07 2102 4900

Email: support@ndism.com.au

Leap In! Plan Management

<https://www.leapin.com.au/>



Provides plan management services to people who have an NDIS plan and can also support participants to prepare for NDIS meetings.

Free call: 1300 05 78 78

TY/Voice Calls: 133 677

Speak & Listen: 1300 555 727

SMS Relay: 0423 677 767

Need an interpreter? - Call 131 450 and ask them to call Leap in!: 07 3724 0368

Email: connect@leapin.com.au

Machado-Joseph Disease Foundation

<https://www.mjd.org.au>

<http://mjd.org.au/219-ndis-our-way.html>

Provides support coordination services to NDIS participants.

Phone: 1300 584 122

Email: nadia.lindop@mjd.org.au

Me Well Cairns

<https://www.me-well.org.au/>

Services provided include:

Support Coordination, Specialist Support Coordination, Improved Living Arrangement, Social and Community Participation and Improved Daily Living Skills.

Phone: 1800 258 258

Email: info@me-well.org.au



Mossman Support Services

<https://www.mossmansupportservices.org.au/>

Lifestyle Support Connections provides with personal care, daily living, meal preparation, shopping and appointment assistance, social engagement, transport and life skills development. Services include: emergency relief, Men's Shed, Art Group, Mossman Youth Centre, Community Kitchen, Playgroup, Community Garden and NDIS Plan Management Services. Please Contact the service for my information.

Address: 20 Mill Street, Mossman

Phone: 07 4098 2836

Email: manager@dscsa.org.au / lifestyle@dscsa.org.au



MS (Multiple Sclerosis) Queensland

<https://www.msqld.org.au>

Provides support coordination services to NDIS participants.

Phone: 1800 177 591

Email: hello@msqld.org.au



MS Queensland



National Disability Support Partners

<https://www.ndsp.com.au/>

Provides plan management services to people who have an NDIS plan.

Telephone: 1800 636 377

Email: info@ndsp.com.au

Facebook: <https://www.facebook.com/NationalDisabilitySupportPartners>

Northern Regional Aboriginal and Torres Strait Islander Co.

Provides support coordination services to NDIS participants.

Phone: 0447 046 600

Email: support.cairns@northernregionalcare.org.au

Northern Support Coordination

<https://www.northernsc.com.au>

Provides support coordination Services to NDIS participants

Contact: Maddi Wright

Phone: 0411 343 798

Email: maddi@northernsc.com.au

Support Coordination – ParaQuad

<https://paraquad.org.au/what-we-do/specialist-clinical-services/>

Provides support coordination to NDIS participants.

Phone: 02 8741 5689

Email: ndis@paraquad.org.au

Peak Plan Management

<https://www.peakplanmanagement.com.au/>

<https://www.peakplanmanagement.com.au/provider-directory.html>

Plan management services provided to NDIS Participants.

Contact: Jodie Cox – Client Liaison Officer – North Queensland

Phone: 0408 518 125

Email: jodie@peakplanmanagement.com.au





Plan Partners Plan Management

<https://planpartners.com.au/>

Provides plan management and support coordination services to people who have an NDIS plan.

Contact: Rollie Pontigon – General Manager QLD & NT

Telephone: 0437 498 389 / 1300 333 700

Email: rollie.pontigon@planpartners.com.au / info@planpartners.com.au

Plan Tracker

<https://www.plantracker.com.au/>

<https://www.plantracker.com.au/self-management/>



Provides plan management services to people who have an NDIS plan. Provides access to an app, increasing training and support to help build skills and capacity to self-manage.

Phone: 07 2102 1400

Online Contact Form: <https://www.plantracker.com.au/contact/>

Support Coordination Academy

<https://www.scacademy.com.au/>

Provides training, tools, resources, coaching & strategy to help providers deliver excellent Support Coordination and LAC services to NDIS participants.

Free Call: 1300 013 001

Email: info@scacademy.com.au

Facebook: <https://www.facebook.com/SupportCoordinationAcademy>

Thrive

<https://www.thrive.org.au/ndis/>



Provides both NDIS Plan Management and NDIS Support Coordination to NDIS participants. Servicing areas south to Tully, Tablelands, north to Douglas Shire, as well as Cairns.

Contact: Nicole Carnaby

Address: 11A Sheridan Street, Cairns

Phone: 0435 736 772 / 07 4031 0877

Email: info@thrive.org.au / nicole.carnaby@thrive.org.au

Tropical North Bookkeeping

<https://www.tropicalnorthbookkeeping.com.au/>

Providing Plan Management, Financial Capacity Building, Core Supports for self/plan managed participants in budgeting and financial life skills, bookkeeping assistance for self-managers and provider bookkeeping.

Contact: Liz Taylor

Phone: 0422 069 714

Email: tropicalnorthbookkeeping@outlook.com

Xtremecare Australia Indigenous Disability Services

<https://www.xtremecareaustralia.com.au>



Provides a number of different culturally safe services including Support Coordination, Plan Management, Culturally appropriate service for Indigenous participants and their families and Core Supports (***Torres Strait Region Only at this stage***).

Phone: 07 5514 6500 / Cairns Region Support Coordinator – Maryanne Mosby – 0499 013 964

Email: admin@xtremecare.com.au

Facebook: <https://www.facebook.com/XtremecareAustralia/>

Disability Services and Supports

Blue Care

<https://www.bluecare.org.au>

Provides a range of assistance services to the community.

Address: 27 Mill Street, Mossman

Phone: 07 4098 1126

Email: mossman.bns@bluecare.org.au



Mossman Support Services

<https://www.mossmansupportservices.org.au/>

Lifestyle Support Connections provides with personal care, daily living, meal preparation, shopping and appointment assistance, social engagement, transport and life skills development. Services include: emergency relief, Men's Shed, Art Group, Mossman Youth Centre, Community Kitchen, Playgroup, Community Garden and NDIS Plan Management Services. Please Contact the service for my information.

Address: 20 Mill Street, Mossman

Phone: 07 4098 2836

Email: manager@dscsa.org.au / lifestyle@dscsa.org.au

Senior Helpers Far North Queensland

<https://seniorhelpers.com.au/farnorthqueensland/disability-support/>

<https://seniorhelpers.com.au/farnorthqueensland>

Provides assistance with personal care, daily living, meal preparation, shopping and appointment assistance, social engagement, transport and life skills development.

Address: 1A/120 Anderson Street, Manunda (Servicing Cairns and Far North Queensland)

Phone: 07 4281 6816

Email: shadmin@seniorhelpers.com.au

Spinal Life Healthy Living Centre – Cairns Based Service

<https://www.spinal.com.au>

Provides a range of assistance – please see website for available services.

Address: 2-4 Smith Street, North Cairns

Phone: 1300 774 625

Email: enquiries@spinal.com.au

Domestic and Family Violence Services

Another Closet

<http://www.anothercloset.com.au/>

Providing online links to support for the LGBTIQ Community around domestic and Family Violence.

DV Line: 1800 656 463





Cairns Regional Domestic Violence Service – Mossman Office

www.dvcairns.org

Provides support services for children, young people & adults affected by domestic or family violence. Cairns Regional Domestic Violence Service is endorsed for DGR status.

Phone: 07 4098 1974

Address: 4-14 Mill Street, Mossman

Email: mossmanoffice@dvcairns.org

DV Connect

<https://www.dvconnect.org/>



Crisis helplines to assist Queenslanders escape domestic and family violence, as well as sexual assault/sexual abuse.

Womensline - 1800 811 811

Mensline - 1800 600 636

Sexual Assault Helpline - 1800 010 120

1800RESPECT (1800 737 732) - the National confidential online and telephone specialist counselling, information and referral service.

North Queensland Women's Legal Service Inc. - Domestic Violence Duty Lawyer Service

<http://ngwls.com.au/>



Provides a free and confidential duty lawyer service at the Cairns Magistrates Court assisting with Legal Advice, Telephone Legal Advice, and Online Resources for Community Workers, Evening Service.

Telephone: Reception - 07 4033 5825

Telephone: Free call - 1800 244 504

Email: cairns@ngwls.com.au

Address: Suite 4, Level 1, Professional House, 88 Abbott Street, Cairns City



Queensland Family Law Net

<https://www.qldfamilylawnet.org.au>

The National Redress Scheme

<https://www.nationalredress.gov.au/about/about-scheme>



The National Redress Scheme is in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. Applications can be made any time before 30 June 2027. For more information, visit the website.

Drug and Alcohol Related Services

Alcohol Tobacco and Other Drugs Service – Mossman

https://www.health.qld.gov.au/cairns_hinterland/html/gp-liaison/gp-mh/gp-atods#Mossman%20Community%20ATODS

Phone: 07 4084 1232

Early Childhood Services Including Early Learning and Resources

C & K Port Douglas Community Kindergarten

<https://www.candk.asn.au/portdouglas>

Address: 4 Endeavour Street, Port Douglas

Phone: 07 4098 5811

Email: pdck@bigpond.net.au

C & K Mossman Community Kindergarten

www.candk.asn.au

Kindergarten program on Monday, Tuesday, Thursday and Friday.

Contact: Tammy Millar – Director

Phone: 07 4098 1880

Email: mossman@candk.asn.au

Goobidi Playgroup

Goobidi Playgroup Services

Address: 7 Johnstone Rd, Mossman

Phone: 07 4098 3244

Email: karrakay@goobidi.org.au



Goodstart Early Learning Centre - Mossman

<https://www.goodstart.org.au/centres/mossman-johnston-road>

Address: 14 Johnston Road, Mossman

Phone: 07 4098 2044

Email: mss@goodstart.org.au





Julatten Kindy

<https://www.julattencommunitycentre.com.au/>

Julatten Community Centre, Brown Road, Julatten

Phone: 07 4094 2037

Email: jclhc@conxx.com

Mossman Community Centre Playgroup

<https://www.mossmansupportservices.org.au/playgroup>



Address: 20 Mill Street, Mossman

Phone: 07 4098 2005

Email: manager@dscsa.org.au

Mossman Community Playgroup

Phone: 0402 280 278

Email: l.g.hamilton@hotmail.com

Mossman State School Playgroup

Address: Front Street, Mossman

Phone: 07 4099 9333 or 07 4099 9326

Port Douglas Neighbourhood Centre Playgroup

<https://www.portdouglascommunityservicenetwork.org.au/>



Address: Port Douglas Neighbourhood Centre, 6-8 Mowbray Street, Port Douglas

Phone: 07 4099 5518

Email: family2@pdnc.org.au

Port Explorers Early Learning Centre and Kindergarden (Port Douglas)

Address: 336 Port Douglas Road, Port Douglas

Phone: 07 4099 3392

Email: info@portexplorers.com.au

Port Explorers – Cooya Beach Centre

Address: 2 Cooya Beach Road, Cooya Beach

Phone: 07 4099 3392

Email: info@portexplorers.com.au

Petit Early Learning Journey – Port Douglas

Corner of Old Port Road and Captain Cook Highway, Craiglie

Phone: 07 4237 8802

Email: portdouglas@petitjourney.com.au

Tropical North Family Day Care

Mossman Showgrounds, Mossman

Phone: 07 4098 1831 or 0407 048 753

Email: tropicalnorth@fdcaq.com.au

Education Including Before and After School Care and Higher Education Services

Inclusive Education

<https://education.qld.gov.au/students/inclusive-education>

Students enrolled in Queensland state schools come from diverse social, cultural, geographic and family backgrounds, are of many identities, and of all abilities.

The Department of Education's Inclusive education policy supports a shared vision that all students in Queensland state schools receive the support they need to belong to the school community, engage purposefully in learning and experience academic success: Every Student Succeeding — State Schools Strategy 2018–2022. Please see website for direct download.

Schools – Government

Alexandra Bay State School

<https://www.alexbayss.eq.edu.au>

Address: RN 1630 Cape Tribulation Road

Phone: 07 4098 9137

Email: admin@alexbayss.eq.edu.au





Daintree State Primary School

<https://daintreess.eq.edu.au/>

Address: Osborne Street, Daintree

Phone: 07 4098 6135

Email: admin@daintreess.eq.edu.au



Miallo State School

<https://mialloss.eq.edu.au/>

Address: Miallo Road, Miallo

Phone: 07 4098 8130

Email: admin@mialloss.eq.edu.au / the.principal@mialloss.eq.edu.au



Mossman State High School

<https://mossmanshs.eq.edu.au/>

Address: 46-62 Front Street, Mossman

Phone: 07 4084 1333

Email: principal@mossmanshs.eq.edu.au



Mossman State School

<https://mossmanss.eq.edu.au/>

Address: 30-34 Front Street, Mossman

Phone: 07 4099 9333

Email: principal@mossmanss.eq.edu.au



Port Douglas State School

<https://portdouglasss.eq.edu.au/>

Address: Endeavour Street, Port Douglas

Phone: 07 4084 3222

Email: principal@portdouglasss.eq.edu.au



Wonga Beach State School

<https://wongabchss.eq.edu.au/>

Address: 48-74 Snapper Island Drive, Wonga Beach

Phone: 07 4099 9777

Email: admin@wongabchss.eq.edu.au / principal@wongabchss.eq.edu.au

Schools – Non Government



St Augustine's Primary School

<http://www.staughs.qld.edu.au/>

Address: 24 Grogan Street, Mossman

Phone: 07 4099 7500

Email: secretary.mossman@cns.catholic.edu.au

Facebook: www.facebook.com/StAugustinesMossman

Tropical North Steiner School

<https://www.tropicalnorthsteiner.org/>

Address: 78 Foxton Avenue, Mossman

Phone: 0406 486 487 (Julie Verri – Monday – Friday 9am – 12pm)

Email: tropicalnorthsteiner@gmail.com



Before and After School Care

Julatten Outside School Hours Care and Vacation Care

<https://www.julattencommunitycentre.com.au/>

Address: Julatten Community Centre, Brown Road, Julatten

Phone: 07 4094 2037

Email: iccoshc@conxx.com



Kurrkay Kurrkay After School Care (Goobidi)

Address: 7 Johnston Road, Mossman

Phone: 07 4098 1283 or 07 4098 3244

St Augustine's After School Care

<https://www.staughs.qld.edu.au/school-community/oshc/>

Address: 24 Grogan Street, Mossman

Phone: 07 4098 1361

Email: Oshc.mossman@cns.catholic.edu.au



Higher Education

CQ University Australia (Cairns) Accessibility

<https://www.cqu.edu.au/student-life/new-students/student-support/accessibility>



Assisting students to complete their studies.

CQU Inclusion and Accessibility service:

Email: accessibility@cqu.edu.au

Phone: 07 4930 9456

James Cook University (JCU) AccessAbility Services

<https://www.jcu.edu.au/student-equity-and-wellbeing/accessability>



Assisting students to complete their studies.

Cairns Campus Contact details:

Phone: 07 4232 1150

Email: studentwellbeing@jcu.edu.au

TAFE QLD

www.tafeqld.edu.au



A provider of technical and further education for young people and adults.

Address - Corner Eureka & Gatton Street, Manunda

Phone: 1300 308 233

Email: info.north@tafe.qld.edu.au

Emergency Services

In an Emergency always call 000

Ambulance Service

Mossman Ambulance Station

Address: 43 Front Street, Mossman

Phone: 131 233

Port Douglas Ambulance Station

Address: Port Douglas Road, Port Douglas
Phone: 131 233

Breakdowns

RACQ / Burmack's

Address: 23 Mill Street, Mossman
Phone: 07 4098 2848

Cow Bay Cars

Address: Cow Bay
Phone: 07 4098 9037

Road Service (Breakdowns)

Phone: 131 111

Department of Communities, Disability Services and Seniors

<https://www.communities.qld.gov.au>



This brochure contains a range of general local and community support services available to individuals and their families experiencing financial and emotional hardship as a result of an unexpected event of changed work or financial circumstances. Further information is available at

<https://www.qld.gov.au/community/disasteremergencies/recovery-after-disaster>
or by phoning the Community Recovery Hotline on 1800 173 349.

Department of Communities, Disability Services and Seniors Community Page
<https://www.communities.qld.gov.au/community>

GIVIT

<https://www.givit.org.au>

<https://www.givit.org.au/give-items>

<https://www.givit.org.au/items-needed>

<https://www.givit.org.au/donate-funds>

GIVIT is a national online not-for-profit that supports other charities. Funding is available to help support requests for assistance such as non-perishable food, PPE, iPads/laptops and support resources for children's learning, sporting equipment etc.

Marine Rescue

Marine Rescue Port Douglas

<http://marinerescueqld.org.au/locations/vmr-port-douglas/>

Address: 36 Wharf St, Port Douglas

Phone: 07 4099 5392 (24/7)

Email: president@marinerescueportdouglas.com.au

Radio Call Sign: VMR 410



Electricity

Ergon Energy

<https://www.ergon.com.au/>

Phone: General enquiries – 13 10 46

24/7 Faults only – 13 22 96

24/7 Life threatening emergencies e.g. fallen power lines – 13 16 70



Fire Brigade

Fire Brigade – Mossman

Address: 16 Theresa Drive, Mossman

Phone: 07 4232 5470

Email: Melissa.collins@qfes.qld.gov.au



Fire Brigade – Port Douglas

Address: 5 Davidson Street, Port Douglas

Phone 07 4213 3600

Rural Fire Wardens – Douglas Shire Rural Fire Wardens

Bloomfield – Malcolm Diprose – 07 4060 8147

Cape Kimberley – Ian Ruddell – 0401 336 871 or Deputy Fire Warden – Timothy Sage – 07 4090 7301

Cassowary – Glen Fasano – 07 4098 4916

Dagmar – Clinton Reynolds – 07 4098 7777

Daintree – Peter Maher – 0419 783 754

Finlayvale – Gino Santarossa – 07 4098 1562

Hartley's Creek – Charles Bugden – 0418 872 552

Julatten – Gordon Rasmussen – 0429 941 218

Killaloe – Doug Rasmussen – 07 4098 4920

Mt Beaufort – Douglas Crees – 07 4098 1470

Mt Somerset – Deidre Scomazzon – 07 4098 3446

Mowbray Valley – Steve Pisot – 07 4098 2322

Saltwater Creek: William Bellerio – 07 4098 8233 or 0417 714 022

Syndicate Line: John Shepherdson – 0438 988 176

Thornton Peak – Robert Perry – 07 4098 9037

Whyanbeel – Bruce Andrews – 0400 816 517

Wonga – Craig Brennan – 0428 161 218

Hospitals

Mossman Hospital

https://www.health.qld.gov.au/services/cairns-hinterland/cairns_doug_mphs

Address: 9 Mossman Hospital Drive, Mossman

Phone: 07 4084 1200 or 13 43 25 84

Poisons

Poison Information Centre

<https://www.childrens.health.qld.gov.au/chq/our-services/queensland-poisons-information-centre/>

Phone: 13 11 26



Police Stations and Crime Stoppers Queensland

Crime Stoppers Queensland

<https://www.crimestoppersqld.com.au/home.jsp>

Community crime solving and prevention service that involves a partnership between the registered charity Crime Stoppers Queensland Limited (Crime Stoppers), the Queensland Police Service, the media and the public.

Free call: 1800 333 000



Mossman Police Station

<https://www.police.qld.gov.au/station/mossman-station>

Address: 4-6 Bow Street, Mossman

Phone: 07 4098 2177

Port Douglas Police Station

<https://www.police.qld.gov.au/station/port-douglas-station>

Address: 31 Wharf Street, Port Douglas

Phone: 07 4087 1999

State Emergency Service (SES)

<https://www.ses.qld.gov.au/Pages/default.aspx>



EMERGENCIES – 13 25 00

SES Area – Far Northern Region

Address: Shields Street, Cairns

Phone: 07 4032 8682

SES – Alexandra Bay

Contact: Alan Barwick

Phone: 07 4098 9084 or 0407 162 402

SES – Mossman

Contact: Stephen Burg

Phone: 132 500

Email: ses.mossman.do@ses.qfes.qld.gov.au

SES Wujal Wujal

Contact: Gary Ashworth

Phone: 0428 460 800

Email: cdo@wujalwujalcouncil.qld.gov.au

Weather

Bureau of Meteorology

<https://www.bom.gov.au>

Phone: Brisbane office – 07 3239 8700

Cairns office – 07 4035 9777

Land weather and flood: 1300 659 219

Cyclone: 1300 659 212

Tsunami: 1300 878 626

Coastal and strong wind: 1300 360 427



Environment, Land, Water and Animal Welfare

Australian Tropical Research Foundation / Cape Tribulation Research Station

<http://www.austrop.org.au/>

Address: 3915 Cape Tribulation Road, Cape Tribulation

Phone: 07 4098 0063

Email: hugh@austrop.org.au

Australian Youth Climate Coalition (AYCC)

<https://www.aycc.org.au/>

<https://www.aycc.org.au/cairns>



The Australian Youth Climate Coalition is Australia's largest youth-run organisation which aims to build a movement.

The Cairns branch meets at the Stratford Library, 11 Kamerunga Road Stratford
National Office: 5, 60 Leicester St, Carlton 3053 Australia

General: info@aycc.org.au

Seed Indigenous Youth Climate Network: info@seedmob.org.au

Donations: Grace - 0413 829 186 - donate@aycc.org.au

Volunteering and Campaigns: sally.coggiola@aycc.org.au

Cairns Turtle Rehabilitation Centre (CTRC)

<http://www.cairnsturtlerehab.org.au/>

CTRC is a voluntary non-profit organisation dedicated to the rehabilitation of sick and Injured turtles. CTRC supports the work of all organisations, individuals and agencies in their efforts to conserve sea turtles and the habitats that they live in.

Email: cairnsturtlerehab@gmail.com

Conservation Volunteers – Cairns Office

<https://conservationvolunteers.com.au/>



A provider of volunteer opportunities in conservation and natural resource management.

Phone: 07 4032 0844

Email: cairns@conservationvolunteers.com.au

Address: 63 Anderson Street, Manunda

Daintree Discovery Centre

<https://www.discoverthedaintree.com/>

Address: Corner of Cape Tribulation and Tulip Oak Road, Cow Bay

Phone: 07 4098 9171

Email: admin@discoverthedaintree.com



Daintree Wildlife Rescue

<https://daintreewildliferescue.wordpress.com/>

Address: 748 Cape Tribulation Road, Kimberley

Phone: 07 4090 7284

Email: daintreewr@gmail.com

Douglas Shire Council Pound

<https://douglas.qld.gov.au/pets-and-animals/impounded-animals/>

Address: Alchera Drive, Mossman

Phone: 07 4099 9444

Wildlife Habitat – Port Douglas

<https://www.wildlifehabitat.com.au/>

Address: Port Douglas Road, Port Douglas

Phone: 07 4099 3235

Email: info@wildlifehabitat.com.au

Department of Agriculture and Fisheries

<https://www.daf.qld.gov.au/>

Phone: 13 25 23

Douglas Local Marine Advisory Committee

<http://www.gbrmpa.gov.au/about-us/local-marine-advisory-committees/douglas>

Phone: 07 4051 9866

Email: far.northern.region@gbrmpa.gov.au

Douglas Shire Sustainability Group

<http://www.dssg.org.au/>

President: Didge MacDonald

Phone: 0401 119 778

Email: secretary@dssg.org.au

Great Barrier Reef Marine Park Authority

<http://www.gbrmpa.gov.au/>

Phone: 07 4750 0700

Email: far.northern.region@gbrmpa.gov.au





Low Isles Preservation Society Inc.

<https://www.lips.org.au/>

Email: lipsinport@gmail.com

Department of National Parks and Wildlife

<https://parks.des.qld.gov.au/>



Address: Centenary Building – Front Street, Mossman

Phone: 07 4098 2188 or 0410 463 124

Email: david.sherwell@nprsr.qld.gov.au

Address: Cape Tribulation

Phone: 07 4098 9116

Email: kylie.goodall@nprsr.qld.gov.au

Paws and Claws – Port Douglas



Phone: 07 4098 5721

Email: info@pawsandclaws.org.au

Mossman Botanic Garden Inc.

<https://www.mossmanbotanicgarden.com.au/>

Contact: Chairman John Sullivan or Secretary Heather Carle

Phone: 0412 944 793 (John) or 0437 966 033 (Heather)

Email: info@mossmanbotanicgarden.com.au

Financial Services

Financial First Aid – Uniting Care Community Financial Counsellor

<https://www.unitingcareqld.com.au/services-and-support/counselling-and-wellbeing/financial-counselling>

Phone: 1800 007 007

Email: ffa@ucommunity.org.au

Gambling Help Online

<https://www.gamblinghelponline.org.au/>

Phone: 1800 858 858





Mossman Support Services

<https://www.mossmansupportservices.org.au/>

Lifestyle Support Connections provides with personal care, daily living, meal preparation, shopping and appointment assistance, social engagement, transport and life skills development. Services include: emergency relief, Men's Shed, Art Group, Mossman Youth Centre, Community Kitchen, Playgroup, Community Garden and NDIS Plan Management Services. Please Contact the service for my information.

Address: 20 Mill Street, Mossman

Phone: 07 4098 2836

Email: manager@dscsa.org.au / lifestyle@dscsa.org.au



Mpower Income Management Program

<https://capeyorkpartnership.org.au/our-partnership/o-hub/mpower/>

Address: Mossman Gorge Opportunity Hub

Phone: 07 4084 4400

Port Douglas Community Service Network Inc.

<https://www.portdouglascommunityservicenetwork.org.au/>



Provides various programs to the community.

Address: 6-10 Mowbray St, Port Douglas

Phone: 07 4099 5518

Email: manager@pdnc.org.au

Services Australia – Centrelink Financial Information Services

<https://www.servicesaustralia.gov.au/individuals/services/financial-information-service>

Phone: 13 23 00



General Health Services Including General Practitioners, Medical Centres and Paediatricians

Breast Screen Queensland – Cairns

www.breastscreen.qld.gov.au

Providing services free of charge to women aged 50 – 74, but also available to women in their 40s and those over 75. The service is wheelchair accessible and has a mobile unit that visits Mossman and Port Douglas every two years.

Phone: 13 20 50

Email: BSQ.Cairns@health.qld.gov.au

For online bookings and further information: www.breastscreen.qld.gov.au

Cairns Continence Advisory Service

<https://www.healthdirect.gov.au/australian-health-services/20140721/cairns-continence-advisory-service/services/cairns-4870-aplin>

Provides specialist advice and support to people on their continence needs.

Address: 17 Aplin Street, Cairns

Phone: 07 4046 8533

Cancer Council Queensland (Cairns Based Service)

www.cancerqld.org.au



Provides a range of support services and programs for cancer patients, their families and the wider community. Services provided include: QUEST Healthy Lifestyle Program, Quit Smoking Program, National Sun Smart Schools Program, Community Speakers Program, Cancer Information & Support Line, Cancer Patient Accommodation Service - Marilyn Mayo Lodge, Cancer Support Services

Phone: Reception: 07 4047 5500

Phone: Cancer Helpline: 131 120

Email: cairns@cancerqld.org.au

Address: 169 Aumuller Street, Bungalow

Clinical Nurse Consultant – ParaQuad

<https://paraquad.org.au/what-we-do/specialist-clinical-services/>

Provides a range of services including:

- Continence Assessments
- Bladder management plans
- Bowel management plans
- Wound and pressure injury assessments
- Wound management plans
- Equipment recommendations
- Equipment prescriptions
- NDIS and iCare assessments
- Consultations under private health insurance
- Consultancy and support to community nursing

Phone: 02 8741 5689

Email: clinical.admin@paraquad.org.au

COUCH Wellness Centre (Cairns Based Service)

<https://couch.org.au/>

Provides nursing assistance, health, wellbeing and lifestyle support for Far North Queenslanders diagnosed and living with cancer. Services include allied health services, complementary therapies and group exercise classes. COUCH is an additional support service which complements the chosen cancer treatment pathway.

Phone: 07 4032 0820

Email: admin@couchwellness.com.au

Address: Access from end of Kauri Street or Reservoir Rd, Manoora

Opening hours: Monday to Friday 8:30 am to 4:30 pm

Facebook: <https://www.facebook.com/COUCHwellnesscentre/>

Cow Bay Health Clinic

<https://www.health.qld.gov.au/services/cairns-hinterland/cairns-cow-bay>

Address: Tea Tree Road, Diwan

Phone: 07 4098 9296 (Michele Lamond)

Email: michele.lamond@health.qld.gov.au

Dr John Archer

Address: Macrossan Street, Port Douglas

Phone: 07 4099 5276



Mossman Medical Centre

<http://www.portdoctors.com.au/>

Address: Shop 9, 63 Front Street, Mossman
Phone: 07 4098 1248

Mountain View Medical Centre

<https://mountainview.com.au/>

Address: 4 Front Street, Mossman
Phone: 07 4098 1711
Email: info@mountainview.com.au

New Horizons for Health Medical Centre Port Douglas

<https://www.newhorizonspd.com.au/>

Address: 362 Port Douglas Road, Port Douglas
Phone: 07 4099 1111
Email: admin@newhorizonspd.com.au

Port Village Medical Centre

<http://www.portdoctors.com.au/>

Address: Shop 17, 11 Macrossan Street, Port Douglas
Phone: 07 4099 5043

Queensland Positive People – HIV Services

<https://www.qpp.org.au/>

Peer-based advocacy organisation which is committed to actively promoting self-determination and empowerment for all people living with HIV throughout Queensland.

Address: 21 Manilla Street, East Brisbane
Phone Free call in QLD: 1800 636 241
Phone: 07 3013 5555
Email: info@qpp.org.au



Cairns Children's Clinic

<https://www.cairnschildrensclinic.com.au/>



Providing a range of services for children aged 0 – 18 years. Private Practice.

Dr Allison Tigg, Paediatrician

Address: Unit 2, 36 – 38 Rutherford Street, North Cairns

Phone: 07 4222 1484

Email: info@cairnschildrensclinic.com.au

Appointments 5 days a week 8am – 6pm

Saturdays by appointment only

Therapist - Anne Leyden

Email: anne.leyden@hotmail.com

Phone: 07 4222 1484

Works Monday and every second Thursday in Innisfail and Friday at Cairns Children's Clinic.

Cairns Doctors on Barr Street

<https://cairns-doctors.com.au/paediatrician/>



Newborn to 18 years. See GP for referral.

Therapist - Dr Arno Ebner

Address: 2/532 Mulgrave Road Earlville

Phone: 07 4242 5300

Clinic Email: info@cairns-doctors.com.au

Dr Timothy Warnock

<https://www.ramsayhealth.com.au/Specialists/cairns-private-hospital/paediatrics/100243/dr-timothy-warnock>

Provides holistic care to children from birth until their transition to early adulthood. Telehealth available.

Address: Flecker House, Suite 3D, 5 Upward Street Cairns

Phone: 07 4031 1133

Hearing Related Services Including Audiology

Auslan Services

<https://www.auslanservices.com/>



National provider of Auslan interpreters and video remote interpreting for people with hearing impairments across Australia.

Online: bookings.auslanservices.com

Phone: 1300 AUSLAN (1300 287 526)

Txt Message: 0409 143 980 (SMS only)

Email: admin@auslanservicesbookings.com

AudioHealth (Cairns Based Service)

<https://www.audiohealth.com.au/>



Services include hearing assessments for NDIS or Office of Hearing Services Program for eligible pensioners/veterans; hearing devices/accessories, alert systems including smoke alarms/doorbells etc.

Cairns Office: Suite 1, Marquis on Grafton, 125 Grafton Street, Cairns

Free Call: 1800 301 231

Phone: 07 4041 7860

Email: info@audiohealth.com.au

Smithfield Office: Shop 11, Stanton Place, 2-4 Stanton Road Smithfield

Phone: 07 4015 2989

Email: smithfield@audiohealth.com.au

Australian Hearing Centre (Cairns Based Service)

<http://www.hearing.com.au>



Services include assessing hearing, selecting and fitting hearing devices, regular hearing checks to monitor changes, training to improve listening and communication, providing counselling and rehabilitative programs, ongoing care and device repair services, home visits for those unable to travel to a clinic, helping to manage hearing loss on a day-to-day basis.

Address: 95 Sheridan Street Cairns

Phone: 07 4052 3700

Online Contact - <https://www.hearing.com.au/Contact-us>

Therapist: Wendy J Cornell

Telephone: 07 4052 3700

Email: Wendy.Cornell@hearing.com.au



Cairns Audiology Group (Cairns Based Service)

<https://www.cairnsaudiologygroup.com>

Cairns Audiology Group is a private and independent practice providing audiology services including diagnostic hearing assessments for infants, children and adults, on-site employee assessments, workplace testing and hearing conservation advice. NDIS registered provider.

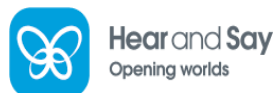
Address: Calanna Medical Centre, Suite 17, 600 Mulgrave Road, Woree

Phone: 07 4054 5561 or; Philippa Carter: 4036 6928

Email: philippa@CairnsAudiologyGroup.com

Hear and Say

<https://www.hearandsay.com.au>



Hear and Say is an NDIS registered provider of programs and services to people with hearing impairments.

Address: 29 Nathan Avenue, Ashgrove

Phone: 07 3850 2111

Email: hearing@hearandsay.com.au

National Relay Service

<https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>



The National Relay Service (NRS) is a government initiative that allows people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls.

In a life threatening or time critical emergency, you can contact the police, fire or ambulance services by calling the NRS and requesting Triple Zero (000) or dialling the dedicated text-based TTY service on 106. Calls to emergency services are generally prioritised by the NRS. The NRS is available 24 hours a day, every day and relays more than a million calls each year throughout Australia.

Services -

Relay call options for everyone including Internet Relay, SMS Relay and NRS App.

Other relay call options - Video Relay (if you use Auslan), Web browser Captioned Relay (if you speak your side of the conversation) and Speak and Listen (if you have trouble being understood on the phone)

Teletypewriter (TTY) options - Type and Read, Speak and Read, Type and Listen.

Housing Services

Access Community Housing – Cairns Based Service

<http://www.achc.org.au/>

ACHC provides affordable accommodation to families, individuals and seniors (aged over 55) who are already on the DHPW register of need.

Phone: 07 4031 6702

Email: admin@achc.org.au

Address: 5 Anderson Street, Cairns

Office Hours - Monday to Friday - 9:00 am to 4:30 pm; Weekends - closed.

Cairns Housing Service Centre – Rent Connect

<https://www.qld.gov.au/housing/renting/rent-assistance/rentconnect>

This service may help people who are struggling to access the private rental market due to non-financial barriers, such as a limited rental history, a lack of skills, knowledge or understanding of how the private rental market works, a lack of documents required for private rental applications.

Phone: General Inquiries: 07 4036 5460

Phone: Maintenance Inquiries: 1300 650 910

Free call: 1800 623 208

Email: cairnshsc@hpw.qld.gov.au

Address: Ground Floor, William McCormack Place, 5B Sheridan Street Cairns

Opening hours: Monday to Friday 8:30 am to 4:30 pm

Energy and Water Ombudsman

<https://www.ewoq.com.au/>

Provides advice and further information about your electricity, gas and water bills - understanding your bill, reading your bill, estimated bills, what you should check for on each bill, are you concerned about your bill, guide to making a complaint.

How the EWOQ can help you - <https://www.ewoq.com.au/how-we-can-help/>

Cairns office: Level 1, 15 Lake Street, Cairns

Free call: 1800 662 837

Interpreter: 131 450

TTY/Voice: 133 677

Email: complaints@ewoq.com.au



Shelter Housing Action Cairns (SHAC)

<https://www.shac.org.au/>



SHAC provides case management support to families and is a visiting services to the Mossman Community Centre.

Address: 3 Brisbane Street, Parramatta Park / Visiting service to Mossman Community Centre

Telephone: 07 4080 7400

Email: admin@shac.org.au

QSTARS - Queensland State-wide Tenancy Advice and Referral Service

<https://www.tenantsqld.org.au>

<https://qstars.org.au/>



Phone the state-wide advice number - 1300 744 263 including referrals

Cairns Contact: Jenny Brown – Community Engagement

Address: 208 McLeod Street, Cairns

Phone: 07 4241 0016

Email: jennyb@tenantsqld.org.au

Justice, Rights and the Law

Community Justice and Legal Services

Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd.

<https://www.atsils.org.au/>



The Aboriginal and Torres Strait Islander Legal Service is a community based organisation established to provide professional and culturally competent legal services for Aboriginal and Torres Strait Islander people across Queensland. **Duty solicitor available at Mossman Magistrates Court every Wednesday.**

Address: 78 Spence Street, Cairns

Phone: 07 4046 6400

Email: cairnsoffice@atsils.org.au

Cairns Community Legal Centre

<https://www.cclc.org.au/>



Provides legal services include Disability discrimination service, Cairns mental health legal service, Consumer Law Service, Family Law Service, Seniors Legal and Support Service, Domestic and Family Violence Duty Lawyer Service, Community Education.

Address: 2nd Floor, Main Street Arcade, 82 Grafton Street, Cairns (Lift access via Main Street Arcade food court)

Telephone: 4031 7688 or 1800 062 608

Online Contact Form - <https://www.cclc.org.au/contact>

Cairns Probation and Parole Office

<https://www.qld.gov.au/law/sentencing-prisons-and-probation/sentencing-probation-and-parole/office-locations/view?id=8&title=Cairns>



State Government Probation and Parole Office for people over the age of 18 years.

Address: 120 Bunda Street, Cairns City

Phone: 07 4252 7300

Cairns Youth Justice Service Centre

<https://www.qld.gov.au/law/sentencing-prisons-and-probation/young-offenders-and-the-justice-system/youth-justice-in-queensland/youth-justice-centre-locations/view?title=Cairns%20Youth%20Justice%20Centre&id=23>



Provides a program for children and young people in contact with the juvenile justice system that holds them accountable for their actions, encourages their reintegration into the community and promotes community safety.

Address: 120 Spence Street, Parramatta Park

Phone: 07 4048 9801

Law Right

<http://www.lawright.org.au/default.asp>



Provide access to justice for people who cannot afford to pay a private lawyer. LawRight operates a civil law referral service and direct legal services for particular disadvantaged client groups.

Cairns Office

Mobile: 0439 625 334

Email: cairnsadmin@lawright.org.au

Legal Aid Queensland

<http://www.legalaid.qld.gov.au/Home>



Provides legal services to the community.

Address: Level 2, Cairns Square Complex, 42-52 Abbott Street, Cairns

Phone: 07 4252 6800

DX 41323 Cairns

Main phone line: 1300 651 188

Indigenous information line: 1300 650 143

Youth Legal Advice Hotline: 1800 527 527

Counselling Notes Protect: 1300 267 762

International callers: +61 7 3182 5181

North Queensland Women's Legal Service Inc. - Domestic Violence Duty Lawyer Service

<http://nqwls.com.au/>



Provides a free and confidential duty lawyer service at the Cairns Magistrates Court assisting with Legal Advice, Telephone Legal Advice, and Online Resources for Community Workers, Evening Service.

Telephone: Reception - 07 4033 5825

Telephone: Free call - 1800 244 504

Email: cairns@nqwls.com.au

Address: Suite 4, Level 1, Professional House, 88 Abbott Street, Cairns City

Queensland Indigenous Family Violence Legal Service (QIFVLS)

<http://www.qifvls.com.au/>



Delivers culturally appropriate free legal services for Aboriginal & Torres Strait Islander victims of domestic violence, family violence and/or sexual assault. This service includes welfare & support, advocacy and community education relating to legal and court representation; Domestic and family violence; Family law; Child protection; Sexual assault; Domestic violence; Victim support; and Legal reform advocacy.

Address: Suite 10, Level 2, 101-111 Spence Street, Cairns

Phone: 07 4030 0400

Free call: 1800 887 700

Email: help@qifvls.com.au

Victims Counselling and Support Services

<http://www.vcss.org.au/>



Provides counselling and support service to Queensland residents who have been personally affected by violent crime, either directly or indirectly.

Cairns office address: 125 Grafton Street, Cairns

Telephone: 1300 139 703 - 24 hours a day, 7 days a week



What the NDIS funds and what the Justice System funds

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services/justice>

Court Houses

<https://www.courts.qld.gov.au/contacts/courthouses?root=502146>

Mossman Magistrates Court

Address: 25-27 Front Street, Mossman

Business Hours: 8:30am – 1pm and 2pm – 4:30pm, Monday and Wednesday to Friday

9:30am to 1pm and 2pm to 4:30pm on Tuesday

Phone: 07 4052 8666

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

Human Rights Services

Australian Competition and Consumer Commission

<https://www.accc.gov.au/focus-areas/information-for/consumers-with-disability>

Information for consumers with a disability:

When you pay for a product or service yourself, as an NDIS participant, or through your state or territory's disability support system - you have consumer rights. These resources from Australia's consumer protection agencies are designed to help you understand and use your rights.

Contact the ACCC

Make an enquiry - <https://www.accc.gov.au/contact-us/contact-the-accc/make-an-enquiry>

Report a Consumer Issue - <https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue>



Office of Public Guardian

<https://www.publicguardian.qld.gov.au>



Independent statutory office established to protect the rights, interests and wellbeing of adults with impaired decision-making capacity, and children and young people in the child protection system. This includes those in out-of-home care, foster home, the home of a kinship carer, a residential care facility, a youth detention or adult correctional centre, disability service or mental health facility.

Phone: 1300 653 187

Email: publicguardian@publicguardian.qld.gov.au

SMS: 0418 740 186 - *(Please note the SMS service is only available for children and young people)*

Queensland Human Rights Commission – Cairns Office

<https://www.qhrc.qld.gov.au/>



Independent statutory body established under the Queensland Anti-Discrimination Act 1991.

Address - 10 Grove Street Cairns North

Telephone: 07 4037 2100

Free call: 1300 130 670

Email: Ruth.Venables@qhrc.qld.gov.au

Touching Base Inc.

<https://www.touchingbase.org/>



Assists people with disability and sex workers to connect with each other, focusing on access, discrimination, human rights and legal issues and the attitudinal barriers.

Phone: Referral List: 0499 054 400 / General Enquiries: 0424 591 409

LGBTIQ+ Services and Supports

2 Spirits IndigiLez Women's Leadership and Support Group

2Spirits, IndigiLez and QLD Council for LGBTI Health have partnered to provide a connection for social and peer support for those experiencing hardship. Individuals are able to access basic items from the community pantry, a phone back support and an online Yarns Around The Fire Service.

Facebook: <https://www.facebook.com/IndigiLez/>

Phone: 07 4041 5154

Email: 2Spirits@quac.org.au

Another Closet

<http://www.anothercloset.com.au/>

Providing online links to support for the LGBTIQ+ Community around domestic and Family Violence.

DV Line: 1800 65 64 63

QLife

<https://qlife.org.au/>

Provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

Email: ask@qlife.org.au

Queensland Council of LGBTI Health

<https://qc.org.au>

Promotes health and wellbeing of Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI+), Sistergirl and Brotherboy Queenslanders. Services include – Health promotion, Community hub and social connection, LGBTI workplace training, Development and consultancy, Client services, Health referral pathways and HIV information.

Phone: 07 4041 5451

Email: cns@qc.org.au

Social Media: <https://www.facebook.com/qcNorthQLD/>

https://www.instagram.com/your_qc_nq



Libraries

<https://douglas.qld.gov.au/council-information/library-services/>

Mossman Library

Address: 14 Mill Street, Mossman
Phone: 07 4099 9496

Opening Hours: Monday to Friday: 10:00am – 4:00pm and Saturday: 9:00am – 12:00pm (After-hours chute for book returns)

Accessibility: Accessible Toilet, Accessible car parking available and recharge facilities for electric mobility devices available.

Port Douglas Branch – Port Douglas Community Hall

Address: 13-29 Mowbray Street, Port Douglas
Phone: 07 4099 9497

Opening Hours: Monday to Friday: 9:30am – 4:00pm (Closed from 1-1:30pm for lunch)

Accessibility: Accessible toilet and car parking available.

Tourism, Travel and Holidays

ClubMates Travel

<https://www.clubmatestravel.com/>

Provide holidays with supports included. See website for more details.

Telephone: 1300 158 003

Email: info@clubmatestravel.com

Online Contact Form: <https://www.clubmatestravel.com/contact>

Parkinson's Queensland Inspired Adventures

<https://inspiredadventures.com.au/charity/parkinsons-queensland/>

Address - Suite 2, Level 1, 65-67 Foveaux Street, Surry Hills, 2010

Telephone - 1300 905 188

Email - info@inspiredadventures.com.au

Online Contact Form - <https://inspiredadventures.com.au/contact/>





Spinal Life Healthy Living Centre

<https://www.spinalhealthyliving.com.au/>

Provides short term and holiday accommodation for people with spinal injuries and their families/support people.

Address: 2-4 Smith Street, North Cairns

Phone: 1300 774 625

Email: enquiries@spinal.com.au

Wheelie Campers

<https://wheeliecampers.com/>



Wheelie Campers offers self-drive wheelchair accessible camper vans. Rented as self-drive with pick up on the Gold Coast or delivered to your door nationwide. The vehicle will accommodate 5 passengers plus a driver and a wheelchair.

Online Contact Form - <https://wheeliecampers.com/contact-us/>

Transport

1300 Ride Share

<https://www.1300rideshare.com.au/>



Rideshare service available for pick up and drop off. NDIS Registered.

Email: admin@1300rideshare.com.au

Phone: 1300 743 374

Bookings: <https://www.1300rideshare.com.au/booking.php>

Coral Reef Coaches

Address: 37 Front Street, Mossman

Phone: 07 4098 2800



Dial a Bus – Cairns Based Service

<http://dialabus.com.au/>

Self-drive bus hire. Wheelchair accessible Vehicles. Seat up to 10 Passengers. Car Licence required.

Address: 2 Svensen Street, Bungalow, Cairns

Telephone: 07 4031 3733

Email: admin@dialabus.com.au

Facebook: <https://www.facebook.com/dialabuscairns>

FNQ Bus lines

Address: 19 Sawmill Rd, Mossman

Phone: 07 4098 2380 / 07 4098 1391 / 0417 982 238

Mossman Taxi Service

Address: 9 Mossman Street, Mossman

Phone: 4098 1538 / 131 008 / 0419 650 292

Port Douglas Taxis

Phone: 131 008



Transport and Motoring

<https://www.qld.gov.au/transport>

Youth Services

Kids Helpline

<https://www.kidshelpline.com.au/>

Phone: 1800 551 800





Mossman Support Services

<https://www.mossmansupportservices.org.au/>

Lifestyle Support Connections provides with personal care, daily living, meal preparation, shopping and appointment assistance, social engagement, transport and life skills development. Services include: emergency relief, Men's Shed, Art Group, Mossman Youth Centre, Community Kitchen, Playgroup, Community Garden and NDIS Plan Management Services. Please Contact the service for my information.

Address: 20 Mill Street, Mossman

Phone: 07 4098 2836

Email: manager@dscsa.org.au / lifestyle@dscsa.org.au

YETI (Youth Empowered Towards Independence) – Cairns Based Service

<https://yeti.net.au/index.php>

Provides a range of programs in the Douglas Shire. For more information, please see the website.

Address: 3 Winkworth Street, Bungalow

Phone: 07 4051 4927

Email: coordinator@yeti.net.au

Program contacts:

RADIO (Remote Alcohol and Drug Interventions and Outcomes)

<https://yeti.net.au/RADIO.php>

Douglas Shire Contact: Mossman Elders Justice Group

Phone: 07 4098 3482

Email: intakeradio@meig.org.au

Next Step Plus – Cairns, Cape York and Torres Strait

<https://yeti.net.au/next-step.php>

Address: 3 Winkworth Street, Bungalow

Phone: 07 4051 4927

Email: coordinator@yeti.net.au

Just North – Volatile substance use (VSU)

<https://yeti.net.au/just-north.php>

Address: 3 Winkworth Street, Bungalow

Phone: 07 4051 4927

Email: coordinator@yeti.net.au



SSAY-IT (Support Group for LGBTIQ+ Young People)

<https://yeti.net.au/SSAY-IT.php>

https://yeti.net.au/images/PDFs/SSAYIT_FactSheet_final.pdf?m=1502862288

Address: 3 Winkworth Street, Bungalow

Phone: 07 4051 4927

Email: coordinator@yeti.net.au

Facebook: <https://www.facebook.com/SSAYITYouthGroup>

Youthlink – Cairns Based Service

<https://www.youthlink.org.au/>

Providing youth services to the community. Please see the website for more information.

Address: 305 Severin Street, Cairns

Phone: 07 4031 6179

Email: youthlink@youthlink.org.au

Directories and Apps

Directories:

Cairns Disability Network

<https://www.cairnsdisability.net.au/>

<https://www.cairnsdisability.net.au/cairns-disability-support-directory/>

(Web based not a downloadable document)

The directory provides information on accommodation and transport; education, training services and supports; employment, apprenticeships and traineeship supports; mental health and counselling; NDIS, community, disability and Allied Health services.

Meetings are held on the 3rd Thursday of each month at the Cairns RSL Club, 115 The Esplanade, Cairns QLD 4870

Facebook: <https://www.facebook.com/CairnsDisability/>



Community Door

<https://communitydoor.org.au/>



Community Door supports community-managed organisations in all areas of business operation. Community Door is managed and developed by [QCOSS](#) and funded by the [Queensland Department of Communities, Disability Services and Seniors](#).

Disability Connect Queensland

<https://www.communities.qld.gov.au/disability-connect-queensland>



Disability Support Guide

<https://www.disabilitysupportguide.com.au/>



Providing a range of information on a number of different topics relevant to the lives of those living with disability.

DPS Publishing Phone: 1300 186 688 / 08 8276 7999

Address: 145 South Terrace, Adelaide SA 5000

Facebook: <https://www.facebook.com/talkingdisability>

Do Something Near You directory

<https://dosomethingnearyou.com.au/?s=4873%2C+Mossman>

<https://dosomethingnearyou.com.au/?s=4877%2C+Port+Douglas>



Volunteering opportunities throughout the community.

Karista

<https://www.karista.com.au/>



Provides a platform to search for services and providers that are of interest to people living with disability their families and carers.

My Care Space

<https://mycarespace.com.au/>

Online community sharing NDIS related information that builds capacity using simple plain English.

Phone: 1800 670 014

Online Contact Form: <https://mycarespace.com.au/contact-mycarespace>



Apps:

ArtikPix



<http://expressive-solutions.com/artikpix/>

With ArtikPix, children can self-monitor their speech productions resulting in greater engagement and highly effective practice. ArtikPix provides fun ways for children to receive high quality speech practice during flashcard and matching activities.

Ask Izzy

<https://askizzy.org.au/>



Ask Izzy can help participants to find the services they need, now and nearby. It is free and anonymous, and has the ability to search over 360,000 services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more. If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.

Boosted

Boosted matches NDIS participants with providers and services to suit them.

Available on Google Play and Apple App Store.

Clickability Australian Disability Service Directory

<https://clickability.com.au/listing/clickability/>



An online directory of ratings and reviews from people who use support services.

Hireup

<https://www.hireup.com.au/>



Hireup is an online network of support workers in Australia. NDIS registered provider, available across all states and territories. Available from the Apple App Store.

Life360

<https://www.life360.com/intl/>



Life360 allows you to create discreet circles for the important people in your life, share your location with who you want, when you want, get automatic notifications when friends and family arrive at favourite places and communicate one-to-one or to an entire group with free in-app messaging.

Available on Apple iOS, Android and Windows Mobile



Living Safely

Living Safely provides self-directed learning sessions for 27 important safety skills topics, allowing people with autism, learning or other developmental disabilities to go at their own pace. Available on Apple iOS

Mable

<https://mable.com.au/>



Mable helps people connect with care and support workers in their community, choose the people who share the same interests and suit required needs best. Available on Google Play and Apple App Store.

MES Speech Therapy App Bundle

The 10 apps in this speech therapy bundle engages the visual, audio and tactile senses, helping children learn faster and retain what they learn with more ease. From honing the basics of sentence construction, learning how to build full-fledged narratives, to mastering social conversations, the MES Speech Therapy App Bundle allow speech pathologists and parents help students overcome language and social difficulties in a fun and engaging way. Available for download on Apple iOS

Minimal Pair Pack

<https://therapy-box.co.uk/literacy>



Minimal Pair Pack is a fun application for working on speech sound discrimination and production. Designed for children with developmental communication difficulties and also adults with phonological difficulties, the app uses flash card style tasks to teach speech sounds. Available on Apple App Store and Google Play.

MyTalkTools Mobile Lite

<http://www.mytalktools.com/dnn/2/Home.aspx>



MyTalkTools Mobile Tools Lite makes it easy for participants to customise how they communicate through a variety of images, pictures, symbols, video (for modelling and social stories) and digital audio files including human voice. Available on Apple iOS and Android.

OpenAccess Alerts

<http://conexu.com.au/services-projects/openaccess-alerts>



A handy app for people who are deaf or have a hearing impairment to send and receive posts about community announcements or emergency messages that might otherwise be communicated using audio or radio. Available on Apple iOS and Android