

# MACKAY SENIORS' DIRECTORY

2014/15 VERSION

PRODUCED BY:



# EMERGENCY CONTACTS

**EMERGENCY ONLY (24Hr)** 000

**TTY - (for the Hearing Impaired) 24Hr** 106

## **QUEENSLAND AMBULANCE SERVICE**

**General Enquiries and First Aid Courses** 13 QGOV (13 74 68)

**Medically authorised non urgent transport bookings** 131 233

**All Mackay, Whitsunday, Isaac Stations** 4965 6601

## **QUEENSLAND FIRE AND RESCUE SERVICE**

**Cnr Sydney and Alfred Streets  
Mackay QLD 4740** 4944 8000

**Holts Road  
North Mackay QLD 4740** 4965 6671

## **QUEENSLAND POLICE**

**Sydney Street  
Mackay QLD 4740** 4968 3444

**Carl Street  
North Mackay** 4969 7666

**Policelink (report non-urgent incidents)** 131 444

## **SES**

**Flood Storm Emergency** 132 500

# SENIORS ENQUIRY LINE

**1300 135 500**

**Fax No.**

(07) 3250 1929

**T.T.Y - (for the Hearing Impaired)**

(07) 3250 1928

**Web site:** [www.seniorenquiryline.com.au](http://www.seniorenquiryline.com.au)

**Email:** [sel@lccq.org.au](mailto:sel@lccq.org.au)

No question is too big or small!

Linking seniors with community information

Queensland-wide information for seniors, their families, friends and carers.

For the cost of a local call access information on:

Accommodation  
Animal Care  
Citizenship/Nationality  
Communication and Information  
Community Organisations and Development  
Crisis/Emergency Contacts  
Education  
Employment  
Environment and Conservation  
Finance, Income and Business  
Government  
Health  
Law and Justice  
Leisure  
Material and Practical Needs  
Personal and Family Support  
Public Safety  
Religion and Philosophy  
Retirement  
Rural  
Transport

Supported by  
Queensland Government

Operated by  
UnitingCare Community  
*the voice of hope*

# MY AGED CARE

**1800 200 422**

**Web site:** [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

**Call Times:** Between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The My Aged Care contact centre is closed on Sundays and national public holidays.

The My Aged Care website has been established by the Australian Government to help you navigate the aged care system.

My Aged Care is part of the Australian Government's changes to the aged care system which have been designed to give people more choice, more control and easier access to a full range of aged care services.

My Aged Care is made up of a website and a telephone contact centre. Together they can provide you with information on aged care for yourself, a family member, friend or someone you're caring for.

You can call the My Aged Care contact centre on 1800 200 422 between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays. The My Aged Care contact centre is closed on Sundays and national public holidays.

You can expect our staff to be polite, helpful and knowledgeable and to provide:

- prompt, reliable and confidential services
- clear information, which can be made available: in languages other than English if you speak another language and need an interpreter and in other formats if you have hearing difficulties or a vision impairment.
- help to find Government-funded aged care services
- prompt resolution of any complaint or concern you have with My Aged Care.

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# HOSPITALS

PRIVATE

## MATER MISERICORDIAE HOSPITAL

76 Willetts Road  
Mackay QLD 4740

**Email:** [matermackay@mercyqc.com](mailto:matermackay@mercyqc.com)

**Website:** [www.mercycq.com](http://www.mercycq.com)

**4965 5666**

# HOSPITALS

PUBLIC

## MACKAY BASE HOSPITAL

475 Bridge Road  
Mackay QLD 4740

**Website:** [www.health.qld.gov.au](http://www.health.qld.gov.au)

**4885 6000**

## SARINA HOSPITAL AND PRIMARY HEALTH CARE CENTRE

1 Hospital Street  
Sarina QLD 4737

**Website:** [www.health.qld.gov.au](http://www.health.qld.gov.au)

**4943 8777**

# HEALTH RELATED SERVICES

## ASTHMA FOUNDATION OF QLD

Information and advice on managing, treating and informing others about asthma.

**Website:** <http://asthmaaustralia.org.au>

**1800 177 948**

## AUSTRALIAN HEARING

Hearing clinic providing hearing services exclusively to pensioners and most veterans. Australian Hearing is the largest and most experienced hearing provider of hearing services and hearing aids to the Australian Community.

7 Gregory Street  
Mackay QLD 4740

**Website:** [www.hearing.com.au](http://www.hearing.com.au)

**4957 0900**

## BREASTSCREEN QLD – MACKAY SERVICE

Provides free breast cancer screening and follow up assessment. The target population is women aged 50-69, but 40-49 and 70 & over are also welcome to attend.

7 – 9 Wellington Street  
Mackay QLD 4740

**4968 3813**

## CANCER COUNCIL

Cancer information and support advice.

4A 6-8 Discovery Lane  
Mackay QLD 4740

**Website:** [www.cancer.org.au](http://www.cancer.org.au)

**4842 2000**

## CHARCOT-MARIE-TOOTH ASSOCIATION AUSTRALIA INC

Sharing information to support people to live positively with Charcot-Marie-Tooth. This group is an informal group that is run through phone communication, for more information and for support or advice please call the provided numbers.

c/- Beth Wallace  
18 Upton Avenue  
Andergrove QLD 4740  
**Email:** [dougbethw@bigpond.com](mailto:dougbethw@bigpond.com)  
**Website:** [www.cmt.org.au](http://www.cmt.org.au)

**4955 3522**  
**0402 573 810**

## CHRONIC CONDITIONS GROUP

The Chronic Conditions Group is available to support people with chronic conditions, their families and friends to live with and manage their health more positively. The group meets on the first Friday of each month.

Ozcare Conference Room  
32 Victoria Street  
Mackay QLD 4740  
**Email:** [dougbethw@bigpond.com](mailto:dougbethw@bigpond.com)

**4955 3522 or 0402 573 810**

## GOOD SHEPHERD LODGE - SB WRIGHT THERAPY CENTRE

Assist aged persons from the community to achieve and maintain their maximum level of independence. Providing physiotherapy and podiatry services. Centre parking and wheelchair access is available via Scanlan Street entrance.

Good Shepherd Lodge Mackay  
15 McIntyre Street  
**Email:** [dcreception@gslmky.org.au](mailto:dcreception@gslmky.org.au)  
**Website:** [www.goodshepherdlodge.org.au](http://www.goodshepherdlodge.org.au)

**4963 2972**

## HEALTHPOINT DAY & NIGHT CHEMIST- HOME HEALTH CARE DEPARTMENT

Open 8am-9pm 365 days a year - Compression socks/stockings, Diabetes Australia, Department of Veteran Affairs Agent, CPAP units/accessories, mobility

and aids to daily living (hire or buy), wound care, community medication packs, asthma/diabetes education, and blood pressure/glucose/cholesterol screening.

65 Sydney Street  
Mackay QLD 4740

**4963 0300**

**Email:** [admin@healthpoint.com.au](mailto:admin@healthpoint.com.au)

### **HOME AND COMMUNITY SERVICES**

Mackay home and community options, mobile allied health team and continence advisory group.

Level 1  
Cnr Gregory and Victoria Streets  
Mackay QLD 4740

**4885 7560**

**4885 7575**

### **INTEGRATED ORAL HEALTH SERVICES**

Provides dental clinic for Queensland residents in possession of a Health Care card or a Concession card.

Mackay Base Hospital – Dental Clinic  
Bridge Road  
Mackay QLD 4740

**4885 6444**

**Email:** [mky\\_dental@health.qld.gov.au](mailto:mky_dental@health.qld.gov.au)

### **KIDNEY SUPPORT NETWORK**

The Mackay branch offers transportation for those who suffer with kidney disease and requires transport to the hospital for dialysis treatment. Our service runs from Monday-Friday from 5:30am to 6:30pm and Saturdays from 5:30am to 4pm.

43 Milton Street  
Mackay QLD 4740  
**Email:** [liza.williams@ksn.org.au](mailto:liza.williams@ksn.org.au)  
**Website:** [www.ksn.org.au](http://www.ksn.org.au)

**0423 964 397**

## LEUKAEMIA FOUNDATION OF QLD – MACKAY BRANCH

Private local clinic providing hearing health care services including; full assessment of hearing impairment and related disorders and provision of hearing aids and evaluation of rehabilitative needs.

Shop 1 140 Evans Street  
Mackay QLD 4740

**Email:** [comben@mackay.matilda.net.au](mailto:comben@mackay.matilda.net.au)

**Website:** [www.lfq.org.au](http://www.lfq.org.au)

**4951 3117**

## MACKAY AUDIOLOGICAL SERVICE

Private local clinic providing hearing health care services including; full assessment of hearing impairment and related disorders and provision of hearing aids and evaluation of rehabilitative needs.

Shop 1 Garlin House  
19 Gordon Street (Cnr Carlisle)  
Mackay QLD 4740

**4944 0230**

## MACKAY OSTOMY SUPPORT GROUP

Meetings occur on the 4<sup>th</sup> Friday of every odd month (May, July, September and November). The group provides support not only for Ostomates but their families as well. Guest speakers are also present on occasion at meetings.

Gordon White Library  
Phillip Street  
Mount Pleasant QLD 4740

**Email:** [grahamstabler@bigpond.com](mailto:grahamstabler@bigpond.com)

**0428 776 258**

## MACKAY REGIONAL PAIN SUPPORT NETWORK

Meetings are on the 3<sup>rd</sup> Saturday of the month at Good Shepherd Lodge from 9:30-11am. There is a morning tea after the meeting where it is nice to meet new friends who have been on the same journey with chronic pain. The group offers support, information and education through a wide variety of speakers. There are many different topics given by a wide range of medical professionals who freely give their time to help and educate people on chronic pain.

Good Shepherd Lodge  
15 McIntyre Street  
Mackay QLD 4740  
**Email:** [mackaypain@gmail.com](mailto:mackaypain@gmail.com)

**0412 734 050**  
**0418 185 972**

### **MOBILE ALLIED HEALTH TEAM**

The Mobile Allied Health Team provides a range of allied health services to eligible people living in the area bordered by St Lawrence, the Whitsundays and Clermont. We are a HACC (Home and Community Care) funded service that provides specialised assessment and information that assists frail aged people and younger people with permanent disabilities to remain safely in the community. For more information or to make a referral, please contact the intake officer at the Mackay Community Health Centre.

Home and Community Health Unit  
Mackay and Community Health Centre  
12-14 Nelson Street  
Mackay QLD 4740

**4968 3965**

### **MULTIPLE SCLEROSIS COFFEE AND CHAT GROUP**

The Multiple Sclerosis Support Group Mackay is a support group for the young and newly diagnosed with Multiple Sclerosis. Meetings are listed on the Facebook page.

Gordon White Library  
Phillip Street  
Mount Pleasant QLD 4740

**4954 8196**

**Website:** [www.facebook.com/multiplesclerosisupportgroupmackay](http://www.facebook.com/multiplesclerosisupportgroupmackay)

### **MULTIPLE SCLEROSIS SUPPORT GROUP**

The Multiple Sclerosis Support Group provides a supportive environment where people with the condition, family and friends can seek advice for health management and share experiences. Meetings occur on the 3<sup>rd</sup> Monday of each month at 10am.

St Vincent De Paul Meeting Room  
Cnr Juliet and Hamlet Streets  
Mackay QLD 4740

**4952 2264 or 0438 522 780**

## NATIONAL BOWEL CANCER SCREENING PROGRAM

The National Bowel Cancer Screening Program (NBCSP) is currently being implemented nationally to help detect bowel cancer early and reduce the number of Australians who die each year from the disease.

The Australian Government currently invites all Australians turning 50, 55, 60 or 65 years to participate in screening for bowel cancer. Other age groups that will be invited include;

- 2015: 70 and 74 year olds
- 2016: 72 and 64 year olds
- 2017: 68, 58 and 54 year olds

Under the program, eligible men and women will be sent a bowel cancer screening kit by mail containing a Faecal Occult Blood Test (FOBT). This is a simple test that can be completed in the privacy of your own home.

Mackay Base Hospital  
Bridge Road  
Mackay QLD 4740

**Email:** [cherie.cooper@health.qld.ov.au](mailto:cherie.cooper@health.qld.ov.au)

**Website:** [www.cancerscreening.gov.au](http://www.cancerscreening.gov.au)

**1300 766 927**

**4885 5920**

## NATIONAL HEARING CARE MACKAY

Shop R6, Ground Floor, 58 Sydney Street, Mackay, QLD 4740

**Website:** [www.nhc.com.au/audiology-hearing-test-centres/mackay](http://www.nhc.com.au/audiology-hearing-test-centres/mackay)

**4951 4259**

## PROSTATE CANCER SUPPORT GROUP

Meets bi-monthly on the second Tuesday at 6:30pm.

**Email:** [emcare@tpg.com.au](mailto:emcare@tpg.com.au)

**4942 0132 or 0418 747 009 or 4955 6600**

# INDIGENOUS & ISLANDER HEALTH & SUPPORT SERVICES

## ABORIGINAL AND TORRES STRAIT ISLANDERS COMMUNITY HEALTH SERVICES

A holistic health service for the community.

31 – 33 Victoria Street  
Mackay QLD 4740

**1800 817 773**

**4957 9400**

**Website:** [www.atsichs.org.au](http://www.atsichs.org.au)

### **ABORIGINAL & TORRES STRAIT ISLANDER HOSTEL**

38 resident beds. Transient, temporary short term accommodation for up to 3 months for Aboriginal and Torres Strait Islanders. Self-contained units, 3 meals daily. Laundry facilities available.

49 – 53 Boddington Street, Mackay QLD 4740

8am – 8pm, 7 days per week

**Email:** [mackay@ahl.gov.au](mailto:mackay@ahl.gov.au)

**4953 3703**

### **DEPARTMENT OF ABORIGINAL & TORRES STRAIT ISLANDER PARTNERSHIPS**

DATSIP aims to increase economic participation, and improve the community participation of Aboriginal people, Torres Strait Islander peoples. Key focus areas include working together to improve the educational outcomes of Aboriginal and Torres Strait Islander young people. To assist and support community with employment opportunities. To promote Aboriginal and Torres Strait Islander businesses. To assist with information about Aboriginal and Torres Strait Islander organisations and services.

Ground Floor, Verde Central 44 Nelson Street Mackay QLD 4740

**Email:** [Kathleen.stirling@dotsip.qld.gov.au](mailto:Kathleen.stirling@dotsip.qld.gov.au)

**Website:** [www.dotsip.qld.gov.au](http://www.dotsip.qld.gov.au)

**4862 7001**

### **MACKAY & DISTRICT AUSTRALIAN SOUTH SEA ISLANDER ASSOCIATION**

Acts as an information channel for the South Sea Islander community in the areas of Health, Housing, Education, Employment, Training, Community benefits, Culture & Heritage.

P.O. Box 6880 Mackay QLD 4740

**Email:** [madassiamky@gmail.com](mailto:madassiamky@gmail.com)

**0456 152 157**

### **MACKAY YAMADI LERA YUMI META ASSOCIATION**

People of Aboriginal, Torres Strait Islander and Australian South Sea Islander backgrounds for self community care, assist and access HACC Liaison Officer,



doctor, family, friends. Case planning, centre based day care, domestic assistance, personal care, respite, social support, transport, yard maintenance.

Level 1, 46 Macalister St, Mackay 4740

**4957 8121**

**Email:** [coordinator@yamadi.org.au](mailto:coordinator@yamadi.org.au)

## MENTAL HEALTH

### MACKAY INTEGRATED MENTAL HEALTH SERVICE

This service provides assessment and treatment services for sufferers of serious mental illness and serious mental health disorders.

12 - 14 Nelson Street  
Mackay QLD 4740

**4968 3893**

### MENTAL ILLNESS FELLOWSHIP NTH QLD

Family, carers and individual services provides counselling, psycho-education, advocacy, care coordination and information and referral to families and carers of those living with a mental illness.

Horizon Clubhouse provides and empowering daily living skills experiences designed to improve the mental health of its members through a work ordered day. Members are given the opportunity to re-join the world of friendship, family, meaningful work employment and education in a safe environment.

6/41 Gregory Street  
14-16 Wood Street (Horizon Clubhouse)  
Mackay QLD 4740

**4951 2955**

**4951 2973**

**Email:** [mifnq-mky@mifnq.org.au](mailto:mifnq-mky@mifnq.org.au)

**Website:** [www.mifnq.org.au](http://www.mifnq.org.au)

## HOME CARE & HOME NURSING SERVICES

### BLUECARE - MACKAY/SARINA COMMUNITY SERVICES

Bluecare is an organisation dedicated in making the lives of our elderly citizens easier. They provide community nursing, personal care, community aged care

packages, dementia specific packages in home respite, DVA community nursing and Veteran's homecare and many more

99 – 101 Evan Street  
Mackay QLD 4740

**Email:** [mackay.bns@bluecare.org.au](mailto:mackay.bns@bluecare.org.au)

**Website:** [www.bluecare.org.au](http://www.bluecare.org.au)

**4944 6500**

### **CENTACARE CQ COMMUNITY SERVICE MACKAY**

Level 1 and 2 home care packages

35 Milton Street  
Mackay QLD 4740

**Email:** [Kathrynm@centacare.net](mailto:Kathrynm@centacare.net)

**Website:** [www.centacare.net](http://www.centacare.net)

**1300 523 985**

### **COMMUNITY OPTIONS PROGRAM**

Provides a range of services including domestic assistance, yard maintenance, meals, transport, social support, personal care, respite care and referrals to other services. The service is designed to enhance a client's independence by only doing those tasks that the client is unable to do for themselves.

12-14 Nelson Street  
Mackay QLD 4740

**4968 3625**

### **CQ COMMUNITY AND IN-HOME CARE**

Respite care, dementia care, personal care, domestic assistance, in-home nursing support, palliative care, transport, transition care (pre and post-surgical care), and disability support.

239 Nebo Road  
Mackay QLD 4740

**Email:** [admin@cqcommunityinhomecare.com.au](mailto:admin@cqcommunityinhomecare.com.au)

**Website:** [www.cqcommunityinhomecare.com.au](http://www.cqcommunityinhomecare.com.au)

**4998 5550**

### **EXCELCARE**

Excelcare assist people to maintain their independence. Excelcare provides value for money, practical support to assist people to live independently in the community. Excelcare may be able to assist you in many ways depending on your needs and funding availability, please contact Excelcare to further discuss.

4B Discovery Lane  
Mackay QLD 4740

**Email:** [admin@excelcare.com.au](mailto:admin@excelcare.com.au)

**Website:** [www.excelcare.com.au](http://www.excelcare.com.au)

**4840 0000**

### **OZCARE**

Ozcare offers a range of services to provide older members of the community with the encouragement and support they need to live in their own homes for as long as they are able. These services include:

- Social support, Home based respite, Personal care, Medication assistance, Domestic assistance, Veteran home care

Ozcare also provide nursing assistance, allied health services, alcohol and drug rehabilitation, mental health services as well as our homeless men's hostel.

32 Victoria Street  
Mackay QLD 4740

**Email:** [admin.mackay@ozcare.org.au](mailto:admin.mackay@ozcare.org.au)

**Website:** [www.ozcare.org.au](http://www.ozcare.org.au)

**4961 8600**

### **PRESCARE - INSPIRED COMMUNITY CARE - MACKAY**

Regular, short-term, respite and one-off services in the form of domestic assistance, spring cleaning (not including anything that requires feet leaving the floor), mowing, yard maintenance services and social support to HACC eligible community members (frail aged, younger persons with disability and carers).  
Office hours 8:30-5pm.

4A Canberra Street  
North Mackay QLD 4740

**Email:** [infoMK@prescare.org.au](mailto:infoMK@prescare.org.au)

**Website:** [www.prescare.org.au](http://www.prescare.org.au)

**4963 0922**

### **RSL CARE HOMECARE**

All members of the community are welcome to access services including Social Support, Home Based Respite, Personal Care, Domestic Assistance, Home Safety, Community Nursing, Volunteer Visiting and working carer's respite.

60 Wellington Street (*upstairs*)  
Mackay QLD 4740

**1300 796 111**

## ACCOMMODATION

### BREEZES LIFESTYLE VILLAGE

Breezes are a lifestyle village for over 55s that provides independent retirement living homes with resort style community amenities and landscaped surrounds. The village is master planned for 234 homes with 1, 2 and 3 bedroom villas on offer. Breezes Lifestyle Village is pet friendly.

1 A Beaconsfield Road  
North Mackay QLD 4740  
**Email:** [www.rslcare.com.au](http://www.rslcare.com.au)

**1300 857 366**

### CARLYLE GARDENS

Carlyle Gardens is an independent living village close to shopping centres, hospitals and other community facilities. Carlyle Gardens' residents enjoy the use of communal amenities and activities while residing in their own independent accommodation.

206 Phillip Street Mount Pleasant QLD 4740  
**Email:** [www.retirementbylendlease.com.au](http://www.retirementbylendlease.com.au)

**4942 7612**

### EAGLEMOUNT RETIREMENT RESORT

Eaglemount Retirement Resort is an independent living village with community facilities and activities within easy reach. Residents at Eaglemount Retirement Resort enjoy the use of communal amenities and activities while living in their own independent accommodation.

12 Harveys Road  
North Mackay QLD 4740  
**Email:** [www.retirementbylendlease.com.au](http://www.retirementbylendlease.com.au)

**4942 9001**

### **FRANCIS OF ASSISI HOME**

Aged care facility comprising of low and high care and Dementia Specific high care.

Dupuy Street  
Mackay QLD 4740

**4952 2028**

**Email:** [assisi@mackay.net.au](mailto:assisi@mackay.net.au)

### **GOOD SHEPHERD LODGE**

Aged care facility – including high and low residential care, respite, day therapy centre, independent living units and retirement village. Also includes a dementia specific care unit.

15 McIntyre Street  
Mackay QLD 4740

**4963 2999**

**Website:** [www.goodshepherdlodge.org.au](http://www.goodshepherdlodge.org.au)

### **HOMEFIELD AGED CARE FACILITY**

Low and high residential care, respite, high care dementia specific. Comprehensive activities program, physiotherapist.

87-95 George Street  
Mackay QLD 4740

**4951 4966**

**Email:** [homefield@bluecare.org.au](mailto:homefield@bluecare.org.au)

**Website:** [www.bluecare.org.au](http://www.bluecare.org.au)

### **KERRISDALE GARDENS**

Kerrisdale Gardens will be operated by Good Shepherd Lodge Ltd in conjunction with its existing facility in East Mackay. Kerrisdale Gardens is scheduled to open in June 2015 and promises to be a unique supported living community with a range of accommodations including care suites, apartments and villas. Kerrisdale Gardens will focus on positive ageing, offering varied medical and allied health services on site.

Norwood Parade  
Beaconsfield QLD 4740

**4963 2988**

**Email:** [rlm@gslmky.org.au](mailto:rlm@gslmky.org.au)

**Website:** [www.kerrisdalegardens.org.au](http://www.kerrisdalegardens.org.au)

**0418 189 506**

### NANYIMA AGED CARE

Provides care for low to high needs persons. 48 permanent beds and 3 respite beds.

61 Alexandra Street  
Mirani QLD 4754

**Email:** [admin@nanyima.com.au](mailto:admin@nanyima.com.au)

**Website:** [www.nanyimacare.com.au](http://www.nanyimacare.com.au)

**4959 1575**

### NORTHVIEW AGED CARE CENTRE

High and low care and secure unit.

35 Davey Street  
Glenella QLD 4740

**Email:** [nacc@northviewagedcare.com.au](mailto:nacc@northviewagedcare.com.au)

**Website:** [www.northviewagedcare.com.au](http://www.northviewagedcare.com.au)

**4968 0800**

### OZCARE MEN'S HOSTEL

Ozcare Men's Hostel is a crisis accommodation facility for men. Support provided by the hostel includes;

- Accommodation, Meals, Laundry, Case Management, Referrals, Housing information, Programs

1 Endeavour Street  
Mackay QLD 4740

**Email:** [hostel.mackay@ozcare.org.au](mailto:hostel.mackay@ozcare.org.au)

**Website:** [www.ozcare.org.au](http://www.ozcare.org.au)

**4961 8660**

### PARK HAVEN GARDEN VILLAGE

Park Haven Garden Village is an independent living complex for over 50s which offers 1 and 2 bedroom ground floor units with private courtyards. The complex boasts communal amenities and activities that can be enjoyed by all residents. Park Haven Garden Village is pet friendly.

54A Scott Street  
Mackay QLD 4740

**Email:** [info@parkhavengarden.com.au](mailto:info@parkhavengarden.com.au)

**Website:** [www.parkhavengarden.com.au](http://www.parkhavengarden.com.au)

**4951 2092**

## PALMVIEW VILLAGE

Centrally located, with easy access to Bowls Clubs, Shopping Centres and beaches, as well as walking distance to hospitals and specialist centre. Palmview Village offers 2 and 3 bedroom homes set within beautiful park like surrounds and gardens with communal community facilities on offer.

9 Bradford Street

North Mackay QLD 4740

**Email:** [salespalmview@bigpond.com](mailto:salespalmview@bigpond.com)

**Website:** [www.palmviewvillage.com.au](http://www.palmviewvillage.com.au)

**4942 1000**

## RESTHAVEN ON QUARRY

Residential care accommodation and services are provided to those people in the community who have satisfied the requirements of entry into a Residential Age Care Service by assessment and referral of the ACAT. The facility offers 24 hour care under the supervision at all times of a Registered Nurse. Allied Health professionals visit the facility regularly for initial and ongoing assessment of residents. An interactive Diversional Therapy program operates 5 days each week and is responsive to residents' interests and abilities. Care is provided in private rooms mostly with a private ensuite or a shared ensuite between two. Resthaven is a privately owned and operated RACF offering care to residents in a non-denominational but culturally or lifestyle supported manner.

10 Sands Terrace

Mackay QLD 4740

**Email:** [maryanne@roq.com.au](mailto:maryanne@roq.com.au)

**4942 4800**

## RSL CARE BI-CENTENNIAL RETIREMENT VILLAGE

Located 5 minutes walk from Town Beach and in close proximity to medical centres, pharmacies and shopping centre. Recreational features of the Village include a community hall, indoor bowls, BBQ facilities and a bus for outings and excursions. A caretaker lives on site and all units are connected to a 24hr emergency call system.

5 Creal Street

Mackay QLD 4740

**Website:** [www.rslcare.com.au](http://www.rslcare.com.au)

**4953 2445**

## SARINA AGED RESIDENTIAL HOME

The facility has five lodges, an administration building, activities/lounge room and 13 independent living units. Three of the five lodges, Acacia, Banksia and Cassia, each consist of ten private rooms including ensuite and a patio. Lavender Lodge has ten private rooms while Daisy Lodge has eight private rooms each with ensuite and patio. Each lodge includes a centrally located kitchenette where residents have morning and afternoon tea. If residents wish, they can take care of their personal laundry at the facilities at Acacia, Banksia and Cassia lodges and there is a fully equipped hairdressing room at Daisy Lodge.

Hoey Street  
Sarina QLD 4737

**Website:** [www.mackaynursinghomes.com.au](http://www.mackaynursinghomes.com.au)

**4943 8777**

## VILLAGE LIFE MACKAY

Located within close proximity to local amenities, Village Life offers a hassle-free and secure lifestyle for seniors at affordable prices. Renting at Village Life provides you with security and on-site management, privacy of your own modern, fully furnished accommodation, three home-style meals daily and a weekly linen service and communal laundry facilities.

21 Oak Street  
Mackay QLD 4740

**Email:** [mackay@myvillagelife.com.au](mailto:mackay@myvillagelife.com.au)

**Website:** [www.myvillagelife.com.au](http://www.myvillagelife.com.au)

**4955 7322**

## WESTMINSTER LODGE MACKAY

Westminster Lodge is an aged care retirement village with secure senior rental accommodation suitable for pensioners, veterans and the budget conscious. Nourishing home style meals are included. Fully furnished units each with own washing machine, dryer, air-conditioner, fridge, television, bed, linen, crockery and cutlery. The site is fully fenced with secure car parking.

4 Don Wright Court  
Andergrove QLD 4740

**Email:** [westminsterlodge@bigpond.com](mailto:westminsterlodge@bigpond.com)

**Website:** [www.westminsterlodgemackay.com.au](http://www.westminsterlodgemackay.com.au)

**4955 0088**





# AGED SUPPORT SERVICES

## AGED CARE ASSESSMENT TEAM (ACAT)

ACAT assist frail older people and their carers work out what kind of care will best meet their needs when they have complex needs and are no longer able to manage at home without assistance. ACAT also assess clients for residential aged care, residential respite care and transition care following a hospital admission. The target age group is 70 years of age and over and 50 years of age and over for Indigenous persons. Referrals can be made by anyone including self-referral.

Mackay Base Hospital Grounds  
Bridge Road  
Mackay QLD 4740

**4885 7777**

## ALZHEIMER'S AUSTRALIA MACKAY REGION Inc.

Alzheimer's Australia Mackay Region Inc. is a not-for-profit organisation run by volunteers. Our aim is the support people with dementia and their families, carers and friends. We do this by providing information, education and support. We hold a support group on the 2<sup>nd</sup> Friday of every month. Our area of support extends from Bowen to St Lawrence and west to Clermont and the mining areas in between.

257 Nebo Road  
West Mackay QLD 4740  
**Email:** [aamky1@bigpond.com](mailto:aamky1@bigpond.com)  
**Website:** [www.fightdementia.org.au](http://www.fightdementia.org.au)

**4952 6077**

## CARERS QUEENSLAND

Provides support, advocacy, information, referral and counselling for carers of people with a disability or chronic illness. Person with a disability or chronic illness must be under the age of 65 (carers can be any age).

4/19 Palmer Street  
North Mackay QLD 4740  
**Email:** [doctrin@carersqld.asn.au](mailto:doctrin@carersqld.asn.au)  
**Website:** [www.carersqld.asn.au](http://www.carersqld.asn.au)

**4944 0544**

## COMMONWEALTH RESPITE AND CARELINK CENTRE

Commonwealth Carelink Centres are information centres for older people, people with disabilities and those who provide care and services. Centres provide free and confidential information on Community Aged Care, Disability and other support services available locally or anywhere within Australia.

25 Wellington Street  
MACKAY QLD 4740

**1800 052 222**

**Email:** [mackay.crc@bluecare.org.au](mailto:mackay.crc@bluecare.org.au)

**Email:** [northern.crc@bluecare.org.au](mailto:northern.crc@bluecare.org.au)

## HTM COMMUNITY TRANSPORT INC.

Provides friendly trusted and reliable transport solutions to frail aged and young adults with a permanent and profound disability. Our Community service assists eligible clients with their transport need to help them attend to their shopping, medical, health and wellbeing appointments. We have modified vehicles for wheelchair access. Clients must be living independently within the community and not in permanent aged care or support facilities. HTM operates Monday to Friday from 8 till 4 and throughout the Mackay region including south to Koumala up the Pioneer Valley and North to Calen. Clients living in the rural regions may have limited access due to availability of resources but enquiries are welcome. Our service encourages families, carers and friends to work with us to better care for our community members. A small fee is payable depending on your location and how many trips you require. HTM takes pride in helping to keep our valuable members active and involved in their local community.

9 Loughnane Courth  
North Mackay QLD 4740

**Email:** [operationsmanager@htmcommunitytransport.com.au](mailto:operationsmanager@htmcommunitytransport.com.au)

**Website:** [www.htmcommunitytransport.com.au](http://www.htmcommunitytransport.com.au)

**4957 5922**

## INFINITY AGED CARE CONSULTANTS

Provides a confidential service to discuss your aged care requirements and personal situation. Offers a referral service to meet needs. Assistance to complete all application documents for permanent placement in Aged Care Facilities including assessments. Guidance and support with emotional and legal matters. Assistance with senior's documents. Services and fees are flexible and

tailored to fit your circumstances and designed to be affordable. Independent, confidential, professional, caring and understanding service.

P.O. Box 1888  
Mackay QLD 4740

**Email:** [Imbosel@bigpond.com](mailto:Imbosel@bigpond.com)

**Website:** [www.infinityagedcareconsultants.com.au](http://www.infinityagedcareconsultants.com.au)

**4786 3247**  
**0428 584 537**

### **INTEGRATEDLIVING AUSTRALIA Pty Ltd**

Integratedliving is funded in Mackay and the surrounding region to provide a Carer Support Service under the HACC Program Funding. The position is part-time and operated on a Monday and Tuesday by a qualified Social Worker based in Mackay. Integratedliving provides support to the Carer/s of those living with a loved one in their home, supporting them to live independently or living with other family or friends. The worker provides information to assist the vital carer role and helps to reduce carer stress through a range of support options and/or appropriate referrals. Support can help carer/family develop strategies to assist a person in the community to remain in their own home and/or with loved ones with greater independence. Contact can be arranged with the worker to discuss your concerns in a confidential environment (your home, by telephone or agreed meeting place).

13 Matthey Court  
Walkerston QLD 4740

**Email:** [sjorgensen@integratedliving.org.au](mailto:sjorgensen@integratedliving.org.au)

**Website:** [www.integratedliving.org.au](http://www.integratedliving.org.au)

**0488 904 949**

### **LIFESTYLE THERAPIES & TRAINING SOLUTIONS**

LTTS is a private organisation that provides services in injury management and prevention, occupational health and safety, ergonomics, training, and health and wellbeing education. LTTS is involved with older people in the community regarding the provision of aides and appliances, falls and accident prevention, and promotion of independent, safe living.

LTTS – Head Office  
P.O. Box 2140  
Brookside Centre QLD 4053

**Email:** [enquiries@lts.com.au](mailto:enquiries@lts.com.au)

**Website:** [www.lts.com.au](http://www.lts.com.au)

**1300 994 854**

### **MACKAY COMMUNITY VISITORS ASSOCIATION**

Mackay Community Visitors Association is a non-profit volunteer organisation that provides friendship to people in the community who are isolated and lonely. Mackay Community Visitors Association enhances the lives of those in our community who reside in aged care facilities and people who are still able to live in their own homes with help. Mackay Community Visitors Association is also able to provide transport services to HACC eligible clients.

1 Marryatt Street

West Mackay QLD 4740

**Email:** [mkyvisitors@bigpond.com](mailto:mkyvisitors@bigpond.com)

**Website:** [www.communityvisitorsmackay.org.au](http://www.communityvisitorsmackay.org.au)

**4953 4878**

### **MACKAY AND HIGHLANDS HOME ASSIST**

Can assist with minor repairs, leaking taps and toilets, minor electrical work, minor carpentry work (eg. Grab rails etc.), washing machine and fridge repairs.

Cnr River and Tennyson Street

Mackay QLD 4740

**Email:** [home.assist@skillstm.com.au](mailto:home.assist@skillstm.com.au)

**Website:** [www.skillstm.com.au](http://www.skillstm.com.au)

**4963 2740**

### **MACKAY LEGACY CLUB Inc.**

Legacy is a voluntary organisation of returned servicemen caring for widows and children of comrades who served overseas during the wars. Provide financial, educational, employment, housing, medical and legal advice and assistance when necessary.

94 Nebo Road

West Mackay QLD 4740

**Email:** [mackay.legacy@gmail.com](mailto:mackay.legacy@gmail.com)

**Website:** [www.legacy.com.au/mackay](http://www.legacy.com.au/mackay)

**4953 3676**

### **MACKAY MEALS ON WHEELS ASSOCIATION INC**

To provide meals to the aged and infirm in our community and to their carers as well. Freshly cooked meals are provided from Monday to Friday. Frozen meals for the weekend are delivered on Fridays. Meals consist of a main course, soup, sweets and a juice.

428 Shakespeare Street

Mackay QLD 4740

**4957 6522**

## QUEENSLAND AGED AND DISABILITY ADVOCACY

QADA is a not-for-profit organisation who supports frail aged and people with a disability who are recipients of aged care services. This includes community care for persons under 65 and for person over 65 home and community care, home care packages level 1-4 and aged care facilities and are experiencing service provision issues in regards to the services they are receiving. QADA provides three types of advocacy which are:

- Individual advocacy
- Group advocacy
- Systemic advocacy

QADA can support people face to face or by providing information via phone depending on the situation. Each case is treated with respect, confidentiality and privacy. QADA services are provided free of charge. QADA is based in Mackay however covers the health district area of Mackay to St Lawrence and west to Clermont and north to Scottsville. The QADA office operates Tuesday through to Friday from 8:30am to 3pm.

Shop 4B Discovery Lane North Mackay QLD 4740

**1800 818 338**

**Email:** [roslyn@qada.org.au](mailto:roslyn@qada.org.au)

**Website:** [www.qada.org.au](http://www.qada.org.au)

## VITALCALL – THE SERVICE

When you press the button, in your home, for assistance, our Response Centre is alerted to your need. We are able to talk to you and listen for your response without you having to “pick up” the phone. We contact your Personal Contact Team to come to your aid within minutes – also alerting emergency services if necessary. 24 hours 7 days a week service.

**1300 360 808**

## COMMUNITY SUPPORT SERVICES

### LIFELINE

24 hour Crisis Counselling.

**131 114**

## **COMMUNITY ACCOMMODATION AND SUPPORT AGENCY**

CASA provides social support, domestic assistance and client care coordination to frail aged people over the age of 65 and people under the age of 65 with moderate to severe disabilities.

Cnr Gregory and Alfred Streets  
Mackay QLD 4740  
**Email:** [admin@casamackay.org.au](mailto:admin@casamackay.org.au)  
**Website:** [www.casamackay.org.au](http://www.casamackay.org.au)

**4951 4299**

## **DEBRA GOODCHILD – FAMILY THERAPIST AND COUNSELLORS**

Experienced working with people of all ages and genders encountering social and family problems. Services include:

- Counselling and psychotherapy
- Specialising in families and relationships

P.O. Box 8961  
Mount Pleasant QLD 4740  
**Email:** [goodchildfamilytherapy@gmail.com](mailto:goodchildfamilytherapy@gmail.com)

**0466 042 470**

## **DOMESTIC VIOLENCE RESOURCE SERVICE**

- Counselling for women, children and adolescents affected by domestic and family violence.
- Crisis intervention for women, children and adolescents affected by domestic and family violence.
- Court assistance and fax back support for women affected by domestic and family violence.
- Information, referral and provision of resources.
- Counselling and advocacy for women affected by elder abuse.

418 Shakespeare Street  
Mackay QLD 4740  
**Email:** [admin@domesticviolenceservice.com.au](mailto:admin@domesticviolenceservice.com.au)

**4957 3888**

## **GEORGE STREET NEIGHBOURHOOD CENTRE**

Our Seniors Friendship Group meets every Friday at 9am until 10:30am for Bingo; they also go out for morning tea or lunch once a month. The seniors hold two Cent Sales a year and enjoy a big Christmas lunch together. The Red Cross bus picks up all our seniors from their homes and will deliver them home again. Costs for Bingo are only what the seniors can afford on the day. Please contact George Street for any further details.

4 George Street  
Mackay QLD 4740

**Email:** [admin@georgestreetnc.org.au](mailto:admin@georgestreetnc.org.au)

**Website:** [www.georgestreetnc.com](http://www.georgestreetnc.com)

**4957 2626**

### **MACKAY ADVOCACY INC**

A free, confidential service that acts writes and speaks on behalf of people with a disability to ensure their basic human rights are met. Mackay, Bowen to Sarina and the Hinterland is our area of service.

Suite 5, Wright Arcade  
78 Victoria Street  
Mackay QLD 4740

**Email:** [advocacy@bigpond.net.au](mailto:advocacy@bigpond.net.au)

**Website:** [www.mackayadvocacy.com.au](http://www.mackayadvocacy.com.au)

**4957 8710**

### **MACKAY REGIONAL COMMUNITY LEGAL CENTRE INC**

The MRCLC provides free and confidential legal information, legal advice, referral, some migration advice and some counselling throughout the Mackay, Whitsunday and Isaac Regional Council areas. Appointments are available by telephone or in person during ordinary business hours Monday-Friday and most Wednesday evenings. Bookings are essential.

Suite 4, City Court Arcade  
80 Victoria Street  
Mackay QLD 4740

**Email:** [admin@mrclc.com.au](mailto:admin@mrclc.com.au)

**4953 1211**

### **MACKAY VETERANS SUPPORT GROUP ADVOCACY & PENSIONS OFFICE**

Support for serving and former Australian Defence Members. Assistance and advice with Department of Veteran Affairs claims.



- Men's Shed – Wednesday mornings 8am-12pm
- Social meeting – Thursday mornings 8am-12pm
- BBQs – last Thursday of every month

1 Leisure Court  
Mackay QLD 4740

**Email:** [George.newton@bigpond.com](mailto:George.newton@bigpond.com)

**0419 705 346**

### **MACKAY WOMEN'S CENTRE**

The Mackay Women's Centre is a welcoming place where women can access services that provide emotional, practical and general support, crisis response, advocacy, information and referral across a broad area of health and wellbeing.

418 Shakespeare Street  
Mackay QLD 4740

**Email:** [admin@mackaywomenscentre.com.au](mailto:admin@mackaywomenscentre.com.au)

**Website:** [www.mackaywomenscentre.com.au](http://www.mackaywomenscentre.com.au)

**4953 1788**

### **RELATIONSHIPS AUSTRALIA**

Relationships Australia offers a range of counselling, community education and group programmes. This includes; relationship, gambling and other addictions, conflict, parenting, communication skills, self-esteem, Indigenous issues, gender-related and LGBT, as well as being involved in community development activities.

45 Victoria Street  
Mackay QLD 4740

**Website:** [www.relationships.com.au](http://www.relationships.com.au)

**1300 364 277**

## **LEISURE & INTEREST GROUPS**

### **4CRM COMMUNITY RADIO ASSOCIATION OF MACKAY**

4CRM is a radio station operated completely by volunteers to support the many diverse groups that make up our local community along with local musicians—giving them a voice and exposure to the Mackay / Sarina area for over 21 years.

We provide an alternative in music & presentation style with local people encouraged to access the free training so that they can experience the thrill of going on air and having their own show while supporting the community or alternatively assist in an off air position.

Our motto is "Something for Everyone" and we encourage people from all walks of life regardless of age, ability, ethnicity or experience to join in the fun!

171 Victoria Street  
Mackay QLD 4740

**Email:** [4crm@4crm.com.au](mailto:4crm@4crm.com.au)

**Website:** [www.4crm.com.au](http://www.4crm.com.au)

**4953 1411**

### **ARTSPACE MACKAY**

Artspace Mackay is a regional art gallery operated by Mackay Regional Council. The gallery provides the community and visitors with access to a wide range of cultural services including exhibition of local, national and international art, educational programmes and the largest regional collection of artist's books in Australia.

Civic Precinct Gordon Street Mackay QLD 4740

**Email:** [artspace@mackay.qld.gov.au](mailto:artspace@mackay.qld.gov.au)

**Website:** [www.artspacemackay.com.au](http://www.artspacemackay.com.au)

**4961 9722**

### **BUCASIA BEACH QUILTERS INC.**

Bucasia Beach Quilters Inc. meets every Wednesday morning from 9am-12pm. Quilters and needle workers are most welcome. Bucasia Beach Quilters also have in-house workshops and visiting quilting tutors throughout the year. Even if you are visiting Mackay for a short time please feel free to drop in.

Northern Beaches Community Hall

Wallace Street

Bucasia QLD 4740

**Email:** [ldhenning@bigpond.com](mailto:ldhenning@bigpond.com)

**Website:** [www.bucasiabeachquilters.blogspot.com.au](http://www.bucasiabeachquilters.blogspot.com.au)

**4942 7935**

### **DOWS CREEK HALL COMMITTEE INC**

Dows Creek Hall is a venue that can be hired for events. Bi-monthly 'old time' dances occur. Other functions also occur throughout the year at the hall as organised by the committee. Please phone for further details.

16 Bourke Road  
Dows Creek  
Mirani QLD 4754

**Email:** [leejan@activ8.net.au](mailto:leejan@activ8.net.au)

**4959 1484**

### **EYEOPENER TOATMASTERS CLUB**

The club meets every 2<sup>nd</sup>, 4<sup>th</sup> and 5<sup>th</sup> Friday of a month (February to mid-December) from 6:45-8am. The clubs focus is on supporting the development of public speaking skills in a friendly and supportive environment.

Ste Paul's Uniting Church Supper Room  
Macalister Street  
Mackay QLD 4740

**4951 4387**

### **FRIENDS OF RSPCA MACKAY**

Friends of RSPCA Mackay are volunteers who fundraise, initially to build the Adoption Centre. The Adoption Centre has now been built with all the donations from fundraising throughout Mackay for the last 18 years. We now are focusing on fundraising in order to pay for the running expenses of the Adoption Centre. The Adoption Centre itself sources dogs and cats from the Mackay Regional Council pound. The Adoption Centre does not take surrendered animals or injured animals. We are always looking for volunteers to help either collecting at various sites around Mackay or when we have events such as Million Paws Walk, Santa Paws to name a few.

Mackay Adoption Centre  
Mount Bassett Cemetery Road  
Mackay Harbour QLD 4740

**Email:** [mackayfog@rspcaqlld.org.au](mailto:mackayfog@rspcaqlld.org.au)

**0473 462 958**

**Website:** [www.rspca.org.au](http://www.rspca.org.au) or [www.facebook.com/MackayFOG](http://www.facebook.com/MackayFOG)

### **HARRUP PARK COUNTRY CLUB**

Harrup Park is Mackay's leading leisure destination. Situated close to the Airport and CBD with ample parking they offer family friendly bistro dining, The Dons

Coffee Shop with delectable homemade treats, Deck Bar, Sports Bar, TAB, 200 Machine Gaming Room, Keno Lounge, Bingo, Hoy, courtesy bus, kids room, kids birthday parties, function rooms & high tea. We are wheelchair friendly and open 7 days, except Christmas Day and Good Friday. Visit our website for up to date details on all current promotions and facility information. You Belong!

Juliet Street  
Mackay QLD 4740

**Email:** [admin@harruppark.com.au](mailto:admin@harruppark.com.au)

**Website:** [www.harruppark.com.au](http://www.harruppark.com.au)

**4944 0000**

### **MACKAY 50 & BETTER INC**

- Sitting Dance – Good Shepherd Lodge, Monday 9.30 – 11.00AM
- Cards – Blue Care, Monday 12.30 – 3.30PM
- Community Singing – St Charles Hall, 1<sup>st</sup> and 3<sup>rd</sup> Wednesday 9.00 – 11.30AM
- Hoy and Entertainment – St Charles Hall, 2<sup>nd</sup> Wednesday

P.O. Box 688  
Home and Community Health Unit  
Mackay 4740

**Email:** [ask10678@bigpond.com](mailto:ask10678@bigpond.com)

**4942 3979**

### **MACKAY ARTS SOCIETY INC**

- Face Book Mackay Art Society.
- Workshops are conducted throughout the year. They are for either 1 or 2 days. Tutors are brought in for the 2 days workshops. 1 day workshops are conducted by Local Artists.
- Competitive Exhibition is held Annually with good prize money offered
- Painting days are held every Wednesday at the Centre. All are most welcome to come and enjoy a day of painting with other artists.
- For all enquiries contact:
  - President Sharee McDonald on 49 422 790
  - Secretary Bev Waddington 49 424 384
  - Events or Workshop Coordinator Susan Riley Gee 49 664390 or email [susan@summerwindsartgallery.com.au](mailto:susan@summerwindsartgallery.com.au)

Membership available.

2 Snow Wright Road  
Beaconsfield QLD 4740  
Email: [baribev@bigpond.com](mailto:baribev@bigpond.com)

4942 6107  
4942 4384

### MACKAY REGIONAL BOTANIC GARDENS FRIENDS ASSOCIATION INC

The Garden Friends are a group of people with an interest in supporting the Mackay Regional Botanic Gardens and its ongoing development. We are a mixture of nature lovers, gardeners, horticulturists, walkers, artists, bird observers, photographers, environmentalists and all age groups are represented in our membership. Gains from being a Garden Friend;

- Learn more about plants and gardening
- Participate in social activities, guided walks, organised trips, B.B.Q's
- Receive regular newsletters

Make a difference and give something back to the community.

Mackay Regional Council Botanic Gardens  
9 Lagoon Street  
Mackay QLD 4740

4952 7300 or 4952 2299

Email: [botanic@mackay.qld.gov.au](mailto:botanic@mackay.qld.gov.au) or [mcwhinneyrobin@gmail.com](mailto:mcwhinneyrobin@gmail.com)

Website: [www.mackayregionalbotanicgardens.com.au/get\\_involved](http://www.mackayregionalbotanicgardens.com.au/get_involved)

### MACKAY CARAVAN CLUB

Meetings occur bi-monthly on the 1<sup>st</sup> Sunday. The club travel on relaxing and fun weekends away in the local area or undertakes roving rallies to other locations for 3 weeks.

North Mackay Bowls Club 74-76 Malcomson Street  
North Mackay QLD 4740

0409 929 655

Email: [mackaycaravanclub@gmail.com](mailto:mackaycaravanclub@gmail.com)

0432 686 970

### MACKAY CHORAL SOCIETY

Mackay Choral Society is a community group of men and women who share a passion for singing together as a choir. Our repertoire encompasses everything from Baroque to Jazz. We regularly perform for the community at venues as diverse as concert halls to open-air festivals. We also participate in local and

regional Eisteddfods, concerns etc. All new members are welcome. Rehearsals are on Monday nights from 7:30-10pm.

2 Snow Wright Court  
Mackay QLD 4740

**Email:** [mackaychoralsociety@gmail.com](mailto:mackaychoralsociety@gmail.com)

**Website:** [www.mackaychoralsociety.org.au](http://www.mackaychoralsociety.org.au)

**4942 4095**  
**0401 692 254**

### **MACKAY CONTRACT BRIDGE CLUB INC**

The Mackay Contract Bridge Club provides a friendly, sociable, air-conditioned environment for the enjoyment of contract bridge for players from novice to State champion level.

- Seven general sessions per week including one supervised play session
- Beginners classes held starting February each year.
- Visitors welcome with partner finding service available.
- Several competitive congresses organised each year.
- Strong interaction with other clubs in the wider Central Queensland region.
- Affiliated with the Queensland Bridge Association and the Australian Bridge Federation

41 Shakespeare Street  
Mackay QLD 4740

**Email:** [mcbc@mackaybridgeclub.org.au](mailto:mcbc@mackaybridgeclub.org.au)

**Website:** [www.bridgeclub.org.au](http://www.bridgeclub.org.au)

**4951 2147**  
**0419 729 996**

### **MACKAY CROQUET CLUB INC**

Play days are Wednesday's and Saturday's from 2-5pm. Croquet is good exercise for the mind and body. The Club plays 3 forms of croquet – association, golf croquet and ricochet. Club owned mallets are available for use. Instructions and coaching is also provided.

105 Juliet Street  
Mackay QLD 4740

**Email:** [mackay@croquetqld.org](mailto:mackay@croquetqld.org)

**Website:** [www.croquetqld.org](http://www.croquetqld.org)

**4953 5201**  
**4957 3200**

### **MACKAY AND DISTRICT SENIOR CITIZENS' CLUB**

Regular activities include: Indoor bowls, cards, craft, cent sales, dance, monthly BBQ, concerts, bus trips

58 Macalister Street  
Mackay QLD 4740

**Email:** [seniorass@bigpond.com](mailto:seniorass@bigpond.com)

**4951 1444**

### **MACKAY FIBRE ARTS ASSOCIATION INC**

Expertise in all aspects of hand embroidery, patchwork, basketry, knitting, tatting, crochet, spinning, weaving and rag mat making. One on one help with projects. Workshops are also conducted. Laughter, friendship and companionship are important to the group. Everyone is welcome from beginners to skilled. The group support charities by making items every year.

Pitkin House  
Pitkin Street  
Walkerston QLD 4751

**Email:** [helenhawkins\\_41@me.com](mailto:helenhawkins_41@me.com)

**4955 1459  
0429 727 976**

### **MACKAY HISTORICAL SOCIETY & MUSEUM INC**

Mackay Museum protects and preserves local history. We are available to help with local history research. Mackay Museums is always looking for volunteers to help out and are a friendly group to join in with. The Museum is open every Thursday from 10am-2pm and the 1<sup>st</sup> and 3<sup>rd</sup> Sunday of the month from 10am-2pm.

4 Casey Avenue  
Mackay QLD 4740

**Email:** [mackaymuseum@gmail.com](mailto:mackaymuseum@gmail.com)

**Website:** [www.mackayhistory.org](http://www.mackayhistory.org)

**4953 0002**

### **MACKAY NORTHERN BEACHES BOWLS CLUB**

Play days are Wednesday's and Saturday's from 2-5pm. Croquet is good exercise for the mind and body. The Club plays 3 forms of croquet – association, golf croquet and ricochet. Club owned mallets are available for use. Instructions and coaching is also provided.

2 Rosewood Drive  
Rural View QLD 4740

**Email:** [reception@nbbowls.com.au](mailto:reception@nbbowls.com.au)

**Website:** [www.nbbowls.com.au](http://www.nbbowls.com.au)

**4954 8677**

### **MACKAY PIONEER BMX CLUB INC**

Riders as young as four and as old as fifty competing at organized race meetings throughout our country; it is a sport which has no discrimination between boys, girls, mums and dads. BMX Riders of all levels and abilities compete each weekend in events coordinated by Clubs and Zones and annually at the State, National and World Championships. Clubs are like you, they want to see kids and parents have fun or be part of the action! BMX is a family sport where great friendships can be made and, by its competition structure, can give the family the opportunity to visit many new places. It's everything you make it and more. BMX is an all year round sport, that can be enjoyed either during the daylight hours or at night meetings under lights.

Cnr Norris & Beaconsfield Roads

Mackay QLD 4740

**Email:** [info@mackaybmx.org.au](mailto:info@mackaybmx.org.au)

**Website:** [www.mackaybmx.org.au](http://www.mackaybmx.org.au)

**0499 290 598**

### **MACKAY REGIONAL COUNCIL LIBRARY SERVICE**

Mackay Regional Council libraries offer a variety of services to the community at each location including borrowing services of books, DVDs, audio books, magazines and some equipment and free computer and wifi services. Further community programmes, activity groups, holiday activity schedules, courses, book clubs and other services run throughout the year at each location. For the most up-to-date information on what is on offer at each location you can visit the website or call a friendly staff member.

City Library – Civic Precinct, Mackay

**4961 9387**

Gordon White Library – Phillip St, Mt Pleasant

**4961 9300**

Walkerston Library – Dutton St, Walkerston

**4959 2545**

Sarina Library – Broad St, Sarina

**4961 9297**

Mirani Library – Victoria St, Mirani

**4961 9231**

### **MACKAY SUB BRANCH WAR WIDOWS' GUILD OF AUSTRALIA**

Monthly meetings occur every 2<sup>nd</sup> Tuesday of each month. Meetings include guest speakers. Bus pick-up is available. Companionship and outings on offer.



R.S.L Homes  
Creal Street  
Mackay QLD 4740  
**Email:** [clare@mtsnq.com](mailto:clare@mtsnq.com)

**4957 3200**

### **MACKAY TRIATHLON CLUB**

Triathlon training and events held at various locations across Mackay.

P.O. Box 1191  
Mackay QLD 4740  
**Email:** [mackaytri@gmail.com](mailto:mackaytri@gmail.com)  
**Website:** [www.mackaytriclub.com.au](http://www.mackaytriclub.com.au)

**0423 300 174**

### **NATIONAL SENIORS AUSTRALIA INC**

National Seniors Australia (NSA) Mackay Branch Inc. will be hosting their first activity for 2015 at 2.00pm Monday 2<sup>nd</sup> February at the Senior Citizens Centre at 58 Macalister Street. All existing members and new members are welcome to attend. Our afternoons include guest speakers, discussions, information sharing as well as afternoon tea. If you are a member of NSA you are automatically a member of our local branch. Our Branch holds a get together each month, generally on the first Monday of the month, as well as lunches at various local venues on the third Wednesday of the month and two bus trips during the year. Any visitors would be most welcome to join us to find out more about our group as well as National Seniors Australia in general, which is the largest seniors group in the Southern Hemisphere and works hard to lobby Governments on behalf of all seniors.

The Breezeway Senior Citizens Centre Macalister Street Mackay QLD 4740  
**Email:** [scato@ozemail.com.au](mailto:scato@ozemail.com.au)  
**Website:** [www.nationalseniorsaustralia.com.au](http://www.nationalseniorsaustralia.com.au)

**4951 3430**

### **NORTHS NETBALL CLUB INC**

Norths Netball Club has netball courts based in Bucasia for training. The courts are also available for hire by members of the public. Norths Netball caters for females in U9, U10, U11, U13, U15 and senior teams who all play in the MNA competition from March-September every year.

Wallace Street

Bucasia QLD 4740  
Email: [northsnetball@hotmail.com](mailto:northsnetball@hotmail.com)

**0400 246 900**  
**0439 794 283**

### **NORTH MACKAY SINKERS MASTER SWIMMING CLUB**

'Fitness, friendship and fun'; Masters swimming is for any adult 18 years to 90+ years, there is something for every level of swimmer. Benefits of swimming are:

- Low impact exercise, Overall aerobic fitness, Overall mental and physical wellbeing, Meet new people and make new friends, Train with others, Technique and stroke correction for all levels.

Swim and/or train with us for 4 weeks and if you like it, register as a member.

Valley Street  
North Mackay QLD 4740  
Email: [projectem@bigpond.com](mailto:projectem@bigpond.com)

**4953 1409**  
**0439 794 283**

### **OLDER WOMEN'S NETWORK**

The Older Women's Network (OWN) is 'A new age for older women'. The network offers mutual support, caring and friendship. OWN Offers a variety of information and activities. The group affirms that older women make an important contribution to Australian life.

Iona Hall  
1 Brooks Street  
Mackay QLD 4740  
Email: [helenstanton@bigpond.com](mailto:helenstanton@bigpond.com)

**4955 7098**  
**0400 424 649**

### **PIONEER VALLEY MUSEUM**

Conservation, preservation and exhibition of the Valley community's heritage. A volunteer chooses whether he/she greets visitors and guides them around the Museum, or carries out the conservation work (cataloguing, cleaning, recording etc.) on the collection – or both. The museum is open Tuesday to Thursday from 9:30am-2:30pm.

Victoria Street  
Mirani QLD 4754  
Email: [pioneer.valley.museum@gmail.com](mailto:pioneer.valley.museum@gmail.com)

**4961 9230 or 4961 9229**

## PIONEER POTTERS

Activity day Wednesdays. Classes available and gallery open.

**8 Loughnane Street (off Swayne Street)  
North Mackay QLD 4740**

**4957 6255**

## QUEENSLAND KEEP FIT ASSOCIATIONS INC

Keep fit classes include:

- Gentle exercise, Tai Chi, Balance, Water exercise, Chair yoga, Stretch and relax, Breathing, Yoga, Meditation, Laughing sessions, Tone, stretch and relax, Tranquil gentle yoga

Operated out of various locations across Mackay, Northern Beaches, Sarina and Walkerston.

P.O. Box 3125

North Mackay QLD 4740

**Email:** [barbwhitfieldqkfa@yahoo.com.au](mailto:barbwhitfieldqkfa@yahoo.com.au)

**4954 6539**

**Website:** [www.qldkeepfit.com.au](http://www.qldkeepfit.com.au)

**4957 5178**

## RAINFOREST SCUBA

Only PADI dive shop in the Mackay/Isaac region with a fully equipped shop for all your diving and snorkelling needs. Rainforest Scuba offers a world 1<sup>st</sup> dive in the rainforest also suitable for non-divers. You could be of the lucky ones and be in the water at the same time as a Platypus. Dive courses are available from junior open water to instructor and all equipment is available for rent or purchase.

55 Anzac Parade

Finch Hatton QLD 4756

**Email:** [luanaroyale@y7mail.com](mailto:luanaroyale@y7mail.com)

**Website:** [www.rainforestscuba.com](http://www.rainforestscuba.com)

## SARINA DISTRICT HISTORICAL CENTRE INC

Sarina Historical Centre tries to preserve the history of the Sarina Region. We are known for our 414 Family Plaques in our gardens. Open Tuesday, Wednesday and Friday 9am to 2pm from April to mid-December and open Tuesday and

Wednesday 9am to 2pm February & March. We are closed from mid-December and January.

2/11 Railway Square  
Sarina QLD 4737

**4956 5436** or **0415 533 314**

**Email:** [sarinamuseum@mackay.qld.gov.au](mailto:sarinamuseum@mackay.qld.gov.au) or [icscott@bigpond.com](mailto:icscott@bigpond.com)

### **SARINA FIBRE ARTS**

A great way for like-minded people to get together and share their love of craft, to learn from each other and support each other. The group meets every Saturday from 9am-midday.

Sarina High School Library Anzac Street  
Sarina QLD 4737

### **SARINA GOLF CLUB INC**

Veterans golf every Thursday. Pensioner discounts apply for membership.

72 Golf Course Road Sarina QLD 4737

**Email:** [info@sarinagolfclub.com.au](mailto:info@sarinagolfclub.com.au)

**Website:** [www.sarinagolfclub.com](http://www.sarinagolfclub.com)

**4956 1761**

### **SARINA TOURIST ART AND CRAFT**

Morning and afternoon tea provided for bus tours. Senior Discounts available.

1 Railway Square  
Sarina QLD 4737

**Email:** [sarinainfo@easynet.net.au](mailto:sarinainfo@easynet.net.au)

**Website:** [www.sarinatourism.com](http://www.sarinatourism.com)

**4956 2251**

**0488 772 493**

### **SLADE POINT NEIGHBOURHOOD WATCH**

Sladies Seniors Group – various activities such as Morning Melodies, musical performances, beach picnics, BBQ's and other entertainment. Information provided in the Slade Point Neighbourhood Watch bi-monthly newsletter.

Door to door transfers provided.

3 Quail Street

Slade Point QLD 4740

4942 2396

### **SOUTHS SUBURBAN BOWLS CLUB**

Souths Suburban Bowls Club welcomes bowlers of any ability wishing to bowl either socially or take part in our club competitions.

- **Social Bowls Times**

Tuesday	Mixed Bowls	1:15pm
Wednesday	Mens Bowls	1:15pm
Thursday	Ladies Bowls	1:00pm
Friday	Mixed Pairs	2:00pm
Saturday	Mixed Pairs	1:15pm

- Warehouse Bowls: Wednesday nights 7pm start
- On The Green Bistro is OPEN for Lunch and Dinner 7 days a week
- Live Entertainment every Friday night
- Pokies, Keno , supervised kids club at selected times, barefoot bowls,

39 Wardrop Street  
Mackay QLD 4740

**Email:** [subbowls@bigpond.com](mailto:subbowls@bigpond.com)

**Website:** [www.southsmackay.com.au/bowls-club.html](http://www.southsmackay.com.au/bowls-club.html)

4957 3233

### **SUNSET BAY OUTRIGGER CANOE CLUB INC**

Social and competitive outrigger canoe and paddling for juniors 10-21 and seniors 21-70+

The Esplanade  
Eimeo QLD 4740

**Email:** [sunsetbayoutriggers@gmail.com](mailto:sunsetbayoutriggers@gmail.com)

**Website:** [www.sunsetbayoutriggers.com](http://www.sunsetbayoutriggers.com)

0417 706 240

## TIME OUT TAI CHI

- Tai Chi for Health classes
- Better Balance programme
- Stress Buster programme

Operated out of various venues across Mackay and District.

P.O. Box 7141

Mackay Mail Centre 4741

**Email:** [Leanne@timeouttaichi.com](mailto:Leanne@timeouttaichi.com)

**Website:** [www.balancefitnessfoodandfun.com](http://www.balancefitnessfoodandfun.com)

**0428 181 824**

## U3A (MACKAY) INC

Educational, sporting, and recreational/social activities for people in the “third age”, people no longer working full-time and requiring mental and physical stimulation.

PO Box 1431

Mackay QLD 4740

**Email:** [p.hawksworth@westnet.com.au](mailto:p.hawksworth@westnet.com.au)

**4957 7789**

# AUSTRALIAN GOVERNMENT

## **Medicare Australia**

General Enquiries

**13 2011**

## **Centrelink**

Seniors

**13 2300**

Carers

**13 2717**

## **Child Support Agency**

General Enquiries

**13 1272**

## **Department of Veterans' Affairs Information and Enquiries**

Veterans seeking assistance can contact the Department of Veterans' Affairs directly on:

**1800 555 254**

(free call)

DVA also provides services through an agency arrangement with the Mackay Centrelink office. If you need local assistance, access to DVA trained staff is available through the Centrelink Office on 49671 818.

## ELECTRICITY & GAS

<u>ERGON ENERGY</u>	131 046
<u>ORIGIN ENERGY</u>	132 462
<u>ELGAS</u>	131 161

## MEMBERS OF PARLIAMENT

### FEDERAL MEMBER FOR DAWSON

#### **GEORGE CHRISTENSEN**

2/21 Milton Street  
(PO Box 1697)  
MACKAY QLD 4740

Email: [george.christensen.mp@aph.gov.au](mailto:george.christensen.mp@aph.gov.au)

4944 0662

### STATE MEMBER FOR MACKAY

#### **JULIEANNE GILBERT**

1<sup>ST</sup> Floor day and night pharmacy  
65 Sydney Street  
Mackay QLD 4740

4957 8422

**Email:** [mackay@parliament.qld.gov.au](mailto:mackay@parliament.qld.gov.au)

**STATE MEMBER FOR WHITSUNDAY**

**JASON COSTIGAN**

Suite 2 Federation House  
20 Chapman Street  
(PO Box 251)  
Proserpine QLD 4800

**Email:** [Whitsunday@parliament.qld.gov.au](mailto:Whitsunday@parliament.qld.gov.au)

**4945 3343**

**STATE MEMBER FOR MIRANI**

**JIM PEARCE**

The Sarina Centre  
Central Street  
Sarina QLD 4737

**Email:** [Mirani@parliament.qld.gov.au](mailto:Mirani@parliament.qld.gov.au)

**4956 1555**

**Living safe  
& sound  
in the Mackay Region**



# A Personal and Home Security Directory

## **ACKNOWLEDGEMENTS**

This publication originated through the collective support of a number of individuals and organisations in International Year of the Older Persons 1999. Mackay Regional Council acknowledges the support of the Community Policing Partnership – Sunshine Coast Association Inc and the Maroochy Shire Council in the production of the original document.

**Mackay Regional Council acknowledges the following contributor  
to the 2011 edition of the Seniors Directory:**

Queensland Police Service



# INTRODUCTION

Research has indicated that personal safety and home security issues are a concern for many senior citizens. Providing up to date information, tips, guidelines and relevant contact numbers, the Senior's Information Directory seeks to address specific areas of concern highlighted by many older people who participated in information mornings at Mackay Regional Council and through their various social groups and clubs.

Reading this booklet, reflecting on current practices and making lifestyle adjustments where necessary, will reduce the risk of personal safety being compromised and will limit the likelihood of property loss.

# WILLS & ENDURING POWER OF ATTORNEY

The Public Trustee is urging Queenslanders to make a Will and an Enduring Power of Attorney as part of planning for their futures and the future of their loved ones.

As part of making a Will and Enduring Power of Attorney, you can

- establish a trust;
- distribute your estate in line with your wishes; and
- nominate who you would like to manage your personal, health and financial affairs if you no longer have capacity to do so.

For more information, contact The Public Trustee in Mackay on Ph. **4969 4600** or email [pt\\_mackay@pt.qld.gov.au](mailto:pt_mackay@pt.qld.gov.au)

# ORGAN DONATION

## Consider becoming an organ donor

For many people, organ donation is an opportunity to give new hope to others. When we die, our organs may be the difference between life and death for sick or injured people.

The organ donation decision can be difficult for many people. Because donation happens after we die, the decision-making process requires that we confront our own mortality. Alongside this, many also have questions relating to religious, family or medical concerns. People have many questions about being a donor: Who will receive my organs? How does donation actually happen? How will I look afterwards? How will my family be affected?

These are important questions.

For more information, visit Donate Life at [www.donatelife.gov.au](http://www.donatelife.gov.au) or Ph. **(02) 6198 9800**

# SENIORS CARD

Seniors Card is a partnership between the Queensland Government and participating businesses to provide discounts and Queensland Government concessions on a range of products and services to Queenslanders over 60. The scheme is **FREE** to join, is not assets-tested and therefore you are not required to disclose your income. To receive a Seniors Business Discount Card or a Seniors Card you must be a permanent resident of Queensland and be aged 60 or over.

**Eligibility** - All Queensland residents aged 60 and over are eligible for either a Seniors Business Discount Card or a Seniors Card. Both cards give access to discounts at 1,000's of participating business outlets in Queensland, some interstate discounts, and access to the Senior Shopper service.

- **The Seniors Business Discount Card** is available to all Queensland residents aged 60 and over.
- **The Seniors Card** gives access to government concessions as well as discounts at participating businesses and access to the **FREE** Senior Shopper service. To receive a Seniors Card you must be a Queensland resident and either:

Aged over 65 and working less than 35 hours per week or aged 60 to 64, working less than 35 hours per week and holding a Commonwealth concession card from Centrelink or Department of Veterans' Affairs (for example, a Commonwealth Seniors Health Card, Pensioner Concession Card, Health Care Card or Veterans' Gold, White or Orange Card)? If you meet these criteria and your principal place of residence is in Queensland, you can apply for a card.

## **Queensland residency requirements**

To be eligible for a Queensland Seniors Card, applicants must have their principal place of residence in Queensland for at least six months of the year. Additionally this address must be registered with at least one of the following government agencies:

Electoral Commission of Queensland  
Centrelink  
Commonwealth Department of Veterans' Affairs  
Queensland Transport

**For more information, contact the Queensland Department of Communities on [www.communityservices.qld.gov.au/seniorscard](http://www.communityservices.qld.gov.au/seniorscard) or Ph.137468**

# 000 EMERGENCY PROCEDURES

*To gain the necessary information from the call, the Telstra operator will ask the caller a number of questions:*

**Emergency, Police, Fire or Ambulance?**

*The Telstra operator will then connect you to the designated emergency service organisation using the following phrase:*

**I am connecting you to Police/Fire/Ambulance.**

**What town are you calling from?**

**Which State are you calling from?**

*You will need to tell the operator the Town and State from which you are calling. The Telstra operator will then connect you to the designated emergency service organisation using the following phrase:*

**I am connecting you to Police/Fire/Ambulance.**

*Once you are connected to the Police, Fire or Ambulance, they will ask a number of questions:*

**What is the problem?**

**What is the address?**

**What is the nearest cross street or landmark?**

**What is the exact location of the incident?**

**Is any person trapped or injured?**

## **IN CASE OF EMERGENCY (ICE) NUMBERS**

In case of emergency (ICE) enables the first responders, such as:

paramedics

firefighters

police officers

to identify victims and contact their next of kin to obtain important medical information.

Having contacts in your mobile phone under the headings such as “ICE”, “ICE1”, “ICE2” can aid in an emergency.

# SEVERE STORM & CYCLONE SAFETY

Visit a Council office or library for your free copy of the “*Emergency Action Guide*”

If you think you will need special or early assistance during cyclones or flooding, contact Council on 1300 622 529 to be placed on the Special Needs Register.

## **Before the Storm & Cyclone Season:**

- ☂ Check that your house and roof are in good condition.
- ☂ Trim tree branches and clear property of loose material.
- ☂ Make sure you have a First Aid Kit.
- ☂ List emergency contact numbers and know your community disaster plan.
- ☂ Have masking tape (for glass), plastic sheeting and large garbage bags (for emergency rain protection) on hand.
- ☂ Prepare an emergency kit including:
  - ✂ First Aid kit.
  - ✂ Portable radio with fresh spare batteries.
  - ✂ Torch, fuel lamp, candles and matches.
  - ✂ Water containers, canned food, can opener, self contained cooking gear, essential spare clothes.

## **As the Storm or Cyclone Approaches:**

- ☂ Keep tuned to the local radio or TV station for further information.
- ☂ Shelter and secure pets and animals.
- ☂ Fuel vehicles and place undercover.
- ☂ Fill water containers.
- ☂ Disconnect all electrical appliances.
- ☂ Prepare an evacuation kit (in small bags) consisting of your emergency kit, warm and tough clothing, personal essentials and valuables in plastic bags.
- ☂ Remain indoors!



### **When the Storm or Cyclone Strikes:**

- ☂ Stay inside and shelter in the strongest part of the house (bathroom or cellar) well clear of windows.
- ☂ If necessary, cover yourself with a mattress, blanket, doona or tarpaulin. Anchor yourself to a strong fixture (such as water pipes) or get under a strong table or bed.
- ☂ Listen to radio/TV for updates.
- ☂ If outdoors, find emergency shelter - not under a tree.
- ☂ If driving, stop clear of trees, power lines or streams.
- ☂ Avoid using the telephone during a storm.
- ☂ Beware the calm 'eye'. Don't assume the cyclone is over. Violent winds will soon resume from the opposite direction. Wait until you get the all clear from emergency services.

### **On Warning of Local Evacuation**

- ☂ Lock your dwelling and switch off electricity, gas, water, etc. Take your evacuation kit.
- ☂ Wear strong footwear and clothing to protect yourself from cuts and debris.
- ☂ Heed warnings and advice given.

### **After the Storm or Cyclone**

- ☂ Listen to local radio for official warnings and advice. Don't go outside until advised that it is safe.
- ☂ If you had to evacuate, don't go home until advised. Use a recommended route and stay calm.
- ☂ Don't make unnecessary phone calls.
- ☂ Beware of fallen power lines, damaged buildings, fallen trees and flooded water courses.
- ☂ Don't go sightseeing. Stay home and help others.

# PREPARE AN EMERGENCY & FIRST AID KIT

Every family should have a fully stocked Emergency Kit stored safely in their home. Check your kit every three months to stock up and rotate supplies to ensure provision are not out of date and safe to use.

## Emergency Kit Checklist

- |  |                          |
|--|--------------------------|
| Battery operated radio (with spare batteries)                    | <input type="checkbox"/> |
| Torch (with spare batteries)                                     | <input type="checkbox"/> |
| Candles, lighter and waterproof matches                          | <input type="checkbox"/> |
| First Aid Kit  | <input type="checkbox"/> |
| Combination pocket knife   | <input type="checkbox"/> |
| Portable stove with fuel   | <input type="checkbox"/> |
| Cooking utensils   | <input type="checkbox"/> |
| Water in sealed containers (30L per person)                      | <input type="checkbox"/> |
| Medications  | <input type="checkbox"/> |
| Toiletry and sanitary supplies                                   | <input type="checkbox"/> |
| Change of clothes and strong shoes                               | <input type="checkbox"/> |
| Canned food, enough for 3 – 4 days (Can opener)                  | <input type="checkbox"/> |
| Special needs for infants, the aged and people with disabilities | <input type="checkbox"/> |
| Pet food, water and other animal needs                           | <input type="checkbox"/> |

- Tent or tarpaulin and blankets
- Money
- Person documents – insurance, certificates, photographs, prescriptions, repeats etc.
- Strong plastic bags
- Emergency phone numbers
- Cordless phones require electricity to operate. Retain a line phone to reconnect if power is lost.
- Insect repellent and sunscreen

**Your First Aid Kit should include:**

- 1 packet of plastic strips
- 1 roll of non-allergic tape
- 2 sterile eye pads
- 4 triangular bandages
- 1 conforming gauze bandage
- 1 sterile combine dressing
- 15 safety pins in a bag
- 1 stainless steel scissors
- 2 square gauze swabs
- 1 bottle antiseptic cream
- 1 wound closure steri-strip
- 1 bottle antiseptic solution
- 5 alcohol swabs
- 2 pair of disposable gloves

# FIRE SAFETY

## Smoke Alarms

### Why Smoke Alarms Are Important

- ☞ When there is a fire in the house, the house fills with toxic smoke long before heat and flame can spread.
- ☞ Most people who die in fires are killed by toxic smoke. Many are never touched by flames.
- ☞ Most people who die in fires die at night because they are asleep. Your nose goes to sleep when you do.
- ☞ A smoke alarm is your safeguard against danger because it senses the presence of smoke at a very early stage and sounds an alarm. It is your night security service.
- ☞ A smoke alarm gives you time to escape before the smoke has made it too difficult.

***There is a special need for smoke alarms if you fit security grills to your windows and/or deadlocks to your doors.***

### What Types of Smoke Alarms are Available?

**There are two main types of smoke alarms:**

- ☞ Battery operated.
- ☞ Hard wired electrically operated - with battery back-up. Generally considered to be more reliable in the long term.

### Other options include:

- ☞ Inter-connectable models which sound alarms in all connected units.
- ☞ Special models for kitchens and caravans.
- ☞ Alarms with emergency lights.

🔊 Alarms for the hearing impaired.

### **Types of Smoke alarms which are Approved**

It is strongly recommended that you only purchase smoke alarms that carry the Standards Australia Mark or Scientific Services Laboratory (SSL) identification.

### **Smoke Alarm Installation**

Hard wired electrical smoke alarms must be installed by a qualified electrical contractor. You can install battery operated alarms yourself.

### **How Many Smoke Alarms are required?**

A smoke alarm outside each sleeping area with a minimum of one on each level of the house provides a reasonable degree of protection from the threat of fire.

A passageway or corridor between the living areas and the bedrooms is an ideal location. Homes with separate sleeping areas need extra alarms.

Where occupants are heavy sleepers or tend to sleep with bedroom doors closed, a smoke alarm should be installed in each bedroom, particularly if heaters or electrical appliances are used in those rooms.

### **Where is the Best Position for a Smoke Alarm?**

Smoke alarms should be positioned on flat ceilings away from dead corners and at least one metre away from air conditioners or any other fixture which may deflect smoke.

If installed on a wall, the top of the smoke alarm should be located 100mm to 300mm from the ceiling.

***For maximum protection, smoke alarms should be inter-connected so that if one alarm is activated, all the alarms in the building sound a warning.***

## **False Alarms**

To avoid nuisance alarms, standard alarms should not be installed in kitchens or in positions where the normal airflow is through an area where smoke or fumes are generated. Never disconnect the battery to make the alarm inoperable. The operating alarm is usually doing its job and detecting smoke or fumes. If it is too close to the kitchen area, it may need to be relocated.

## **Maintenance of Smoke Alarms**

- ☞ Smoke alarms may NOT work if they are NOT maintained.
- ☞ Smoke alarms should be tested at least once a month, by operating the test button.
- ☞ The grill area of the smoke alarm should be cleaned at least once a year by vacuuming.
- ☞ In most alarms when the batteries are low, the alarm will regularly sound a short “beep”. This is a reminder to replace the batteries. Batteries should be replaced at least once a year to ensure correct operation. Replace the alarm’s battery back-up in accordance with manufacturers recommendations.

## **What Should I Never Do?**

- ☞ Never locate an alarm on a wall unless there is no other alternative. If this is the case, then install on a wall at least 300mm and not more than 500mm from ceiling.
- ☞ Never install alarms within 300mm of adjoining heating/cooling ducts, 300mm of a light fitting (1 metre from fluorescent light) or 900mm off the tip of a ceiling fan’s rotating blades.
- ☞ Never disconnect the battery to overcome nuisance alarms from cooking or smoke from an open fire or wood heater. Instead, install the correct type of alarm or relocate the alarm. In the case of 240 volt alarms, an electrician should be used.
- ☞ Never install an alarm in a corner where smoke and hot gases cannot accumulate (dead air space). Dead air space exists in corners between the area 300mm across the ceiling and 100mm down the wall.

# **KNOW YOUR ESCAPE PLAN**

## **Plan Your Escape**

When a fire occurs it is too late to plan.

Sit down at the kitchen table with the whole family and make a simple plan for escaping from a fire.

## **Draw a Floor Plan of Your Home**

Plan two ways out of every room, including the bedrooms and the guest rooms.

## **Practice Your Escape Plan**

First, practice with the lights on at night. Then practice with the lights off.

## **WHY???**

Because it is very hard to see when heavy black smoke is present.

## **GET DOWN LOW AND GO, GO, GO**

**STOP DROP AND ROLL**

**GET OUT AND STAY OUT**

## **FOR FURTHER INFORMATION**













Queensland Fire and Rescue Service

Tel: 4944 8000


# HOLIDAY SECURITY PRECAUTIONS

A house left empty for some time is a prime target for intruders because chances are they will not be disturbed and any offence may go undetected for days, perhaps weeks. When you go on holiday, it is important that you do not leave behind any clues that will tempt an intruder.

The Queensland Police Service has developed the following guidelines to reduce the chance of your house being broken into whilst away.

-  Check that all windows and doors are securely locked.
-  Ask neighbours to watch out for visitors, collect junk mail/newspapers etc.
-  Ask a neighbour or friend to mow the lawn and regularly water plants.
-  Secure your garbage bin - they make great ladders for potential thieves.
-  Cancel all deliveries, especially milk and papers.
-  Install electrical timers. By automatically switching on lights and/or the radio, your house can maintain its normal lighting schedule.
-  Disconnect radio-controlled or electronic garage doors and use a strong auxiliary keyed lock instead.
-  Turn the volume down on your telephone or have calls redirected and don't leave a message on an answering machine that tells callers you're away.
-  Advise local Police and your Neighbourhood Watch Block Coordinator of your absence and provide contact details for while you are away.
-  Lock all interior doors of the house and take the keys with you.
-  Install self-activating, movement sensitive lights.
-  Check the yard to ensure that no ladders or tools are accessible.





 Do not leave keys concealed outside the house. Give them to a trusted friend or neighbour.

 Ask neighbours to contact the police if they notice anything suspicious.

 If leaving your vehicle at home, make sure it is well secured.

 Ask a neighbour to park their car in your driveway at odd times.

 Ensure all easily removable articles are marked using the Police Service property marking system.

 Lock valuables away in a safe or leave them in a safety deposit box at your bank.

### **Holiday Security Check List**

Have you:

**Yes**                      **No**

Locked all windows with key operated locks?                                           

Locked all external doors?                                           

Advised local Police that you will be away?                                           

Locked all tools away?                                           

Cancelled milk and paper deliveries?                                           

Cancelled or redirected mail?                                           

Asked a neighbour or friend to collect junk mail?                                           

Disconnected the electrical supply on electric garage doors?                                           

Locked valuables in a safe or bank safe deposit box?                                           

Asked a trusted friend to park a car in your driveway?                                           

Arranged for a friend or neighbour to mow your lawn?

- |   |                          |                          |
|---|--------------------------|--------------------------|
| Installed automatic timing devices to switch lights on and off? | <input type="checkbox"/> | <input type="checkbox"/> |
| Turned down the volume of your telephone?                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Locked all internal doors?                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Left the house looking like it is 'lived in'?                   | <input type="checkbox"/> | <input type="checkbox"/> |

**How Did You Score?**

If you answered “No” to any of these questions, you should review your security before going away.

# FINDING YOUR CORRECT ADDRESS FOR EMERGENCY SERVICES

The Emergency Services departments i.e. Ambulance, Fire Service, Police, all base their locational directions on the maps and databases built by local governments around the State.

In our instance, Mackay Regional Council's database is called MiMAPS and is available online at [www.mimapsmackay.com.au](http://www.mimapsmackay.com.au)

Through MiMAPS, you can find the ACTUAL street name and number allocated to your property. This is the number that the Ambulance and other emergency services will use, in order to find you.

Properties in townships have a street number, and those on rural roads have a Rural Address number.

Those properties that don't have a street number or road number listed (or where the number shows as "0") can apply to Council to have one created. The contact person is Henriette Van den Heever, Geographic Information Systems Officer, on Ph. **4961 9639** or email [henriette.vandenheever@mackay.qld.gov.au](mailto:henriette.vandenheever@mackay.qld.gov.au)

If you have a road name that has 2 parts, such as Marian-Hampden Rd, you must give the road name in the CORRECT order as it appears on the MiMAPS database, to the operator.

You must also use the locality name listed in MiMAPS, even if that is different to the locality you use for mail or any other purpose. For instance, my locality on MiMAPS is Mount Charlton, though I use Calen as my mail locality.

Every property in the Mackay Regional Council area is listed on MiMAPS with its unique identity address. Please take the time to find YOUR unique address.

