



**A SELF HELP GUIDE FOR PARENTS**  
by parents of children with disability  
in queensland

mELINDA eWIN



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AUTHOR'S  
Preface

This guide is intended for use by parents who are going through the diagnosis process or who have just received a diagnosis. For some of you there will not be an immediate diagnosis, it may take years (if ever) to find the appropriate medical label, if it exists.

This guide is not about how to live with disability. Rather, it was compiled in an attempt to point out the signposts and different avenues available to parents to navigate through the maze of services and government departments dealing with disability issues.

It is about reality.

It is about giving you (the parent) the sort of basic information you need to make the decisions that you will be called upon to make on behalf of your child in those initial stages after diagnosis.

There is a lot more information out there; hopefully, this guide will give you the start you need to get where you are going.

I wish you well on your journey,

Melinda Ewin

AUTHOR'S

## Acknowledgements

There are some wonderful people in this world and it seems that they have all been associated with this project. The freedom with which people have given their time and support has been inspiring.

Before anyone, I must express my thanks and gratitude to my two boys, Angus and Declan, who have been patient and loving toward their newly working mother.

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I express my heartfelt thanks to all those I approached who willingly contributed their time, experiences and knowledge to the development of this guide.

Melinda Ewin



**FEELINGS**  
TIPS FOR STARTING OUT

# 1 FEELINGS

## Your child has a disability

The way you feel when you learn your child has a disability is unique to you, although you may find many others have experienced similar emotions. Discovering your child has a disability can be an emotionally charged time, triggering a wide range of reactions. You may be feeling angry, sad, relieved or all three at once — and more.

What is real is that some of your dreams and expectations have been shattered. The life you hoped or planned for your child is not going to be. The feelings that arise from this are ones of loss and grief. It is real; and it hurts.

Sometimes parents feel guilty for not wanting to be in this situation and asking ‘why me?’ Many parents feel deep sorrow, disappointment and resentment. Diagnosis may also bring a sense of relief — at least you now know what’s going on. It takes time to work through the initial grief and everyone does this in their own way.

**I laughed and cried for three days after my son was diagnosed. Finally, I knew what was wrong, which gave me relief but also great sorrow knowing that my boy’s life wouldn’t be what I had expected it to be.**

Parent

It's normal to experience extreme thoughts and emotions. For instance, you may think or dream of your child's death, or wonder whether they would be better dead than alive. This is a normal initial reaction. Give yourself time to work through your feelings.

Expect to react to the situation differently from your spouse or partner (see discussion on 'How men and women cope'). They may be feeling different emotions, at different levels and at different times.

You may also be feeling the stress of how to tell your parents and friends, and what their reactions might be.



## Strategies for dealing with grief

**You need time for yourself.** You need to recharge your batteries and just be yourself. Most people are reluctant initially to accept the offer of respite ('respite' is the "Disability" term for baby-sitting provided by a service provider. Similarly, the baby sitter will be called a "carer"). You may feel that accepting help with child care means you can't cope. Or you may feel guilty about leaving your child with another person. These are normal stages parents go through. Your child needs you refreshed. You may find your child enjoys the 'time out' from you as well. Some respite options may not suit you or your child.

**Talk to someone.** Find people who will listen to you without making judgements.

**Join support groups.** Get amongst others who are involved with children with a disability. Some groups have activities specifically designed to meet the needs of parents coming to terms with their child's disability. Being with others who are in a similar situation to yours may help you feel less isolated. You could also develop life-long friendships.

It is also vitally important not to cut ties with the general community. This is where social circles can be sort and encouraged for your child, yourself and your family.

Centre for Grief Education URL:  
[www.grief.org.au](http://www.grief.org.au)

The Loss & Grief Unit URL:  
[www.sph.uq.edu.au/lossgrief](http://www.sph.uq.edu.au/lossgrief)

Queensland Council of Carers  
Phone: **1800 242 636**

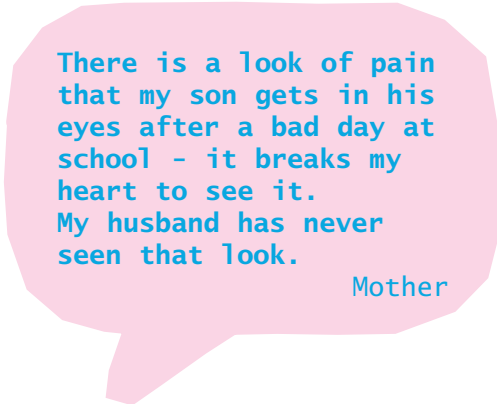
Life Line Phone: **13 11 14**

## Especially about fathers

The experience of disability and diagnosis is sometimes different for fathers and mothers. In this section we explore a very brief and general overview of the experiences of fathers, this may not be the experience of some fathers.

Fathers can be distanced from the reality of disability because they are in the role of breadwinner. This may restrict the time they have to spend on the activities and needs associated with a child with a disability. Fathers may find they are unavailable for meetings with schools, doctors or specialists. This can disadvantage them in dealing with their child's disability.

Fathers may not get to hear first hand what professionals are saying about their child. As a result, fathers may not have the opportunities or understanding to contribute to decisions concerning their children and the implications of the disability in the life of both the child and family.



**There is a look of pain that my son gets in his eyes after a bad day at school - it breaks my heart to see it. My husband has never seen that look.**

Mother

Fathers who do not talk with the professionals in their child's life may miss out on learning the 'language' of their child's disability. Through meetings with professionals in education or medicine, you learn the different words, meanings and sayings they use. Not being familiar with the professional jargon used, can further exclude fathers from discussions and decision-making.

Some fathers do not get to 'see' their child in environments other than at home. Not being able to see their child in the classroom, prevents fathers from understanding how their child is doing at school or what difficulties their child may be facing. Father's can find themselves in an extremely difficult position knowing what to do, for, or with their child.

For the reasons stated above, it may take some fathers longer to come to an understanding about their child's disability.



For more information on fathers, see Childdreams Web site: [www.childdevelopmentnet.com](http://www.childdevelopmentnet.com)

## How men and women cope

The grief associated with learning about a child's disability can put great stress on parents' relationships with each other. Often the potential for misunderstandings arises from the different ways each partner reacts to grief and loss. People never react the same way; assuming that your partner feels the same as you do has the potential to lead to conflict.

The major differences between women and men's coping strategies lies in their support networks and the activities they pursue. As a general rule, women seek support from family, friends or professionals to talk through their feelings.

On the other hand, men tend to engage in professional or recreational activities (such as working long hours or playing sport) as a process for "working things out". This does not provide opportunities for them to talk about how they feel and is often mistakenly interpreted as men escaping or avoiding important issues.

In coming to recognise and acknowledge the different ways that you and your partner react, your differences can be overcome by respecting each other's coping styles and emotional needs.

Learning ways to cope together with grief and loss is invaluable. The grief process is often revisited throughout your child's life, especially at significant milestones such as starting kindergarten, primary school or high school.

## Brothers and sisters

You will hear the word “siblings” to describe the brothers or sisters of your child with a disability. The childhood experiences for siblings of a child with a disability are very different from those of any other child. Their experiences and concerns will also be different from that of their parents. Studies have been done around siblings and they have shown that on the whole, siblings grow into well-rounded and considerate adults.

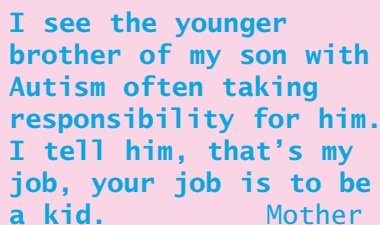
Having a child with a disability in the family can be demanding and time consuming for parents and other family members. Siblings can feel the effects of their brother or sister’s disability in a number of ways.

### Lack of attention

Children with a disability get a lot of attention from their parents, specialists and therapists. This is just doing what is necessary for your child. To a sibling, this may represent time not spent with them. It may also mean that parents are unable to attend siblings’ activities. Activities organised for children with disabilities exclude participation from siblings.

### Extra responsibility

Siblings may be expected to feel and be responsible for their brother or sister with a disability. Some children may take on this role willingly, others may struggle with it or resent it. Extra responsibilities may compromise siblings’ experience of childhood.



**I see the younger brother of my son with Autism often taking responsibility for him. I tell him, that’s my job, your job is to be a kid.** Mother

### Peer pressure

Siblings may feel that their life has some restrictions. Their circle of friends may be small due to attitudes towards disability, or difficulties in inviting friends home. They may experience bullying in relation to their sibling, or feel having a brother or sister with a disability is embarrassing.

### Guilt

Siblings may feel guilty for not having a disability themselves. Sometimes siblings feel that their parents blame them for their brother or sister's disability. Every positive achievement has the capacity to highlight the difference between the sibling and their brother or sister with a disability.

### Resentment

To siblings, their brother or sister with a disability may seem more 'special' to their parents and they may resent being treated differently. The achievements of the child with a disability may be met with enthusiasm while achievements of siblings may be comparatively overlooked.

### Over / under achievers

To gain the love and attention of parents they feel they are missing out on, siblings may become over or under achievers.

Both my sisters have a hearing impairment. We are all grown with our own families but still my parents will spend all their time with my sisters. I feel like they blame me for not having a disability.

Sister

## Coming to acceptance

Accepting your child with a disability is the key to living a less stressful life. Often many parents struggle against the disability - it is an empty struggle. Coming to terms with the disability gives parents the freedom to “fight” a beneficial fight on behalf of their child.

Social pressures and expectations are changing. However, many people still see people with a disability as not quite ‘up to scratch’. This view sees disability and difference as wrong and in need of change. When acceptance is lacking, much effort and stress can be expended in the futile search for “normality”.

When parents accept their child, something significant does change - their perceptions. When a child is viewed as whole and perfect, it is the world and society surrounding the child that becomes imperfect. This realisation does not diminish the reality that living with a child with a disability can be hard work.

What evolves from acceptance is a new view of the world in which we live. Often this leads to a reassessment of what is truly important in life.

You could say that the move is from valuing what is commonly accepted as beautiful or successful, to an appreciation of what is not always seen – the inner beauty of the person.

The following story was written by Kerry Inglis, a mother of a child with down syndrome and is one parent’s personal story of coming to acceptance.

## When our son was born...

When our son was born, for the first day he was the most beautiful baby who had ever graced the face of the planet – he would grow up to be a giant among men. The next morning the paediatrician was telling us he had down syndrome and suddenly, he was a strange little alien that had no connection to us.

My husband said it went from being the best day of his life to the worst in under 24 hours. We went through all of the grieving and anger associated with learning to accept a child we didn't expect. We fought, we struggled, we blamed, we just wanted it to be different – we wanted to change him – we'd been given a dud, and somehow, somewhere along the way, we gave in.

Four years on and our son is just that – our son – beautiful, talented, an absolute joy and yes, he has down syndrome. I have discovered the value in my son, not in spite of or because of his having down syndrome - but including it. I love his ways, his looks, his struggles and achievements. I love him just the way he is, warts and all (not that he actually has warts!) Now I don't want to change a hair on his beautiful head.

His birth has shown me how to view all things in life as they really are – not as they are labelled. It has shown me the subtle and insidious ways in which I had learnt to judge and discriminate, based on a system of 'beautiful, intelligent, rich, famous' being better and more worthy. Now I know that those things are illusive images – real to some, unimportant to others.

I look back on those early years now with a kind of wonder. I'm sort of astounded that I ever felt that this child was a tragedy, and yet I have learnt that a part of me will occasionally still discriminate in this way. I've been conditioned to it by everything that I read and see in this society (trite, I know, but true nonetheless). I still have my moments where I get frustrated or angry at his slowness, and have a tendency to want to blame everyone and everything for the unfairness of it all. The difference is that now I know to look underneath the feelings to what the judgments are saying – “he's not good enough” and always take a moment to remember the message of his birth – he is not failing me – in this moment I am failing him.

**Thank God for my son!**

## What other parents say

“My advice to parents of a newborn baby is to take heaps of photos, if not, you will think back just like I have, and wish that you had. Also seeing another parent who has been through what we were going through at that time did make things easier for me. And as you meet other parents and their children, young or older, you realise it really doesn't matter what age their child is.”

**Rhonda Matthews<sup>1</sup>**

“Basically all I want to say is when you first have the child it's a shock, but when you get down to where I am now, four years later, she's just really so delightful. There's still hard things in there but they're nothing you can't get over.”

**Cheryl Ede (Scarvaci) <sup>2</sup>**

“Luke has brought so much love and joy into our family I can't imagine life without him.”

**Sandie Duckworth<sup>3</sup>**

“I forget that my son has a disability, it is always something outside the home that reminds me of it. And then that grief hits me all over again...”

**Melinda Ewin**

“I truly believe that my daughter (and her siblings) are the best thing that has ever happened to me, they have given me the gift and opportunity of personal growth that has redefined my meaning of happiness...I used to think it was my child's right to be included and accepted, now I know what a gift my child is and that I don't want society denied that gift.”

**Roxanne Murray**

*1 From Little Ones Like Sarah... PJ Pagliano & DJ Ainge Eds*

*2 Et al*

*3 Et al*

## 2 TIPS FOR STARTING OUT

### Tips from professionals

#### Safety Issues

Have a smoke detector installed. Have a circuit breaker installed.

#### Caring for yourself

Professionals are concerned when parents put themselves last. Considering the extra challenges and extra responsibilities a parent of a child with a disability has on a daily basis, it is easy to forget about yourself. Professionals emphasise just how important it is to make time for yourself. This takes effort on a parent's behalf. But it is vitally important for the whole family. Without self-care, your health and ability to cope with pressures will diminish, causing not only you, but your family to suffer.

#### Services

Book into services when you come across them - this will help avoid long waiting lists. You may not need the services when you originally book, but by the time it's your turn on the list, you may.

#### Interviews with Professionals

Take a tape recorder with you to consultations. Most professionals will not object to you taping sessions if you request permission first. Taping a consultation can help you to recall what was said, as often there is just too much to take in one sitting. Both you and other family members not able to attend consultations, can benefit by listening to recordings later at home.

#### Education

When it all gets too hard, get someone to help you through or carry the issue for you.

#### Medical Issues

If you have a concern, stick with it and follow through until you are satisfied. Trust your intuition.

## Tips from parents

Sometimes the importance of a particular service or item does not become apparent until you are further down the track. This section aims to give you the benefit hindsight before you really need it.

### In the beginning

**Tip 1:** Keep every piece of information you receive about your child. The original diagnosis is the most important document to save. It is the gateway to the services you will need in the future.

**Tip 2:** Put your name down for services now, even if you don't think you will need them. Chances are, you just might in the future.

**Tip 3:** Create family networks. Involve family in meetings and share the responsibility.

### Appointments

**Tip 4:** Take someone with you to appointments. Even if they do not say a word, the emotional support an ally can provide is invaluable.

**Tip 5:** Make the most of your appointments. Make a list of questions to ask and issues to raise. Take notes or make a recording. Repeat back what has been said to you in the meeting and write down the understandings and information you gained.

**Tip 6:** Create a network of positive doctors and therapists. Shop around. Seek other opinions.

### Support & advocacy strategies

**Tip 7:** Link with support groups

**Tip 8:** Don't just stick to disability support groups or services. Use what your local community offers this will help to you to develop circles of friends and people that will keep you and your family together and safe.

**Tip 9:** When you have a child with a disability, you become their advocate. There are excellent courses offered in your local community that will help you develop the skills you may need. For instance, the local community centre may offer courses in assertiveness training for women in particular, that will help you develop advocacy skills.

**Tip 10:** You are the expert on your own child's disability – have confidence in your expertise and intuition.

### The future

**Tip 11:** Don't let a diagnosis map out your child's life experiences. Medical miracles are happening every day. Our children often exceed expectations.

**Tip 12:** Plan for the future. Plan for high school, plan for leaving school, plan for independence.

### School

**Tip 13:** Parents who send their child to an independent school will have to pay for ascertainment assessments other than for hearing, vision and physical. You may wish to consider enrolling your child in a state school while undergoing the ascertainment process. This will also give you more time to research schooling options.

The Doctor said to me when we first found out about our child's disability... "all that is protecting him from the world is you". I took that very personally, I did a course in assertion at the local community centre, it was inexpensive and I had great fun with the other women. I have found it to be invaluable with all the people I have to negotiate with for my son.

Mother

## Knowing what to ask

Having a child with a disability means having to deal with a greater number of people and organisations than you would otherwise have to. To get the best from the many meetings you will have, it's important to know what sort of questions to ask.

Following is a list of meeting tips, suggested questions, topics and discussion points for you to cover in the various meetings you may have. The information they will help you uncover, can help you now and in the future.

The suggestions are arranged under the headings, School, Disability Support Services and Professionals.

### School

#### Personal

- What sort of schooling experience do you want your child to have?
- What issues are important to you and your child?

#### Acceptance

- Do you want acceptance?
- What does acceptance 'look like' to you?
- How many children with a disability do you see in the school environment?
- What activities does the school provide and encourage for children with a disability (for instance, do they focus on cooking skills or do they encourage art or sport activities)?

## Flexibility

- How flexible is the school?
- How flexible are the principal, teachers and the guidance officer about the way the curriculum is delivered?
- Is there an allowance for “time out”?
- Will the school allow other professionals or organisations into the classroom to share or support the delivery of the curriculum?

## Communication

- How do you and your partner feel when talking with the principal, teacher or guidance officer?
- Do you feel like you are being listened to?
- Do they understand your questions and/or have empathy for your concerns?
- If you had a problem, do you think you would be able to discuss it with the principal, teacher or guidance officer?
- How does the school intend to keep you in touch with your child’s experiences in the classroom and playground?

I can go to the principal anytime and with any concern. He is always there to listen, and I feel listened to.

Every year I have to re-train the teachers, but at least I know the principal is there to back me.

Parent of a primary aged student

## People & Interactions

- Do you feel comfortable with the people at the school?
- What do you think about the way you have seen the principal and school staff communicate with each other?
- From your observations, how did teachers interact with the children?
- What did your child think of the school?
- How did staff react to and acknowledge your child?

## Policies & Guidelines

- Does the school have a written behaviour policy or guidelines?
- What are the school's strategies should your child try to leave the school grounds during the day?
- Does the school reward positive characteristics (such as compassion and kindness)?
- What is the school's policy on bullying?

## Siblings

- Do you want your child to go to the same school as their siblings?

For more information:

Queensland Parents for People  
with Disabilities (QPPD) Telephone:  
**07 3368 3055** or 1800 805 184

Childdreams Web Site:  
[www.childdevelopmentnet.com](http://www.childdevelopmentnet.com)

## Disability support services

### Some questions to ask when assessing a service provider or program:

- Who is the program for?
- What am I or my child entitled to?
- How long does the program run?
- How long will my child remain eligible for these services?
- What happens when the program finishes, is there another one to take its place?
- How much does the program cost?
- Who will I be dealing with?
- Which government department is funding this program? What is the aim or intent of the funding?
- What happens if I move to elsewhere within Queensland?
- What happens if I move interstate?
- How can I access this service?
- What transport difficulties will I face?
- What happens if I am sick, or my child is sick or can't attend?

## Professionals

Meetings with professionals provide large amounts of information. Misunderstandings and misconceptions can be avoided by remembering what to ask, and what has been said. Sometimes meetings can be quite emotional for parents, so being prepared before you go can help you get what you want and need from your professional.

- Write down what is being said. This will give you time to take in information and ask a question if it comes to mind. It also gives you the opportunity to ask for explanations on particular points. Meetings can also be audio taped to record the information and conversation.

- Come to the meeting with a written list of concerns and work through them all one by one.
- Provide a copy of your list to the professional.
- If you don't understand a particular word, or piece of jargon, ask for an explanation, an example can be useful to demonstrate difficult terms.
- The following questions might be helpful:
  - who else can I get support from?
  - what strategies can I put in place?
  - what are the options?
  - what are the treatment goals?
  - how are you trying to achieve them?\*

Often when you visit with a professional, your child may not display the symptom you are concerned about. This can make you feel uncomfortable. You may even feel that you have fallen into role of the “over concerned” parent.

Tell the professional how you feel and talk about the times when your child has exhibited the symptoms you are concerned about. Most professionals will understand, this happens all the time to them.

My child waited 4 weeks for a neurologist appointment, I was concerned about the facial ticks he had, when we got there, he wouldn't settle down, and didn't do one facial tick. We walked out the door, he calmed down, and his face began to tic all over the place. I felt like an idiot.

Mother

\* From *Techniques for Families in “Going Home” Brain Injury Association of Queensland Inc.*



**GOVERNMENT DEPARTMENTS**

## 3 GOVERNMENT DEPARTMENTS

### A word about government

A number of government departments, both Commonwealth and State, provide services to people with a disability, funding for community based services, or in some cases, direct funding to people with a disability.

In carrying out their roles, some departments are 'disability aware' while others remain rigidly unaware and inflexible. In dealing with government you will encounter pockets of extremely helpful people and, at other times, not so helpful people.

When approaching government departments for specific services and support, you will be asked you to fill out paperwork. For many parents this is another reminder that their child is 'different', and it can renew feelings of grief and loss.

This chapter is devoted to providing insight to the ways of government and helping you to navigate the government maze with minimum stress and maximum satisfaction.

## Carelink

Carelink is a Commonwealth Government agency that provides access to information about disability services across Australia.

By calling the Carelink number you can access information about services either within your local community, or in other locations throughout Australia.

The Carelink service is especially convenient if you are looking for services that you can access while on holidays or when travelling to other parts of the country.

Carelink focuses on services for the aged, but also provides useful information about respite services, day care centres and day therapy centres.

### **Carelink**

Telephone: **1800 052 222**

Web Site:

[www.commCarelink.health.gov.au](http://www.commCarelink.health.gov.au)

**Carelink Queensland centres are located at:**

**Blue Care - BUNDABERG**

Shop 3/51a Wongarra Street Bundaberg Qld 4350

**Blue Care - CAIRNS**

Shop 305 West Court Shopping Centre  
274-302 Mulgrave Road Cairns Qld 4870

**Blue Care - CHERMSIDE**

Shop 5/734 Gympie Road Chermiside Qld 4032

**Blue Care – GOLD COAST**

Level 5 Town Square Terrace Robina Town Centre Qld 4230

**Blue Care - IPSWICH**

Shop 2/71 East Street Ipswich Qld 4035

**Blue Care – MACKAY**

Gordon White Library  
Philip Street Mount Pleasant Qld 4740

**Blue Care - TOOWOOMBA**

Shop 58a Grand Central Shopping Centre  
Toowoomba QLD 4350

**Blue Care - TOWNSVILLE**

Suite 6/42 Ross River Road  
Mundingburra Qld 4812

**Blue Care - UPPER MT GRAVATT**

Shop2/1933 Logan Road UPPER MT GRAVATT QLD 4122

## Centrelink

Once your child's disability has been diagnosed, or it is recognised that your child requires extra support with daily activities, your role in providing this extra care is defined as that of a carer.

Centrelink provides two payments in recognition of the role of carers and the extra cost of disability to families.

These are the Carer Allowance and the Carer Payment.

**Carer Allowance** is an income supplement available to carers of children with a disability.

There are two levels within the Carer Allowance. These are: a fortnightly payment plus the Health Care Card; or a Health Care Card.

**Carer Payment** is an income source for full-time carers whose opportunities for full-time employment are restricted by their caring role. Carer Payment is means tested.

### **Centrelink**

Carer Line Telephone: **13 2717**

Web Site: [www.centrelink.gov.au](http://www.centrelink.gov.au)

## Applying for Allowances

A claim pack can be obtained by calling Centrelink on 132717. The claim pack includes a form to be completed by you, and a form to be completed by your diagnosing doctor.

The proof requested regarding the level of care your child requires is dependent on their disability or medical condition.

Centrelink recognises a range of conditions. Recognition is based on the disability a condition is linked to. For instance, autism is a recognised disability\* but Aspergers syndrome (a form of autism) is not.

If your child does not have a recognised disability you will have to provide additional proof of the need for care.

For a list of the medical conditions and disabilities defined as recognised disabilities see:

- Guide to the Social Security Act, 1.1.C.150; and
- Guide to the Social Security Act, 1.1.S.100.

Both of these are available on the Commonwealth Department of Families and Community Services web site [www.facs.gov.au](http://www.facs.gov.au).

## Reviews

The review process is similar to the process for claiming assistance. Reviews are conducted throughout childhood at:

- 3 years 4 months (only if Carer's Allowance was granted before the child was 2 years old);
- 4 years 8 months;
- 7 years;
- 10 years; and
- 15 years 9 months.

The type of review conducted will be dependent upon whether your child has a recognised disability or not.

In the case of children with a recognised disability circumstance reviews are carried out. These consist of a telephone call from Centrelink to confirm that you are still caring for your child within the home.

All other reviews require the completion of a Functional Assessment Form by you and a Medical Review Form by your doctor.

Carer Payment is subject to circumstance reviews every two years, when the carer is supporting a child with high or complex needs.

Otherwise, Carer Payment Income and Assets Test Reviews are conducted on a yearly basis in September by Centrelink.

## Disability Services Queensland (DSQ)

Unless you are involved in the disability field already, either personally or professionally, you probably would not know this state government department existed.

DSQ provides a number of programs that may be of assistance to families of children with a disability:

- Family Support Program
- Family and Early Childhood Services
- Local Area Coordination
- Disability Awareness Information Line (DIAL)
- Other support

### Family Support Program

The Family Support Program is an initiative to attempt to provide flexible and responsive support to families who have high and complex needs.

These supports are designed to strengthen families' ability to care for their children with a disability and all family members.

To apply for Family Support you need to complete a DSQ 'Registration of Need' form and a 'Family Support Application' form.

### These are available from the following DSQ offices:

North Queensland	(07) 4727 0666
Central Queensland/Wide Bay	(07) 4932 1671
South West Queensland	(07) 3280 1872
South Coast (Beenleigh)	(07) 3287 0742
North Coast (Caboolture)	(07) 5490 1080
Brisbane	(07) 3405 6716

## Family and Early Childhood Services (FECS)

This service caters for children under 6 with significant developmental delays and their families. FECS teams provide a family centred approach to specialist intervention. Therapy services provided include speech pathology, occupational therapy, physiotherapy, and behaviour support (psychology).

FECS teams can also provide information and links to other support services.

### Specific FECS teams are located at the following DSQ offices:

Beenleigh	07 3287 0742
Ipswich	07 3813 8500
Pine Rivers	07 5490 1048
Sunshine Coast	07 5456 7000
Townsville	07 4727 0666
Wooloowin	07 3630 3200

Other DSQ offices offer integrated services through their Professional and Specialist Service teams. Please refer to this list of DSQ offices at the end of this section.

### Other support

Some DSQ offices provide limited support for children with a disability under the age of 18 who have complex support needs.

## Local Area Coordination (LAC)

Local Area Coordination is an approach to supporting people with a disability and their families within local community settings.

The Local Area Coordinator's role is to act on behalf of individuals with a disability to gain access to networks and services in the local community.

### Local Area Coordinators can be contacted at the following locations:

#### Atherton

Unit 5, 154 Robert Street

P O Box 1059 ATHERTON QLD 4883

Mob: 0417 647 400    **Phone: 4091 7799**    Fax: 4091 7833

#### Charleville

Mob: 0427 640 008

#### Chinchilla

Mob: 0427 121 040

#### Cooktown

Shop 4, Cnr Charlotte and Walker Sts

P O Box 2105 COOKTOWN QLD 4871

Mob: 0409 592 058    **Phone: 4069 5940**    Fax: 4069 5935

#### Cunnamulla

Mob: 0427 156 162

#### Emerald

Shop 1, 20A Hospital Road

P O Box 1984 EMERALD QLD 4720

Mob: 0429 630 094    **Phone: 4982 2465**

### Gympie

Shop 2, 15 Wickham St

P O Box 1220 GYMPIE QLD 4570

Mob: 0428 741 660 or 0427 587 282

**Phone: 5482 6489** or 5482 5799

Fax: 5482 7261

### Hervey Bay

Unit 6, 156 Boat Harbour Drive

P O Box 567 PIALBA QLD 4655

Mob: 0408 987 062 or 0419 020 716

**Phone: 4124 4706** or 4124 8216

Fax: 4124 5157

### Kingaroy

Shop 2, 203 Kingaroy Rd

KINGAROY QLD 4610

Mob: 0427 968 971

**Phone: 4163 6662**

Fax: 4163 6559

### Longreach

Dept of Families

Eagle St

P O Box 259 LONGREACH QLD 4730

Mob: 0427 768 788

**Phone: 4658 3012**

### Mareeba

Unit 2, 147 Walsh St

P O Box 421 MAREEBA QLD 4880

Mob: 0407 177 914 or 0408 988 217

**Phone: 4092 2604** or 4092 2604

### Mossman

Shop4, Mount Demi Plaza

53 Front St

P O Box 633 MOSSMAN QLD 4873

Mob: 0409 495 592

**Phone: 4098 2512**

### Mt Isa

Turanga Shopping Centre

Enid St

P O Box 2105 MT ISA QLD 4825

Mob: 0417 637 486 or 0408 740 383

**Phone: 4749 4387** or 4749 4532

Fax: 4749 4572

### Mundubbera

HS Bloxsome Building

28 Lyons St MUNDUBBERA QLD 4625

Mob: 0427 696 886

**Phone: 4165 3932**

Fax: 4165 3931

### Murgon

27 Lamb St

P O Box 207 MURGON QLD 4605

Mob: 0427 657 167

**Phone: 4168 3823**

Fax: 4268 3873

### Roma

106 McDowall St

P O Box 362 ROMA QLD 4455

Mob: 0429 890 362 or 0427 648 084

**Phone: 4622 8575**

Fax: 4622 8593

### Thursday Island

107 Douglas St

P O Box 833 THURSDAY ISLAND QLD 4875

Mob: 0417 798 420

**Phone: 4069 2829**

### **Disability Awareness Information Line (DIAL)**

Through DIAL, you can access free information on 3000 Queensland services and supports for people with a disability. DIAL can also supply brochures, directories and information kits about a wide range of government and non-government services.

#### **Disability Awareness Information Line (DIAL)**

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Ph: **07 3224 8444** (Metropolitan)

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1800 177 120 (Outside Brisbane)

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1800 010 222 (TTY)

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URL: [www.disability.qld.gov.au](http://www.disability.qld.gov.au)

## DSQ Offices

Following is a list of DSQ offices throughout Queensland.

### CENTRAL OFFICE

Neville Bonner Building, 75 William Street, Brisbane Q. 4000  
GPO Box 806, Brisbane 4001

**GENERAL ENQUIRIES: 07 3224 8031**

Freecall 1800 177 120      Facsimile 07 3224 8447

### BRISBANE REGION

#### BRISBANE REGIONAL OFFICE

**Telephone: 3109 7007**      Facsimile: 310 97030 or 3109 7034

Level 1, 27 Peel Street, SOUTH BRISBANE Q. 4101

P.O. Box 3389, SOUTH BRISBANE Q. 4101

#### BRISBANE WEST OFFICE

**Telephone: 3274 9333**      Facsimilie: 3274 9721

Aveyron Road, WACOL Q. 4076

P.O. Box 189, GOODNA Q. 4300

#### GOODNA OFFICE

**Telephone: 3818 5100**      Facsimile: 3818 2526

18 20 Smiths Road, GOODNA Q. 4300

P.O. Box 354, GOODNA Q. 4300

### MT GRAVATT OFFICE

**Telephone: 3347 2440** Facsimile:3349 0434  
Facsimile (CILS): 3349 0434  
Ground Floor, Garden Square Complex,  
643 Kessels Road, UPPER MT GRAVATT Q. 4122  
P.O. Box 6461, UPPER MT GRAVATT Q. 4122

### WACOL OFFICE

**Telephone: 3274 9333** Facsimile: 3274 9303  
Aveyron Road, WACOL Q. 4076  
P.O. Box 189, GOODNA Q. 4300

### WOOLOOWIN CENTRAL OFFICE

**Telephone: 3630 3200** Facsimile: 3357 9536  
84 Kedron Park Road, WOOLOOWIN Q. 4030

### WOOLOOWIN NORTH OFFICE

**Telephone: 3630 3200** Facsimile: 3357 2045  
84 Kedron Park Road, WOOLOOWIN Q. 4030

### WOOLOOWIN NORTH BRACKEN RIDGE

**Telephone: 32613696** Facsimile: 32612752  
1 Albion Place BRACKEN RIDGE Q. 4017

## NORTH COAST REGION

### NORTH COAST REGIONAL OFFICE

**Telephone: 5490 1080** Facsimile: 5499 2236  
3rd Floor, Town Square Precinct,  
33 King Street CABOOLTURE Q. 4510  
P.O. Box 1126, CABOOLTURE Q. 4510

### PINE RIVERS OFFICE

**Telephone: 5490 1048** Facsimile: 5428 1518  
2nd Floor, Town Square Precinct, 33 King Street (cnr  
Beerburrum), CABOOLTURE Q. 4510  
P.O. Box 1126, CABOOLTURE Q. 4510

### SUNSHINE COAST OFFICE

**Telephone: 5456 7000** Facsimile: 5443 5931  
19 George Street, MAROOCHYDORE Q. 4558  
P.O. Box 1177, MAROOCHYDORE Q. 4558

## SOUTH COAST REGION

### SOUTH COAST REGIONAL OFFICE

**Telephone: 3287 0742** Facsimile: 3287 5476  
24 Tansey Street, BEENLEIGH Q. 4207  
P.O. Box 1158, BEENLEIGH Q. 4207

### BEENLEIGH OFFICE

**Telephone: 3287 0742** Facsimile: 3287 5476  
24 Tansey Street, BEENLEIGH Q. 4207  
P.O. Box 844, BEENLEIGH Q. 4207

### GOLD COAST OFFICE

**Telephone: 55318055** Facsimile: 5574 0154  
Zurich House, 810 Karp Court, BUNDALL Q. 4217  
P.O. Box 8338, GOLD COAST MAIL CENTRE Q.9726

## IPSWICH/SOUTH WEST QUEENSLAND

### IPSWICH/SOUTH WEST QUEENSLAND REGIONAL OFFICE

**Telephone: 3280 1872** Facsimile: 3280 1000  
57 Wharf St, IPSWICH Q. 4305  
P.O. Box 876, IPSWICH Q. 4305

### IPSWICH CENTRAL OFFICE

**Telephone: 3280 1822** Facsimile: 3280 1649  
Level 2, The Hayden Centre, Cur South & East Streets,  
IPSWICH Q. 4305  
P.O. Box 876, IPSWICH Q. 4305

### IPSWICH EAST OFFICE

**Telephone: 3812 4175** Facsimile: 3812 4185  
1st Floor, Mika House, 3 Wharf Street,  
IPSWICH Q. 4305  
P.O. Box 876, IPSWICH Q. 4305

### IPSWICH NORTH OFFICE

**Telephone: 3280 1822** Facsimile: 3280 1069  
Level 2, The Hayden Centre,  
Cnr South & East Streets, IPSWICH Q. 4305  
P.O. Box 876, IPSWICH Q. 4305

### TOOWOOMBA OFFICE

**Telephone: 4659 4999** Facsimile: 4659 4900  
Clifford House, Cm Russell and Clifford, Streets,  
P.O. Box 1058, TOOWOOMBA Q. 4350

## CENTRAL QUEENSLAND/WIDE BAY REGION

### CENTRAL QUEENSLAND/WIDE BAY REGIONAL OFFICE

**Telephone: 4932 1671** Facsimile: 4932 1611  
74 Ward Street, ROCKHAMPTON Q. 4700  
P.O. Box 8205, ALLENSTOWN Q. 4700

### BUNDABERG OFFICE

**Telephone: 41315417** Facsimile: 41315405  
Second Floor, Queensland Government Offices,  
46 Quay Street, BUNDABERG Q. 4670  
P.O. Box 1694, BUNDABERG Q. 4670

### CANNONVALE OFFICE

(Office Hours 9 am to 1 pm, Tuesdays, Wednesdays, Thursdays)

**Telephone: 4948 0407** Facsimile: 4948 0412  
Shops 4 & 5, Shute Harbour Rd (crn Stewart Dr)  
P.O. Box 325, CANNONVALE Q. 4802

### EMERALD OFFICE

**Telephone: 4982 3166**  
51 Ruby Street, EMERALD Q. 4720  
P.O. Box 554, EMERALD Q. 4720

### GLADSTONE OFFICE

**Telephone: 4972 4388**  
Government Building,  
Cur Oaka Lane and Roseberry Street, GLADSTONE Q. 4680  
P.O. Box 536, GLADSTONE Q. 4680

### MACKAY OFFICE

**Telephone: 49515910** Facsimile: 4953 1430  
110 Wood Street, MACKAY Q. 4740  
P.O. Box 790, MACKAY Q. 4740

### MARYBOROUGH OFFICE

**Telephone: 4123 9132** Facsimile: 4123 1240  
Corner Albert and Adelaide Streets,  
MARYBOROUGH Q. 4650  
P.O. Box 130, MARYBOROUGH Q. 4650

### ROCKHAMPTON OFFICE

**Telephone: 4932 1600** Facsimile: 4932 1611  
74 Ward Street, ROCKHAMPTON Q. 4700  
P.O. Box 8205, ALLENSTOWN Q. 4700

## NORTH QUEENSLAND REGION

### NORTH QUEENSLAND REGIONAL OFFICE

**Telephone: 4727 0666** Facsimile: 4775 4762  
Nathan Business Centre,  
340 Ross River Road, AITKENVALE Q. 4814  
P.O. Box 1212, AITKENVALE Q. 4814

### CAIRNS OFFICE

**Telephone: 4046 7200** Facsimile: 4031 8596  
130 McLeod Street, CAIRNS Q. 4870  
P.O. Box 179N, NORTH CAIRNS Q. 4870

### TOWNSVILLE OFFICE

**Telephone: 4727 0666** Facsimile: 4775 4762  
Nathan Business Centre,  
340 Ross River Road, AITKENVALE Q. 4814  
P.O. Box 1212, AITKENVALE Q. 4814

## Department of Family and Community Services (FACS)

The Department of Family and Community Services (FACS) is a Commonwealth Government department (not to be confused with the state Department of Communities). FACS provides a number of initiatives to assist parents of children with a disability with childcare:

- Childcare Access Hotline
- Supplementary Services Program
- Special Needs Subsidy Scheme

### Childcare Access Hotline - 1800 670 305

The Childcare Access Hotline is a telephone service that provides information about childcare options throughout Australia. These options include long-day care, family day care, in-home care, outside school hours care, and occasional care.

These services are subsidised with child-care assessment percentage.

(A Centrelink initiative, if eligible offered through the JET program provides help with costs of child-care for a limited time. Telephone Centrelink

**13 6150** and ask for a JET Advisor).

My son went to after-school care when I started working full-time. It didn't work, it seemed like either he would be in tears or the supervisor would be. He now has In-home care; gets picked up from school and taken home - he is happy.

Mother

### Supplementary Services Program

This service supports childcare services to include children with a disability. This support can be in the form of staff training, provision of relief staff, supply of specialised toys and information and advice on developmental needs.

### Special Needs Subsidy Scheme

This scheme is designed to assist childcare services to include children with high support needs. Through the scheme, the cost of additional staff is subsidised to provide a higher ratio of carers to children at busy times.

More information about the Supplementary Services Program and Special Needs Subsidy Scheme is available through the

**Childcare Access Hotline – 1800 670 305.**

Department of Family and  
Community Services

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**Childcare Access Hotline –  
1800 670 305**

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# Transport

Queensland Transport has two schemes designed to assist people with a disability:

- Taxi Subsidy Scheme
- Disability Parking Scheme

## Taxi Subsidy Scheme

The Taxi Subsidy Scheme provides a half-rate concession on taxi fares to eligible people.

All applications for the subsidy are assessed by Queensland Health. Applications usually take about five weeks to process.

The scheme is administered by Queensland Transport.

Application forms are available through Queensland Transport on 07 3253 4954; or can be picked up at Queensland Transport offices, Community and Regional Health Centres, at hospitals, and doctors' surgeries.

## Disability Parking Scheme

Two types of disability parking permits are available.

**A Red Permit** allows the holder the use of disability parking bays

**A Blue Permit** allows the holder free parking in metered and regulated parking areas; as well as the use of disability parking bays.

Applications for the parking scheme are in two parts: Part A to be completed by you; and Part B to be completed by a medical practitioner or occupational therapist.

Completed forms should be returned to Queensland Transport with payment of a \$10 one-off service fee.

Application forms are available at Queensland Transport Customer Service Centres or by contacting Queensland Transport on 07 **3253 4071**.

## Queensland Transport

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Taxi Subsidy Application

**Phone: 07 3253 4954**

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Disability Parking Scheme

**Phone: 07 3253 4071**

# Glossary

## **Carer Allowance**

A benefit consisting of a fortnightly payment plus Health Care Card, or a Health Care Card only. The level of benefit received depends on the level of disability. See Centrelink p. 36

## **Carer Payment**

An income source for full-time carers unable to take-up full-time employment as a result of their care duties. Carer Payment is means tested. See Centrelink p. 36

## **Disability Parking Scheme**

An initiative that provides parking permits allowing free parking, and use of disability parking bays. See Queensland Transport p.56

## **Family Support Program**

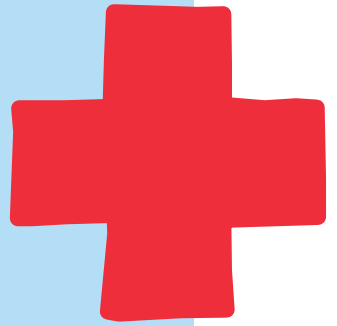
A program that provides support to strengthen families' ability to care for their child with a disability, and all family members. See Disability Services Queensland p. 39

## **Health Care Card**

A component of the Carer Allowance. See Centrelink p. 36

## **Taxi Subsidy Scheme**

An initiative that provides half-rate concessions on taxi fares. See Queensland Transport p.56



**HEALTH SERVICES**  
**THERAPY SERVICES**

## 4 HEALTH SERVICES

### Working with the health system

The health system may seem overwhelming and confusing. Coming into contact with the health system can be reminiscent of the first time you entered a big hospital – you don't know which way to go.

The State Government department in Queensland responsible for health is Queensland Health. It is one of the largest government departments in Queensland. The health system is made up of pockets of people that can give you the help you need. The challenge is to find the right people in these pockets that can help you.

There is no formal “Disability Co-ordination Service” within Queensland Health that deals with disability specific issues and because of this, professionals are not aware of what other professionals are doing or even where they are. For this reason, you may find that many of the health professionals you meet may not know what other health services exist.

This leaves the navigation of the health system up to you, the parent. Often it is best to ask another parent for information about the services you need.

If you do not think you are getting the advice you need, ask questions, do some research, and talk to other parents. Make a note of those people you have found to be helpful and go back to them.

## Assistance with hospital visits

There are a range of services available which can assist people making extended visits to hospitals or medical centres (excluding day clinics). These services can help you save time and money.

### **The Patients Travel Subsidy Scheme**

This scheme assists patients and escorts with the cost of transport and accommodation when attending specialist medical services not available locally (i.e. within 50 kilometres of the nearest public hospital).

Subsidy and travel arrangements can be made through the hospital nearest to the patient's home.

To apply, an application form for the scheme will need to be completed and submitted together with a doctor's referral to the local hospital.

Application forms are usually available through your referring doctor.

It is important that the form is submitted to the local hospital prior to travel. The hospital's Medical Superintendent will be responsible for determining your eligibility and approving your application.

A Travel Subsidy Scheme pamphlet, information booklet and application form can be accessed via Queensland Health's web site or your local hospital. Queensland Health URL: : [www.health.qld.gov.au](http://www.health.qld.gov.au)

### **Parking**

A reduced parking rate is available to parents who make hospital visits in excess of two hours. To make a claim, your parking ticket needs to be validated (stamped and signed) by staff in the area of the hospital you are visiting.

## Assistance with aids

The Medical Aids Subsidy Scheme (MASS) is an initiative of the Queensland Health Department for provision of endorsed equipment for mobility aids, daily living aids, continence aids etc.

To find out more information about the scheme and how to apply for aids assistance contact your

- Local community health centre or
- The physiotherapist, occupational therapist or speech pathologist at your local public hospital or
- Medical Aids Subsidy Scheme offices at:

Brisbane	Phone: 3250 8555
Cairns	Phone: 4050 3500
Mackay	Phone: 4968 3931
Townsville	Phone: 4775 5900

# Mater Health Services

The Mater Children's Hospital in Brisbane, is a major paediatric hospital, and also provides a number of clinics for children with a disability.

## Clinics

Acquired Brain Injury/Rehabilitation Clinic

Autism and Related Disorders\* Clinic

Cardiology Clinic

Cleft Palate Clinic

Cranio Facial Clinic

Cystic Fibrosis Clinic

Epilepsy Clinic

Developmental\* Clinic

Diabetes Clinic

Gastroenterology Clinic

Feeding Clinic

Prader Willie (Consultancy Clinic)

Premature Babies Clinic

Sleep Clinic

Spinal Clinic

Spina bifida Clinic

Swallowing Clinic

## Making an appointment

Your doctor or paediatrician can provide a referral to Mater Clinics. Age restrictions may apply to some clinics.

The Clinical Nurse Consultant or Co-coordinator will organise an appropriate assessment for your child. In some clinics this may mean a limited assessment involving a Team Case Discussion with your doctor's involvement, and subsequent feedback to parents.

Sometimes a full team assessment is required to meet the child's needs. This includes Team Case Discussion with your doctor's involvement, subsequent feedback to parents and results in access to Mater Hospital Therapy Teams or a referral to Community Services.

\* Upon receipt of your original referral, a questionnaire will be sent to your family. The information you supply in the questionnaire is used to determine what kind of assessment process would best suit your child's needs.

### **Important contacts**

**Complex Care Service**                      **07 3840 1876**

**The Complex Care Service** Coordinator can provide assistance with booking arrangements for children who attend multiple clinics. This can help streamline your attendance schedule and make visits more convenient.

**Patient Representative**                      **07 3840 1547** or 07 3840 8303

**The Patient Representative** is responsible for providing information and answering questions regarding your concerns with hospital procedures and policies. The Patient Representative is also responsible for handling any compliments, or complaints that you have regarding the care that you receive at the Mater.

## Private Practice Clinics

Private consultations are available at the following clinics. These consultations are currently bulk-billed. You will need a referral from your doctor before an appointment can be made.

Even though some of the specialists listed below may move to different practices, it is worth noting their names as they have experience working with children with a disability.

### **Autism & Related Disorders**

Dr Leslie

Dr Van Haeringen

### **Child Psychiatrist**

Dr Bor

### **Developmental Paediatrician**

Dr M O'Callaghan

### **Gastroenterology**

Dr Withers

### **Renal**

Dr McTaggart

### **Mater Misericordiae Children's Hospital**

Telephone: **3840 8111**

Web Site: [www.mater.org.au](http://www.mater.org.au)

# Royal Children's Hospital

The Royal Children's Hospital in Brisbane is classed as a tertiary hospital. The services the hospital provides to children with disability depend on the complexity of their needs.

All patients come through the public system, with no private referrals from outside the hospital.

A booklet about hospital services, a Directory of Services, is available by telephoning 07 **3636 1683**.

## Clinics

The following clinics are available:

- Burns Clinic
- Child Development Clinic
- Cochlea Implant Clinic
- Cystic Fibrosis Clinic
- Feeding Clinic
- Gastro Clinic
- Limb Deficiency Clinic
- Orthopedic Clinic
- Rehabilitation Clinic

## Tips for Attending Clinics

To provide parking access ring the clinic prior to attending the clinic to organise parking for special needs.

Clarify the actual time you are needed to attend the clinic.

Let staff know if you have multiple appointments at the hospital so their timing can be coordinated on your behalf.

Maps are available in the hospital.

The Royal Children's Hospital Foundation Volunteers are available to guide you to where ever you need to go.

## Private Practice Clinics

The Royal Children's Hospital Private Practice offers a number of specialist services. A referral from your doctor will be required to make an appointment.

*Even though some of the specialists listed below may move to different practices, it is worth noting their names as they have experience working with children with a disability.*

### **Cardiology**

Dr Justo

### **Child Development**

Dr Briggs

### **Child Psychology**

Ms Pettett

### **Emergency Medicine**

Dr Clark, Dr Acworth

### **Endocrinology/Diabetes**

Dr Batch, Dr McCrossin

### **Gastroenterology**

Dr Lewindon

### **General Paediatrics**

Dr McCrossin, Dr Goodwin, Dr Clark, Dr Acworth

### **General Paediatrics/Genetics**

Prof John Pearn

### **General Surgery And Burns**

Dr Leditschke

### **Immunology/Allergies**

Dr Debuse, Dr Peake

### **Infectious Diseases/General Paediatrics**

Dr Nissen

### **Metabolic Medicine/Clinical Genetics**

Dr McGill

### **Paediatric Neurology**

Dr Wallace

### **Paediatric Surgery**

Dr Hin Ong, Dr Kimble

### **Psychiatry**

Dr Harden, Dr Scott

### **Radiology**

Dr Frawley, Dr Masel, Dr Greer

### **Rehabilitation Medicine**

Dr Woolfield, Dr McKinlay, Dr Edwards

### **Respiratory**

Dr Francis, Dr Masters, Dr Isles, Dr Wainwright, Dr Dore

### **Toxicology/Pharmacology And General Paediatrics**

Dr Reith

### **Vaccination And Travel Clinic**

Dr Faogali/Siebert, Dr Nissen, Dr Debuse, Dr Faogaii/Siebert

## 24 Hour telephone emergency or help lines

### **Child Health Line**

Brisbane: **(07) 3862 2333**

Outside Metropolitan: 1800 177 279

### **Kids Help Line**

Telephone: **1800 551 800**

### **Medicines Line**

Telephone: **1300 888 763**

Monday to Friday, 9am to 6pm EST

### **ParentLine**

Telephone: **1300 301 300**

### **Queensland Council of Carers Statewide**

After Hours Respite Service

**1800 059 059**

### **Queensland Medication Helpline**

(Mater Hospital)

Brisbane: **(07) 3840 8590**

Outside Metropolitan: **1800 632 763**

### **Queensland Poisons Information Centre**

Telephone: **13 11 26**

Web site: [www.health.qld.gov.au/poisonsinformationcentre/homepage.htm](http://www.health.qld.gov.au/poisonsinformationcentre/homepage.htm)

Royal Children's Hospital provides 24 hour emergency medical advice by phoning through the switch **(07) 3636 3777**.

## Glossary of health professionals

**Anaesthetist** A medical doctor who administers and monitors anaesthetic before, during and after surgery. The anaesthetist is also responsible for how patients progress while on a ventilator during surgery.

**Audiologist** A person qualified in the testing of hearing as well as the fitting and management of hearing aids.

**Cardiologist** A medical doctor who specialises in the diagnosis and treatment of heart conditions.

**Consultant** A medical doctor who has completed additional training in a specialist field, for example a Paediatric Consultant.

**Cosmetic/Plastic/Reconstructive Surgeon** A medical doctor who specialises in cosmetic, plastic and reconstructive surgery.

**Dental Surgeon** A medical doctor who specialises in oral surgery.

**Dermatologist** A medical doctor who specialises in the diagnosis and treatment of skin diseases and conditions.

**Dietician** A person qualified in human nutrition. Dieticians work with people with special dietary requirements or problems, and can provide individual nutritional advice.

**ENT Surgeon** A medical doctor who specialises in the diagnosis and treatment of ear, nose and throat problems.

**General Practitioner (GP)** A medical doctor who treats patients with general health problems. GP's may refer patients to medical specialists or consultants.

**Gastroenterologist** A medical doctor who specialises in the diagnosis and treatment of health problems involving the digestive system and liver.

**Geneticist** A scientist or medical doctor who specialises in genetics (the study of genes and hereditary conditions).

**Haematologist** A medical doctor who specialises in the diagnosis and treatment of blood disorders.

**Resident Doctor** A medical doctor who is usually within the first couple of years of completing his or her medical degree. Residents generally spend a few months in a number of different speciality areas before applying for a specialist training program.

**Lactation Consultant** A person trained to provide practical breast feeding support, education, and counselling.

**Medical Doctor** A person who has completed a medical degree and the required residential placements to qualify as a doctor.

**Medical Student** A trainee doctor who is yet to complete their initial medical studies.

**Neonatal Nurse** A trained nurse who has completed postgraduate and/or specialist training in the care of premature babies.

**Neonatologist** A medical doctor who specialises in the care of premature newborns.

**Neurodevelopment Therapist** A physiotherapist or occupational therapist who has completed additional, specialist training in motor development in children. Neurodevelopment therapists provide children with sensory motor experiences, and play-based treatment to enhance the development of normal movement patterns.

**Occupational Therapist** A person qualified to provide programs that promote fine motor and daily living skills.

**Oncologist** A medical doctor who specialises in the diagnosis and treatment of cancer.

**Ophthalmologist** A medical doctor who specialises in diagnosis and treatment of eye disorders and diseases of the visual system.

**Optometrist** A person qualified to test vision; and prescribe glasses and contact lenses.

**Orthopaedic Surgeon** A medical doctor who specialises in the diagnosis and treatment of muscular or bone conditions (for example, clubfoot, hip problems, and fractures).

**Orthotist** A person who fits custom bracing or footwear to immobilise, support, or correct a bodily part. Orthotists often work with orthopaedic surgeons and physiotherapists.

**Orthodontist** A dental surgeon who specialises in oral and facial dental procedures.

**Osteopath** A person who works to improve health problems (such as feeding and sleeping troubles, excessive crying, hyperactivity, or colic) through the use of gentle and subtle manipulation of the body.

**Paediatrician** A medical doctor who specialises in child health and development.

**Paediatric Neurologist** A medical doctor who specialises in diagnosis and treatment of disorders of the nervous system in children, (for example brain or spinal cord disorders, nerve damage, or epilepsy).

**Paediatric Surgeon** A medical doctor who specialises children's surgery.

**Physiotherapist** A person qualified to deliver programs that minimise the effects of physical disabilities, and increase physical skills and mobility.

**Podiatrist** A person qualified to treat feet problems as well as make and fit orthotics and other corrective devices. Podiatrists may also suggest appropriate exercises to strengthen legs and feet.

**Psychiatrist** A medical doctor who specialises in the diagnosis and treatment of mental illnesses and psychiatric disabilities.

**Psychologist** A person qualified to assist parents and children with learning, behavioural, and family problems through the use of assessment, counselling, and therapy.

**Radiographer** A trained technician who takes x-rays.

**Radiologist** A medical doctor who specialises in medical imaging using techniques such as x-rays, ultrasound, CT scans, MRI, and nuclear medicine.

**Registrar** A medical doctor undertaking a specialist training program

**Renal Physician** A medical doctor who specialises in diagnosis and treatment of kidney disease.

**Rheumatologist** A medical doctor who specialises in the diagnosis and treatment of arthritic conditions.

**Social Worker** A person trained to provide professional support through listening, counselling, providing access to information, and assisting access to resources.

**Sonographer** A trained technician who specialises in taking ultrasounds.

**Speech Pathologist** A person qualified to provide treatment to people who have difficulties with feeding, speaking, listening, language, understanding language and social skills.

**Thoracic Surgeon** A medical doctor who specialises in surgery of the chest and heart.

**Urologist** A medical doctor who specialises in operative treatment of disorders of the genitals and renal tract.

*Partially adapted from "A Parents Guide to Live on the Sunshine Coast with a Special Needs Child" 1999*

## 5 THERAPY SERVICES

### What are therapy services

Therapy services are a corrective treatment through therapy sessions provided by trained and qualified therapists that encourages and instructs activities to remedy or restore mental or physical disorders.

There are a number of therapy types designed to assist children gain motor, cognitive and life skills. These include occupational therapy, physiotherapy, and speech and language therapy (speech pathology).

#### **Occupational Therapy**

Occupational therapy involves working with children to assist them develop skills that will enhance their daily living experiences.

Occupational therapists ('OT's') see children as having four main occupations: play, school, self-care, and leisure and hobbies. Occupational therapy can support the development of skills in each of these areas.

In the area of schooling, for example, a child may have difficulty gripping a pencil. An occupational therapist can devise fun, child-focused activities and experiences that will help the child become more competent in their pencil grip.

For more information, or to locate occupational therapists practicing privately within your local community contact:

#### **Occupation Therapy Australia – Queensland Branch**

388 Cavendish Road, COORPAROO QLD 4151

Phone: 07 3397 6744

Fax: 07 3397 6599

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

## **Physiotherapy**

Physiotherapy ('physio') can assist children to develop motor skills that will enable them to move freely and interact with their environment.

Physiotherapy can be beneficial to children with posture and movement disorders, or delayed neuro-sensory motor development.

For more information, or to locate physiotherapists practicing privately within your local community contact:

### **Australian Physiotherapist Association**

4a 2404 Logan Road, EIGHT MILE PLANES QLD 4113

**Phone:** 07 3423 1553

**Fax:** 07 3423 1778

**Email:** [qld.branch@physiotherapy.asn.au](mailto:qld.branch@physiotherapy.asn.au)

**Web site:** [www.physiotherapy.asn.au](http://www.physiotherapy.asn.au)

## **Speech and Language Therapy (Speech Pathology)**

Speech and Language Therapists ('speechies') can assist children to develop their communication, language, speech, learning, and literacy skills.

For more information, or to locate Speech and Language Pathologists practicing privately within your local community contact:

### **Speech Pathology Association of Australia – Qld Branch**

C/- The Glenleighden School

Cubberla St., FIG TREE POCKET QLD 4069

**Phone:** 07 3378 1166

**Fax:** 07 3378 1166

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

## Where can I find Therapy Services?

Therapy services are available from a number of government agencies and community bodies, in addition to private practitioners.

You may be able to access therapy services from:

- Public Hospitals
- Developmental Assessment Teams/Services
- Disability Services Queensland
- Education Queensland
- Universities
- Specialist Community Agencies
- Community Health Centres
- Private agencies

There are three State Government agencies that deliver therapy services. These are Queensland Health, Disability Services Queensland, and Education Queensland.

At the time of publication, these three agencies were conducting negotiations regarding the delivery of therapy services. You may find that if you are currently receiving speech therapy services from Education Queensland, you will be unable to access the speech therapy programs available through Queensland Health.

### **Public Hospitals**

Most public hospitals provide therapy services through a developmental clinic. Contact your local hospital to find out about eligibility criteria and the process for accessing services.

## **Developmental Assessment Teams/Services**

A number of Developmental Assessment Teams/Services are provided in the Brisbane metropolitan and Gold Coast areas by the Health Department.

These services exist in communities where local hospital therapy services are available to people with complex therapy needs only.

### **Developmental Assessment Teams are located at:**

**Bayside** Health Service District  
Wynnum Health Service Centre  
69 Clara St, WYNNUM QLD 4178

**Phone: 07 3893 8111**

**Redland** Health Service Centre  
Weippin St CLEVELAND QLD 4163  
Phone: 07 3488 4222  
Gold Coast District  
Developmental Assessment Team  
6th Floor, Zurich House  
8-10 Karp Court BUNDALL QLD 4217

**Phone: 07 5570 8536 or 5570 8535**

**Gold Coast** Hospital Paediatric Unit Allied Health Team  
Gold Coast Paediatric Outpatient Department, Level 5  
108 Nerang St SOUTHPORT QLD 4215

**Phone: 07 5571 8211**

**Inala** Community Health  
Developmental Assessment Team  
64 Wirraway Parade INALA QLD 4077

**Phone: 07 3275 5455**

**Ipswich** Community Health  
Therapy and Support Service for Children  
Bell Street IPSWICH QLD 4305

**Phone: 07 3817 2333**

**Logan** Central Community Health  
Child Development Team  
Ground Floor, Wembley Place  
91 Wembley Rd WOODRIDGE QLD 4114

**Phone: 07 3290 8900**

**Mt Gravatt** Community Health  
Developmental Assessment Team  
660 Kessels Rd UPPER MT GRAVATT QLD 4122

**Phone: 07 3343 4104**

**Pine Rivers** Community Health  
Child Development Service  
568 Gympie Rd STRATHPINE QLD 4500

**Phone: 07 3881 9999**

**Child Development Unit**  
606 South Pine Road EVERTON PARK QLD 4053

**Phone: 07 3354 2233**

### **Disability Services Queensland**

Disability Services Queensland (DSQ) provides limited therapy services. Please contact your local DSQ office for details (DSQ Offices are listed in Chapter 3).

### **Education Queensland**

Education Queensland provides therapy services to assist students in their study of the curriculum. These therapy services have a strictly educational focus.

While these therapy services may be of general benefit to your child, their purpose is to support education and learning.

## Universities

Universities often provide public therapy services as part of their teaching and development program.

If you live in a regional area, contact your local university to find out if it provides public therapy services.

**The following university clinics and departments provide services in metropolitan areas.**

### Queensland University of Technology

Learning and Development Clinic  
School of Learning and Development  
Faculty of Education  
Victoria Park Road Kelvin Grove Qld 4059

**Phone: 07 3864 3759**

### University of Queensland

Department of Occupational Therapy  
Life Skills Clinic  
Therapies Building St Lucia Qld

**Phone: 07 3365 2389**

Web site: [www.shrs.uq.edu.au](http://www.shrs.uq.edu.au)

### Department of Physiotherapy

Paediatric Motor Clinic  
Therapies Building St Lucia Qld

**Phone: 07 3365 2497** or 07 3365 2232

Web site: [www.shrs.uq.edu.au](http://www.shrs.uq.edu.au)

### Department of Speech Pathology & Audiology

Therapies Building St Lucia Qld

**Phone: 07 3365 3078**

Web site: [www.shrs.uq.edu.au](http://www.shrs.uq.edu.au)

### Specialist Community Agencies

The following community agencies provide specialist therapy tailored for children with specific disabilities.

#### Autism Queensland Inc

437 Hellowell Road Sunnybank Hills 4109

**Phone: 07 3273 0000**

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

#### Cerebral Palsy League of Queensland

55 Oxlade Drive New Farm 4005

**Phone: 07 3358 8011**

Web site: [www.cplqld.org.au](http://www.cplqld.org.au)

#### Montrose

54 Consort St, Corinda 4075

**Phone: 07 3379 9200**

#### St Francis Xavier Special School

Beresford Terrace Coorparoo 4151

**Phone: 07 3397 9309** or 07 3397 9266

### Community Health Centres

Many community health centres employ therapists to work with children. While these services are free, there are often lengthy waiting lists. Your local telephone book will provide contact details listed under Queensland Health.

### Private Agencies

The Child Development Network

39 Annerley Road

SOUTH BRISBANE QLD 4101

**Phone: 07 3010 3366**

Email: [cdn@ChildDevelopmentNet.com](mailto:cdn@ChildDevelopmentNet.com)

Web Site: [www.childdevelopmentnet.com](http://www.childdevelopmentnet.com)



**SUPPORT GROUPS**

## 6 SUPPORT GROUPS

### Types of Associations and Support Groups

There is nothing like talking to another parent who knows exactly what you are talking about. Support groups arise to fill all sorts of needs, from social get-togethers to lobbying and advocacy. Some groups are consulted directly by government departments to provide information to help with policy-making decisions. These groups are called “peak bodies”.

The sort of support that groups provide can come under many headings. Some groups may have just a single focus whilst others such as the major associations cover a range of activities as well as service provision. The types of support\* are:

**Support:** Support is given through listening and social activities

**Information:** Practical advice and knowledge on how to live with disability is passed on through newsletters, forums, direct telephone requests, workshops as well as the Internet.

**Lobbying and Systemic Advocacy:** Groups which maintain a constant vigil to make certain that the politicians, bureaucrats and general public are aware of issues that affect the lives of people with disabilities.

**Associations:** The major associations provide many levels of support, from being able to talk to someone on the telephone, to family and individual family member programs as well as schooling opportunities. Some of these groups receive significant government funding, others such as the Aspergers Syndrome Support Network are self-funded.

**Self Help Queensland** maintains an extensive database of support groups for health related conditions. They also have details of people who have volunteered to speak to others about a specific condition. Contact Self Help Queensland on (07) 3344 6919 for more information.

A booklet containing a comprehensive list of Queensland support groups for people with genetic conditions has been produced by the **Queensland Clinical Genetics Service**. The following support group listing is partly compiled from this booklet.

A booklet containing a comprehensive list of Queensland support groups is available through the Queensland Clinical Genetics Service. Following support group listing is partly compiled from this booklet.

*\* From "Helping You and Your Family" Association of Children with a Disability, Victoria*

## General Support

Some support groups have booklets that can be useful generally in dealing with a life involved with disability.

You may find the following booklets of some interest, no matter what the disability your child has been diagnosed with.

### **Helping You and Your Family –**

Self-Help Strategies for Parents of Children with a Disability.  
Association for Children with a Disability, Victoria

**Phone: 1800 654 013**

### **Living in the Shadows**

Epilepsy Queensland Inc.

**Phone: 07 3435 5000**

### **The Carer's Companion Handbook**

Queensland Council of Carer's

**Phone: 1800 242 636**

### **You Can Cope!**

Brain Injury Association of Queensland

**Phone: 07 3367 1049** or 1800 673 074

## **Refer to Document: Queensland Support Groups**

Please contact: Queensland Clinical Genetics Service for more information of support groups for people with inherited conditions.

Phone: **(07) 3636 1686;**

Email [qcgs@health.qld.gov.au](mailto:qcgs@health.qld.gov.au)

# Disability Support Groups

## Autism Spectrum Disorder/Asperger Syndrome

### Autism Queensland Inc

P O Box 363SUNNYBANK QLD 4109

**Phone:** 07 3273 0000

**Fax:** 07 3273 8306

**Email:** [mailbox@autismqld.com.au](mailto:mailbox@autismqld.com.au)

**Web Site:** [www.autismqld.com.au](http://www.autismqld.com.au)

### Asperger's Syndrome Support Network (Qld) Inc

P O Box 123, LAWNTON QLD 4501

**Phone:** 07 3285 7001 or 07 3865 2911

**Fax:** 07 3265 1767

**Email:** [mail@asperger.asn.au](mailto:mail@asperger.asn.au)

**Web Site:** [www.asperger.asn.au](http://www.asperger.asn.au)

## Brain Injury (acquired)

### Brain Injury Association of Queensland Inc

P O Box 1519, MILTON QLD 4064

**Phone:** 07 3367 1049 or 1800 673 074

**Fax:** 07 3367 1053

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

**Web Site:** [www.biaq.com.au](http://www.biaq.com.au)

### Friends of Brain Injured Children of Qld Inc

14 Munro Street, AUCHENFLOWER QLD 4066

**Phone:** 07 3623 9199

**Fax:** 07 3633 0933

## Cardiac Disorders

### Heart Support Australia

Brisbane Branch **Phone: 07 3394 4705** Fax: 07 3394 4705

Bundaberg **Phone: 07 4152 0830**

Hervey Bay **Phone: 07 4124 5280** Fax: 07 4128 3375

Sunshine Coast **Phone: 07 5446 7936** Fax: 07 5494 7304

Townsville **Phone: 07 4779 2806**

### Heart to Heart Cardiac Support Group

(for cardiac conditions in children)

P O Box 501, CHERMSIDE SOUTH QLD 4032

**Phone: 07 3350 8181** or 07 3265 6396

32 Swales Street, MUNDINGBURRA QLD 4812

**Phone: 07 4775 2281**

## Cerebral palsy

### Cerebral Palsy League of Queensland

P O Box 386, FORTITUDE VALLEY QLD 4006

**Phone: 07 3358 8011**

Fax: 07 3254 1291

Web Site: [www.cplqld.org.au](http://www.cplqld.org.au)

### Cerebral Palsy Australian Parents Support Group

Maria Bruckner (parent)

9 Carolyn Court, CABOOLTURE QLD 4510

**Phone: 07 5499 4467** or 0414 488 161

Email: [maria1@starway.net.au](mailto:maria1@starway.net.au)

## Coeliac disease

### Queensland Coeliac Society Inc

PO 2110, FORTITUDE VALLY BC QLD 4006

**Phone:** 07 3854 0123

**Fax:** 07 3854 0121

**Email:** [coelqld@xenon.net](mailto:coelqld@xenon.net)

**Web Site:** [www.coeliacqld.xenon.net](http://www.coeliacqld.xenon.net)

### Coeliac Group

72 Weight Street, WULGURU QLD 4811

**Phone:** 07 4778 4398

**Web Site:** [www.coeliac.org.au](http://www.coeliac.org.au)

## Cystic fibrosis

### Cystic Fibrosis Queensland Ltd

PO Box 2245, CHERMSIDE CENTRE QLD 4032

**Phone:** 07 3359 8000 or 1800 670 990

**Fax:** 07 3359 3380

**Email:** [tui@cysticfibrosisqld.org.au](mailto:tui@cysticfibrosisqld.org.au)

**Web Site:** [www.cysticfibrosisqld.org.au](http://www.cysticfibrosisqld.org.au)

### Cystic Fibrosis Queensland Ltd Northern Branch

P O Box 779, CASTLETOWN QLD 4812

**Phone:** 07 4721 4368

**Fax:** 07 4779 0667

**Email:** [cfmq@telstra.easymail.com.au](mailto:cfmq@telstra.easymail.com.au)

## Diabetes mellitus (juvenile)

### Juvenile Diabetes Research Foundation Aust.-Qld

P O Box 177, BRISBANE QLD 4001

**Phone:** 07 3227 1456

**Fax:** 07 3227 1470

**Email:** [knolan@jdrf.org.au](mailto:knolan@jdrf.org.au)

**Web site:** [www.jdrf.org.au](http://www.jdrf.org.au)

## Down Syndrome

### Down Syndrome Association of Qld Inc

P O Box 3223, STAFFORD QLD 4053

**Phone:** 07 3356 6655

**Fax:** 07 3856 2687

**Email:** [dsa.qld@uq.net.au](mailto:dsa.qld@uq.net.au)

**Web Site:** [www.dsaq.org.au](http://www.dsaq.org.au)

### Townsville Regional and Parent Support Group Inc (TRIPS)

P O Box 432, THURINGOWA QLD 4817

**Phone:** 07 4773 3686 or 07 47775 7350

**Fax:** 07 4779 1344

## Epilepsy

### Epilepsy Queensland Inc

P O Box 1457, COORPAROO BC QLD 4151

**Phone:** 07 3435 5000

**Fax:** 07 3435 5025

**Email:** [epilepsy@gil.com.au](mailto:epilepsy@gil.com.au)

## Fragile X syndrome

### Hear: I Am, Queensland Fragile X Association Inc.

P O Box 416, GATTON QLD 4343

**Phone:** 07 5462 6226

**Email:** [d.birney@uq.net.au](mailto:d.birney@uq.net.au)

**Web Site:** [cwpp.slq.qld.gov.au/qldfragilex](http://cwpp.slq.qld.gov.au/qldfragilex)

## Hearing impairment, deafness

### Committee for Hearing Impaired Children Queensland

32 Wilmah Street, ASPLEY QLD 4034

**Phone:** 07 3263 3306

**Fax:** 07 3263 3306

### Deaf Society of Queensland

P O Box 1096, AITKENVALE QLD 4814

**Phone:** 07 4773 1200 or 07 4773 1558

### The Queensland Deaf Society (Inc)

P O Box 214, KELVIN GROVE DELIVERY CENTRE QLD 4059

**Phone:** 07 3356 8255

**Fax:** 07 3356 1331

**Email:** [qds@qdsinc.com.au](mailto:qds@qdsinc.com.au)

**Web Site:** [www.qlddeafsociety.com.au](http://www.qlddeafsociety.com.au)

### Better Hearing Australia - Brisbane Inc

P O Box 5334, WEST END QLD 4101

**Phone:** 07 3844 5065 or 1800 813 142

**Fax:** 07 3846 5260

**Email:** Brisbane: [bhabris@gil.com.au](mailto:bhabris@gil.com.au)

### Better Hearing Australia

P O Box 1127, BUNDABERG QLD 4670

**Phone:** 07 4153 4699

### Better Hearing Australia

26 Wilson Street, MARYBOROUGH QLD 4650

**Phone:** 07 4121 5222

### Better Hearing Australia

73 Toowoomba Road, OAKEY QLD 4401

**Phone:** 07 4691 2919

### Better Hearing Australia

C/- 273 Buchan Street, WESTCOURT QLD 4870

**Phone:** 07 4051 2283

## Kidney disorders

### Australian Kidney Foundation

GPO Box 16643, BRISBANE QLD 4001

**Phone:** 07 3832 2520

**Fax:** 07 3832 3453

**Web Site:** [www.kidney.org.au](http://www.kidney.org.au)

North Queensland Branch

**Phone:** 07 4721 3322

### Queensland Renal Association Inc

P O Box 16, THE GAP QLD 4061

**Phone:** 07 3300 0906

**Fax:** 07 3300 0905

**Email:** [qrai@powerup.com.au](mailto:qrai@powerup.com.au)

**Web Site:** [www.qrai.org.au](http://www.qrai.org.au)

## Specific Learning Disabilities

### SPELD Qld Inc

Queen Alexandra Home

Annexe Level 1, 347 Old Cleveland Rd, COORPAROO QLD 4151

**Phone:** 07 3394 2566 or 1800 671 114

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

**Web Site:** [www.speld.org.au](http://www.speld.org.au)

### Brisbane Dyslexia Association

GPO Box 2126, BRISBANE QLD 4001

**Phone:** 07 3846 1559

## Limb deficiency

### Limbkids Support Association Inc

1 Cahill Street, STRATHPINE QLD 4500

**Phone:** 07 3205 1675

**Fax:** 07 3205 1675

**Email:** [limbkids@bit.net.au](mailto:limbkids@bit.net.au)

### **Amputees and Families Support Group Inc**

PO Box 848, Springwood QLD 4127

**Phone:** 07 3290 4293

**Email:** [afsg@powerup.com.au](mailto:afsg@powerup.com.au)

### **Muscular dystrophy, spinal muscular atrophy, myotonias, myopathies, neuromuscular diseases**

#### **Spinal Injuries Australia Inc**

109 Logan Road, WOOLLOONGABBA QLD 4102

**Phone:** 07 3391 2044

**Fax:** 07 3391 2088

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

**Web Site:** [www.pqaq.com.au](http://www.pqaq.com.au)

#### **Queensland Muscular Dystrophy Association Inc**

Locked Bag 3000, SPRING HILL QLD 4004

**Phone:** 07 3831 2444 or 1800 676 364

**Fax:** 07 3831 2666

### **Respiratory disorders**

#### **Queensland Chest and Lung Association Inc**

P O Box 133, ASPLEY QLD 4034

**Phone:** 07 3263 1366

**Fax:** 07 3263 9334

**Email:** [pbradfield@quicknet.com.au](mailto:pbradfield@quicknet.com.au)

#### **The Australian Lung Foundation**

Level 3, 454 Upper Edward Street, SPRING HILL QLD 4000

**Phone:** 07 3832 2245

**Fax:** 07 3832 1451

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

**Web Site:** [www.lungnet.com.au](http://www.lungnet.com.au)

## Spina bifida

### SBH Queensland

P O Box 8022, WOOLLOONGABBA QLD 4102

**Phone:** 07 3844 4600

**Fax:** 07 3844 4601

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

**Web Site:** [www.spinabifida.org](http://www.spinabifida.org)

## Vision impairment

### Aid for the Blind (Qld) Inc

P O Box 6152, FAIRFIELD GARDENS QLD 4103

**Phone:** 07 3846 1258

**Fax:** 07 3846 1258

### Guide Dogs for the Blind Association of Queensland

P O Box 50, BALD HILLS QLD 4036

**Phone:** 07 3261 7555

**Fax:** 07 3261 7500

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

**Web Site:** [www.guidedogsqld.com.au](http://www.guidedogsqld.com.au)

### Retina Australia (Qld) Inc

Suite 10, Level 6, 141 Queen Street, BRISBANE QLD 4000

**Phone:** 07 3229 0482 or 1800 000 999

**Fax:** 07 3229 0482

**Email:** [raq@gil.com.au](mailto:raq@gil.com.au)

### Royal Blind Foundation of Queensland Inc

P O Box 6091, FAIRFIELD QLD 4103

**Phone:** 07 3391 9191

**Fax:** 07 3391 3406

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

### Royal Blind Foundation of Queensland Inc - Youth Division

P O Box 6091, FAIRFIELD QLD 4103

**Phone:** 07 3391 9113

**Fax:** 07 3391 0477

## General Disability Support

The following support groups provide information, support, lobbying or systemic advocacy.

### Disability Information and Awareness Line (DIAL)

GPO Box 806, BRISBANE QLD 4001

**Phone:** 07 3224 8444 or 1800 177 120

**Fax:** 07 3224 8037

**Email:** [dial@disability.qld.gov.au](mailto:dial@disability.qld.gov.au)

**URL:** [www.disability.qld.gov.au](http://www.disability.qld.gov.au)

### The Information Alliance of FNQ Families of Disabled People Inc.

P O Box 1527

INNISFAIL QLD 4860

**Phone:** 07 4061 2566 or 07 4091 2006

**Fax:** 07 4061 6116

**Email:** [Fmqinc@tpgi.com.au](mailto:Fmqinc@tpgi.com.au)

### Parent to Parent Association Queensland Inc

P O Box 434, YANDINA QLD 4561

**Phone:** 07 5472 7072 or 1800 777 723

**Fax:** 07 5472 7073

**Email:** [parent@parent2parentqld.org.au](mailto:parent@parent2parentqld.org.au)

### Queensland Advocacy Inc (QAI)

Suite G2, Ground Floor

Brisbane Transit Centre, Roma Street, BRISBANE QLD 4000

**Phone:** 07 3236 1122

**Fax:** 07 3236 1590 (Voice and TTY)

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

**URL:** [www.qai.org.au](http://www.qai.org.au)

### **Carers Queensland**

15 Abbott Street, CAMP HILL QLD 4152

**Phone:** 07 3843 1401

**Fax:** 07 3843 1403

**URL:** [www.cc.org.au](http://www.cc.org.au)

### **Carers Resource Centre Information & Support Line**

**Phone:** 07 3843 1398 or 1800 242 636

### **Carer Respite Centres**

**Phone:** 1800 059 059

### **Queensland Parents for People with a Disability (QPPD)**

P O Box 470, PADDINGTON QLD 4064

**Phone:** 07 3368 3055 or 1800 805 184

**Email:** [qppd@qppd.org](mailto:qppd@qppd.org)

### **Self Help Queensland**

P O Box 353, SUNNYBANK QLD 4109

**Phone:** 07 3344 6919

**Fax:** 07 3344 6919

### **The Unmet Needs Campaign Committee**

P O Box 364, ASHGROVE QLD 4060

**Phone:** 07 3366 7066 or 1800 630 740

**Fax:** 07 3366 4736

## Interstate Support Groups

### Association for Children with a Disability

590 Orrong Road  
ARMADALE VIC 3143

**Phone:** 03 9500 1232 or 1800 654 013

**Fax:** 03 9500 1240

**Email:** [mail@acd.org.au](mailto:mail@acd.org.au)

**Web Site:** [www.acd.org.au](http://www.acd.org.au)

### Association for the Welfare of Child Health

P O Box 113  
WESTMEAD NSW 2145

**Phone:** 02 9633 1988 or 1800 244 396

**Fax:** 02 9633 1180

**Email:** [awch@enternet.com.au](mailto:awch@enternet.com.au)

### Rett Syndrome Association of Australia Inc

GPO Box 3497  
MELBOURNE VIC 3001

**Phone:** 03 5243 9066

**Fax:** 03 9615 7798

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

GENERAL INFORMATION



## 7 GENERAL INFORMATION

### List of Acronyms

<b>AQ</b>	Autism Queensland Inc
<b>ABA</b>	Applied Behavioural Analysis
<b>ABI</b>	Acquired Brain Injury
<b>ABIQ</b>	Autism Behavioural Intervention Queensland Inc.
<b>ACOSS</b>	Australian Council of Social Services
<b>ACROD</b>	Australian Council for Rehabilitation of Disabled
<b>ARAFMI</b>	The Association of Relatives and Friends of the Mentally Ill
<b>ASD</b>	Autism Spectrum Disorder
<b>ASSN</b>	Asperger's Syndrome Support Network
<b>AVT</b>	Advisory Visiting Teacher
<b>CA</b>	Carers Allowance
<b>CP</b>	Carers Payment
<b>CRO</b>	Community Resources Officer, (Disability Services Qld)
<b>CRU</b>	Community Resource Unit
<b>DAT</b>	Developmental Assessment Team
<b>DSQ</b>	Disability Services Queensland
<b>EQ</b>	Education Queensland
<b>FACS</b>	Family and Community Services
<b>HCC</b>	Health Care Card
<b>HACC</b>	Health and Community Care
<b>IEP</b>	Individual Education Plan
<b>II</b>	Intellectual Impairment
<b>LAC</b>	Local Area Coordinator, Disability Services Queensland
<b>NCID</b>	National Council of Intellectual Disability
<b>OT</b>	Occupational Therapy
<b>QAI</b>	Queensland Advocacy Incorporated
<b>QCOSS</b>	Queensland Council of Social Services
<b>QCIDD</b>	Queensland Centre for Intellectual & Developmental Disability
<b>QDN</b>	Queenslanders with a Disability Network
<b>QPPD</b>	Queensland Parents for People with Disability
<b>SEC</b>	Special Education Class
<b>SEDU</b>	Special Education Development Unit
<b>SEU</b>	Special Education Unit

## Service Providers

The government funds organisations to provide services to assist people and families living with disability to engage in daily activities. The types of services provided vary greatly, from sport and recreation to respite and personal support care. Service providers are funded by both the State (Disability Services Queensland) and Federal Governments (Department of Family and Community Services or Health and Ageing).

There are currently two types of funding. Block funding and individualised funding, both are administered through service providers. An example of block funding is the In-home Family Care Service that is funded by the Commonwealth Department of Family and Community Services. This funding is given to service providers in blocks to provide services for people who contact the service to register for a “nanny” to care for their children in the family home (see Department of Family and Community Services for details). Often there is a waiting list for activities some long, some short. Similarly, each service provider may have their own eligibility criteria that can differ significantly from other service providers.

An example of individualised funding is the Family Support Program funded by Disability Services Queensland. A family completes the registration forms to apply for this funding, and if the application is successful the funding is given to service providers to be administered on behalf of the family.

**To find out what service providers are in your area contact:**

**Queensland Council of Carers (QCC)**

1800 242 636

**Disability Awareness Information Line (DIAL)**

1800 177 120

## Other Types of Providers

### Education, Information and Training

#### Community Resource Unit Inc.

Suite 5B/19 Lang Parade, AUCHENFLOWER QLD 4066

**Phone:** 07 3870 1022

**Fax:** 07 3371 3842

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

#### Family Planning Queensland

100 Alfred Street, FORTITUDE VALLEY QLD 4006

**Phone:** 07 3250 0240

**Fax:** 07 3257 3023

**Email:** [education@fpq.asn.au](mailto:education@fpq.asn.au)

**Web Site:** [www.fpq.asn.au](http://www.fpq.asn.au)

#### Learning Connections Centre

P O Box 11, PADDINGTON QLD 4064

**Phone:** 07 3369 1011

**Fax:** 3367 2242

#### Montrose Access

54 Consort Street, CORINDA QLD 4075

**Phone:** 3379 9200

**Web Site:** [www.montroseaccessorg.au](http://www.montroseaccessorg.au)

#### The National Association for Conductive Education (NACE)

P O Box 5073, MT GRAVATT QLD 4122

**Phone:** 07 3891 5722

**Web Site:** [www.naceqld.org](http://www.naceqld.org)

### Equipment

#### Independent Living Centre (ILC)

Cnr Goring St & Cavendish Road, COORPAROO QLD 4151

**Phone:** 07 3397 1224 or 1300 885 886

**Fax:** 07 3394 1013

**Email:** [mail@ilcql.org.au](mailto:mail@ilcql.org.au)

**Web Site:** [www.ochre-shores.net](http://www.ochre-shores.net)