

Hughenden Health and Community Services Directory

(local and visiting services)

DRAFT
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Developed in collaboration with the Hughenden Community Advisory Network
as part of the
Hughenden Place-Based Health Planning Project

Developed by Deb Smith and Mim Crase
on behalf of the
Integrating Health Care Planning for Health and Prosperity in North Queensland (place-based planning) Project team
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Disclaimer

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Overview of Services

Service Name	Emergency / Acute Health	Health – Primary care	Health - Secondary care	Health – Tertiary/specialist	Allied - Chiropractic	Allied - Dental	Allied – Diabetes Educator	Allied - Dietetics	Allied – Exercise Physiologist	Allied – Hearing/Ears	Allied - Mental Health	Allied – Occupational Therapy	Allied – Optometry/Eyes	Allied – Pharmacist / Medications	Allied - Physiotherapy	Allied - Podiatry	Allied Speech Pathology	Aged Care - Accommodation	Aged Care - Respite	Community Svs – Aged	Community Svs - Children	Community Svs - Youth	Community Svs – Women’ s	Community Svs – Men’ s	AOD Support	Cardiac Services	Health promotion / preventive	Indigenous Health	Palliative Care	Sexual Health	Skin Health	
HUGHENDEN-BASED																																
Hughenden GP Surgery		H																							V T		H	H		H	H	
Hughenden MPHS	H	H	H	VT 1		V	V				V	V	V	H ²	V		V	H			V	V	V	V		V			H	T	V	
Hughenden Pharmacy		H												H																		
Flinders Shire Council – Community Care																		H	H	H												
Queensland Ambulance Service	H																															
VISITING HEALTH SERVICES																																
BodyFix									V						V																	
Clarity Hearing Solutions										V																						
DAWN Services (Community Care Nurse)																				V												
Flying Skin Doctor																					V										V	
Hearing Australia										V																						
Heart of Australia																										V						
Hodgson Optical													V																			
Lives Lived Well																								V								
North West Remote Health							V	V	V		V	V			V																	
O'Brien Chiropractic					V																											
Outback Futures											V																					
Project Outback Dental						V																										
TRACC Tackling Regional Adversity Connected Communities											V																					
RFDS Mental health											T																					
selectability											V																					
Talk HQ																	V					V										
Towers Podiatry																V																
Townsville University Hospital			O	VT 1																												
Tropic Kids Physiotherapy															V																	
True Relationships & Reproductive Health																							V	V							V	

H=Hughenden-based; V=Visiting; T=Telehealth; O=Other location;

¹ Specialist visiting clinic – paediatrics. Specialist telehealth clinics include geriatrician and oncology. Other appointments by telehealth on an ad hoc basis.

² Limited service

Health Providers:

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
Hughenden GP Surgery	<p>Surgery consultations Home / Hospital visits Health Assessments – Aged 75+ years, Closing the gap for First Nations, 4 year olds; all other eligible assessments GP Management plans for patients with mental health, chronic conditions</p>	<p>22 Brodie St Hughenden</p> <p>Mon- Fri 9am-12pm; 2pm-5pm</p> <p>Sat 9am-12pm;</p>	Self-Referral	<p>07 4741 1446</p> <p>admin@hughendendocorssurgery.com.au</p>	<p>Bulk billing for eligible clients</p> <p>Fee for Service</p>	Entry not found
Hughenden Multipurpose Health Service (MPHS)	<p>Emergency care 24 hours a day, 7 days a week Inpatient / Outpatient clinics Aboriginal and Torres Strait Islander health worker Community / Child Health Nurse Radiography (restricted service) Telehealth oncology service / chemotherapy Aged care</p> <p>https://www.townsville.health.qld.gov.au/facilities/hughenden-multipurpose-health-service/</p> <p>Patient Travel Subsidy Scheme - provides financial assistance for eligible patients to access specialist medical services not available locally. See attached information in last pages. Info:</p> <p>https://www.qld.gov.au/health/services/travel/subsidies</p>	<p>Richmond Hill Drive Hughenden</p> <p>Office hours Mon-Fri 8.30am-5.00pm</p>	<p>Self-Referral GP Referral</p>	07 4741 2800	Free for eligible clients/patients	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Health_Services/Hospitals/12955/118574/Hughenden_Multipurpose_Health_Service
	<p>Allied health inpatient/outpatient/telehealth services</p> <ul style="list-style-type: none"> • Occupational therapy • Speech therapy • Physiotherapy • Social Worker (Vacant) 	Monthly visits	<p>THHS referral GP referral Sent to: CTAlliedReferrals@health.qld.gov.au</p>	07 4741 2800	<p>THHS/QH CBRS My Aged Care NDIS DVA Workcover</p>	

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
	<ul style="list-style-type: none"> Podiatry (every two months to Dec 2023) 		Only podiatrist accepts private patients.			
	Allied health services also provided by North West Remote Health					
	ATODS (alcohol, tobacco and other drugs) See Lives Lived Well					
	Child development service outreach	Quarterly visits	Self-referral Service-provider referral	Lauren??		
	Community mental health Provided by Rural Community Mental Health Services in Charters Towers. Specialist and recovery-orientated mental health service to consumers with moderate-to-severe mental health problems and their families. More info see: https://www.townsville.health.qld.gov.au/services/mental-health/rural-community-mental-health-services/		GP referral HealthPathways	1300 64 2255		
	Dental clinic Emergency and general dental care can self-refer to this service by contacting our call centre. Check eligibility to access this free public dental care service: https://www.qld.gov.au/health/services/oral-eye-ear/dental-services	1 week every month	Self-referral	1300 300 850		
	Paediatrician (children's health)	Quarterly service – visit then telehealth follow-up	GP Referral	See GP initially		

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
	School oral health Information will be sent out through your child's school		Via schools			
	School-based youth health nurse	Fortnightly	Hughenden State School	Elle ereid123@eq.edu.au		
	Sexual health and reproductive health nurse	Every 2 months	Self-referral	Ruth 0429 488 710 Or drop in		
	<u>Women's health clinic</u> <ul style="list-style-type: none"> • cervical screening (Pap smears) • contraception, including Implanon insertion and Mirena assessment and review • family planning education • sexuality and gender issues • STI and blood-borne virus testing, treatment and management • pelvic-floor muscle training and continence promotion • information about menopause and hormone replacement • assessment re menstrual problems, abnormal bleeding etc. • pregnancy options • gynaecological referral as required • information and support on all women's health issues. https://www.townsville.health.qld.gov.au/services/womens-health/mobile-women-s-health-clinic/		Self-referral	07 4741 2800		
Hughenden Pharmacy	Medications Prescriptions Over the counter	37-41 Brodie Street Hughenden	Self-referral GP for prescription medications	07 4741 1631 hughendenpharmacy@hotmail.com	Fee for service	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Health_Services/Pharmacies/493

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
		Mon, Tue, Wed, Fri 9am-5pm Thursday 9am-4pm				70/180690/Hughenden Pharmacy
Flinders Shire Council	<p>Community Care</p> <p>Commonwealth Home Support Program provides entry-level support for older people who need some help to stay at home.</p> <p>Home Care Packages (HCP) are designed for those with more complex care needs that go beyond what the Commonwealth Home Support Programme can provide. Four levels of support:</p> <ul style="list-style-type: none"> • Home Care Level 1 – basic care needs • Home Care Level 2 – low level care needs • Home Care Level 3 – intermediate care needs • Home Care level 4 – high care needs <p>* Eligibility criteria apply</p> <p>NDIS: provides support for Australians under the age 65 who have a disability that is likely to be permanent and significant with the supports they need to live an ordinary life.</p> <p>Queensland Community Support Scheme: The Queensland Community Support Scheme (QCSS) is available for people under 65 years and or under 50 years old for Aboriginal or Torres Strait Islander people) with a disability (and are not eligible for the National Disability Insurance Scheme [NDIS]) chronic illness, mental health or other condition, or other circumstances that impact your ability to live independently in the community.</p> <p>Veterans Home Care Program: s a DVA program designed to assist entitled persons who need a small</p>	<p>34 Gray Street, Hughenden</p> <p>Office hours Mon-Fri 8.30am - 5.00pm</p>	<p>Self Referral Service provider referral Care Finder referral</p>	<p>Contact the Flinders shire Council Care Finder Service:</p> <p>07 4741 2960 communitycare@flinders.qld.gov.au</p>	State and Federal funded	https://www.mycommunitydirectory.com.au/Outlet/225493/Community_Care_Program

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
	amount of practical help to continue living independently in their own homes. More information: https://www.flinders.qld.gov.au/our-community/community-care					
	Community Transport The Community Transport Program supports people who have trouble accessing transport options to get around their local community.	34 Gray Street, Hughenden Office hours Mon-Fri 8.30am - 5.00pm	Self Referral Service provider referral Care Finder referral	07 4741 2960 communitycare@flinders.qld.gov.au	State Funded	
	Aged Care - Care Finder Service Provides additional support to connect and engage vulnerable older people so that they can access My Aged Care and other essential services. Eligibility criteria, must: <ul style="list-style-type: none"> • Need help with one or more everyday tasks • Be aged: • 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people) or • 50 years or older (45 years or older for Aboriginal or Torres Strait Islander people) and on low income and homeless, or at risk of being homeless. https://www.flinders.qld.gov.au/care-finder-program-1/care-finder-program	34 Gray Street, Hughenden Office hours Mon-Fri 8.30am - 5.00pm	Self-referral Service Provider referral Contact to obtain referral form.	07 4741 2960 ccc@flinders.qld.gov.au	My Aged Care	Entry not found
	Aged Care Accommodation - Hughenden Centre for the Aged Independent living accommodation facility, consisting of 12 individual semi self contained units, for people requiring the next level of care where they are no longer fully able to look after a large home or garden. The units provide a	18 Betts Street, HUGHENDEN	Self Referral Service provider referral	07 4741 2960 communitycare@flinders.qld.gov.au	My Aged Care	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Accommodation_Services/Aged_Care_Accommodation_Services/90604/220802/Hughenden_Centre_for_the_Aged

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
	<p>friendly, peaceful and secure environment where freedom and privacy can be enjoyed.</p> <p>* Eligibility criteria apply, currently a waiting list</p> <p>https://www.flinders.qld.gov.au/hammond-court-cottages/community-accommodation</p>					
	<p>Aged Care Accommodation – Hammond Court</p> <p>Pensioner cottages are available to be rented. These cottages are one-bedroom units with a full kitchen, bathroom, lounge and small laundry. Two out of the six units have a lockable garage.</p> <p>* Eligibility criteria apply, currently a waiting list</p> <p>https://www.flinders.qld.gov.au/hammond-court-cottages/community-accommodation</p>		Self Referral Service provider referral	<p>07 4741 2960</p> <p>communitycare@flinders.qld.gov.au</p>	My Aged Care	https://www.mycommunitydirectory.com.au/Outlet/220802/Hughenden Centre for the Aged
Bodyfix	<p>Our Physiotherapists treat all musculoskeletal conditions such as painful and arthritic joints; back and neck pain; headaches; muscular pains; sports injuries; and workplace injuries.</p> <p>Exercise Physiologists design and prescribe specialised, safe exercise programs to meet either fitness or injury rehabilitation goals. Exercise physiologists can treat medical conditions such as obesity, arthritis, diabetes, osteoporosis, cardiovascular diseases, as well as musculoskeletal injuries. The exercise physiologist also runs a free casual fitness class every 2nd Tuesday 2:45pm.</p> <p>https://www.bodyfixphysio.com</p>	<p>Hughenden Multipurpose Health Service</p> <p>Richmond Hill Drive Hughenden</p> <p>Fitness Class at: St Francis Catholic School Hall 8 Flinders St Hughenden</p>	NDIS My Aged Care Private	<p>07 4787 7656</p> <p>reception@bodyfixphysio.com</p>	<p>CheckUP</p> <p>NDIS My Aged Care Bulk billing for eligible clients</p> <p>Fee for Service</p>	https://www.mycommunitydirectory.com.au/Queensland/Charters Towers/Health Services/Allied Health/83407/170270/Bodyfix_Physiotherapy Exercise Physiology
Clarity Hearing Solutions	<ul style="list-style-type: none"> Advanced, invisible, rechargeable and bluetooth hearing aids Free services and aids for eligible pensioners and veterans 	Hughenden Multipurpose Health Service	Office of Hearing Services Program patients are fully funded	07 4779 1566	<p>Bulk billing for eligible clients</p> <p>Fee for service</p>	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Disability Services/General Disability Services/50320/181600/Clarity Hearing Solutions

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
	<ul style="list-style-type: none"> Comprehensive hearing assessments for adults and children Balance and vestibular testing and rehabilitation Tinnitus assessment and treatment Ethical, evidence-based, clinical practice methods https://clarityhearingsolutions.com.au/	Richmond Hill Drive Hughenden	Self Referral Private patients may be able to claim benefits against their private health cover			rity Hearing Balance - Hughenden
Diverse Abilities Wellbeing Network (DAWN) Services	<p>NDIS Registered Provider based in Townsville. Support services include:</p> <ul style="list-style-type: none"> Personal care Practical support in the home Community nursing care Community participation Supported independent living arrangements Access to community, travel and transport Accommodation/tenancy assistance Short term accommodation (Respite) Medium term accommodation Life skills development Assistance with life stage transitions Plan management. https://www.dawnservices.com.au/	<p>Townsville</p> <p>Office Hours Mon - Fri 8:30am-4:30 pm</p>	NDIS service provider	<p>07 4426 2844</p> <p>operations@dawnservices.com.au</p>	NDIS	https://www.mycommunitydirectory.com.au/Queensland/Townsville/Disability_Services/General_Disability_Services/90381/220590/Diverse_Abilities_Wellbeing_Network_DAWN_Services
Flying Skin Doctor	<p>Comprehensive and professional skin cancer services, 15 minute consultations for full body skin checks with a dermatoscope treatment offered for any suspicious lesions detected</p> <p>https://www.theskincancerdoctor.com.au/</p>	<p>Visit to:</p> <p>Diggers Entertainment Centre 21 Brodie Street Hughenden</p>	Self-referral Service provider referral	<p>1300 754 637</p> <p>admin@theskincancerdoctor.com.au</p>	<p>Bulk billing only for DVA Gold Card holders and for Cryotherapy treatments.</p> <p>All other appointments will be privately billed. A skin cancer check costs \$125, and you will receive a \$39.10 Medicare rebate.</p>	Entry not found

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
Hearing Australia	<ul style="list-style-type: none"> Hearing tests Ongoing care and device repair services online, in centre or in your home Hearing management through counselling and rehabilitative programs https://www.hearing.com.au/	Hughenden Multipurpose Health Service	Self-referral Service provider referral	07 4771 9100 134 432 enquiry@hearing.com.au	Bulk billing for eligible clients Fee for service	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Health_Services/Hearing_Services/65086/195939/Hearing_Australia_-_Hughenden
Heart of Australia	Specialist services: <ul style="list-style-type: none"> Cardiology Endocrinology Gastroenterology Geriatric Medicine Gynaecology Neurology Psychology Radiology Respiratory Sleep Urology Diagnostic services: <ul style="list-style-type: none"> Ambulatory Blood Pressure Monitoring CPAP trials CT scans ECG Exercise Stress Testing Holter monitoring Respiratory Function Testing Sleep Apnoea Testing Sleep Specialist Consultations Stress Echocardiograms Transthoracic Echocardiogram https://heartofaustralia.com/	Own Heart Trucks Opp Post office Brodie Street Hughenden	GP referral	07 3162 5310 1800 432 786 reception@heartofaustralia.com	Fee for Service	https://www.mycommunitydirectory.com.au/Queensland/Brisbane/Health_Services/Community_Health/42274/169061/Heart_Of_Australia
Hodgson Optical	Optometrist Vision tests https://www.hodgsonoptical.com/	Visits 4 times per year	Self-referral Service provider referral	0438 062 768 martinhodgson@hotmail.com	Bulk billing for eligible clients Fee for service	https://www.mycommunitydirectory.com.au/Queensland/Townsville/Health_Services/Allied_Health/34744/169023/Hodgson_Optical

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
		Hughenden Multipurpose Health Service				
Lives Lived Well	Alcohol and other drugs services Counselling – in person, phone, online Withdrawal support https://www.liveslivedwell.org.au/	Negotiable	Self-referral Service provider referral	Mon-Fri 1300 727 957 Linda 0474 242 681 linda.baldwin@liveslivedwell.org.au Lifeline 24-hour crisis support line 13 11 14		Next visits 12-14 June 26-28 June https://www.mycommunitydirectory.com.au/Queensland/Charters_Towers/Health_Services/Drug_Alcohol_Services/36468/170479/Lives_Lived_Well_-_Charters_Towers
North West Remote Health	Dietitian Diabetes educator (vacant) Occupational therapy Psychologist / Mental Health Nurse Exercise Physiologist https://www.nwrh.com.au/	Hughenden Multipurpose Health Service Richmond Hill Drive Hughenden	Self-referral Service provider referral	1800 799 244 info@www.nwrh.com.au	NDIS My Aged Care Private Clients - Fee for service?	https://www.mycommunitydirectory.com.au/Queensland/Townsville/Disability_Services/General_Disability_Services/19416/143817/NWRH_-_East_Coast_Corporate_Office_Townsville
O'Brien Chiropractic	Improve the function of the body and assist with general wellbeing, pain relief, posture, and more https://www.obrienchiropractic.com.au/	Visits monthly from Townsville 22 Gray Street Hughenden	Self-referral	07 4721 1011 obchiro@bigpond.com	Fee for service	https://www.mycommunitydirectory.com.au/Queensland/Townsville/Health_Services/Allied_Health/49887/181198/Mark_O_Brien_Chiropractic
Outback Futures	Whole-of-community mental health and wellbeing solution addressing the challenges facing our remote and very remote communities. Head Yakka is a community led initiative empowering communities to take ownership of their mental health and wellbeing future. https://outbackfutures.org.au/	Visiting Schools and library	Self-referral Service provider referral	0417 703 729 info@outbackfutures.org.au	Some free options Fee for service	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Health_Services/Mental_Health_Services/106178/230497/Outback_Futures_-_Hughenden

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
Project Outback Dental	<ul style="list-style-type: none"> • Check up and Oral Cancer Screens • Dental emergency and dental trauma management • Gum disease treatment and hygiene • Preventative and Restorative Care • Fillings and sealants • Teeth whitening and cosmetic restorations • Dental implants and denture services • Children's Dentistry and Special Needs Dentistry • Complex paediatric dental rehabilitation under general anaesthetic • Relative analgesia (happy gas) for the very anxious and dental phobic patient (adult and child) • Twilight sedation for the very anxious and dental phobic patient (adult and child) with a specialist anaesthetist • Specialist referrals and Teledentistry https://www.projectoutbackdental.com.au/project-outback-dental-pod-pty-ltd-mytoothdoctorm	<p>Visiting twice a year</p> <p>Robert Gray Park</p>	Self-referral	<p>07 4751 8999</p> <p>0427 298 698</p> <p>maryann@projectoutbackdental.com.au</p>	<p>Bulk billing for eligible clients (Child Dental Benefits Scheme)</p> <p>DVA</p> <p>Fee for service</p> <p>Private Health Fund</p> <p>Visa, Mastercard, Afterpay</p> <p>Denticare Payment Plan</p>	https://www.mycommunitydirectory.com.au/Outlet/225490/Project-Outback-Dental-POD
TRACC - Tackling Regional Adversity through Connected Communities	<p>The TRACC program aims to reduce the impact of adversity associated with drought, disaster and other crises through:</p> <ul style="list-style-type: none"> targeting suicide prevention building resilience supporting recovery among people and communities. https://cdn.townsville.health.qld.gov.au/tgh/listingforms/page824/tracc_brochure.pdf	<p>Visiting</p> <p>Negotiable</p>	Self-referral Service provider referral	<p>Mon-Fri 7.00am – 3.30pm</p> <p>Sean 0447 364 378 sean.winning@health.qld.gov.au</p> <p>After hours: Acute Care Team provides 24/7 specialist mental health crisis care and support. 1300 MH CALL (1300 64 2255)</p>	QH	https://www.mycommunitydirectory.com.au/Queensland/Maranoa/Health_Services/Mental_Health_Services/101722/228549/Tackling_Regional_Adversity_through_Connected_Communities_TRACC
RFDS Mental health	The Royal Flying Doctor Service (Queensland Section) operates mental health outreach programs across western Queensland.	Negotiable	Self-referral Service provider referral	<p>1300 010 174</p> <p>outback@rfdsql.com.au</p>	Free for eligible clients	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Health_Services/Mental_Health

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
	<p>The Drought Wellbeing Service offers free counselling and support to people living and working in rural and remote areas impacted by drought.</p> <p>https://www.flyingdoctor.org.au/qld/what-we-do/mental-health/</p>					Services/87192/217940/Royal Flying Doctor Service Of Australia Queensland Section - Hughenden
selectability	<p>committed to improving the mental wellbeing of people in regional Queensland and contributing to the prevention of suicide</p> <p>https://www.selectability.com.au/selectability-locations/charters-towers/</p>	Negotiable	Self-referral Service provider referral	<p>07 4787 8642</p> <p>charterstowers@selectability.com.au</p>	NDIS	https://www.mycommunitydirectory.com.au/Queensland/Charters-Towers/Health_Services/Mental_Health_Services/75835/206311/selectability_Charters_Towers
Talk HQ	<p>We can help your child with speech therapy:</p> <ul style="list-style-type: none"> • Speech sounds • Speaking and listening • Reading and writing • Social skills • Eating and drinking • Autism • Feeding • Stuttering • Voice <p>https://talkhq.com.au/</p>	Library and schools	Self-referral Service provider referral	<p>07 4755 0225</p> <p>hello@talkhq.com.au</p>	<p>Fee for service</p> <p>NDIS</p>	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Health_Services/Allied_Health/104629/209707/St_Francis_Catholic_School_Hughenden
Towers Podiatry	<p>Nail & Footcare Services</p> <p>Diabetic Assessment</p> <p>Corn & Callous</p> <p>Bunions</p> <p>Tinea</p> <p>Arthritis</p> <p>Heel pain</p> <p>Fungal Nail Infections</p> <p>Digital Deformities</p> <p>Biomechanical Assessment</p> <p>Plantar Fasciitis Management</p> <p>P.N.A.(Ingrown Toenail Surgery under local anaesthetic)</p> <p>Supply of standard and Custom made Orthotics</p>	CWA Hall 34 Stansfield St Hughenden	Self-referral Service provider referral	<p>0427 628 637</p> <p>info@towerspodiatry.com.au</p>	<p>Bulk billing if eligible</p> <p>Fee for service</p> <p>Private Health Fund (Hicaps Available)</p> <p>NDIS</p> <p>DVA</p>	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Health_Services/Allied_Health/104628/225508/QCWA - Hughenden

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
	<p>Orthotic Adjustments, repairs and recovered</p> <p>https://www.healthdirect.gov.au/australian-health-services/healthcare-service/charters-towers-4820-qld/towers-podiatry/podiatry/dabd433a-7d20-4c4e-9048-65f42eb690b3</p>					
Tropic Kids Physiotherapy	<p>Tropic Kids Physiotherapy is a passionate small business providing family-focused, evidence-based paediatric physiotherapy to North Queensland. Based in Townsville, we provide outreach clinics to Ingham, Magnetic Island, Charters Towers & Hughenden. We strive to deliver individualised therapy with a multidisciplinary approach. As a mobile and clinic service, we can provide therapy at home, in education settings or community environments to best suit your goals.</p> <p>Tropic Kids Physiotherapy provides:</p> <ul style="list-style-type: none"> • Block, ongoing or telehealth therapy • Standardised developmental assessments • Early Intervention Physiotherapy • Gross motor development • Plagiocephaly & Torticollis treatment • Personalised home therapy programs • Inclusion strategies & support • Assessment & prescription of specialised equipment • Hydrotherapy <p>https://tropickidsphysiotherapy.com/</p>	<p>Work out of families home</p> <p>Visit every 6-8 weeks</p> <p>1/26 Bowen Rd, Hermit Park QLD 4812</p>		<p>Monday – Friday 8am – 5pm</p> <p>hello@tropickidsphysiotherapy.com</p> <p>0409 620 415</p>		<p>https://www.mycommunitydirectory.com.au/Queensland/Townsville/Health_Services/Allied_Health/100164/227116/Tropic_Kids_Physiotherapy</p>
True Relationships & Reproductive Health	<p>GP Women's Health Clinics Education/support Counselling</p> <ul style="list-style-type: none"> • contraception advice (including IUD & Implanon insertions & removals) • pregnancy planning • menopause advice • sexual health screening 	<p>MPHS Richmond Hill Drive Hughenden</p>	Self-referral	<p>07 4051 3788</p> <p>lorna.lavaring@true.org.au</p>	CheckUP – Free for eligible clients	<p>https://www.mycommunitydirectory.com.au/Queensland/Flinders/Health_Services/General_Practice_Doctor/104631/218297/Hughenden_Hospital</p> <p>Upcoming visit dates:</p>

Service Name	Services offered	Location	Referral Type	Contact	Funding notes	My Community Directory link
	<ul style="list-style-type: none"> cervical screening breast examinations www.true.org.au					21 & 22 August 4 & 5 December

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Community Services

COMMUNITY SERVICES	Advocacy	Charity clothing	Disability Care plans	Domestic Violence Support	Emergency Relief	Employment	Family Support	Financial assistance/Counselling	Housing Homelessness Support	Indigenous Services	Legal Services	Support services	Telehealth capabilities	Youth support
Aged and Disability Advocates (ADA) Australia	V													
Carer's Gateway (NWRH)												V		
Centrelink Community Support Services (Services Aust)				H	H	H	H	H	H					
Country Women's Association									H					
Flinders Shire Council – Library Services													H	
Health Collective Group			V											
Independent Advocacy NQ	V													
Mercy Community			T											
National Disability Insurance Scheme (NDIS)– Mount Isa Office			V											
North West Indigenous Community Centre										H				H
Prospect Community Services			V	V	V		V	V	V					V
Qld Indigenous Family Violence Legal Service - QIFVLS											V			
Rainbow Gateway						H				H				
Rural Financial Counselling Service								V						
Townsville Aboriginal and Islander Health Services (TAIHS) Family Wellbeing Service							V							
Uniting Care - NQ Rural Family Support							V		V	V				
Vinnies - St Vincent de Paul		H			H									
Yumba Community Co-op Society									H	H				

Community Services	Services Offered	Location	Contact	Additional Notes
Aged and Disability Advocates (ADA) Australia	<p>Aged and Disability Advocates (ADA) Australia is a not-for-profit, independent, community-based advocacy and education service with 30 years' experience in supporting and improving the wellbeing of older people and people with disability.</p> <p>Our services are free, confidential and client focused. ADA Australia offers a range of services in the following areas:</p> <ul style="list-style-type: none"> • Aged Care Advocacy • Disability Advocacy • Systemic Advocacy • Education • Resources <p>https://adaaustralia.com.au/about/what-we-do/</p>	Visiting from Townsville	<p>Christine Toia Christine.toia@adaaustralia.com.au</p> <p>Office hours Mon, Tues, Thurs, Fri 9am - 5pm Closed Wednesday</p> <p>T: 1800 818 338 E: info@adaaustralia.com.au W: www.adaaustralia.com.au</p>	
Carer's Gateway (North West Remote Health)	<p>Services include:</p> <ul style="list-style-type: none"> • registration and assessment process; action plan developed based on goals. • counselling services; • focus group discussions; • courses; • financial services; • respite. <p>No out-of-pocket expenses for participation</p>	Visiting	<p>1800 422 737;</p> <p>Self-referral Service provider referral</p>	
Centrelink Community Support Services (Services Aust)	<p>Digital Services Medicare Centrelink Child Support Assisted Services</p> <p>www.humanservices.gov.au</p>	<p>32 Stansfield Street Hughenden (Beside Holden's Bakery)</p> <p>Monday to Thursday 9.00 am to 12:30 noon</p>	136 240	
Country Women's Association	<p>The Country Women's Association (CWA) provides opportunities to be involved with your local community. May support local projects, campaign on issues, facilitate interest groups, fundraising.</p> <p>Hall hire Short term accommodation.</p>	42 Stansfield St Hughenden	<p>President: Olive 0427 609 007</p> <p>hughqcwa@gmail.com</p> <p>Booking officer Bev 6am—6pm only 0455 263 442</p>	Meets 2nd Wednesday each month @ 10am

Community Services	Services Offered	Location	Contact	Additional Notes
Flinders Shire Council – Library Services	Printing available, B&W and Colour - priced according to quantity Free WiFi - Computers available free of charge. Technical assistance with computers, iPads, tablets Phones , Connectivity assistance DVD's Audio books, eBooks, eAudio, Free Book Exchange Library	Corner Gray and Brodie Streets, Hughenden Monday to Friday 9 – 5, Saturday 9 – 12	07 4741 2976 librarian@flinders.qld.gov.au Libraryassistant@flinders.qld.gov.au	https://www.mycommunitydirectory.com.au/Queensland/Flinders/Community Centres Halls Facilities/General Community Facilities/98351/225494/Flinders Shire Public Library
Health Collective Group	Health Collective Group provide a wide range of Occupational Therapy services that are tailored to meet the specific needs of clients. Work with people of all ages, from children to older adults, and with a variety of conditions, including physical and psychosocial, developmental disabilities and neurological conditions. Services include: <ul style="list-style-type: none"> • Functional Capacity Assessments • Capacity building ongoing therapy (monthly face to face) • Home Modifications • Assistive Technology and equipment prescription • Driving Assessments • Paediatrics • School visits Referral form on the website: https://healthcollectivegroup.com.au/	Visiting from Townsville every month completing home and school visits. Fee for service NDIS	07 4422 0824 admin@healthcollectivegroup.com.au	Entry not found
Independent Advocacy NQ	General Advocacy issues including but not limited to: <ul style="list-style-type: none"> • Aged care issues; • Issues with Service Providers and Services; • Government Department issues including Centrelink, Pensions, Education etc; • Qld Health including Mental Health Units & Rehabilitation Centres; • Residential Care Facility issues; • Issues relating to Public Trustee or Public Guardian NDIS Appeals Advocacy Advocacy assistance in your Legal Proceedings	Visiting from Townsville	07 4725 2505 1800 887 688 intake@ianq.org.au	https://www.mycommunitydirectory.com.au/Queensland/Burdekin/Advocacy Services/General Advocacy Services/10835/110487/Independent Advocacy NQ
Mercy Community Support Services (NDIS)	Your Mercy Community Support Coordinator will work with you to:	Visiting from Townsville	1300 161 618	

Community Services	Services Offered	Location	Contact	Additional Notes
	<ul style="list-style-type: none"> find, and connect to the most suitable service providers to deliver the supports identified in your plan minimise the complexity of negotiating with service providers strengthen and enhance your opportunities to participate actively in the community ensure your supports meet their obligations, legally and contractually achieve greater independence to self-direct services and supports in the long term manage any issues with your supports should they arise 		NDISenquiry@mercycs.org.au	
NDIS – Mount Isa Office	<p>The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.</p> <p>The NDIS also connects anyone with disability to services in their community.</p> <p>https://www.ndis.gov.au/</p>	Visiting from Mount Isa	<p>Appointments: 07 4747 2642</p> <p>Belinda 0477 746 933</p>	<p>Next visit Wed 7 June 2023 8.30am – 4.30pm</p>
North West Indigenous Community Hub Inc	To be confirmed once established	Brodie St Hughenden (Beside the lolly shop)	<p>Pat / Greg</p> <p>admin@nwicci.com</p>	
Prospect Community Services	<p>Disability and NDIS Services</p> <p>Domestic Violence and Housing Services</p> <p>Emergency Relief</p> <p>Employment support</p> <p>Family and Youth Services</p> <p>Financial assistance/Counselling</p> <p>Housing Homelessness Support</p>	<p>Visiting from Charters Towers</p> <p>RSL 17 Flinders St Hughenden</p>	<p>07 4787 4797</p> <p>info@prospect.org.au</p>	Fortnightly visits
Qld Indigenous Family Violence Legal Service (QIFVLS)	<p>A free legal service for Aboriginal or Torres Strait Islander people affected by family violence or sexual assault.</p> <ul style="list-style-type: none"> Casework Assistance Community Engagement Community Legal Education Court Support Early Intervention and Prevention Information, Support and Referral Services Law Reform and Advocacy 	<p>Visiting from Townsville</p> <p>Based at the courthouse</p>	<p>1800 887 70</p> <p>07 4721 0600</p> <p>help@qifvls.com.au</p>	<p>https://www.mycommunitydirectory.com.au/Queensland/Townsville/Advocacy_Services/General_Advocacy_Services/13358/120531/QIFVLS_-_Townsville_Office</p>

Community Services	Services Offered	Location	Contact	Additional Notes
	<ul style="list-style-type: none"> Legal support, Advice and Representation Advice and Representation https://qifvls.com.au/			
Rainbow Gateway	Support for: <ul style="list-style-type: none"> Aboriginal and Torres Strait Islander people, Financially disadvantaged people, People in rural/regional/remote communities, Unemployed persons 	32 Mowbray Street Hughenden	07 4741 0178	
Rural Financial Counselling Service (Businesses)	The purpose of the RFCS is to provide free support to primary producers, fishers and small rural businesses. https://www.rfcsnq.com.au	Visiting	07 4743 1888 admin@southerngulf.com.au	
Vinnies - St Vincent de Paul	Sells recycled clothing, books and resources and offers emergency relief. It is managed and run by volunteers	23 Gray St Hughenden Tuesday, Thursday 9:30 – 12:30 Saturdays 9:30 – 12	07 4741 0486	Shop hours are subject to change depending on availability of volunteers.
Townsville Aboriginal and Islander Health Services (TAIHS) – Family Wellbeing Services	We provide safety plans and DVF support to protect children from being at risk of harm. We provide information, referrals, and parenting education. We do not provide emergency services or intensive family support. We refer our clients to health and education or to Prospect at Charters Towers to access services there. Acceptance of referrals from the Hughenden area is based on a complexity of the case, recommendations from FPP TAIHS, the Child safety involvement stage, and our capacity to allocate to Hughenden area. Referrals to FWS from Hughenden are only accepted through family supports info exchange: https://familysupportreferral.org.au/ https://www.taihs.net.au/taihs-services/child-family-support/family-wellbeing-program/	Visiting from Townsville Mon – Fri 8am to 5 pm	TAIHS Family Wellbeing 07 4431 1458	

Community Services	Services Offered	Location	Contact	Additional Notes
Uniting Care – North Queensland Rural Family Support	<ul style="list-style-type: none"> • Improve the wellbeing and safety of children, young people and their families • Build the capacity of families to nurture, care for and protect their children • Provide linkages to local universal support services/community groups to enable families to access the resources to build their capacity to solve problems and make positive choices and changes • Prevent entry or re-entry to the statutory child protection system • Period of intervention will be dependent upon the needs of the family • Program criteria: <ul style="list-style-type: none"> - There is a child/ren unborn to 18 years of age - The family would benefit from access to family support interventions and/or referral to specialist support services - The child is not currently in need of ongoing child safety intervention - The family consents to the referral <p>https://www.unitingcareqld.com.au/</p>	Visiting from Townsville	1300 096 203 Lee 0407 276 795 nqruralfamilysupport@uccommunity.org.au	https://www.mycommunitydirectory.com.au/Queensland/Townsville/Child_Services/Child_and_Parent_Information_Counselling/569/100388/UnitingCare_-_Townsville
Yumba Community Co-op Society	Housing and homelessness support Indigenous Services	Operates from Rainbow Gateway 32 Mowbray Street Hughenden	07 4741 0178	

Emergency Services

Service	Location	Contact	Additional Notes
Qld Ambulance Service (QAS)	22 Betts St Hughenden QLD 4821	All emergencies 000 Administration 07 4741 1511	
Qld Fire & Emergency Services (QFES)	4 Swanson Street (Cnr Swanson and McLaren Sts) Hughenden QLD 4821	All emergencies 000 Administration 07 4744 5203	
Qld Police Service (QPS)	65 Brodie Street Hughenden QLD 4821	All emergencies 000 Policelink 13 14 44 Crimestoppers 1800 333 000 Administration 07 4759 9393	Hughenden Office Hours Mon – Thurs 9am -1.30pm Friday 9am -12.30pm
State Emergency Service (SES)	4 Swanson Street (Cnr Swanson and McLaren Sts) Hughenden QLD 4821	132 500 Local Controller - Hughenden M Eathorne 0428 722 286	

What is the Patient Travel Subsidy Scheme (PTSS)?

The Scheme PTSS provides financial support for patients to get specialist medical treatment when the service is not available within 50km of the patient's closest public hospital or public health facility.

Eligible patients can apply for travel and/or accommodation subsidies to help with the costs of getting to and from the closest public hospital or health facility where the specialist medical treatment is available. Patients who need help when travelling can also apply for a patient escort to travel with them.

The PTSS does not cover the full costs of travelling for specialist medical treatment. Any costs incurred in addition to approved subsidies are at the patient's expense.

Am I eligible for PTSS?

Patient must be a Queensland resident, or have no fixed address, and be eligible for Medicare to receive PTSS subsidies.

They must also have a valid referral for an approved PTSS specialty, that is not available within 50km of their nearest public hospital or health facility.

What subsidies are available?

Travel and accommodation subsidies are available for eligible patients and their patient escort. Patients should apply for PTSS as early as possible prior to travel.

Eligible patients can submit one retrospective application for assessment for travel undertaken in the last 12 months. **The approved travel subsidy** is for the most clinically appropriate and cost-effective mode of transport available, and is calculated using the rates on the table to the right.

Mode of transport	Subsidy amount
Commercial—air, bus, ferry or rail	Fully subsidised payment*
Private car (driving)	A rate of \$0.30 per km, calculated using a predetermined toll-free route between facilities.

* equal to the lowest economy rate (excluding GST)

The accommodation subsidy provides financial support for accommodation costs for as long as the patient is medically required to be away from home and is calculated using the rates below:

Type of accommodation	Subsidy amount *per approved person
Commercial accommodation	Up to \$60 per night
Private accommodation	\$10 per night

Note: Patients and patient escorts must pay for the first four nights of accommodation each financial year unless the patient holds a PTSS eligible concession card or is under 18 years of age.

The accommodation subsidy does not apply to any nights the patient spends in hospital. Patient escorts may still be eligible during this time.

My PTSS ID is:

My local hospital or health facility is:

Their phone number is:

Their email address is:



Do you need to travel for a specialist medical appointment?

If you are a permanent Queensland resident, and have a referral to a specialist medical service that is not available locally, you may be eligible for financial support as part of the Patient Travel Subsidy Scheme (PTSS).



For more information visit:

www.health.qld.gov.au/ptss
or call **13 HEALTH (13 43 25 84)**



**Queensland
Government**

SC2000642 Updated 31-03-2021

The patient's guide to the PTSS journey

STEP 1

Referral

» The patient needs to fill out the **PTSS Patient Registration Form (Form A)** to register for PTSS.

Tick when complete

☐

STEP 2

Assessment

The Clinician needs to fill out **PTSS Travel Referral Form (Form B)** for the patient to apply for travel, accommodation and patient escort subsidies.

- » online at www.health.qld.gov.au/ptss or,
- » at any Queensland public hospital or health facility in person or via email, fax or post.
- » The patient's application is assessed against the PTSS policy to decide eligibility or alternatives to travel. The patient is notified of the outcome of their application, usually within a week.

Tick when complete

☐

APPROVED



Attendance

» The **PTSS Appointment Attendance (Form C)** needs to be filled out and signed by the specialist, or a representative, to confirm the patient's attendance at the appointment.

Tick when complete

☐

STEP 3

Booking

» Once the patient has their appointment date they should contact their local hospital or health facility about travel bookings.

Tick when complete

☐


» **Note:** Patients booking their own travel or accommodation need to keep their tax invoices to claim their subsidy.



STEP 4

STEP 5

Subsidy payment

Tick when complete

☐

» To claim their subsidy payment, the patient needs to submit their signed **PTSS Appointment Attendance (Form C)**, along with any tax invoices from travel and accommodation bookings.

These documents can be submitted:

- » online at www.health.qld.gov.au/ptss or
- » at any Queensland public hospital or health facility in person or via email, fax or post.
- » Subsidy payment should be received within 30 business days of submitting all necessary and completed paperwork.



For more information on PTSS, including details on the process and contact details for Queensland Health facilities please visit www.health.qld.gov.au/ptss or call **13 HEALTH (13 43 25 84)***.

*If this number does not connect from your location please call **13 43 25** instead.

Schedule 1 – specialist medical services eligible for PTSS subsidies

Specialty	Eligible for PTSS
Allied health e.g. audiology, occupational therapy, orthotics, physiotherapy, podiatry, psychology, speech pathology.	Covered by PTSS only when provided as an essential component of services listed in this table.
Anaesthesia	Y Including hyperbaric medical services.
Cardiology	Y
Cardio-thoracic surgery	Y
Dental – general	N
Dermatology	Y
Diagnostic Radiology	Y
Diagnostic Ultrasound	Y
Endocrinology	Y
Gastroenterology and hepatology	Y
General practice	N
General surgery	Y
Gynaecological oncology	Y
Geriatric medicine	Y
Haematology	Y
Immunology and allergy	Y
Infectious diseases	Y
Intensive care medicine	Y
Internal medicine	Y
Medical administration	N
Medical oncology	Y
Nephrology (renal medicine)	Y
Neurology	Y
Neurosurgery	Y
Nuclear medicine	Y

Specialty	Eligible for PTSS
Obstetrics and gynaecology	Travel to maternity and birthing services are covered only if the services or level of care required are not available at the patient's closest public hospital or health facility. This also includes in-vitro fertilisation services. Ante and post-natal appointment are only covered if the patient is referred to a medical specialist i.e. not a general practitioner or midwife.
Ophthalmology	Laser refractive services are not covered
Oral and maxillofacial surgery	Y
Organ transplant	Travel and accommodation costs for organ recipients are covered by PTSS and are the responsibility of the recipient's approving hospital. Costs for the organ donor are considered part of the organ donation treatment and are the responsibility of the treating hospital
Orthopaedic surgery	Y
Otolaryngology (head and neck surgery)	Y
Otorhinolaryngology (ear, nose and throat)	Y
Paediatric surgery	Y
Paediatrics and child health	Y
Palliative medicine	Y
Pathology	Y
Plastic surgery, including transgender services	Plastic and reconstructive surgery not attracting a Medicare rebate are not covered
Psychiatry	Y
Radiation oncology	Y
Radiology	Y
Rehabilitation medicine	Y (Including wheelchair fitting services)
Respiratory and sleep medicine	Y
Rheumatology	Y
Urology	Y
Vascular surgery	Y