

MACKAY/BOWEN

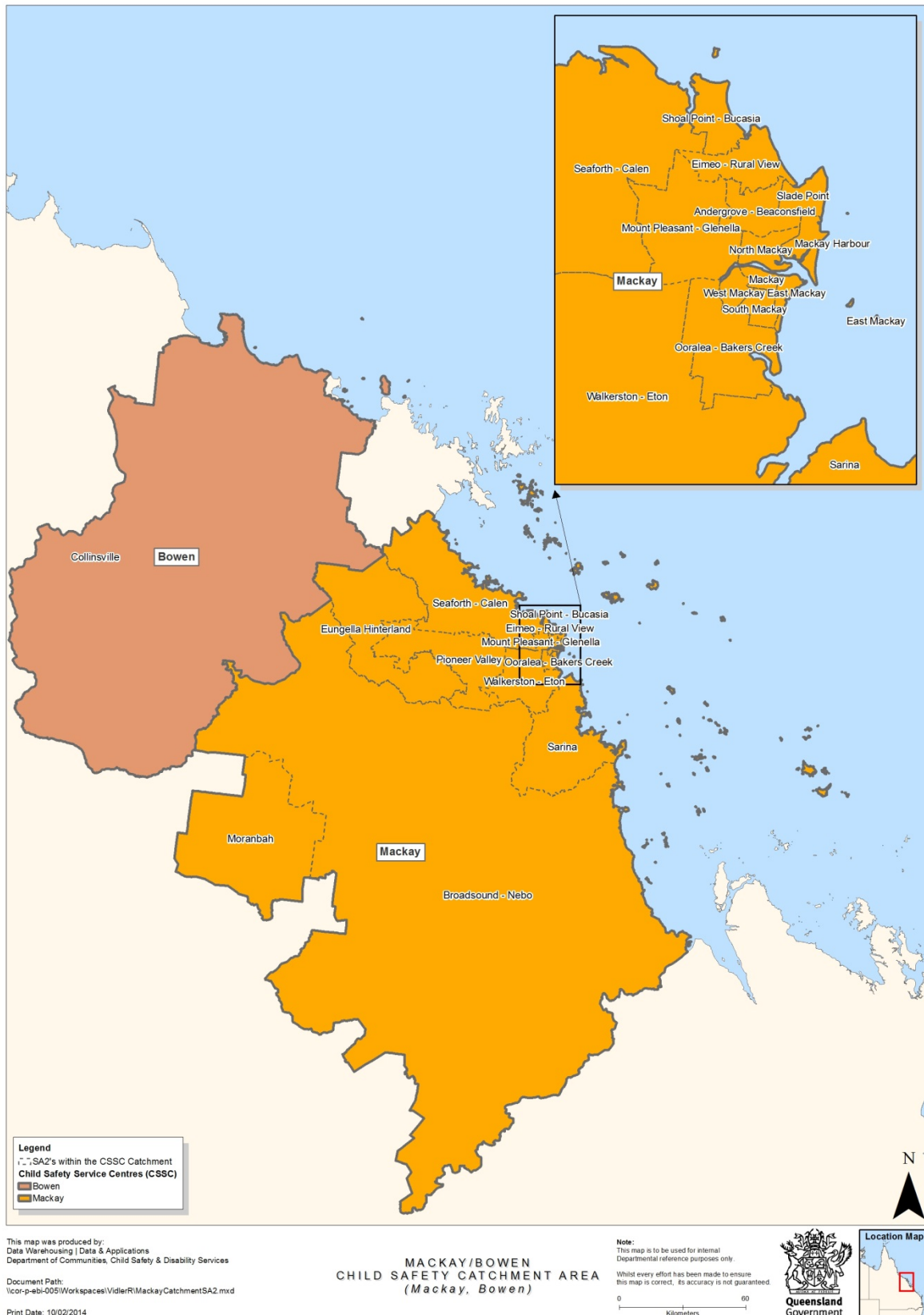
Stocktake of Family Support Services in Queensland

(Implementation of Recommendation 5.1 from the Queensland Government's Response to the Queensland Child Protection Commission of Inquiry final report: Taking Responsibility: A Roadmap for Queensland Child Protection, December 2013)

February 2014

Department of Communities, Child Safety and Disability Services

Map of Catchment



Please refer to [Appendix 1](#) for a full list of Statistical Areas (Level 2) within this catchment.

Mackay/Bowen catchment area

The Mackay/Bowen catchment includes the Mackay Child Safety Service Centre.

Mackay/Bowen catchment profile

On 30 June 2012, it was estimated there were 142,918 people residing within the Mackay/Bowen catchment area. This represented approximately 3% of the estimated resident population of Queensland (4,565,529 people). The estimated number of children aged 0-17 years within the Mackay/Bowen catchment area was 36,654 people (approximately 3% of the Queensland population of children aged 0-17 years).

The population of people who identified as Aboriginal and/or Torres Strait Islander in Mackay/Bowen as at 30 June 2012 was 5,633 (4.2% of the total population in the catchment). In Queensland, the population of people who identified as Aboriginal and/or Torres Strait Islander was 155,824 (3.6% of the total population).

Demography	Mackay/Bowen	Queensland	
	At 30 June 2012	At 30 June 2012	% of Qld
Estimated resident population (ERP)	142,918	4,565,529	3%
ERP 0-3 years (% of all 0-3 years) – 2011	8,754 (6%)	247,196 (5%)	4%
ERP 0-17 years (% of all 0-17 years) – 2011	36,354 (25%)	1,088,962 (24%)	3%
ERP Indigenous children 0-3 years (% of all Indigenous children 0-3 years) – 2011	568 (4%)	16,189 (7%)	6%
ERP Indigenous children 0-17 years (% of all Indigenous children 0-17 years) – 2011	2,564 (4%)	68,996 (6%)	7%
Population growth 2007-2012	2.2%	2.1%	
Population projection (annual growth rate 2011-2031)	2.2%	1.8%	
Indigenous population (% of total population)	5,633 (4.2%)	155,824 (3.6%)	4%
People who speak a language other than English (% of ERP)	4,799 (3.4%)	319,949 (7.0%)	1%
Couple family with children (% of families)	16887 (47.6%)	491,200 (42.8%)	3%
One-parent family (% of catchment)	4,464 (12.6%)	184,547 (16.1%)	2%
One family households (%)	74.5%	70.70%	
Number of early childhood education and care services	67	2,718	2%
Number of schools	77	1,782	4%
Median total personal income	\$38,184	\$30,556	
Unemployment (at September quarter 2013)	4.5%	5.9%	
		Net difference to Qld average	
Highest level of schooling year 8 or below (%)	7.2%	6.6%	0.6%
Highest level of schooling year 9 or 10 (%)	35.4%	29.4%	6.0%
Highest level of schooling year 11 or 12 (%)	46.8%	55.3%	-8.5%
SEIFA Quintile 1 (most disadvantaged)	10.9%	20.0%	-9.1%
SEIFA Quintile 2	19.8%	20.0%	-0.2%
SEIFA Quintile 3	27.9%	20.0%	7.9%
SEIFA Quintile 4	22.8%	20.0%	2.8%
SEIFA Quintile 5 (least disadvantaged)	18.5%	20.0%	-1.5%

Service provision for families – Mackay/Bowen Catchment

Total investment in the Mackay/Bowen catchment is \$14,807,283 for services funded by both the Queensland Government and the Australian Government. The service delivery breakdown in Mackay/Bowen is outlined below.

Summary of services for Mackay/Bowen

1. Tertiary Family Support services

State Government funded services:

- Total investment (per annum): \$704,425
- Total number of services: 3
- Average investment per service (per annum): \$234,808

Funding Agency	Organisation/ Legal Entity	Service Name/ Provider	Target Group/ Service users/ Service focus	Suburb	Funding 2012/13 actual (per annum)
DCCSDS - Child Safety	Relationships Australia (Qld)	RA - Bowen Family Intervention Services	Support Services	Bowen	\$104,345
DCCSDS - Child Safety	Churches of Christ in Queensland	CCQ - PATHWAYS - Mackay/Whitsundays - Family Intervention Services	Support Services	East Mackay	\$221,837
DCCSDS - Child Safety	UnitingCare Community	UCC - Family Intervention Service - Mackay	Support Services	Mackay	\$378,243

2. Intensive Family Support services

State Government funded services:

- Total investment (per annum): \$835,556
- Total number of services: 4
- Average investment per service (per annum): \$208,889

Funding Agency	Organisation/ Legal Entity	Service Name/ Provider	Target Group/ Service users/ Service focus	Suburb	Funding 2012/13 actual (per annum)
DCCSDS - Community Services	Domestic Violence Resource Service (Mackay and Region) Inc	Domestic Violence Resource Service (Mackay and Region)	Domestic Violence	Mackay	\$556,147
DCCSDS - Community Services	Relationships Australia (Qld)	Relationships Australia - Programs for Women	Domestic Violence	Mackay	\$7,602
DCCSDS - Community Services	Whitsunday Crisis and Counselling Service Inc	Whitsunday Domestic & Family Violence Counselling and Court Support	Domestic Violence	Proserpine	\$138,281
DCCSDS - Child Safety	George Street Neighbourhood Centre Association Inc	Intensive Family Support Program	Family Support	Mackay	\$133,526

Australian Government funded services:

There are no services in this category in the catchment. Services in this category may be delivered from adjacent catchments

3. Secondary/ Targeted Family Support services

State Government funded services:

- Total investment (per annum):\$8,254,386
- Total number of services: 36
- Average investment per service (per annum): \$266,271 (excluding services where funding was not available)

Funding Agency	Organisation/ Legal Entity	Service Name/ Provider	Target Group/ Service users/ Service focus	Suburb	Funding 2012/13 actual (per annum)
Department of Housing and Public Works	The Salvation Army (Qld) Property Trust	Salvation Army Samaritan House Mackay	Domestic Violence	Confidential	\$405,902
Department of Housing and Public Works	Lowanna House Inc	Lowanna House	Homelessness	Confidential	\$184,327
Department of Housing and Public Works	Dysart Community Support Group Inc	Dysart Crisis Accommodation Service	Domestic Violence	Confidential	\$13,921
Department of Housing and Public Works	Community Accommodation and Support Agency Inc	CASA - HomeStay Early Intervention Service	Homelessness	Mackay	\$741,006
Department of Housing and Public Works	Kalyan Youth Service Inc	Kalyan Youth Service Inc	Homelessness	Mackay	\$447,659
Department of Housing and Public Works	Community Accommodation and Support Agency Inc	Community Accommodation & Support Agency Inc	Homelessness	Mackay	\$243,994

Department of Housing and Public Works	Emergency and Long Term Accommodation Moranbah Inc	Emergency and Long Term Accommodation in Moranbah	Homelessness	Moranbah	\$238,184
Department of Education, Training and Employment	George Street Neighbourhood Centre Association Inc	George Street Neighbourhood Centre - Targeted Parenting Program	Parents & Families	N/A	Not Available
DCCSDS - Disability Services	Disability Services		Linking people with disability living in rural and remote communities to a range of support networks and services	Cannonvale	Not available
DCCSDS - Disability Services	Disability Services		Linking people with disability living in rural and remote communities to a range of support networks and services	Dysart	Not available
DCCSDS - Disability Services	Disability Services		Provides information, counselling, therapy, and support with transitions to school, for children with a developmental delay aged up to 6 years and their families	Mackay	Not available
DCCSDS - Disability Services	Disability Services		Intensive support for families with children aged 0 – 17 years	Mackay	Not available
DCCSDS - Disability Services	Disability Services		Flexible family support for families of children and young people with disability aged 0 – 17 years	Mackay	\$1,290,005
DCCSDS - Disability Services	Disability Services		Time limited funding to support a person with disability who is in a life threatening situation, experiencing significant harm to self, or harming others, and has no access to other supports	Mackay	\$916,290
DCCSDS - Disability	MADEC Ltd		Flexible respite for children and young people	Mackay	\$653,399

Services			with disability aged up to 25 years		
DCCSDS - Disability Services	Autism Queensland		Provides information, multidisciplinary therapy and support with transition to school for children with autism aged up to 6 years	Mackay	\$552,475
DCCSDS - Disability Services	Engedi Inc		Flexible family support for families of children and young people with disability aged 0 – 17 years	Mackay	\$460,572
DCCSDS - Disability Services	Life Stream Australia		School holiday activity programs for school aged children with disability	Mackay	\$130,180
DCCSDS - Disability Services	MADEC Ltd		Supports families of young children with disability to link with services, provides specialist play groups and links with other families	Mackay	\$22,500
DCCSDS - Disability Services	Life Without Barriers		School holiday activity programs for school aged children with disability	Mackay	\$36,934
DCCSDS - Community Services	Whitsunday Regional Council	Whitsunday Regional Council - Bowen Youth Program	Youth Support	Bowen	\$50,431
DCCSDS - Community Services	YIRS One Stop Youth Shop Inc	YIRS One Stop Youth Shop Inc.	Youth Support	Mackay	\$250,345
DCCSDS - Community Services	MADEC Ltd	Mackay and District Youth Connect Panel	Youth Support	Mackay	\$225,273
DCCSDS - Community	Mackay Regional Council	Mackay Regional Council - Mirani Rural Youth Worker	Youth Support	Mackay	\$37,514

Services					
DCCSDS - Community Services	Emergency and Long Term Accommodation Moranbah Inc	Emergency and Long Term Accommodation in Moranbah	Youth Support	Moranbah	\$117,518
DCCSDS - Community Services	Queensland Police Citizens Youth Welfare Association	Mackay PCYC - Impact Teenage Adventure Program	Youth Support	North Mackay	\$23,286
DCCSDS - Community Services	Whitsunday Regional Council	Whitsunday Regional Council - Whitsunday Youth Program	Youth Support	Proserpine	\$73,620
DCCSDS - Community Services	Proserpine Youth Club Inc	Proserpine Youth Space: Youth Development Facility	Youth Support	Proserpine	\$69,664
DCCSDS - Community Services	Mackay Regional Council	Sarina Youth Development Officer	Youth Support	Sarina	\$37,514
DCCSDS - Child Safety	Relationships Australia (Qld)	Relationships Australia - Bowen	Family Support	Bowen	\$174,862
DCCSDS - Child Safety	Whitsunday Crisis and Counselling Service Inc	Whitsunday Specialist Counselling Service	Family Support	Cannonvale	\$356,150
DCCSDS - Child Safety	Whitsunday Community Services Inc	Whitsunday Family Support Service	Family Support	Cannonvale	\$60,938
DCCSDS - Child Safety	George Street Neighbourhood Centre Association Inc	Good Beginnings Home Based Family Support Program	Family Support	East Mackay	\$166,967
DCCSDS - Child	Mackay Youth Support	U-nite	Family Support	Mackay	\$96,575

Safety	Service Inc				
DCCSDS - Child Safety	Mackay Women's Centre Inc	Pregnancy and Parenting Support Program	Family Support	Mackay	\$38,458
DCCSDS - Child Safety	Moranbah and District Support Services Association Inc	Moranbah Rural Support Service	Family Support	Moranbah	\$137,924

All figures included for Department of Communities, Child Safety and Disability Services - Disability Services are current as at 31 January 2014. Some figures in this table are notionally allocated across catchment areas where the service is provided across more than one catchment.

Australian Government funded services:

- Total investment (per annum): \$897,523
- Total number of services: 2
- Average investment per service (per annum): \$448,761

Funding Agency	Organisation/ Legal Entity	Service Name/ Provider	Target Group/ Service users/ Service focus	Suburb	Funding 2012/13 actual (per annum)
Department of Social Services	George Street Neighbourhood Centre Association Inc	George Street Neighbourhood Centre	SGP eligible clients - Mainly Skilled and Family Dependents	South Mackay	\$54,685
Department of Health	Aboriginal and Torres Strait Islander Corporation for Health Services - Mackay	Aboriginal and Torres Strait Islander Corporation for Health Services - Mackay	To provide Indigenous mothers, babies and children with health care and early learning support during the antenatal phase, through childbirth, and until the child reaches 8 years of age.	Mackay	\$842,838

4. Universal services

State Government funded services:

- Total investment (per annum): \$1,582,711
- Total number of services: 31
- Average investment per service (per annum): \$58,619 (excluding services where funding was not available)

Funding Agency	Organisation/ Legal Entity	Service Name/ Provider	Target Group/ Service users/ Service focus	Suburb	Funding 2012/13 actual (per annum)
Department of Justice and Attorney-General	Mackay Aboriginal And Islander Justice Alternatives Group Inc	Community Justice Groups	Support and reduce Indigenous contact with the criminal justice system and support victims of crime	Mackay	\$92,500
Department of Education, Training and Employment	The Creche And Kindergarten Association Limited	C&K Walkerston Kindergarten	Education & Training	Beaconsfield	\$6,000
Department of Education, Training and Employment	Bowen Shire Welfare Council Inc	Coinda Child Care Hub	Parents & Families	Bowen	\$38,761
Department of Education, Training and Employment	Isaac Regional Council	Joey Occasional Child Care Service (Closed Dec 2013)	Parents & Families	Bucasia	\$6,000
Department of Education, Training and Employment	Queensland Police Citizens Youth Welfare Association	Cannonvale-Whitsunday PCYC School Aged Care	Parents & Families	Cannonvale	\$5,807
Department of Education, Training and Employment	Mackay Children's Support Programs	MCSP School Aged Care Service	Parents & Families	East Mackay	\$206,551

Employment					
Department of Education, Training and Employment	Platypus Playcare Incorporated	Platypus Playcare LHC	Parents & Families	East Mackay	\$99,470
Department of Education, Training and Employment	The Creche And Kindergarten Association Limited	C&K Eimeo Road Community Kindergarten	Education & Training	Eungella	Not Available
Department of Education, Training and Employment	South Mackay Kindergarten Association Incorporated	South Mackay Kindergarten	Education & Training	Ilbilbie	\$46,302
Department of Education, Training and Employment	The Creche And Kindergarten Association Limited	C&K Beaconsfield	Education & Training	Mackay	\$1,154
Department of Education, Training and Employment	The Pioneer Community Pre-School And Kindergarten Association Inc	Pioneer Pre School and Kindergarten	Education & Training	Moranbah	\$8,000
Department of Education, Training and Employment	George Street Neighbourhood Centre Association Inc	Early Years Health and Wellbeing Program	Health & Wellbeing	N/A	Not Available
Department of Education, Training and Employment	George Street Neighbourhood Centre Association Inc	George Street Neighbourhood Centre	Parents & Families	N/A	Not Available
Department of Education, Training and Employment	Bucasia Kindergarten Association Incorporated	Bucasia Kindergarten	Education & Training	N/A	Not Available
Department of Education, Training and Employment	The Gowrie (Qld) Inc.	Pioneer Valley Kindergarten	Education & Training	North Mackay	\$6,000

Employment					
Department of Education, Training and Employment	The Creche And Kindergarten Association Limited	C&K Mackay North Community Kindergarten	Education & Training	North Mackay	\$3,501
Department of Education, Training and Employment	The Creche And Kindergarten Association Limited	C&K Proserpine Community Kindergarten	Education & Training	Proserpine	\$8,000
Department of Education, Training and Employment	The Creche And Kindergarten Association Limited	Mackay Children & Family Centre	Education & Training	Rural View	\$4,000
Department of Education, Training and Employment	Queensland Police Citizens Youth Welfare Association	Mackay PCYC School Age Care	Parents & Families	South Mackay	\$74,038
Department of Education, Training and Employment	The Creche And Kindergarten Association Limited	C&K Moranbah Community Kindergarten	Education & Training	South Mackay	\$10,000
Department of Education, Training and Employment	The Roman Catholic Trust Corporation For The Diocese Of Rockhampton	Emmanuel Kindergarten, Mount Pleasant	Education & Training	Walkerston	\$6,000
DCCSDS - Community Services	Bowen Shire Welfare Council Inc	Bowen Community Council - Neighbourhood Centre	Neighbourhood Centres	Bowen	\$111,163
DCCSDS - Community Services	Whitsunday Community Services Inc	Cannonvale Neighbourhood Centre	Neighbourhood Centres	Cannonvale	\$166,229
DCCSDS - Community Services	Collinsville Community Association Inc	Collinsville Community Association	Neighbourhood Centres	Collinsville	\$100,776
DCCSDS - Community Services	Dysart Community Support	Dysart Community Support	Neighbourhood Centres	Dysart	\$94,100

Services	Group Inc	Group Inc			
DCCSDS - Community Services	George Street Neighbourhood Centre Association Inc	George Street Neighbourhood Centre Association	Neighbourhood Centres	Mackay	\$105,737
DCCSDS - Community Services	Mackay Regional Council	Sarina Neighbourhood Centre	Neighbourhood Centres	Mackay	\$91,310
DCCSDS - Community Services	Moranbah And District Support Services Association Inc	Community and Individual Support Service	Neighbourhood Centres	Moranbah	\$94,239
DCCSDS - Community Services	Proserpine Community Centre Association Inc	Proserpine Community Centre Association	Neighbourhood Centres	Proserpine	\$82,922
DCCSDS - Community Services	Whitsunday Regional Council	Whitsunday's Schoolies Project	Youth Support	Proserpine	\$43,057
DCCSDS - Community Services	Isaac Regional Council	Coastal Community Development Service Neighbourhood Centre	Neighbourhood Centres	St Lawrence	\$71,094

Australian Government funded services:

- Total investment (per annum): \$2,595,682
- Total number of services: 11
- Average investment per service (per annum): \$259,568
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Funding Agency	Organisation/ Legal Entity	Service Name/ Provider	Target Group/ Service users/ Service focus	Suburb	Funding 2012/13 actual (per annum)
Department of Social Services	Relationships Australia (Qld)	Relationships Australia (Qld)	Families, separated families, extended family members, individuals, children, young people and couples with relationship difficulties; aim is to better manage the personal or interpersonal issues to do with children and family during marriage, separation and divorce	Cannonvale	Not Available
Department of Social Services	Roman Catholic Trust Corporation For The Diocese Of Rockhampton - Centacare Catholic Diocese	The Roman Catholic Trust Corporation For The Diocese Of Rockhampton	Adults with children and young people in their care, who are seeking assistance with conflict and decision making and family law disputes arising from separation or divorce	Mackay	\$1,177,419
Department of Social Services	Mackay Children's Contact Service Inc	Mackay Children's Contact Service Inc	Parents and other family members seeking contact who are not able to meet without conflict, and their children	Mackay	\$285,390
Department of Social Services	Unitingcare Community	The Uniting Church In Australia Property Trust (Q.)	Separated or divorced parents experiencing difficulties in resolving or managing conflict that arises over parenting arrangements for their children	Mackay	\$245,613
Department of Social Services	Relationships Australia (Qld)	Relationships Australia (Qld)	Separating parents and children in high conflict.	Mackay	\$151,734
Department of Social Services	Relationships Australia (Qld)	Relationships Australia (Qld)	Adults with children and young people in their care, who are seeking assistance with conflict and decision making	Mackay	\$143,724

and family law disputes arising from separation or divorce

Department of Social Services	Relationships Australia (Qld)	Relationships Australia (Qld)	Families, separated families, extended family members, individuals, children, young people and couples with relationship difficulties; aim is to better manage the personal or interpersonal issues to do with children and family during marriage, separation and divorce	Mackay	\$92,030
Department of Social Services	Roman Catholic Trust Corporation For The Diocese Of Rockhampton - Centacare Catholic Diocese	The Roman Catholic Trust Corporation For The Diocese Of Rockhampton	Families, separated families, extended family members, individuals, children, young people and couples with relationship difficulties; aim is to better manage the personal or interpersonal issues to do with children and family during marriage, separation and divorce	Mackay	\$88,553
Department of Social Services	Roman Catholic Trust Corporation For The Diocese Of Rockhampton - Centacare Catholic Diocese	The Roman Catholic Trust Corporation For The Diocese Of Rockhampton	Same as Family and Relationships Services with focus on family law	Mackay	\$70,597
Department of Social Services	George Street Neighbourhood Centre Association Inc	George Street Neighbourhood Centre Association Inc	Vulnerable children and families; primary focus is on children 0-12 years	Mackay	\$62,394
Department of Education	Family Day Care Association Qld Inc	Inclusion Support Agency Mackay	Children with disability, including children with ongoing high support needs; children from culturally and linguistically diverse backgrounds; children from a refugee or humanitarian intervention background; and Indigenous children.	Mackay	\$278,228

Appendix 1

DCCSDS Region	Child Safety Catchment	Child Safety Service Centre	Statistical Area Level 2
North Queensland	Mackay/Bowen	Bowen	Collinsville
North Queensland	Mackay/Bowen	Mackay	Andergrove - Beaconsfield
North Queensland	Mackay/Bowen	Mackay	Broadsound - Nebo
North Queensland	Mackay/Bowen	Mackay	East Mackay
North Queensland	Mackay/Bowen	Mackay	Eimeo - Rural View
North Queensland	Mackay/Bowen	Mackay	Eungella Hinterland
North Queensland	Mackay/Bowen	Mackay	Mackay
North Queensland	Mackay/Bowen	Mackay	Mackay Harbour
North Queensland	Mackay/Bowen	Mackay	Moranbah
North Queensland	Mackay/Bowen	Mackay	Mount Pleasant - Glenella
North Queensland	Mackay/Bowen	Mackay	North Mackay
North Queensland	Mackay/Bowen	Mackay	Ooralea - Bakers Creek
North Queensland	Mackay/Bowen	Mackay	Pioneer Valley
North Queensland	Mackay/Bowen	Mackay	Sarina
North Queensland	Mackay/Bowen	Mackay	Seaforth - Calen
North Queensland	Mackay/Bowen	Mackay	Shoal Point - Bucasia
North Queensland	Mackay/Bowen	Mackay	Slade Point
North Queensland	Mackay/Bowen	Mackay	South Mackay
North Queensland	Mackay/Bowen	Mackay	Walkerston - Eton
North Queensland	Mackay/Bowen	Mackay	West Mackay