

Kuranda Service Continuity Update 8/5/2020

Organisation Name	Business as usual Yes/No	PROGRAMS	Physical office open to clients Yes/No	Team undertaking home visits (Yes/No/Limited – Details)	Accepting referrals Yes/No	Other Service Limitations (please list)
Ngoonbi Community Services Indigenous Corporation	Yes The Main office is open for essential services only 2/40 Coondoo Street, Kuranda Monday to Friday 8.30am to 4.30pm 07) 4093 7177 admin@ngoonbi.org.au 1800 844 941 or by email to	Administration	Kuranda Unit 2 / 40 Coondoo Street Kuranda	Yes – as required to support families	Yes – in accordance to specific programs	
		CentreLink Agency Office	Yes – minimum traffic into the enclosed area	No	Yes	Assistance is provided if required
		Emergency Relief	Yes – minimum traffic into the enclosed area	No	Yes	Limited
		Essential Life Packs (ELP)	• Available at cost or as emergency relief if applicant is eligible	Drop off if required for Elderly or Disabled clients	Yes	Limited no of packs per week
		Mechanic Workshop	No Workshop is closed until further notice	No	No	
		Construction	No	No	No	

	covid19@ngoonbi.org.au	Ngoonbi Housing	Yes <ul style="list-style-type: none"> Limited to phone & Emails. Hours of business Monday to Thursday 8.00am to 4.00pm Newsletters & information sent out to all tenants on 1-4-2020. 	<ul style="list-style-type: none"> No for inspections, but minor repairs and maintenance will continue on properties. 	<ul style="list-style-type: none"> Yes by email or phone for support, cannot physically help fill out forms for applicants. 	<ul style="list-style-type: none"> Tenancy management, Property management, and maintenance on a priority basis, all by phone or email. Contractors will attend at their discretion.
		Commercial Properties	Special conditions due to the Covid-19 Pandemic is accorded to tenants	No	No	
		Ngoonbi Community Programs <i>Bibi Yungan Ngoonbi Alcohol & Other Drugs Program Community and Youth Empowerment Sport & Recreation</i>	Yes – by phone and email	As deemed essential	Yes	
	CHSP OFFICES are open for essential services only	CHSP – Commonwealth Home Support Program	<ul style="list-style-type: none"> CHSP has a modified workforce providing fortnightly services to eligible Clients within the Ngoonbi Service area from Cairns to Mt Garnet. Services provided are: Social Support, Domestic Assistance, Transport, yard maintenance and if eligible personal care and or meals. All weekly gatherings for Respite and group shopping have been cancelled until further notice. Weekly contact is made to ensure the Clients wellbeing. Each CHSP Client has the following contact details 1800 844 941 to call or email Ngoonbi at covid19@ngoonbi.org.au in the event of an emergency or they may contact their closest office. 			

	6/40 Coondoo St Kuranda (07) 4093 7298	Kuranda Respite Centre	Not open to the public	Yes - Meals delivery to eligible Clients only	No	Monday, Wednesday & Friday
		Kuranda	Yes	Yes for essential services including transport for assistance to shop or for medical appointments.	Through My Aged Care services	Ngoonbi is maintaining modified services and assisting Elders, Frail Aged or Disabled Clients to remain as much as possible within their homes.
Organisation Name	Business as usual Yes/No	Physical office open to clients Yes/No	Team undertaking home visits (Yes/No/Limited – Details)	Accepting referrals Yes/No	Other Service Limitations (please list)	
Kuranda Justice Group	Yes – mobile and email: 0488 445 396 : kuranda.justice@gmail.com	No – office closed	No	Yes	No transport or Elder prison visits Working on a Facebook page to provide specific information TBA	
Kuranda Neighbourhood Centre	Yes – limited to phone	No – centre is closed	No We transitioned from 9am Thursday 26th March to a phone/email/whatsapp/zoom service. Our landline will divert to two mobile phones and all support will be provided in the best way that meets individual and family need	Yes	We will conduct our existing services, which include secondary family support, personal support, information and referral, etc in the best way we can still utilising our client database and existing service networks. The KNC website is a platform for information on services available locally and other information, resources, links etc. https://kurandanc.com/ In addition, we are pursuing	

					alternate ways to support families and individuals and mobilising or partnering with other Kuranda based services, businesses and individuals to help those most affected
Jacqueline Conroy Talking Therapies	Yes – limited to Telehealth or Telephone	No – no client face to face contact	No – no home visits	<p>Yes – referrals via GP</p> <p>1. <u>-COVID-19 Telehealth and Telephone Medicare services bulk bill</u></p> <p>2. <u>-Connect to Wellbeing Referrals for Health Care Card holders.</u> If referral accepted maximum wait for service 3 weeks</p> <p>3. <u>-Connect to Wellbeing Suicide Prevention</u> for mild to moderate suicide risk – <u>no income testing</u></p> <p>If referral accepted maximum wait for service is 3 days</p>	<p>All existing clients will be provided a service</p> <p>Service is currently heavily booked and there is an expectation that this will increase as COVID-19 crisis continues.</p> <p>Clients will be supported whenever possible including referral to 24/7 counselling services and other counselling services including online options wherever appropriate</p>
Djabugay Aboriginal Corporations	NO: Office/corporate operations CONTINUE with staff working from home.	No – office closed	No	N/A	We are liaising with other Kuranda based services to help those most affected in our Djabugay community

	<p>Contact via email or ph only: info@djabugay.org.au 0448 823 153</p> <p>Horticulture & Ranger CdP (work-for the dole) projects are ON HOLD; participants advised to stay at home.</p>				
Youth Link Kuranda	No	No	No	Yes	Drop in centre is currently closed to young people. If young people need support they are encouraged to contact Youth Link Cairns on 40316179 where they can help with basic housing and health issues in a one on one capacity.
Mulungu Family Care Service	Yes – limited to phone	No	Limited – considered on a case by case basis	Yes	The Family Care Service are still operating from our office, we will be in phone contact with our clients regularly, should any of our clients require additional support we will work with our Team Leader to identify a solution.
Mulungu Aboriginal Corporation PHC Service	Yes – with Limitations	Yes 3 days per week	Yes – packages being distributed to Indigenous	Yes	We have a pop-up tent to screen all patients

			Households with relevant education		<p>We are separating patients within the clinic (social distancing)</p> <p>If clients present with flu like symptoms we are taking different routes</p> <p>We are offering telephone triage and consults by phone</p>
Community Health	Yes	Yes	Yes	Yes	<p>Community Health is operating.</p> <p>Clinic visits preferable for Post-acute, Child Health, Adult health, Hospital alternatives.</p> <p>As soon as the Influenza vaccines arrive we will be administering throughout the Indigenous communities and clinic visits.</p>
Kuranda Police	Yes	Yes – Counter transactions on Wed & Fri 10.30am – 4pm	Normal Policing Services	Yes	<p>some restrictions due to preventative measures (i.e. only one person permitted in counter area at a time due to social distancing measures).</p> <p>As always, in an emergency call 000, for non-urgent matters call Police-Link – 13144 or if needing to specifically speak to an officer at Kuranda Police Station call 40937356 and leave a message on the answering</p>

					machine if we are unavailable when you call.
Mareeba Shire Council LONG-TERM COMMUNITY HOUSING SERVICE only	Yes	No. The customer service centres are now closed to the public, however, face to face meetings can occur in very limited situations and by appointment only. Essential staff and client interactions will be limited and in accordance with social distancing guidelines.	No. Limited situations with emergency maintenance or inspections only as required.	Yes. From the Department of Housing & Public Works Housing Register.	Council provides a long-term community housing service for seniors in the Mareeba Shire. There are 108 units across the towns of Mareeba, Kuranda, Dimbulah and Mt Molloy. The residents are generally in the vulnerable age group, and the community housing service will be delivered in a way that minimises tenant / staff contact as much as possible.
Lives Lived Well	Yes – phone, video conference, online	No – office is closed	No	Yes	All LLW services are business as usual via phone/skype (except Shanty Creek Residential Rehab, as this is now closed). Services include Breakthrough For Families/Breakthrough Our Way which provides information, support and counselling to the family members of someone with problem substance use; AOD Counselling; Pre/Post (rehab) Transition Support Service; AOD Nurse

					https://www.liveslivedwell.org.au/
Quihn (Petr Hanzak)	Yes – limited to phone	No	No	YES	Referrals and appointments by phone on 0477880079 or 40535610
Mareeba Community Housing Company	Yes – phone, skype, email	Yes – Mareeba and Atherton limited hours Kuranda no office	No	Yes – phone, email, skype	Street to Home and Homestay – phone, email and skype Maintaining contact weekly with Kuranda police Referrals as per current procedures
TRACQS CDP	Yes – Limited Phone contact is being conducted on a daily basis for all appointments. CDP participants are encouraged to stay job ready. TRACQS will continue to connect Jobseekers to employment opportunities and provide Post Placement Support. We can also offer a range of on-line training modules and learning opportunities.	Yes – Office open for Limited servicing (in line with Health regulations); including access to computers, internet, printer and phone to contact or access Centrelink, Employers and other Essential Services.	No	Yes	TRACQS free number P. 1800 430 779 E. info@tracqs.com.au 9.00 am -5.00 pm, Mon to Fri. Key changes for CDP participants suspension of face to face services (except in exceptional circumstances) suspension of all face to face, Work for the Dole Activities. Appointments will be delivered over the phone or via email where possible.
Act for Kids (Janneen)	Yes – Limited to phone calls/Face time/Skype/Emails	No	No - Limited to phone calls/Face time/ Skype/ Zoom/Emails/Texts	Yes	No visits