

Paediatric Services Directory Overview

North Brisbane and Moreton Bay region v1.0 – March 2017



Introduction

This Paediatric Services Directory Overview has been developed to help GP practices find key paediatric services in the North Brisbane and Moreton Bay region. It covers:

- Queensland Health Hospital Services
- Child safety services
- Audiology
- Mental health services
- Developmental delay and learning difficulty
- Allied health services

A full version of the Paediatric Services Directory is available at www.brisbanenorthphn.org.au/page/health-professionals/directories/other-directories/.

Service Navigator

Brisbane North PHN's Service Navigator service can help GP practices find other health and community services in the region.

Phone: 1800 250 502



Queensland Health Hospital Services

Caboolture Hospital

12 bed children's ward for ages 0-14 years

Address: McKean St, Caboolture Qld 4510

Phone: 07 5433 8888

Web: www.health.qld.gov.au/caboolture/services/paediatrics.asp

Redcliffe Hospital

10 bed children's unit for ages birth – 14 years, 6 bed short stay area in development.

Address: Anzac Ave, Redcliffe Qld 4020

Phone: 07 3883 7777

Web: www.health.qld.gov.au/redcliffe/services/paediatric.asp

The Prince Charles Hospital (TPCH)

16 bed children's ward for ages from 0 -16th birthday.

Address: Rode Rd, Chermside Qld 4032

Phone: 07 3139 4000

Web: www.health.qld.gov.au/tpch/html/chs_services.asp

TPCH children's emergency department

- **operating hours:** 24 hours/day, seven days/week
- staffed by Paediatric Emergency Physicians and General Emergency Physicians (specialists in Emergency Medicine)
- full range of acute emergency services with access to a short stay admissions ward

- general surgical, orthopaedic and Ear Nose and Throat conditions are assessed and managed locally and referred to LCCH if requiring further surgical expertise.

Lady Cilento Children's Hospital (South Brisbane)

The Lady Cilento Children's Hospital provides general paediatric services for children living in its catchment area and tertiary and quaternary level health services for children in Queensland and northern New South Wales.

See www.childrens.health.qld.gov.au/chq/health-professionals/referring-patients/catchment-areas/ for information about Emergency Department/general paediatric catchment areas in Brisbane)

Patient referrals are accepted from hospital and private consultants, and general practitioners.

Address: 501 Stanley Street, South Brisbane Qld 4101

Phone: 07 3068 1111

Web: www.childrens.health.qld.gov.au/chq/health-professionals/

LCCH Emergency Department

- **operating hours:** 24 hours/day, seven days/week
- full range of acute emergency services 0 - 16 years (up to 18 years for pre-existing chronic conditions and mental health conditions).
- manages major trauma and other life-threatening emergencies and external disasters or pandemics associated with large patient numbers
- central transfer/referral point for multi-trauma services in Queensland incorporating extensive support services
- accepts and treats retrieved patients but does not form part of the retrieval service

Address: Level 1, Lady Cilento Children's Hospital (entry off 501 Stanley Street).

Phone: 07 3068 1111

Web: www.childrens.health.qld.gov.au/lcch/visiting-staying/coming-to-emergency/

Catchment area: www.childrens.health.qld.gov.au/chq/health-professionals/referring-patients/catchment-areas

Royal Brisbane and Women's Hospital

Does not have children's services. The Emergency Department is adults only.

Child safety services

RACGP Clinical Guidelines for dealing with patients experiencing violence or abuse can be found in the RACGP White Book www.racgp.org.au/your-practice/guidelines/whitebook.

If you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm, you need to contact Child Safety Services: www.communities.qld.gov.au/childsafety/protecting-children/reporting-child-abuse.

During normal business hours - contact the Regional Intake Service:

Brisbane

Phone: 1300 682 254

Fax: 07 3259 8771

North Coast (Caboolture, Redcliffe, Strathpine, Caloundra)

Phone: 1300 703 921

Fax: 07 5420 9049

After hours and on weekends - contact the Child Safety After Hours Service Centre

Phone: 1800 177 135 or (07) 3235 9999.

The service operates 24 hours a day, seven days a week.

- if you believe a child is in immediate danger or in a life-threatening situation, contact the Queensland Police Service immediately by dialling 000.
- Queensland Police Service has a number of child protection and investigation units across Queensland. To contact the Queensland Police Service, contact the Police District Communication Centre nearest you.
- if you aren't sure who to call, or for assistance to locate your nearest child safety service centre, contact **Child Safety Services' Enquiries Unit on 1800 811 810**. Child safety service centres have professionally trained child protection staff, skilled in dealing with information about harm or risk of harm to children.
- when you make a report to Child Safety Services or the Queensland Police Service, your details are kept confidential and your identity is strictly protected.

Family and Child Connect

Family and Child Connect is a free service to help with the challenges of parenthood.

Phone: 13 32 64

Web: www.familychildconnect.org.au

Can connect GP to local services that can help with:

- managing your child's behaviour
- building better family relationships
- stopping any violence at home
- budgeting and managing money
- alcohol, drug or gambling problems
- housing, health care or other community or government services.

Moreton Bay - Mercy Community Services

Suites 28-29 Kingsgate Centre, 42-44 King Street, Caboolture Qld 4510

Brisbane - Mercy Community Services/Kurbingui

430 Zillmere Road, Zillmere Qld 4034

Audiology

Caboolture Hospital audiology

- children 0-16 yrs, Medicare eligible and reside north of Pine River
- wait time currently 2/52
- referral through usual CPI channels
- this service does not see children for devices such as assistive learning devices, hearing aids or surgical hearing devices such as cochlear implants and bone anchored hearing aids, vestibular disturbances or central auditory processing disorder assessment

Phone: 1300 364 938

Fax: 1300 364 952

Lady Cilento Children's Hospital audiology

- children 0-16 yrs, referral via normal electronic means or fax following referral
- referrals will be triaged: Cat 1 <1month, Cat 2 3-6 months, Cat 3 6-8 months

Web: www.childrens.health.qld.gov.au/wp-content/uploads/2014/11/print_referral.pdf

Fax to: 1300 407 281

Child Health Services

Older than age 4, referral required

Phone: 1300 366 039

Referral form: www.childrens.health.qld.gov.au/wp-content/uploads/2016/01/child-health-service-referral.pdf

Queensland Hearing Loss Family Support Service

A statewide team of family support facilitators who provide family-centred counselling and support to families of children diagnosed with a permanent hearing loss, who provide the following services:

- ensure families gain information about their child's hearing loss and the full range of habilitation options available to support their child's communication, development and health needs
- facilitate a process to support family decision making regarding habilitation methods and services
- assist in identifying the needs of children with a permanent hearing loss (PHL) and their families, and advocate on their behalf within relevant services and systems
- contribute to the development of research and best practice in the delivery of family support services of individuals with a hearing loss
- This service is offered to all children diagnosed with a PHL who access either public or private medical and rehabilitation services from birth through to their 6th birthday.

Address: 184 St Paul's Terrace, Spring Hill Qld

Phone: 1800 352 075

Web: www.health.qld.gov.au/healthyhearing/pages/family.asp

Private audiology

There are many private audiology services providing diagnostic services for children. A Medicare rebate applies with a referral however out of pocket costs range from \$50 to \$100.

Mental health services

Acute Response Team Lady Cilento Children's Hospital

Based at the Lady Cilento Children's Hospital, the Acute Response Team (ART) provides support and assessment to young people and their families, 24 hours a day, 7 days a week, who present to Emergency Department. Limited service is also offered to the Royal Brisbane and Women's Hospital and The Prince Charles Hospital.

ART also provides crisis telephone support line 24 hours a day, 7 days a week to young people and their families.

Phone: 07 3068 2555

Services associated with Children's Health Queensland include the following:

- **The Child Mental Health Unit** - inpatient unit providing specialist acute psychiatric care, incorporating multidisciplinary assessment and treatment for children up to and including 13 years. The unit has a family admission suite to provide more intensive parenting and family support. Referral made via a CYMHS Community Clinic, Paediatricians, Child Psychiatrists, and other specialist services throughout Queensland.
- **Adolescent mental health units** offer acute inpatient psychiatric care for young people 14-17 years old. 7 Units in Queensland - Lady Cilento Children's Hospital, Royal Brisbane and Women's Hospital, Logan Hospital, Robina Hospital, Toowoomba Hospital and Townsville Hospital). Referrals are made via a CYMHS Community Clinic, Paediatricians, Child Psychiatrists, and other specialist services throughout Queensland.
- **The subacute beds are available for adolescents who require medium-term**, intensive treatment and rehabilitation services 24 hours a day, seven days a week, in a safe, secure and structured

environment. This highest level of mental health care is aimed at the small group of young people with severe and complex mental health issues, whose needs cannot be safely and effectively met through alternative services. Subacute beds are available at the Lady Cilento Children's Hospital. Referrals to this service are made via a CYMHS Community Clinic.

All referrals to these services are via specialists or CYMHS.

Useful resources: www.childrens.health.qld.gov.au/chq/our-services/mental-health-services/where-to-get-help/

CYMHS (Child and Youth Mental Health Services)

Specialist community mental health services for children up to 18 years of age

Nundah CYMHS - Address: 10 Nellie Street, Nundah Qld 4012

Phone: 07 3146 2693

Email: CHQ-CYMHS-Nundah@health.qld.gov.au

Pine Rivers CYMHS

Address: 568 Gympie Road, Strathpine Qld 4500

Phone: 07 3817 6380

Email: CHQ-CYMHS-PineRivers@health.qld.gov.au

North West CYMHS

Address: 49 Corrigan Street, Keperra Qld 4054

Phone: 07 3335 8888

Email: CHQ-CYMHS-NorthWest@health.qld.gov.au

Caboolture CYMHS

Address: 12 King St Caboolture Qld 4510

Phone: 07 5316 3100

Redcliffe CYMHS

Address: 181 Anzac Ave Redcliffe Qld 4020

Phone: 07 5316 3100

headspace

The National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, and in promoting young peoples' wellbeing. Four core areas: mental health, physical health, work and study support and alcohol and other drug services. Headspace centres are located across metropolitan, regional and rural areas of Australia. The centres help young people access health workers – whether it's a GP, psychologist, social worker, alcohol and drug worker, counsellor, vocational worker or youth worker.

Taringa - 5 Moorak Street, Taringa Qld 4068

Phone: 07 3157 1555

Nundah - 1264 Sandgate Road, Nundah Qld 4012

Phone: 07 3370 3900

Redcliffe - Unit 5-7, 457 Oxley Av, Redcliffe Qld 4020

Phone: 07 3897 1897

Caboolture - Suite 38, The Lakes Centre, 8-24 King St, Caboolture Qld 4510

Phone: 07 5428 1599

Brisbane MIND4KiDS

Brisbane North PHN Program

Provides brief psychological intervention to children (up to 11 years of age) to support families and children who are considered to be vulnerable and disadvantaged and who otherwise would not have access to psychological support.

Eligibility criteria:

- a child under 12 years of age who has, or at risk of developing a mild to moderate mental, childhood behavioural or emotional disorder (i.e. child does NOT need to have diagnosis to access this service);
- a vulnerable child, who is unable to access other services;
- a child who will benefit from short term psychological intervention; and
- a child who has a Child Treatment Plan (or Mental Health Treatment Plan) completed by their referring GP.

Exclusion criteria:

- developmental and learning disorders (including ASD conditions); and
- the child has already been referred/accessing treatment under the Better Access to Mental Health Care Initiative (Medicare Australia) in the current calendar year.

Referral form and more information: www.brisbanenorthphn.org.au/page/health-professionals/mental-health-services/brisbane-mind-services/brisbane-mind4kids-0---11-years/

Phone: 07 3630 7339

Brisbane MIND

Brisbane North PHN Program

Eligibility criteria - For individuals over 12 years where eligibility includes:

- person has a clinical diagnosis of mental illness
- person is vulnerable and disadvantaged, and unable to access other services;
- person will benefit from short term psychological intervention; and
- a Mental Health Treatment Plan (MHTP) is completed by referring GP.

Exclusion criteria:

- person has already been referred to or is accessing treatment under the Better Access to Mental Health Care Initiative (Medicare-funded) in the current calendar year

More information: www.brisbanenorthphn.org.au/page/health-professionals/mental-health-services/brisbane-mind-services/brisbane-mind/

Phone: 07 3630 7339

Evolve Therapeutic Services

Statewide, multi-agency initiative that provides mental health therapeutic interventions for children and young people in the child protection system with extreme and complex emotional/behaviour issues.

The service is delivered by a coordinated partnership between Children's Health Queensland, Education Queensland, Disability Services Queensland and the Department of Child Safety, and non-government and private sector agencies. **Referrals to this service can only be made by the Department of Child Safety.**

Early Intervention

The Zero to Four CYMHS team works with infants and young children (0-4 years where the child is not yet at school) who meet the CYMHS criteria and concern that the mental health of the infant/young child is or is at risk of being compromised.

Zero to Four CYMHS is a prevention and early intervention program for families with children up to the age of four who have severe and complex needs. These families are typically those who are experiencing parent-infant relationship or attachment difficulties as a result of: parental mental health disorders,

- substance and alcohol abuse
- inter-generational issues of childhood abuse and neglect
- domestic violence
- parental or child intellectual or physical impairment.

Referrals to this service can be made through Zero to Four CYMHS.

Referral form: www.childrens.health.qld.gov.au/wp-content/uploads/PDF/forms/Zero-to-four-cymhs-referral-form.pdf

Phone: 07 3266 3100

Zero to Four Family Support

Child-centred, family-focussed support service that aims to assist families to parent their children more safely through enhanced family functioning. The Unit, based at Nundah, offers a home visiting program provided by family support volunteers who visit weekly to provide parenting, practical and emotional support. Referrals are made by secondary sources such as a general practitioner, other health professionals, and non-government organisations currently working with families

The Queensland Centre for Perinatal and Infant Mental Health (QCPIMH)

Statewide service providing consultation, liaison and support to public mental health services and the broader community sector, through whole-of-government and cross-sectoral clinical and community partnerships. The centre aims to develop and promote accessible, integrated and responsive perinatal and infant mental health services that are culturally sensitive and family-centred.

Program Director and Service Development Leader (Brisbane)

Phone: 07 3266 3100

Fax: 07 3266 4522

Adolescent extended treatment and rehabilitation services

These services are accessible for adolescent patients generally by referral through CYMHS.

The assertive mobile youth outreach service (AMYOS)

Provides recovery-oriented assessment and assertive treatment and care for young people with complex mental health needs. Multidisciplinary mental health clinicians in either the family home or the community. They are particularly useful for young people who are high risk and difficult to engage in traditional clinic-based services.

AMYOS teams in north Brisbane, south Brisbane, Redcliffe/Caboolture, Logan, Darling Downs, and Townsville, with recruitment to the Gold Coast, Rockhampton, and Cairns teams underway.

Referral is via the local CYMHS Community Clinic.

Day Programs

Provide intensive individual and group therapy and extended treatment options for young people with social difficulties and a history of school refusal or exclusion. Four day programs - Lady Cilento Children's Hospital (south Brisbane), Toowoomba, Townsville, and north Brisbane.

Referral is via a CYMHS Community Clinic.

Youth residential rehabilitation units (Youth Resis)

Assist adolescents with severe or complex mental health needs who require long-term accommodation and recovery-oriented care. A Youth Resi aims to teach young people the life skills they need to achieve and maintain independence and emotional well-being. They assist young people to develop and maintain links with their family, the community and social networks, as well as education and work opportunities.

There is a Youth Resi in South Brisbane and Cairns, with processes underway to procure services for two more Youth Resis in Townsville.

Referral is via a CYMHS Community Clinic.

CYFOS is a consultation-liaison service whose target population are young people with mental health needs and offending behaviours.

CYFOS provide assistance with intervention planning, specialised assessments, advice and information and training on forensic mental health. In some cases, CYFOS can provide clinical case management of clients who remain the responsibility of the referring agency.

Referrals are taken from CYMHS and Youth Justice Services in the Central and Southern Health Areas of Queensland.

MHATODS offers multidisciplinary clinical assessment, intervention and program development to assist young people in the Brisbane Youth Detention Centre (BYDC) experiencing acute mental health problems.

In many cases, this requires integrated treatment for their co-existing substance use problems.

MHATODS also caters to the cultural needs of indigenous young people in detention through the involvement of an indigenous health worker, who can facilitate their access to the clinical services offered by MHATODS clinicians.

Developmental delay and learning difficulty

Child and youth community health service

Child Development Program (CDP)

Website: www.childrens.health.qld.gov.au/community-health/child-development-program/

- accepts referral for children with eligible developmental and learning difficulties.
- not for primary emotional disorder, attention difficulty or behavioural problems without developmental concerns.
- multiple locations across Brisbane.

Referral from GP required

Phone: 1300 731 805

Referral form: www.childrens.health.qld.gov.au/wp-content/uploads/2016/04/form-CDP-referral.pdf

Child Health Service (CDS)

Multiple locations across Brisbane

Website: www.childrens.health.qld.gov.au/community-health/child-health-service/

Phone: 1300 366 039

Referral form: www.childrens.health.qld.gov.au/wp-content/uploads/2016/01/child-health-service-referral.pdf

Provides prevention and early intervention services for parents/carers of children from 0-8 years of age throughout the Greater Brisbane area.

- services are delivered in child health centres or in the home. Child Health Centres are staffed by a multidisciplinary health team
- child health and parenting support provided includes:
 - health assessments (surveillance and screening)
 - growth and development assessment
 - hearing assessment and referral
 - early feeding support
 - nutritional information and ongoing infant/child feeding support
 - immunisation information and Immunisation Clinics
 - parenting support (seminars, groups and individual structured interventions).

Allied health

Allied Health Services can be accessed at reduced costs through clinics run by students at Queensland University of Technology and The University of Queensland.

Queensland University of Technology (QUT) Health Clinics

Aim to provide quality clinical education to the next generation of health care professionals and quality patient care to the community. The general community, QUT staff and students can access free or low-cost healthcare services from these clinics. QUT Health Clinics offers services in the following specialist areas:

- exercise physiology
- family mediation service
- nutrition and dietetics
- optometry
- podiatry
- psychology and counselling.

Phone contact: 07 3138 9777

Referral form: www.healthclinics.qut.edu.au/documents/referral-form.pdf

University of Queensland Health (UQ Health) and Rehabilitation Clinics

Clinics provide specialised, client-focused healthcare and rehabilitation to the general public, including children and seniors, as well as students and staff of the University. Administered by the School of Health and Rehabilitation Sciences, the UQ Health and Rehabilitation Clinics offer quality and professional healthcare in:

- audiology (hearing)
- occupational therapy
- physiotherapy
- speech pathology (speech and language)
- tele-rehabilitation

As a teaching facility for students, UQ Health and Rehabilitation Clinic clients have access to state-of-the-art assessment equipment, tools and research. Our students are supervised by qualified staff at all times, ensuring our clients receive the best possible assessment, care and treatment.

Phone: 07 3365 2232

Location: Therapies Building (84A); Services Road; St Lucia QLD 4072

Website: <http://health-clinics.uq.edu.au/content/home>

Brisbane Psychology and Counselling Clinic (Australian Catholic University)

Consists of two psychology clinics, one dedicated to the provision of adult therapeutic services, and one dedicated to child and family therapeutic services. Each clinic has been uniquely designed to set clients at ease and to offer best-practice services. With supervision of the Clinic Director, provisional psychologists work in a close relationship with experienced clinical psychologists to provide a wide range of services including: Adult and Child Therapy, Psychometric Testing and Behavioural Assessments.

Referrals from schools and medical professionals are welcome though, a referral to our service is not required. Clients are encouraged to contact us directly.

Phone: 07 3623 7453

Location: Australian Catholic University, Brisbane Campus (McAuley at Banyo), 1100 Nudgee Road, Banyo, Qld 4014

Guidance Offices, State Schools Queensland

Guidance officers identify factors that can interfere or disrupt effective learning, wellbeing and development, and plan or assist in planning interventions or programs that can help students achieve positive outcomes.

Guidance officers may work directly with the student or with the student's teachers, support personnel, family, other specialists, or professionals from other agencies depending on the issues to be resolved and the age of the student. Depending on the student's age, a range of issues may be supported by guidance officers including personal and social development, mental health, diverse learning styles and needs, and educational and career pathways.

Guidance officers, while respecting student privacy and confidentiality, work as members of a support team and are committed to providing quality education services for every young Queenslander regardless of their circumstances.

Parenting programs and advice

Positive Parenting Program (Triple P)

Triple P is an internationally-acclaimed parenting program which is offered free to all Queensland parents and carers of children up to 16 years of age. Triple P has been scientifically shown to work and has already helped more than four million children and their families in 25 countries.

The Queensland Government offers Triple P free as part of its commitment to supporting families across the state.

Website: www.triplep-parenting.net.au

Parentline

A confidential telephone service providing professional counselling and support for parents. Supports and nurtures positive, caring relationships between parents, children, teenagers and the significant other people who are important to the well-being of families.

Parentline's experienced and trained counsellors can help by:

- talking things over with you
- offering guidance
- providing advice on ways to manage your children and yourself more effectively

Phone: 1300 30 1300 between 8am and 10pm, 7 days a week.

Website: www.parentline.com.au

Parenting and Family Support Centre, University of Queensland (PFSC)

Established in 1996 as a specialist family intervention research and training facility within the School of Psychology at The University of Queensland. Promotes the health and wellbeing of families and children by conducting research and training, and by providing clinical services based on scientifically validated methods of family intervention.

The primary aim is to prevent behavioural and emotional problems in children by enhancing the skills and confidence of parents and by addressing family risk factors known to contribute to adverse developmental outcomes in children.

Research and clinical activities revolve around its Triple P - Positive Parenting Program. Psychology appointments available.

Website: www.pfsc.uq.edu.au/

Relationships Australia

Offer counselling and services to assist with parenting needs. Relationships Australia also has a Family Therapy Clinic.

Phone: 1300 364 277

Website: www.raq.org.au

Chermside: Unit 1, 671 Gympie Rd, Chermside Qld 4032

Strathpine: 16 Mecklem Street, Strathpine Qld 4500
Phone: 07 3423 6962

Caboolture: 8-22 King Street, Caboolture Qld 4510

Sessions by appointment only.

Young Parents Program (YPP)

A free service for young pregnant and parenting mothers and their partners (up to age 23) living in the Greater North Brisbane region. Includes improving pregnancy and birthing outcomes during the antenatal period, and improving general health and social outcomes for mothers and babies for the first year in the post-natal period. YPP can assist young families with:

- antenatal education
- peer support and building relationships
- understanding child development and milestones
- enhancing parenting skills and knowledge
- referral and support to connect to relevant service

Website: www.encircle.org.au/young-parents-program

Phone: 07 3357 9944

Hours: YPP operates from Monday to Friday, between 9.00 am – 4.30 pm

Location: 119 Stafford Road, Kedron Qld 4031

Ellen Barron Family Centre (EBFC)

A tertiary level residential facility providing a multi-disciplinary, specialist child health service to families who require support with building practical skills and confidence in parenting. Multiple inpatient programs for families with children aged from birth to a child's third birthday. For families living in Queensland, northern New South Wales and the Northern Territory. Catchment area restrictions apply.

A referral-based service receiving referrals from the following:

- child and youth community health professionals e.g. child health nurses
- general practitioners
- paediatricians
- allied health professionals e.g. psychologists and social workers
- other health/community service professionals.

Provide education and support in:

- responsive settling
- responsive feeding
- breast feeding

- bottle feeding
- child development and behaviour
- general parenting.

Contact: 07 3139 6500 for referral template

Location: Rode Rd, Chermside Qld 4032

Website: www.health.qld.gov.au/ellenbarronfamilycentre/