



SERVICE GUIDE



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Our Strategic Plan

PURPOSE



Working together to break down barriers and make a genuine difference for the people in our communities.

VISION



Communities across the South Burnett where people have equal opportunity to receive support, participate and feel valued in their everyday life.

VALUES



EMPATHY

We are genuinely curious and appreciate the perspectives of others.



INTEGRITY

We are authentic in how we deliver our services and support each other.



COLLABORATION

We can't do this alone and work with others to achieve outcomes and build capacity in our communities.

OUR PEOPLE

We are an employer of choice, attracting and retaining quality staff who share our values.

We provide a culture of collaboration, accountable leadership and work-life-balance.

We invest in our people through training, professional development and support.

We provide pathways for our staff.

OUR SUSTAINABLE ORGANISATION

We ensure robust and effective governance

We invest in assets that support our service delivery.

We re-invest back into our community through social capital.

We foster a culture of inclusivity, diversity and best practice.

OUR COMMUNITIES

We are a place-based organisation that listens to and works with our communities to identify and respond to need

We partner where possible to address gaps in service delivery.

We build capacity within our community, empowering, supporting and connecting people.

We educate, build awareness and advocate for our region at all levels.

OUR SERVICE DELIVERY

We deliver quality services for all that make a genuine difference.

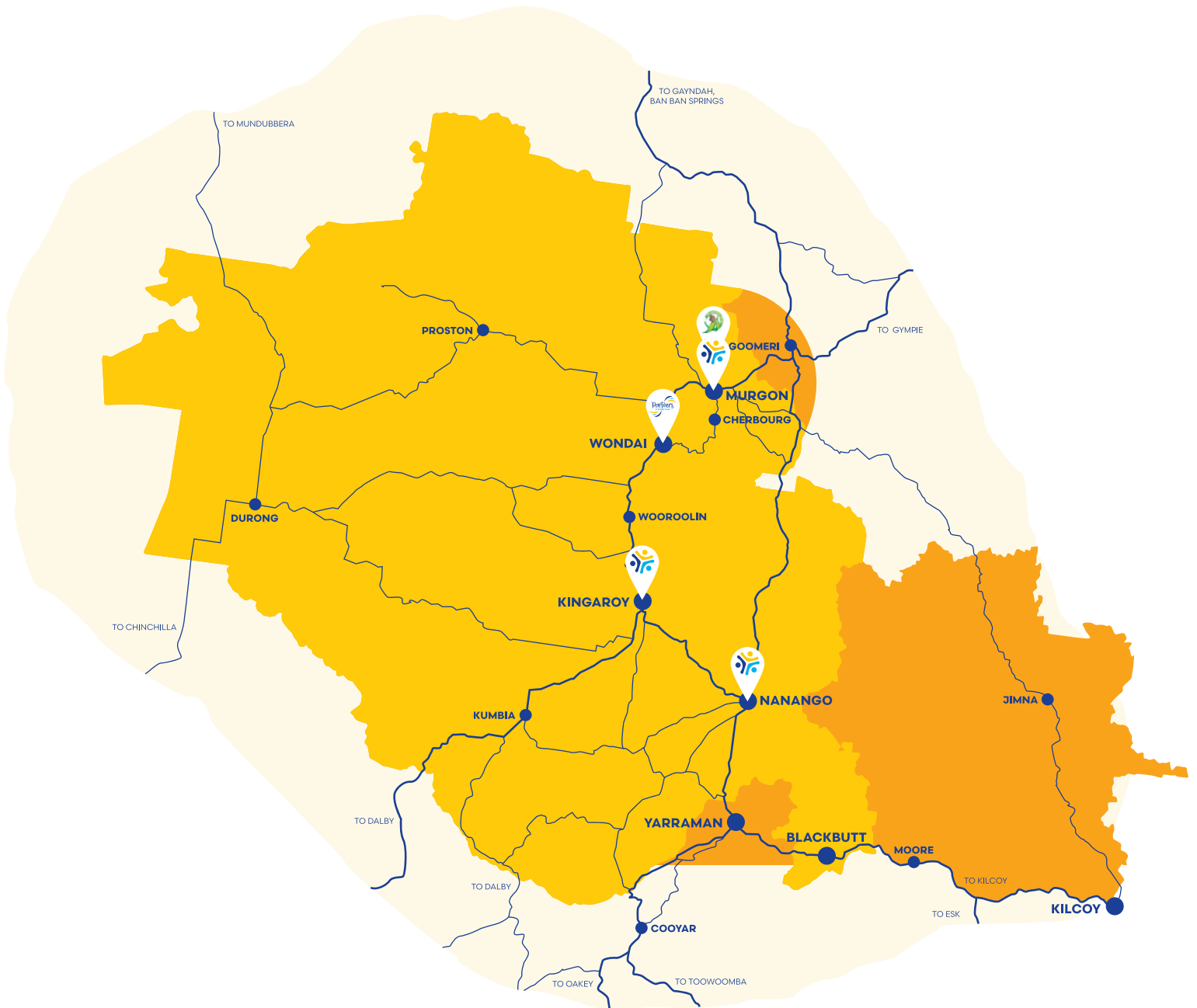
We do what we say we are going to do and do it with passion and empathy.

We acknowledge our strengths and where we are best placed to help.

We refer to our partners where the support needed sits outside of our scope and abilities.

RISK APPETITE STATEMENT

CTC has a high risk appetite for initiatives, programs and services that have established need and make a genuine difference in the lives of those most vulnerable in our community. CTC has a low tolerance for risks that could impact the sustainability and longevity of CTC's service to the community.



South Burnett CTC service area

KINGARROY

CTC CORPORATE SERVICES

- ☎ 07 4162 9000
- ✉ admin@sbctc.com.au
- 📍 6 Cornish Street

CTC DISABILITY SERVICES

- ☎ 07 4162 9081
- ✉ disabilityservices@sbctc.com.au
- 📍 Shed 3, 6 Cornish Street

CTC YOUTH & FAMILY SERVICES

- ☎ 07 4162 7788
- ✉ yfs@sbctc.com.au
- 📍 64 Somerset Street

MURGON

CTC CONNECTIONS YOUTH & FAMILY SERVICE

- ☎ 07 4169 5940
- ✉ connections@sbctc.com.au
- 📍 35 Lamb Street

CTC THE GUMNUT PLACE

- ☎ 07 4168 1852
- ☎ 0400 627 721 • 0429 627 788
- ✉ gumnut@sbctc.com.au
- 📍 22 Gore Street

NANANGO

CTC NANANGO NEIGHBOURHOOD CENTRE

- ☎ 07 4162 9084
- ✉ nanango@sbctc.com.au
- 📍 41 Drayton Street

WONDAL

CTC PARTNERS IN FOSTER CARE

- ☎ 07 4169 0587
- ✉ partners@sbctc.com.au
- 📍 20-24 Mackenzie Street



Since 1983, South Burnett CTC (CTC) has been Contributing to Community, supporting those in need across the South Burnett region.

Originally established to address youth unemployment, we've adapted and evolved to address a wide range of needs.

In 2024 we were excited to announce the opening of the Nanango Neighbourhood Centre, a new hub providing members of the Nanango and surrounding communities with local access to our services. This centre will not only offer our existing programs but also provide a space for collaboration and community engagement. We now have offices located across Murgon, Wondai, Nanango and Kingaroy.

Through our various programs and services, we remain committed to making a genuine difference for the people in our communities. We cannot do this alone and firmly believe that by working together, we can create a stronger, more supportive community for everyone.

Our Team

BOARD OF GOVERNANCE

Our Board of Governance plays a vital role by guiding our organisation with their expertise and dedication. Their voluntary commitment ensures we remain accountable and focused on delivering essential services to our local community.



BOARD MEMBER
John Box • 2008




BOARD MEMBER
Howard Leisemann • 1987



BOARD MEMBER
Marc Reinbott • 2012



BOARD MEMBER
Kaylene Schilf • 2014



BOARD MEMBER
Bernadette Upton • 2015



BOARD MEMBER
Maurice Freeman • 2017



BOARD MEMBER
Andrew Hobbs • 2022



BOARD MEMBER
Katharine Butcher • 2023



BOARD MEMBER
Amanda Kefford • 2023



BOARD MEMBER
Jason Erbacher • 2023

Management Team

Our Management Team is responsible for the day-to-day operations and leadership of the organisation. They work closely with staff and stakeholders to ensure that our services are delivered effectively and in line with our mission to support the local community.



CEO

Jason Erbacher



HUMAN RESOURCES

Melinda Bradford



YOUTH & FAMILY SERVICES

Kirsten Firman



YOUTH & FAMILY SERVICES

Stacey Taylor



PARTNERS IN FOSTER CARE

Brenda Brown



DISABILITY SERVICES

Shea O'Reilly



THE GUMNUT PLACE

Lizz Geppert

Contributing to Community

Team Leaders

Our Team Leaders play a key role in supervising and guiding staff across all service areas. They ensure that programs run smoothly, support team development, and maintain high standards of care and service delivery.



FINANCE
Kellie Schulz



FINANCE
Barbara Weller



IT & FLEET
Andrew Overton



CORPORATE SERVICES
Shaun Bliesner



PARTNERS IN FOSTER CARE
Angie Dingle



DISABILITY SERVICES
Evalyn Thompson



THE GUMNUT PLACE
Josh Brown




THE GUMNUT PLACE
Rainer Marschall



DOMESTIC & FAMILY VIOLENCE
Jacqui Grosskopf



HOMELESSNESS
Nick Krauksts



YOUTH
Prue Black



FAMILIES
Lee-Anne Reinbott



FAMILIES
Deborah Emery



SAFE HAVEN PATROL
Luella Blair



CONNECTIONS
Errol Simpson



BEEMAR YUMBA
Damaris Fisher

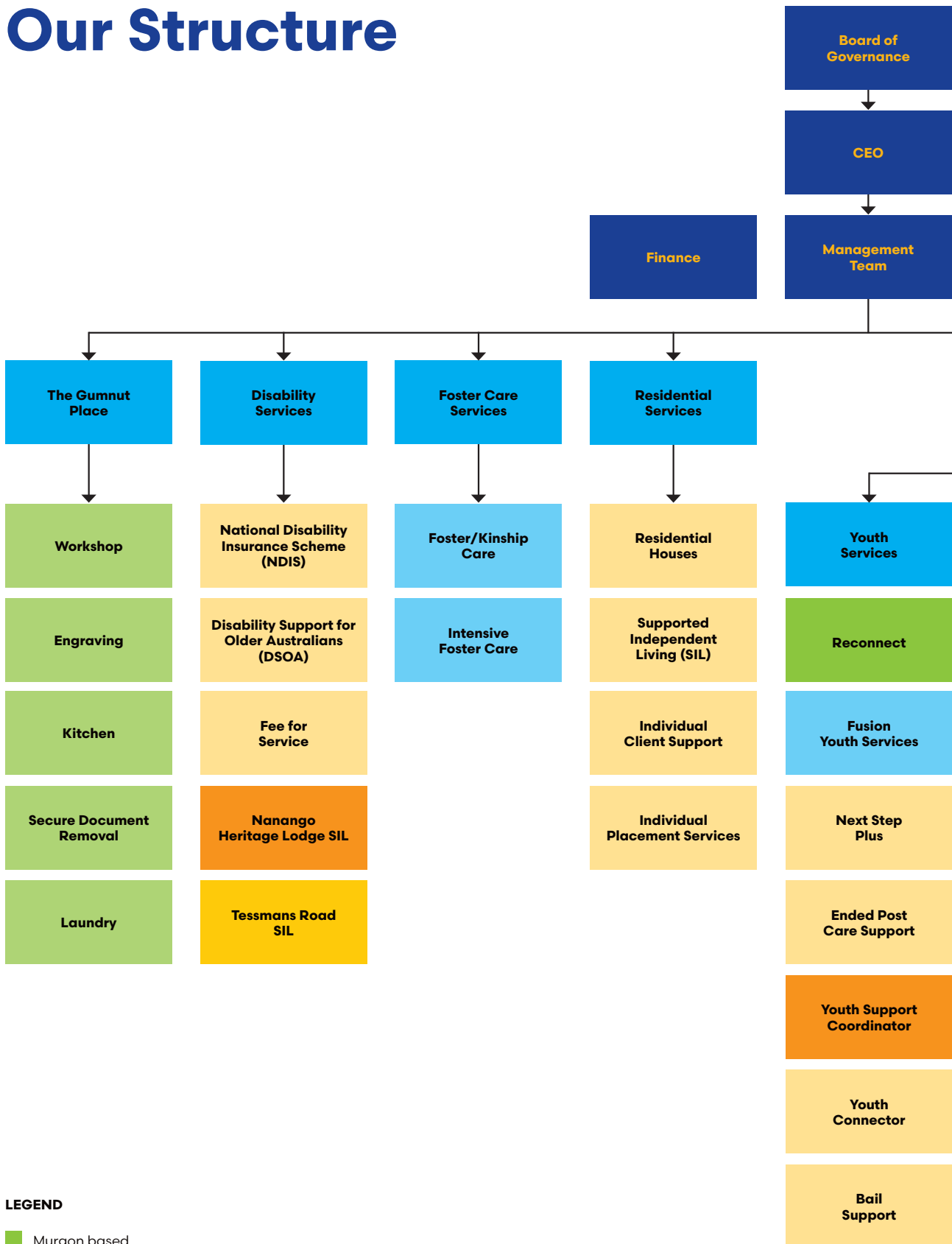


RESIDENTIAL SERVICES
Debbe Phillips



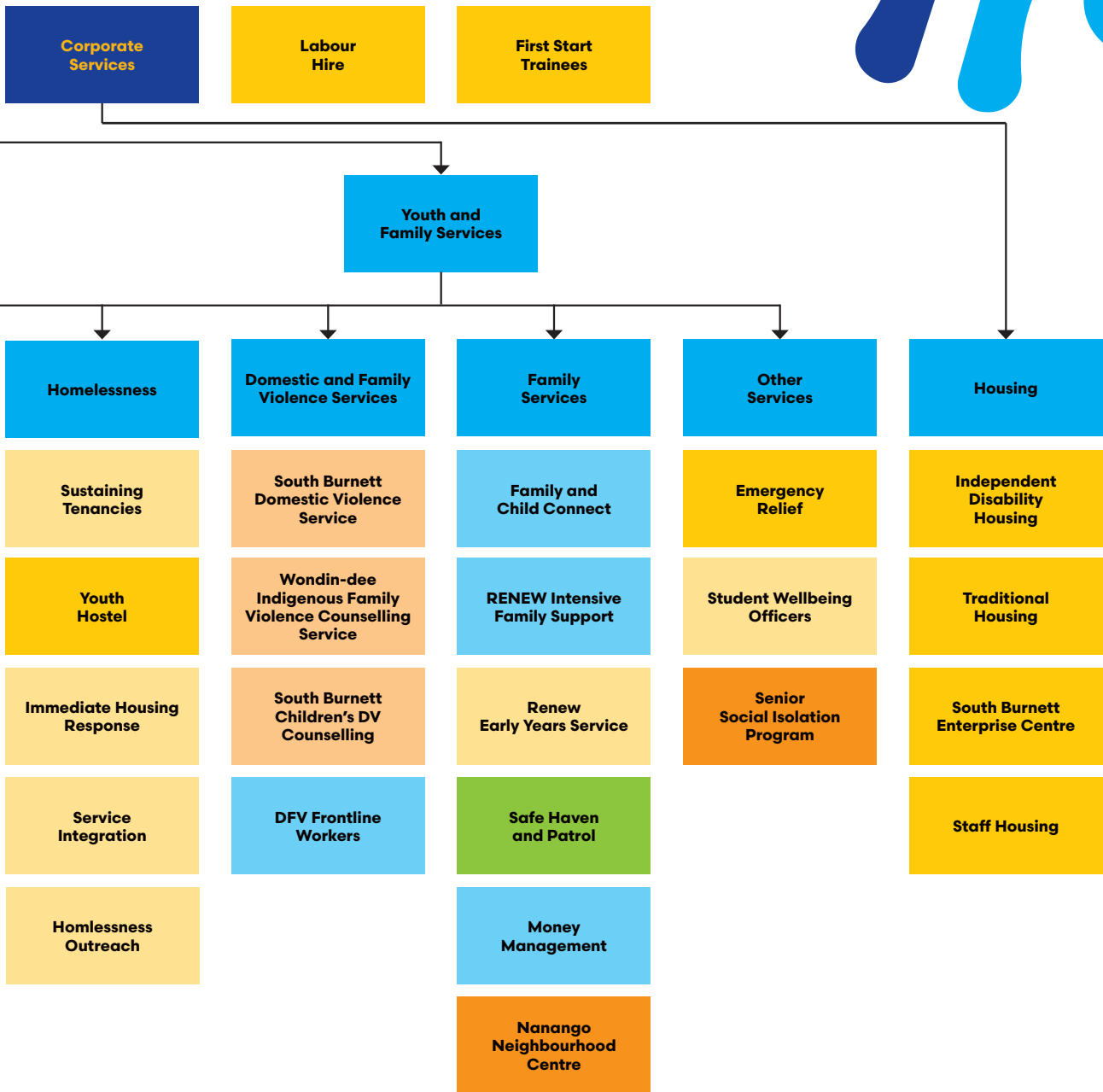
RESIDENTIAL SERVICES
Hayden Mashford

Our Structure



LEGEND

- Murgon based
- Murgon based Outreaches to Cherbourg
- Kingaroy based
- Kingaroy Based Outreaches across the South Burnett
- Wondai based
- Kingaroy and Murgon based
- Nanango based
- Murgon based Outreaches across the South Burnett
- Wondai based Outreaches across the South Burnett





EMERGENCY RELIEF & MONEY MANAGEMENT



Emergency Relief

ABOUT

The Emergency Relief Program offers immediate assistance to individuals facing crisis situations, aiming to stabilise their circumstances. It provides essential support to those in urgent need.

ELIGIBILITY

This program is available to individuals experiencing an immediate crisis and in need of urgent assistance. Eligibility is determined based on an assessment of needs.

HOW

We aim to provide immediate support and assistance to individuals facing crisis situations, with the hope of connecting them to programs that best fit their needs. By addressing urgent challenges, we can help people get back on their feet and start moving forward again.

Immediate Support may look like:

- **Advocacy**
Guidance and support in navigating crisis situations and accessing necessary services.
- **Food Assistance**
Provision of essential food items to alleviate immediate hunger.
- **Hygiene Products**
Supply of hygiene essentials to maintain personal well-being and dignity.



ARE YOU FACING HOMELESSNESS?

For those facing homelessness, please see page 17 Housing and Homelessness Services.



WANT TO LEARN MORE?

To learn more about this program or to schedule a face-to-face appointment, you can **walk in**, **call**, or **email** any of our three locations in Murgon, Kingaroy, or Nanango.

CTC YOUTH & FAMILY SERVICES

- ☎ 07 4162 7788
- ✉ yfs@sbctc.com.au
- 📍 64 Somerset Street • Kingaroy

CTC CONNECTIONS YOUTH & FAMILY SERVICE

- ☎ 07 4169 5940
- ✉ connections@sbctc.com.au
- 📍 35 Lamb Street • Murgon

CTC NANANGO NEIGHBOURHOOD CENTRE

- ☎ 07 4162 9084
- ✉ nanango@sbctc.com.au
- 📍 41 Drayton Street • Nanango

Money Management

ABOUT

Money Management is a free, confidential, and independent service providing budgeting, and financial resilience support and advocacy for people experiencing or likely to experience financial crisis.

ELIGIBILITY

Anyone who finds themselves in financial difficulty including but not limited to:

- Unemployment
- Illness
- Relationship breakdown
- Low income or poverty
- Unfair financial practices
- Addictions
- Mental health issues
- Changes in family circumstances

HOW

The Money Management service equips you with the tools and support to regain control of your finances, reduce stress, and build financial resilience, ensuring you can navigate life's challenges with confidence.

Support may look different for each individual, this may include:

- Providing you with information, advice and advocacy to help manage your finances.
- Support with budgeting.
- Checking your eligibility for subsidies or other assistance and help with the application process.
- Advocating on your behalf regarding issues such as eviction, disconnection of electricity, phone or gas (or providing information to help assist you to advocate on your own behalf).
- Understanding of other factors that may be affecting your situation and offer non-judgemental support.
- Referrals to other services for assistance.



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HOMELESSNESS & HOUSING SERVICES



Malcolm's Youth Hostel

ABOUT

The Youth Hostel is located in Kingaroy and provides crisis accommodation for up to 6 young people aged 16 to 25. Each young person has their own room and shared facilities. Staff provide support throughout the day and night. Young people work together, with support from the staff, to cook, clean and maintain the hostel environment.

ELIGIBILITY

- 16 to 25 years of age (preference given to young people 16 to 21 years of age).
- Homeless or at risk of homelessness and have no other suitable option.

Referred young people work through an application, and risk assessment and agree to the conditions of the accommodation before entry.

HOW

At our Youth Hostel, we aim to equip young people with essential life skills to ensure their successful transition to independent living. Through personalised plans and one-on-one case management, we support their growth and development in various areas including:

- Tenancy Skills
Completing Tenancy Skills Training to become responsible tenants and coexist harmoniously with housemates.
- Cooking Skills
Learning basic meal planning, budgeting, preparation, and cooking techniques, with a few "go-to" recipes upon leaving.
- Cleaning Skills
Developing routines for cleaning and washing, and participating in a chore schedule with guidance from staff.
- Community Living Skills
Engaging in community events and groups to build connections and develop social and life skills.
- Budgeting Skills
Accessing income support and creating a budget to plan for the future.

We also support young people in achieving their educational and vocational goals, whether they are in school, at TAFE, working, or learning to drive. Our ultimate aim is to help them gain the skills and confidence needed to succeed in their own accommodation.



WANT TO LEARN MORE?

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Youth Outreach/Mobile Support

ABOUT

Our service supports young people who are homeless or at risk of homelessness to access or maintain their accommodation. This service supports young people who do not have a safe place to stay or whose current housing is at risk. The service is for young people who are not housed in the Malcolm's Youth Hostel.

ELIGIBILITY

- 16 to 25 years of age.
- Homeless or at risk of homelessness.

HOW

The mobile support service provides one-to-one support to young people in the community. The program supports young people where they are and helps them develop a plan forward. An individual plan is developed for each young person and the staff member works alongside them to make this plan a reality.

While each plan is individual, some typical areas of support include:

- Accessing emergency accommodation.
- Gaining identification.
- Accessing income support.
- Gaining tenancy skills.
- Applying for social and private housing.

The program aims to help each young person access safe, secure and sustainable housing whether that be with family, with friends or by themselves.



WANT TO LEARN MORE?

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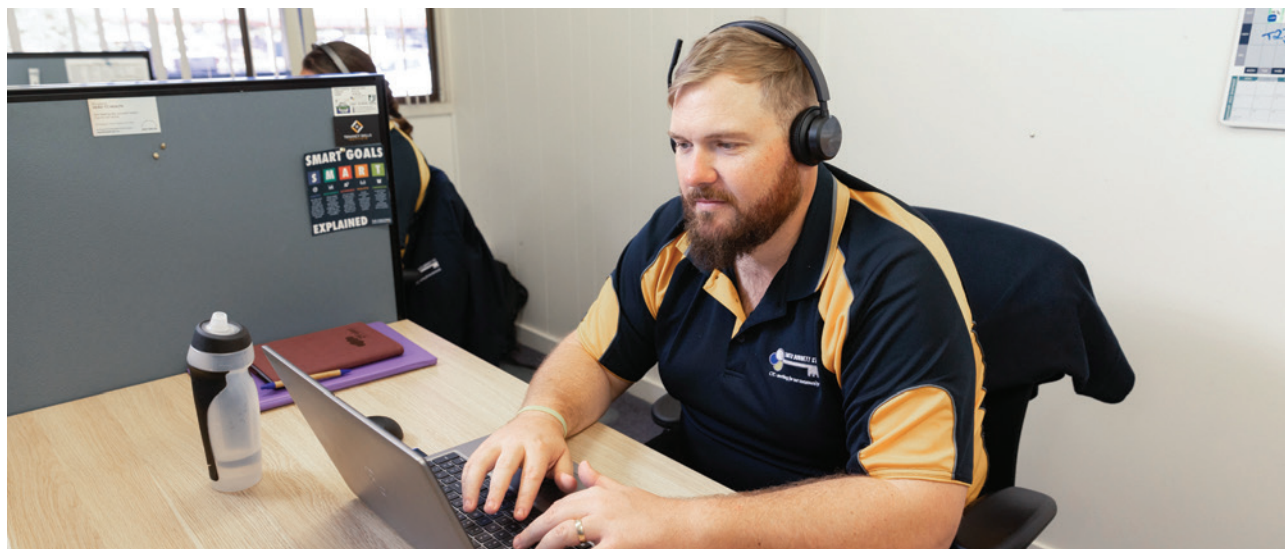
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Sustaining Tenancies

ABOUT

Sustaining Tenancies supports people who have currently a place to stay to maintain their accommodation and avoid entering homelessness.

The program provides both early intervention and post crisis support.

- Early intervention support is provided to a person who has a tenancy and there are factors putting the tenancy at risk.
- Post crisis support is provided to people who have a tenancy after an episode of homelessness. The support is to help the person sustain the new tenancy and prevent a return to homelessness.

ELIGIBILITY

- People who have a tenancy (an agreement to reside at a place) but this is at risk.
- People who have been homeless but have a new tenancy.

HOW

People receive individual support to identify goals and a plan. Staff work alongside clients to achieve this plan. The program may support payment for essential items for success in line with their plan.

While each plan is individualised, some of the typical inclusions are:

- Tenancy skills training.
- Budgeting.
- Accessing income support.
- Conflict resolution.
- Legal and tenancy information.
- Addressing rent arrears or breaches.
- Referrals to specialised services.



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Immediate Housing Response

INDIVIDUAL/COUPLES

ABOUT

This program assists individuals and couples with targeted support and financial assistance to access immediate accommodation and longer-term housing options.

When all alternatives to keep or secure a home are exhausted, and when there are no other safe options, this program can provide immediate access to short-term temporary accommodation.

Support is provided to help sustain this temporary accommodation and work proactively with the person to transition to longer-term housing.

ELIGIBILITY

- Living in an unsafe situation, such as sleeping rough in cars, tents and temporary dwellings and where all other accommodation and housing options have been exhausted.
- Homeless singles or couples without children or dependents.

HOW

This program supports singles and couples through an individual case plan.

- Financial support will be used to meet immediate needs such as assisting with short-term temporary accommodation and essential services to enable access to and sustain accommodation.
- Staff will provide support to achieve the individual plan with a focus on short-term stability and working towards long-term housing options.



HOUSING FOR FAMILIES

Families are supported under a separate program. Please see page 22 for more information.



WANT TO LEARN MORE?

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Immediate Housing Response

FAMILIES

ABOUT

This program assists families through targeted support and financial assistance to access immediate accommodation and longer-term housing options.

When all alternatives to keep or secure a home are exhausted, and when there are no other safe options, this program can provide immediate access to short-term temporary accommodation.

Support is provided to help sustain this temporary accommodation and work proactively with the family to transition to longer-term housing.

ELIGIBILITY

- Living in an unsafe situation, such as sleeping rough in cars, tents and temporary dwellings and where all other accommodation and housing options have been exhausted.
- Homeless families.

HOW

This program supports families through an individual case plan.

- Financial support will be used to meet immediate needs such as assisting with short-term temporary accommodation and essential services to enable access to and sustain accommodation.
- Staff will provide support to achieve the individual plan with a focus on short-term stability and working towards long-term housing options.



INDIVIDUALS AND COUPLES

Individuals and couples are supported under a separate program. Please see page 21 for more information.



WANT TO LEARN MORE?

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- 📍 41 Drayton Street • Nanango

Housing Outreach Program

ABOUT

This program is a partnership with the South Burnett Regional Council to deliver disaster resilience outreach services to individuals experiencing homelessness or those at risk of homelessness, within the South Burnett Local Government Area. This includes providing support across Council-owned or controlled properties.

ELIGIBILITY

This project targets specific vulnerable groups of people within the Local Government Area that are more susceptible to natural disasters and require more support to be ready for times of disaster.

HOW

An Outreach worker provides:

- Psychological, general health, and wellbeing of people, providing referrals to local services for follow up.
- Providing disaster preparedness and resilience information.
- Providing information on risk to natural disasters in their locality.
- Information on where to evacuate to in times of disaster and the risk of disaster in their area.
- Provide an opportunity for homeless people to advocate for their changing recovery needs.
- Collection of statistical information of people located in these localities and demographical information to be provided to the LDMG for disaster preparedness planning.



WANT TO LEARN MORE?

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- 📍 41 Drayton Street • Nanango



Service Integration Initiative

ABOUT

This program is part of a State wide initiative providing a backbone of support for housing and homelessness networks along with Place-Based Response Teams and the Service Integration Initiative, delivered in key locations across Queensland. This role will work across the South Burnett region.

ELIGIBILITY

The role does not involve direct client case management and provides support to sector partners to facilitate service integration plans and improved service system responses.

HOW

This role will provide local assistance to strengthen existing and emerging Service Integration Groups to provide person-centred and place-based care planning for people with complex needs and improve integration of service system response for this cohort.



WANT TO LEARN MORE?

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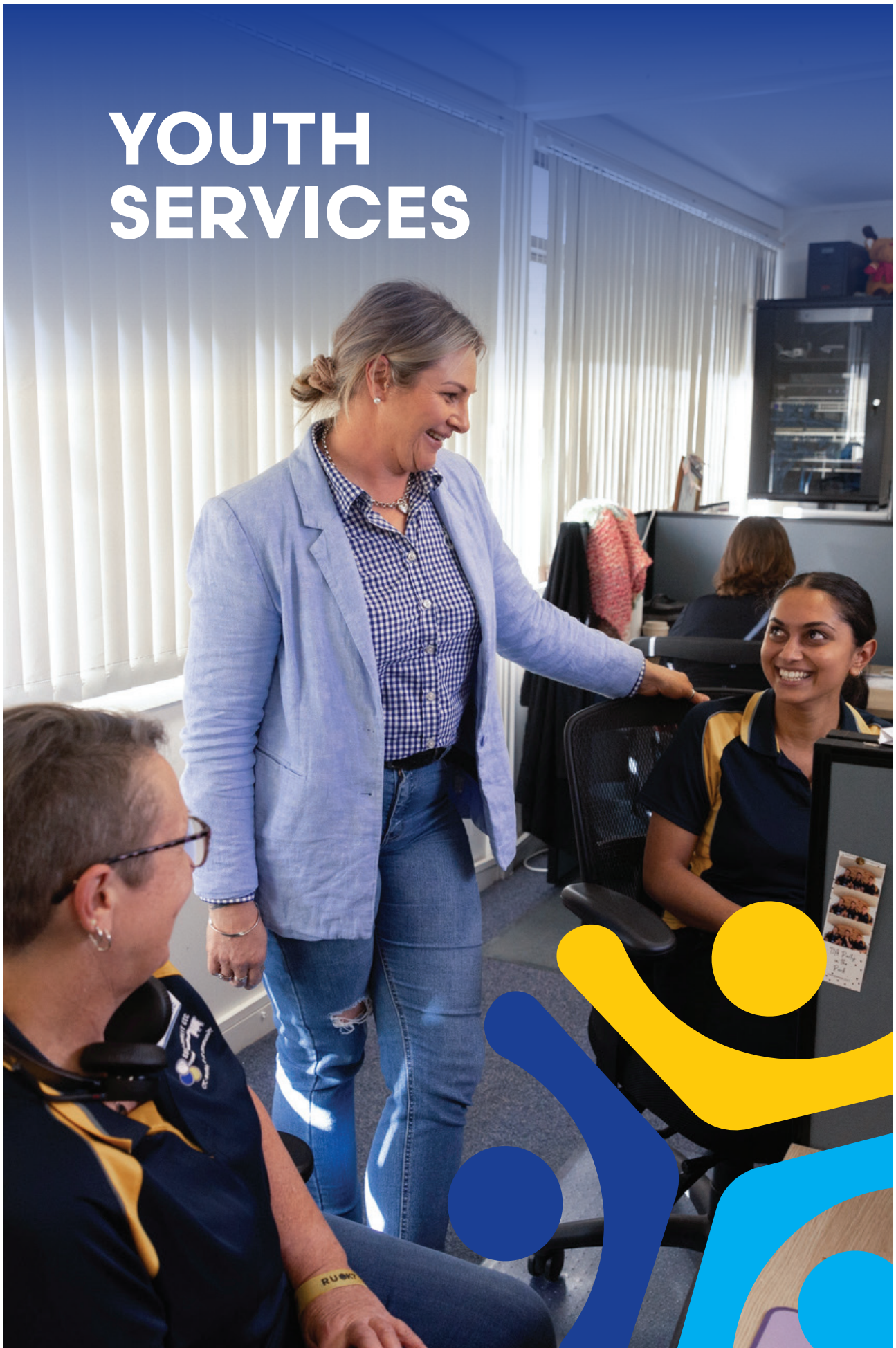
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YOUTH SERVICES



Fusion

ABOUT

Fusion supports young people aged 12 to 21 who are at risk of disconnection from their family, community, recreational and/or support networks. Fusion supports young people to enable them to lead safe, healthy and active lives.

Fusion is a youth led model, which means that young people need to request and accept assistance. Generally, Fusion supports youth who are not supported by protective factors such as families, friends, schools or cultural connections. Youth Workers support young people to identify short and long-term goals, and to find ways to achieve them. Young people are provided with practical assistance, advocacy, and referrals to mainstream and specialist services to achieve the goals in their support plan.

ELIGIBILITY

Aged 12 to 21 years who are or at risk of:

- Homelessness.
- Disengagement from school, training and/or employment.
- Disconnection from family/community or support networks.
- At risk of harm, including self-harm and suicide.
- Cultural disconnection.
- Entering the criminal justice system.

HOW

Through the support of Fusion, young people receive one-on-one support and can achieve many of their goals including:

- Creating a resume and finding employment.
- Engaging with Mental Health support and drug and alcohol counselling.
- Getting their Learner driver's licence.
- Applying for income support.
- Building a positive support network.
- Experiencing positive relationships with family and community.
- Leading a healthy and violence free life.
- Having a safe and stable place to live.
- Linking in with other services.
- Advocacy with other services.



WANT TO LEARN MORE?

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Youth Connector

ABOUT

The Youth Connector program in the South Burnett is a partnership with Laurel Place. The Youth Connector:

- Provides young people with a single point of contact for support and assistance.
- Links young people to Laurel Place for specialist counselling. The Laurel Place Youth Sexual Violence Program employs a full-time counsellor who provides trauma-informed counselling and support to young people who have engaged in sexually reactive behaviours.

Visit laurelplace.com.au for more information.

ELIGIBILITY

Young people who are 8 to 21 years of age who have experienced sexual abuse/sexual assault or who are displaying sexually reactive behaviours.

HOW

The Youth Connector will help you link to counselling and enable you to attend appointments.

The Youth Connector will be a person who you can talk to and will be your link between counselling appointments.



WANT TO LEARN MORE?

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Next Step Plus

ABOUT

Next Step Plus is a service for young people aged 15 to 25 years in Queensland who have had a care experience since their 12th birthday. Next Step Plus will support young people as they transition from care (from 15 to 18 years of age) and then after they transition from care (from 18 to 25 years of age).

The service supports young people as they need. It recognises that many young people with a care experience have few adults that they can turn to as they are navigating adulthood. Next Step Plus is a flexible, client led service.

ELIGIBILITY

Next Step Plus is for young people who are:

- 15 to 25 years of age.
- Have had a care experience since their 12th birthday.

HOW

Next Step Plus assists young people to achieve their goals, explore their interests and build their skills as they move into adulthood.

Some of the ways Next Step Plus can help include:

- Finding housing; Emergency support such as food and medication.
- Reconnecting with family, friends, community and building relationships.
- Education, resumes, training and employment.
- Health, social and emotional wellbeing and attending appointments.
- Referrals to counselling.
- Helping to organise identification, Medicare, birth certificate, Tax File Number, drivers licence etc.
- Access to a familiar and caring adult to talk to about what is happening in their world and how to navigate issues that arise.



WANT TO LEARN MORE?

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CTC NANANGO NEIGHBOURHOOD CENTRE

- ☎ 07 4162 9084
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Extended Post Care Support

ABOUT

The Extended Post Care Support (EPCS) program provides comprehensive assistance to young adults transitioning from Queensland State Care to independent living.

EPCS works with young people who have transitioned from care with culturally appropriate support to access housing, connect with family, culture and community and access support services, training and employment.

ELIGIBILITY

Extended Post Care is for young people who:

- Turned 18 after 1 July 2023 and were subject to a:
 - Child protection order granting custody to the chief executive.
 - Child protection order granting long-term guardianship to a suitable person.
 - Permanent care order.

TAILORED FINANCIAL SUPPORT

Eligible, independent young adults receive up to \$16,000 per annum until they are 21 years of age to help them achieve their goals. Financial support is for EPCS young people who are living independently from their carers.

HOW

Culturally appropriate, proactive and practical support will be provided to eligible young adults and will include ongoing active assistance with:

- Accessing and maintaining safe, secure and affordable housing as a priority.
- Connecting or maintaining connections to family, culture, country and community.
- Accessing education and training opportunities and finding employment
- Learning budgeting and other independent living skills.
- Accessing stable income or financial support that meets their cost of living.
- Improving health and wellbeing.
- Facilitating referrals and advocating for young adults to access other resources and services, including specialist services for young adults with complex support needs.
- Linking young adults to opportunities that promote independence.



WANT TO LEARN MORE?

To learn more about this program or to schedule a face-to-face appointment, you can **walk in**, **call**, or **email** any of our three locations in Murgon, Kingaroy, or Nanango.

CTC YOUTH & FAMILY SERVICES

- 📞 07 4162 7788
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Reconnect

ABOUT

Reconnect is a community-based early intervention and prevention program for young people who are homeless or at risk of homelessness. Reconnect has a particular focus on supporting young people within and connected to the community of Cherbourg. Reconnect supports young people to improve their engagement with family, education and community.

ELIGIBILITY

Young people 12 to 18 years old who live in or are connected to Cherbourg.

HOW

Reconnect supports young people at risk of homelessness.

Reconnect provides:

- Individual support to develop and meet the goals identified in their plan (including accessing identification, income, connecting with education/training/employment and referring to specialist services).
- Group support to connect to the community and build skills, confidence, and self-esteem.
- One-on-one support to access a range of group programs that promote self-esteem and positive choices.



WANT TO LEARN MORE?

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Youth Support Coordinator

ABOUT

The Youth Support Coordinator (YSC) program at Nanango State High School (NSHS) supports at-risk students to remain engaged in education and to achieve positive outcomes.

ELIGIBILITY

- High school students at Nanango State High School.
- Referred through the school to the YSC.

HOW

The Youth Support Coordinator program offers tailored support to help students stay engaged in their education and reach their full potential.

- Enhanced wellbeing and a positive school environment through social and emotional support.
- Improved engagement and personal development through the promotion of general wellbeing.
- Positive influence on academic and personal growth through mentoring.
- Strengthened support networks for students and families via community collaboration.
- Enriched overall development and engagement within the school community through support for extracurricular activities.



WANT TO LEARN MORE?

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Student Wellbeing Officers

ABOUT

Student Wellbeing Officers support the general wellbeing of students by providing an additional role model in the school.

CTC is an Accredited Employing Authority (AEA) and is contracted by the following schools to recruit and support Student Wellbeing Officers:

- Taabinga State School
- Kingaroy State School
- Nanango State School
- Nanango State High School
- Yarraman State School
- Cherbourg State School
- Preston State School
- Goomeri State School
- Wooroolin State School

ELIGIBILITY

- As referred by the school

HOW

Student Wellbeing Officers play a crucial role in fostering a supportive and inclusive environment within schools, helping to enhance student wellbeing and strengthen community ties.

- Enhance the links between the school and its community, working with school-based support staff and community-based organisations and networks to support students.
- Provide further social/ emotional support for students (and their families) who may be at risk of disengagement.
- Support the school in a range of programs, activities and groups that promote the general wellbeing of students.
- Act as a role model for students and assisting in the development of supportive relationships for, with and among students.



WANT TO LEARN MORE?

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Bail Support

ABOUT

The program provides targeted support to young people involved in the youth justice system, helping them and their families to meet bail conditions and reduce the risk of reoffending. It focuses on reintegration, community support, and addressing underlying issues such as trauma and complex needs.

ELIGIBILITY

Bail support services are designed for young people, typically aged 10 to 17, who have had involvement in the youth justice system. These services cater to those who have committed or are alleged to have committed offenses, particularly those who:

- Display ongoing and entrenched offending behaviour, often stemming from complex and extreme needs as well as significant trauma backgrounds.
- Are living in, or upon release from detention will be living in, the South Burnett area.
- Are remanded in custody, or at risk of being remanded, partly due to a lack of positive support in their community, and require assistance to prepare for reintegration into the community.
- Are exiting detention and are at risk of reoffending and returning to detention.
- Are appearing in court and are at risk of being remanded in custody.
- Have been granted bail but need support to meet the conditions of bail, without which they risk being detained.
- Are in the early stages of offending or are siblings of known offenders, showing signs of offending behaviour.

HOW

The objectives of the program are to ensure that young people and their families have choice and control in designing bail support to ensure:

- Young people are confident that the bail support program will meet their aims and needs with the effect of increasing their engagement in programs.
- Young people have timely resolution of Court matters.
- Young people receive bail support.
- Young people complete the bail period with a reduced number of non-compliances.



WANT TO LEARN MORE?

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FAMILY SERVICES



Family & Child Connect

ABOUT

Family and Child Connect (FACC) is a free local community-based intake and referral service that supports families who are under stress. Family and Child Connect provides referral pathways that enable families to access the right support at the right time, building on their own strengths. Family and Child Connect is an entry point for information and advice for families experiencing vulnerability.

The fundamental intent of Family and Child Connect is to enable families under stress to access the support they need as early as possible and without the involvement of the statutory child protection system.

ELIGIBILITY

Anyone can contact Family and Child Connect for advice and information. Families can self-refer, be referred from other services with consent, or be referred from prescribed entities.

For families seeking direct support, the program can support where:

- There is a child or young person (unborn to 18 years) living in the home.
- The family would benefit from immediate support or access to external support in the South Burnett Region.
- The family is currently not subject to Child Safety intervention.

HOW

South Burnett Family and Child Connect recognises that every family's needs are different and develops plans specific to their needs. Family and Child Connect will work with families for a period of up to six weeks and can meet at your home, in a public area, or in one of our offices located in Kingaroy, Murgon and Nanango.

Family and Child Connect will:

- Complete a needs assessment.
- Provide direct assistance, information and advice.
- Refer to the appropriate ongoing support.



WANT TO LEARN MORE?

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Renew Intensive Family Support

ABOUT

RENEW Intensive Family Support (IFS) builds the capacity of families to adequately nurture, protect and keep their children safe. IFS provides immediate assistance, practical hands-on assistance and links families to other specialists. Alongside the family, the IFS practitioners develop a single case plan that guides the support for all services involved. IFS provides intensive extended support to improve the wellbeing of children and help families be safe, resilient and to thrive.

ELIGIBILITY

IFS will support families where:

- There is a child or young person (unborn to under 18 years); and
- The family has multiple and/or complex needs; and
- The family would benefit from access to intensive and specialist support services; and
- Without support the child, young person and family are at risk of entering or re-entering the statutory child protection system; and
- The child is not currently in need of protection.

HOW

The IFS South Burnett model builds on the IFS framework and incorporates some local elements towards successful and sustainable outcomes, including:

- Active engagement utilising people and services with whom the family is comfortable.
- Meeting people at a safe place of their choice; focussing on immediate assistance through practical help and utilising a strength based, solution focused model with families.

Initial support will be intensive and will include:

- Developing a single case plan.
- Providing supported referrals to specialists including clinical or therapeutic services.
- Linking the family to supports such as housing, emergency relief, childcare and tutoring.
- Providing practical in-home support such as developing daily routines, embedding behaviour strategies for children, budgeting, shopping and cooking.
- Ongoing engagement with the family to ensure the strategies from the single case plan are embedded and continue. Families will also be encouraged to engage in groups around the support of their children.



WANT TO LEARN MORE?

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Renew Early Years Service

ABOUT

The RENEW Early Years Service works with families to support the development of children from birth to 5 years; with the primary goal of developmental readiness, engagement in kindergarten and successful transition to the formal schooling environment. Early Years incorporates the evidence-based tool of Parents as Teachers, which focuses on parent-child interaction, child-centred development and family well-being.

ELIGIBILITY

The Early Years Service will support families where there is a child or young person (birth to 5 years) prior to entering the formal school setting and:

- The child or young person requires access to health and/or medical services for diagnosis and/or relevant support and treatment or
- The parent/carer would like to work on their relationship with their child or their understanding of child development.

HOW

The RENEW Early Years Service empowers families with young children by providing tailored support to enhance child development, improve parent-child relationships, and ensure a smooth transition to formal schooling. This includes:

- In-home support.
- Help to understand and support children's developmental milestones and requirements.
- Connecting to specialist community services.
- Participating in groups to build support networks and parenting confidence.
- Strengthening the skills to be the best parent/carer you can be.
- Ensuring your children are ready to transition to school.



WANT TO LEARN MORE?

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Safe Haven & Patrol

ABOUT

Safe Haven provides crucial support to families, young people, and the community to mitigate the effects of domestic violence, particularly on children in the Cherbourg area. The service model includes community capacity building, family support, youth work and night patrol.

Staff provide intensive support to families, their children and young people through a client-led plan. This support assists families to develop their knowledge and skills and increase their ability to manage and resolve complex issues in a way that improves family functioning, wellbeing and safety.

A night patrol operates four evenings a week until 1am, promoting the safety of children and young people on the street.

ELIGIBILITY

Aboriginal and Torres Strait Islander families with children (under 18 in the household) living in or connected to Cherbourg and impacted by domestic violence.

HOW

Our dedicated team is committed to supporting individuals and families affected by domestic and family violence. We offer various services to address their needs and promote safety and wellbeing including:

- **Family Support Workers**
Providing guidance and support to families, helping them develop parenting skills, manage complex issues, and access information on parenting matters.
- **Youth Worker**
Assisting young people in addressing social and emotional challenges, empowering them to navigate the transition to adulthood and how to contribute positively to their community.
- **Night Patrol**
Operating during evenings to ensure the safety and wellbeing of young people wandering the streets of Cherbourg, through prevention and intervention measures.
- **Community Capacity Building**
Collaborating with networks and organisations to enhance prevention and intervention activities, supporting children, young people, and families affected by domestic and family violence in Cherbourg.



WANT TO LEARN MORE?

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DOMESTIC & FAMILY VIOLENCE SERVICES



SEEK HELP & SUPPORT

Everyone has the right to feel safe and live free from violence. If you believe you are experiencing domestic or family violence, seek help and support.

South Burnett Domestic & Family Violence Service

ABOUT

South Burnett Domestic and Family Violence Service is dedicated to supporting individuals affected by domestic and family violence in the South Burnett region. We understand the devastating impact of domestic and family violence and offer compassionate assistance to those in need. Our service is committed to creating a safe and supportive environment where individuals can seek help and access resources to address domestic and family violence. Our comprehensive service includes counsellors for victim survivors, children counsellors and court support.

Victim Survivor Counsellors provide a secure and confidential space where victim survivors can freely share their emotions, thoughts, and concerns. Serving as compassionate and impartial guides, they offer support, helping survivors navigate the emotional and psychological aftermath of violence. Through these sessions, survivors are empowered, their experiences validated, and coping mechanisms for trauma are developed.

Child Witness Counsellors offer counselling services to children and young people up to 18 years of age who have witnessed and been affected by domestic and family violence. They help children cope with the damaging effects of this violence. Children often struggle to express their feelings verbally, so the counsellor creates a safe, secure, and trusting environment where children can express their emotions. Techniques like using books, relevant toys, art, and storytelling are employed to facilitate expression and understanding.

Court Support involves trained professionals who provide assistance and information to individuals navigating domestic and family violence court proceedings. Staff guide, inform, and support individuals throughout the legal process, ensuring they feel empowered and informed as they seek justice and protection from abuse.

ELIGIBILITY

Our services are available to individuals in the South Burnett region who have experienced domestic and family violence, including victim survivors and children.

HOW

South Burnett Domestic Violence Service offers tailored support, ensuring that every individual affected by domestic violence receives the care, guidance, and resources they need to reclaim their lives and move forward with confidence. This includes:

- Confidential and supportive counselling sessions tailored to individual needs.
- Assistance in developing safety plans and accessing support services.
- Advocacy and support throughout legal proceedings.
- Education and resources to empower individuals to break the cycle of violence.
- Collaborative partnerships with community organisations to ensure comprehensive support.



WANT TO LEARN MORE?

To learn more about this program or to schedule a face-to-face appointment, you can **walk in**, **call**, or **email** any of our three locations in Murgon, Kingaroy, or Nanango.

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South Burnett Children's Domestic & Family Violence Counselling

ABOUT

South Burnett Children's Domestic Violence Counselling provides specialised counselling services to children exposed to domestic violence in the South Burnett region. We recognise the unique needs of children affected by domestic violence and offer tailored support to help them cope and heal.

Our service provides individual counselling using various tools and resources to help children share their feelings and process their experiences. We also offer group programs such as "Rhythm to Recovery" in schools.

ELIGIBILITY

Our services are available to children and adolescents up to 18 years old who have witnessed or been impacted by domestic violence in the South Burnett region.

HOW

South Burnett Children's Domestic Violence Counselling offers compassionate, and professional support for children and adolescents who have been impacted by domestic violence. Our service is dedicated to creating a safe and nurturing environment where young people can explore their emotions, understand their experiences, and begin the healing process. This includes:

- Counselling sessions provided by trained and compassionate counsellors.
- Safe and supportive environment for children to express their feelings and experiences
- Use of therapeutic techniques such as art, play, and storytelling to facilitate expression and understanding.
- Focus on building trusting and non-judgmental relationships with clients.
- Collaboration with other service providers to ensure comprehensive support for children and families.



WANT TO LEARN MORE?

To learn more about this program or to schedule a face-to-face appointment, you can **walk in**, **call**, or **email** any of our three locations in Murgon, Kingaroy, or Nanango.

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SEEK HELP & SUPPORT

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Wondin-dee Domestic Violence Specialist Service

ABOUT

Wondin-dee, meaning “place of hope,” encompasses several key elements.

Indigenous Family Violence Counselling Service

This service is dedicated to supporting Aboriginal and Torres Strait Islander people - women, men, children, and young people - who are at risk of or affected by domestic and family violence. We utilise a strengths-based approach to empower individuals to confront and overcome the challenges associated with domestic and family violence. By promoting safer communities through prevention, early intervention, and community engagement, we address domestic and family violence comprehensively.

Immediate Safety Workers

These professionals provide immediate support to those impacted by domestic and family violence through risk assessment and safety plan development. They take the lead in ensuring that individuals affected by violence receive the necessary support to remain safe.

High Risk Team Coordination

Wondin-dee coordinates a multi-agency team that collaborates to provide integrated responses to assess risk and develop safety plans for clients who are at high risk of serious harm or lethality.

ELIGIBILITY

Our Wondin-dee Counselling Service is available to Aboriginal and Torres Strait Islander individuals and families in or connected to Cherbourg who have been impacted by domestic violence.

Our Immediate Safety Workers provide support to all individuals and families impacted by domestic and family violence across Cherbourg and the South Burnett.

HOW

Wondin-dee provides a holistic and culturally sensitive response to domestic and family violence, offering immediate and practical support for those at risk. Our services empower individuals and families by addressing their unique needs through a coordinated, strengths-based approach.

We will do this through:

- Provision of practical supports, services, and referrals to promote safety.
- Coordination of a multi-agency team to facilitate safety.
- Culturally sensitive counselling services tailored to the needs of Aboriginal and Torres Strait Islander individuals and families.
- Empowerment through strengths-based approaches to address trauma and build resilience.
- Assistance in navigating legal processes and accessing support services.
- Development and delivery of therapeutic group programs to meet the needs of community.



WANT TO LEARN MORE?

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South Burnett Domestic & Family Violence Service Frontline Services

ABOUT

South Burnett Domestic and Family Violence Frontline Service is committed to delivering specialised support to individuals with disabilities who are affected by domestic and family violence in Cherbourg and throughout the South Burnett region.

Recognising the unique challenges faced by those with disabilities, we offer tailored assistance to address their specific needs and help them navigate the complexities of their situations. In addition to direct support for individuals, we collaborate with Disability Services to enhance the capacity of staff across the sector to effectively identify and respond to instances of domestic and family violence, ensuring a comprehensive approach to safety and support.

ELIGIBILITY

Our services are available to individuals in Cherbourg and across the South Burnett region who have a disability and who have been impacted by domestic and family violence.

Domestic and family violence training and support is available to service providers across the South Burnett who support clients with a disability.

HOW

South Burnett Domestic Violence Service offers tailored support, ensuring that every individual affected by domestic violence receives the care, guidance, and resources they need to reclaim their lives and move forward with confidence. This includes:

- Confidential and supportive counselling sessions tailored to individual needs.
- Assistance in developing safety plans and accessing support services.
- Advocacy and support throughout legal proceedings.
- Education and resources to empower individuals to break the cycle of violence.
- Collaborative partnerships with community organisations to ensure comprehensive support.



WANT TO LEARN MORE?

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SEEK HELP & SUPPORT

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YOUTH & FAMILY SERVICES LOCATIONS



CTC Youth & Family Services Kingaroy

ABOUT

As the base of our Youth and Family Services programs, the Kingaroy office (also known as the Youth Park) is dedicated to supporting the wellbeing and development of young people, families and individuals across the South Burnett region. We offer a holistic support system, collaborating across the sector with our partner agencies to ensure that those in need are connected to the most appropriate support.

SERVICES

We offer a variety of programs designed to support young people, families and individuals. We accept people who walk in for support, as well as those referred by other agencies. You can access the full suite of Youth and Family Services included in this guide from our Kingaroy office.

JOIN US

We encourage you to connect with us to learn more about our programs, access our support services, and contribute to the well-being of our community. Walk-ins are welcome, and we are here to assist.



HOURS OF OPERATION

Our centre is open from 8:30am to 4:30pm on all business days.



CONTACT INFORMATION

CTC YOUTH & FAMILY SERVICES

- ☎ 07 4162 7788
- ✉ yfs@sbctc.com.au
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Kingaroy QLD 4610



Murgon Connections

ABOUT

The Connections Office in Murgon is dedicated to supporting members of our community with a connection to Cherbourg, offering culturally sensitive and tailored support services within the pro-grams we are funded to deliver. Our approach ensures that we address the unique needs of our cli-ents with a deep understanding of their cultural context.

SERVICES

Our office provides a range of services with a focus on Aboriginal and Torres Strait Islander specific programs. These programs include:

- Safe Haven and Patrol
- Reconnect
- Wondin-dee

Please see more information under each of these programs within the guide.

Members of the community can access most of CTC's services through the Connections Office.

JOIN US

We encourage you to connect with the Connections Office to learn more about our services, access our programs, and contribute to a stronger community.



HOURS OF OPERATION

Our centre is open from 8:30am to 4:30pm on all business days.



CONTACT INFORMATION

CTC CONNECTIONS YOUTH & FAMILY SERVICE

- 📞 07 4169 5940
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Murgon QLD 4605



Nanango Neighbourhood Centre

ABOUT

The Nanango Neighbourhood Centre, established in a partnership with Heritage Nanango Community Funding Limited (HNCF), is dedicated to enhancing the well-being and support available to the Nanango community. Located in the historic former Lutheran Church building, our centre is a welcoming and inclusive space for all members of the community.

SERVICES

Our dedicated team is committed to supporting individuals and families by offering a wide range of services to address various needs and promote wellbeing. Residents of Nanango can access the full range of CTC programs through our comprehensive intake system. Whether you visit our office, call us, or are referred by a partner organisation, we will help you make appointments and connect you with the appropriate programs and resources.

JOIN US

We invite you to visit the Nanango Neighbourhood Centre to explore our services, participate in our programs, and become a part of our vibrant community. Together, we can build a stronger, more connected Nanango.



HOURS OF OPERATION

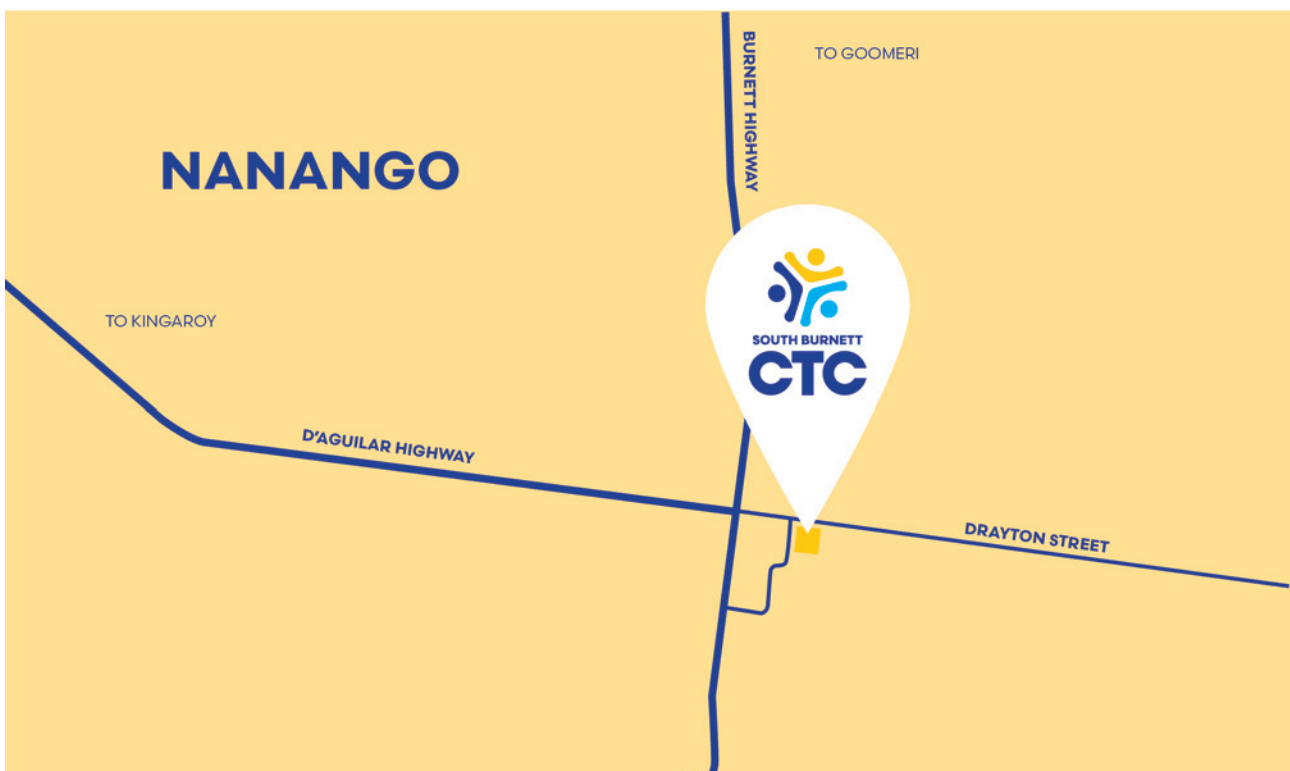
Our centre is open from
9am to 4pm weekdays.



CONTACT INFORMATION

CTC NANANGO NEIGHBOURHOOD CENTRE

- 📞 07 4162 9084
- ✉ nanango@sbctc.com.au
- 📍 41 Drayton Street
Nanango QLD 4615



RESIDENTIAL SERVICES



Residential Services

ABOUT

Residential Services is an out-of-home care service for young people from 12 to 17 years of age who are referred by Child Safety. Our dedicated team provides homes for young people, with rostered youth workers available 24 hours per day, every day of every week. Each home accommodates 2 to 5 young people, each with their unique experiences and interests. We focus on supporting every young person according to their individual care plan. We recognise that the best place for young people is with family or in family-based care and work with the young person and their support network with a focus on a pathway out of residential care, emphasising pathways such as returning to family, foster care, or transitioning to independence.

Our primary goal is to establish a stable environment where young people can cultivate a sense of safety. This sense of safety is fostered through connections with staff, consistent routines, support from our team, and continuity of care. Once a young person feels secure, we concentrate on nurturing their connections to education, community, and peers. Through this process, young people begin to develop coping skills for life's challenges, including social cues, emotional management, impulse control, and understanding how their experiences influence their responses to stress.

During their time in Residential Care, young people are encouraged to explore various opportunities within the community, tailored to their individual interests. These opportunities may include music, education, gaming, sports, or community volunteering. Our support continues until a young person reunites with their family or reaches the age of 18. In preparation for this transition, Residential Services collaborates with Child Safety, Next Step Plus and the Extended Post Care Support Program to ensure young people are equipped and supported for post-18 housing and assistance.

In addition to Residential Care, we also offer youth worker support to other services.

ELIGIBILITY

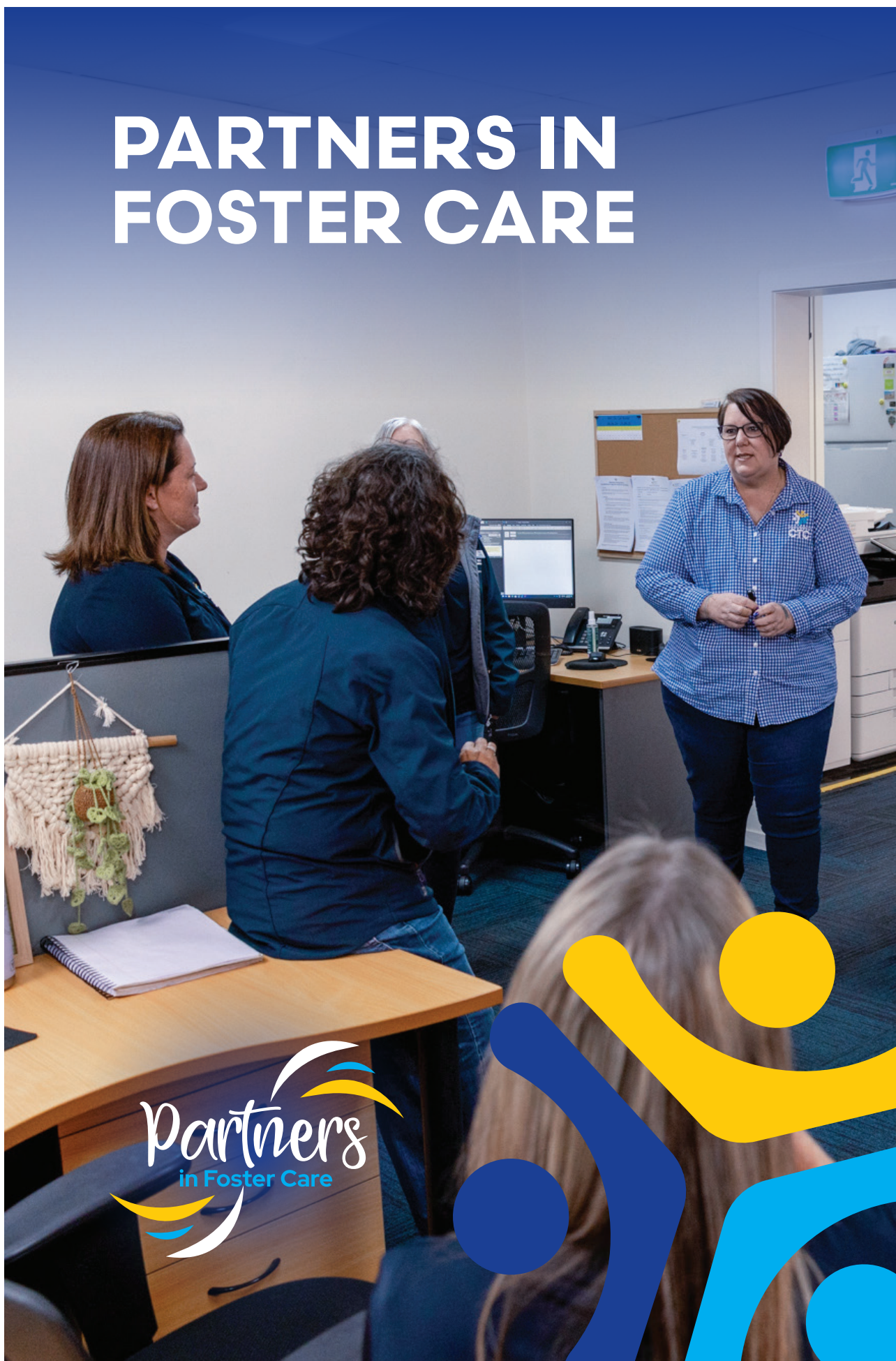
Our services are available to young people as referred by Child Safety. We provide homes for individuals aged between 0 to 18 years who require support and stability in their lives. By fostering a sense of safety and offering personalised care plans, we help young people navigate their journey toward family reunification, foster care, or independence.

HOW

Our Residential Services offer a secure and supportive home environment for young people aged 12 to 17, with youth worker support and tailored care plans designed to foster stability, personal growth, and a pathway to future independence.

- 24/7 support from rostered youth workers.
- Individualised care plans tailored to each young person's needs.
- Stability and consistency in a nurturing environment.
- Opportunities for personal growth and skill development.
- Preparation and support for transitioning back to home, to family-based care or out of care at age of 18.

PARTNERS IN FOSTER CARE



Foster and Kinship Care

ABOUT

Foster and Kinship Care provide safe and nurturing environments for children who cannot live with their birth families. Kinship care allows children to stay with relatives or close family friends, ensuring stability and continuity within their extended family or familiar surroundings. Foster care offers a supportive home for children, helping them recover from past traumas and thrive. Foster care durations vary, from short-term to long-term, depending on individual circumstances, with carers choosing the duration that suits them best, whether it's emergency, short-term, or long-term care.

Foster care welcomes individuals or families eager to provide a safe and nurturing environment for children in need. While specific academic or vocational qualifications are not required, qualities like patience, understanding, and empathy is highly beneficial. Completion of a foster care training course is necessary, equipping caregivers with essential knowledge and skills for the journey ahead. Additionally, obtaining a blue card is mandatory, ensuring suitability to work with children.

Regardless of marital status, employment status, housing situation, location, or personal circumstances, all are encouraged to apply. Our team at Partners will engage with you to understand your preferences and match you with a suitable child. Whether you're in a same-sex marriage, single, working full-time, renting your house, living in a rural area, or having pets, we welcome your application. As everyone brings unique qualities that can make a difference in a child's life.

As a caregiver, you have the flexibility to choose your availability and preferences. Placements can vary from long-term to short-term or respite care. Our dedicated support team will be there every step of the way, offering regular visits, ongoing assistance, and an on-call support line to ensure you feel supported and empowered throughout your fostering journey.

ELIGIBILITY

Foster Care is designed to provide a safe, stable, and nurturing environment for children who cannot live with their birth families. Our services are tailored to meet the individual needs of each child, offering them the care and support necessary to heal from past traumas and build a brighter future. All children in our foster care programs, including those with complex needs requiring Intensive Foster Care, are referred by Child Safety to ensure they receive the appropriate level of care and support.

Partners in Foster Care supports the recruitment and training of foster carers, ensuring they are well-prepared for the journey ahead. Throughout the fostering experience, Partners provide ongoing guidance, resources, and a dedicated support system to help carers navigate the complexities of providing a nurturing home. Whether the placement is short-term, long-term, or emergency care, every child receives the stability and care they need to thrive.

HOW

Foster and Kinship Care offer a unique opportunity to make a meaningful difference in a child's life, providing flexible care options—from emergency to long-term placements—with the support of Partners in Foster Care and the local community. At Partners, we will support:

- Opportunity to make a positive impact in a child's life.
- Flexibility to choose the duration of care (emergency, short-term, or long-term).
- Valuable support from Partners in Foster Care (PIFC) and the local community.
- Rewarding experience of seeing a child smile, heal, achieve, and grow.
- Keeping a young person in their local community where they feel safe and are familiar with their school and surroundings.
- Providing ongoing and timely support tailored to the individual families needs.
- Complete the required comprehensive assessment and re-assessments throughout fostering journey.
- By offering the Get Read to Start and Starting Out training modules to Carers.

Intensive Foster Care

ABOUT

The Intensive Foster Care Program caters to children with complex or extreme support needs who are in out-of-home care. This specialised service provides additional resources and expertise to support children facing significant challenges or trauma. We are funded for a limited number of young people to be supported under this program.

ELIGIBILITY

Young people in foster care are referred into this program by Child Safety.

HOW

The Intensive Foster Care Program provides a critical opportunity to offer specialised support to children with complex or extreme needs, backed by additional resources, therapeutic interventions, and comprehensive guidance to make a profound impact on their lives, including:

- Opportunity to provide specialised support to children with complex needs.
- Access to additional resources and therapeutic interventions.
- Comprehensive support and guidance throughout the fostering experience.
- Satisfaction of making a meaningful difference in the lives of vulnerable children.



HOURS OF OPERATION

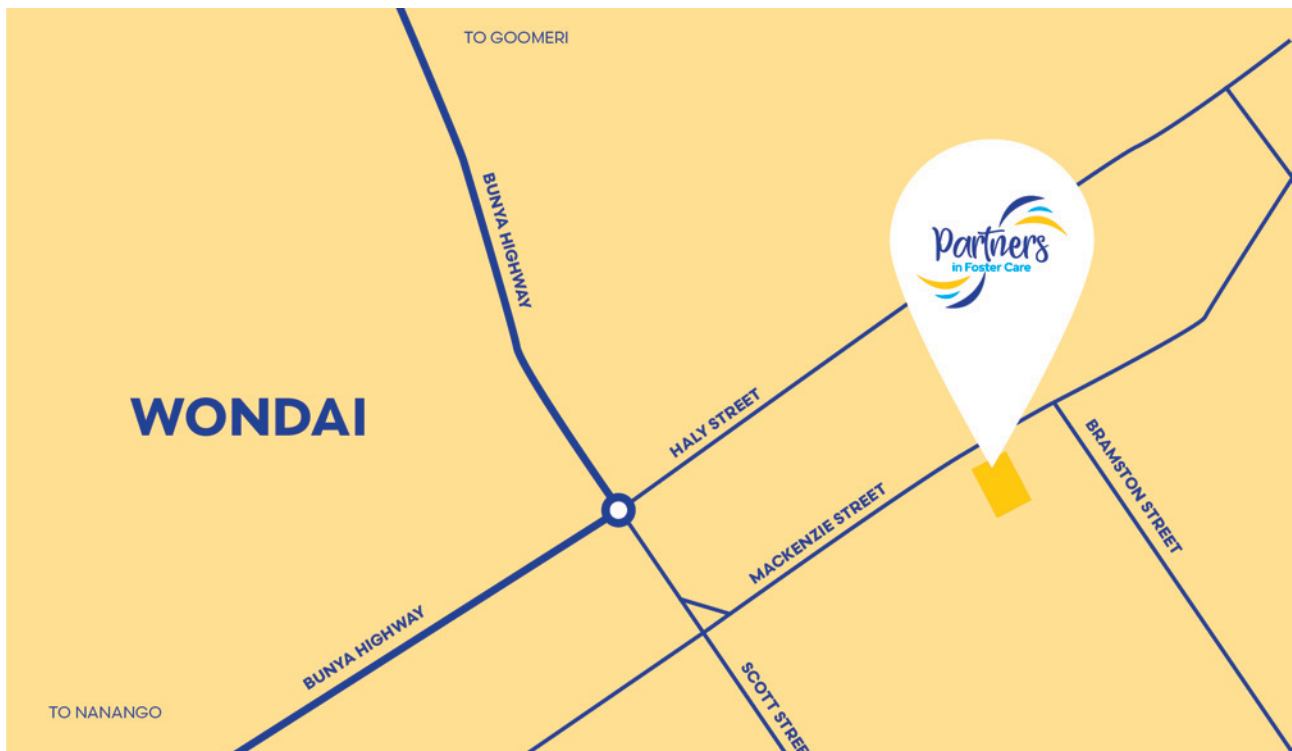
Our office is open from 9am to 5pm weekdays.



CONTACT INFORMATION

CTC PARTNERS IN FOSTER CARE

- 📞 07 4169 0587
- ✉️ partners@sbctc.com.au
- 📍 20-24 Mackenzie Street
Wondai QLD 4606





DISABILITY SERVICES



Disability Services

PLAN MANAGEMENT

SUPPORT COORDINATION

FRONTLINE SERVICE DELIVERY

ABOUT

At CTC Disability Services, inclusivity, quality of life, and relationships are at the core of everything we do. Established in 2002 as CROSB (Community Respite Options South Burnett), we began with a passionate group advocating for individuals with disabilities. Since then, we've expanded to offer respite care, Supported Independent Living (SIL), community participation, in-home support, and more. Our mission is to empower individuals with disabilities in the South Burnett region, ensuring they lead independent lives and achieve their aspirations with the support of NDIS funding and other programs.

ELIGIBILITY

We provide personalised support tailored to the unique needs of individuals with disabilities in South Burnett. Whether you're new to the NDIS or seeking ongoing support, we're here to help you navigate your journey effectively.

HOW

Experience the full spectrum of NDIS support through our comprehensive services, including daily living assistance, skills development, community access, group activities, support coordination and more. Our dedicated Plan Management services also ensure your NDIS plans are managed efficiently and effectively.

At CTC Disability Services, we offer:

- In-Home Services
Support to maintain independence at home, including accommodation assistance and flexible personal care.
- Respite Support
Options for in-home or out-of-home care, available weekends with activities to support both individuals and carers.
- Community Access and Participation
Assistance to engage in community life, access services, and join tailored recreational and social activities.
- Group Nights
Monthly events for social connection and new experiences.
- Learning and Life Skills
Development of essential skills like cooking, technology use, and financial management to enhance independence and confidence.
- NDIS Registered Provider
Comprehensive supports to achieve personal goals, including core supports and capacity building.
- NDIS Plan Management Services
Expert guidance through the NDIS planning process to manage plans effectively.
- Monthly Day Trips
Outings beyond South Burnett for activities not easily accessible locally.



FOR MORE INFORMATION

Feel free to reach out if you're new to the NDIS or looking for ongoing support. Our team is dedicated to empowering individuals to live life on their own terms and making a positive impact in our community.

CTC DISABILITY SERVICES

- 📞 07 4162 9081
- ✉️ disabilityservices@sbctc.com.au
- 📍 Shed 3, 6 Cornish Street Street
Kingaroy QLD 4610



HOURS OF OPERATION

Our centre is open from 8.30am to 4.30pm weekdays.





Why choose us?

Because inclusivity, quality of life, and relationships matter deeply to us, we break down your goals and support you every step of the way on your journey. At CTC Disability Services, we're more than a business; we're locals supporting locals.

THE GUMNUT PLACE



The Gumnut Place

ABOUT

The Gumnut Place is an independent, locally established community enterprise that has been supporting people with disabilities, their families, and carers in the South Burnett for over 35 years. Known simply as 'Gumnut,' this busy social enterprise was established in 1986 by a dedicated group of families and friends of people with disabilities in response to their needs. Since December 2007, South Burnett CTC has managed Gumnut to ensure it continues to provide meaningful supported employment opportunities for people living with disabilities.

We operate five business divisions within The Gumnut Place:

- Commercial laundry
- Commercial kitchen
- Wood workshop
- Secure document destruction service
- Engraving, trophy, and badge making service

These diverse business units allow our workforce to develop a wide range of skills, giving them the opportunity to further develop professionally and acquire the skills and confidence to move into open employment if desired.

ELIGIBILITY

If you are interested in employment opportunities with The Gumnut Place, we would like to talk to you. To be eligible, for Supported Employment, applicants need to:

- Be in receipt of a Disability Support Pension.
- Have an NDIS Plan.
- Be available to work a minimum of 2 days per week, 9am to 3pm.

If you are interested but don't have any of the above, talk to us and we can guide you through the process.

HOW

Working at The Gumnut Place provides independence and the ability to earn money while contributing to essential community services. You will have the opportunity to work with a fantastic team, learn and develop skills, and interact socially with like-minded people, all in a safe, supportive, and inclusive environment.



HOURS OF OPERATION

Our centre is open from 8am to 4pm
Monday to Thursday.



FOR MORE INFORMATION

Get in touch with our friendly team at The Gumnut Place.

THE GUMNUT PLACE

- 📞 07 4168 1852
- ✉️ gumnut@sbctc.com.au
- 📍 22 Gore Street
Murgon QLD 4605



CONNECT WITH US







WORK FOR CTC

Join us!

**Be a part of an
organisation that truly
cares about its people
and the community
it serves.**

Human Resources/Recruitment

ABOUT

At South Burnett CTC, our Human Resources (HR) department is dedicated to fostering a supportive and growth-oriented environment for all staff members. As a not-for-profit organisation, we are committed to the professional and personal development of our staff, many of whom have started as trainees and now hold leadership roles within our organisation.

CAREER DEVELOPMENT

We believe in nurturing talent from within. Our internal leadership program is designed to equip our staff with the skills and experience needed to advance their careers. We offer acting opportunities in leadership roles to provide staff with opportunities to grow and learn in real-world settings. This hands-on experience is invaluable in preparing our team members for future leadership positions.

SALARY PACKAGING

As a not-for-profit organisation, we offer the benefit of salary packaging to our staff. This allows staff to receive part of their salary in non-cash benefits, which can lead to significant tax savings and increase their take-home pay. Salary packaging options include superannuation, car leases, meal and entertainment expenses and more.

SUPERVISION & SUPPORT

Given the nature of the work we do, we provide our staff with free supervision, coaching and support. This ensures that our staff receive the support they need to perform their duties effectively and maintain their well-being. Regular supervision sessions offer a space for staff to discuss challenges, receive guidance, and develop their professional skills.

POSITIVE CULTURE & INCLUSIVITY

We are proud of the positive culture we foster at South Burnett CTC. Our organisation is built on our values of empathy, integrity and collaboration. We strive to create a workplace where all staff feel valued and respected, regardless of their background or position. Our inclusive approach ensures that everyone has the opportunity to contribute to our mission and achieve their full potential.



JOIN OUR TEAM

We are always looking for passionate and dedicated individuals to join our team. If you are interested in a career that offers growth, support, and the chance to make a difference in the community, South Burnett CTC could be the perfect place for you. **To stay updated on job opportunities with CTC, sign up for our job vacancy alerts on our website.** Visit our website, navigate to the employment section, scroll down to the job vacancy alert section, fill in your details, and you'll receive weekly email notifications about the latest openings.



HOURS OF OPERATION

Our office is open from 8.30am to 4.30pm weekdays.



FOR MORE INFORMATION

For more information about career opportunities, please contact us.

CORPORATE SERVICES

- 📞 07 4162 9000
- ✉️ recruitment@sbctc.com.au
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Kingaroy QLD 4610



CTC CORPORATE SERVICES

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CTC DISABILITY SERVICES

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THE GUMNUT PLACE

- ☎ 07 4168 1852
- ✉ gumnut@sbctc.com.au
- 📍 22 Gore Street • Murgon QLD 4605

CTC CONNECTIONS

- ☎ 07 4169 5940
- ✉ connections@sbctc.com.au
- 📍 35 Lamb Street • Murgon QLD 4605

CTC YOUTH AND FAMILY SERVICES

- ☎ 07 4162 7788
- ✉ yfs@sbctc.com.au
- 📍 66-76 Somerset Street • Kingaroy QLD 4610

CTC NANANGO NEIGHBOURHOOD CENTRE

- ☎ 07 4162 9084
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CONNECT WITH US

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