

# Accessible Queensland Guide Gold Coast Region



**DISCLAIMER:** The information in this guide is provided to you on the basis that you will use your own skill and judgement and make your own enquiries to independently evaluate, assess and verify the information's correctness, completeness and usefulness to you before you rely on the information.

## GOLD COAST REGION

### Gold Coast Region - Information Services

ORGANISATION	ADDRESS	PHONE	COMMENTS
Gold Coast City Council – Gold Coast Access	135 Bundall Road BUNDALL 4217	1300 130 854 (Gold Coast and Brisbane only)  (07) 5582 8211 (All other regions)	Search or browse the directory to find details on public venues, attractions and activities to assist people who have mobility issues or experience difficulty getting around. <b>Web:</b> <a href="http://www.goldcoast.qld.gov.au/t_gcccaccess.aspx?pid=3687">http://www.goldcoast.qld.gov.au/t_gcccaccess.aspx?pid=3687</a>
Gold Coast Respite Hotline – Gold Coast Family Support Group	PO Box 2597 SOUTHPORT 4215	(07) 5564 0655	Information hotline service, operated by the Gold Coast Family Support Group

<p>TransInfo</p>	<p>TransLink GPO Box 50 BRISBANE QLD 4001</p>	<p>13 12 30  (07) 3215 5000 (Interstate Callers)</p>	<p>Information phone line for public transport services in south east Queensland, covering the area from Gympie in the north to Toowoomba in the west, Coolangatta in the south and Moreton Bay Islands in the east. People requesting specific details on accessible transport services should call the local transport operator in the area they are visiting or phone TransInfo to obtain the local operator details and phone number. Hours of operation Monday to Friday 6.00am to 9.00pm; Saturday and Sunday 7.00am to 9.00pm. (Hours may vary on public holidays). <b>Web:</b> <a href="http://www.transinfo.com.au/">http://www.transinfo.com.au/</a></p>
<p>WebStation Australia Pty Ltd &amp; GOpay Pty Ltd</p>	<p>P.O. Box 1318 CLEVELAND QLD 4163</p>	<p>(07) 3286 6633</p>	<p>Gold Coast Home Delivery and Home Services Directory. Website which lists multiple in-home service providers in the Gold Coast area. Services provided include home nursing services, personal care specialist services, personal medical aids and equipment, and support organisations. <b>Web:</b> <a href="http://www.homedelivery.com.au/gold_coast.htm">http://www.homedelivery.com.au/gold_coast.htm</a></p>

## Gold Coast Region - Equipment Services

ORGANISATION	ADDRESS	PHONE	COMMENTS
<p>Ashmore Amcal Chemist – Health and Surgical</p>	<p>Ashmore Plaza Shopping Centre Cotlew St ASHMORE 4214</p>	<p>(07) 5539 2877</p>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>• Wheelchair</li> <li>• Over Toilet Aid</li> <li>• Commode</li> <li>• Shower Chair</li> <li>• Crutches</li> <li>• Walking Aid</li> <li>• Bed Rails</li> <li>• Hoist</li> </ul> <p><b>Delivery notes:</b> Delivery fee applies, contact provider for details. Will deliver to Southport, Broadbeach and Surfers Paradise. <b>Further information:</b> Delivery only available Monday to Friday.</p>

<p><a href="#">Australia Fair Pharmacy</a></p>	<p>Australia Fair Shopping Centre Scarborough St SOUTHPORT 4215</p>	<p>(07) 5532 9881</p>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>• Wheelchair</li> <li>• Over Toilet Aid</li> <li>• Commode</li> <li>• Crutches</li> <li>• Blood Pressure Machine</li> <li>• Shower Chair</li> </ul> <p><b>Delivery notes:</b> Delivery available, fees apply. <b>Further information:</b> Contact provider for full list of available equipment.</p>
<p><a href="#">Australian Red Cross</a></p>	<p>10 Lawson St SOUTHPORT 4215</p> <p>Shop 8 46 Cavill Ave SURFERS PARADISE 4217</p> <p>Ferry St NERANG 4211</p> <p>11th Ave PALM BEACH 4221</p>	<p>(07) 5571 0966</p> <p>(07) 5531 6785</p> <p>(07) 5569 6832</p> <p>(07) 5576 0551</p>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>• Wheelchair</li> <li>• Over Toilet Aid</li> <li>• Commode</li> <li>• Crutches</li> <li>• Walking Aids</li> </ul> <p><b>Further information:</b> Five branches staffed by volunteers, generally operating in restricted opening hours. Stock and delivery arrangements vary between branches, some having delivery services and others not. Southport is the main branch on the Gold Coast. Liaise with the Southport Branch or the Greenslopes Branch in Brisbane Ph: (07) 3394 7582 for stock and prices.</p>
<p><a href="#">Gold Coast Home Delivery and Home Services Directory</a></p>	<p>WebStation Australia Pty Ltd &amp; GOpay Pty Ltd P.O. Box 1318 CLEVELAND QLD 4163</p>	<p>(07) 3286 6633</p>	<p>Website which lists multiple in-home service providers of personal medical aids and equipment in the Gold Coast area.</p> <p><b>Web:</b> <a href="http://www.homedelivery.com.au/gold_coast_personal_care.htm">http://www.homedelivery.com.au/gold_coast_personal_care.htm</a></p>

<p>Hayden Boyle Chemmart Chemist/Homecare Surgical</p>	<p>38 Wharf St TWEED HEADS NSW 2485</p>	<p>(07) 5536 2642  (07) 5536 3313</p>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>• Wheelchair</li> <li>• Scooter</li> <li>• Over Toilet Aid</li> <li>• Walking Aids</li> <li>• Shower Chair</li> <li>• Blood Pressure Monitor</li> <li>• Crutches</li> </ul> <p><b>Delivery notes:</b> Can deliver to Coolangatta Airport and Coolangatta transport terminal and accommodation. Delivery can also be made by courier at cost to the customer or the customer can collect.</p> <p><b>Further information:</b> Lead time as much time prior to travel as possible. Prices are subject to change without notice.</p>
<p>Morris Surgical</p>	<p>21 Nind St SOUTHPORT 4215</p>	<p>(07) 5532 9444</p>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>• Wheelchair</li> <li>• Hoist</li> <li>• Shower Chair</li> <li>• Commode</li> <li>• Over Toilet Aid</li> </ul> <p><b>Delivery notes:</b> Delivery cost applies for delivery each way. One way hire by arrangement between Gold Coast and Brisbane.</p> <p><b>Further information:</b> Major supplier with Brisbane and Gold Coast branches.</p> <p><b>Email:</b> <a href="mailto:email@morrissurgical.com">email@morrissurgical.com</a> <b>Web:</b> <a href="http://www.morrissurgical.com">http://www.morrissurgical.com</a></p>
<p>Southern Cross Care Equipment Sales and Hire</p>	<p>80 Nerang St SOUTHPORT 4215</p>	<p>(07) 5591 3535</p>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>• Wheelchair</li> <li>• Shower Chair</li> <li>• Electric Hoist</li> <li>• Goose Neck</li> <li>• Commode</li> <li>• Walking Aids</li> <li>• Over Toilet Aid</li> <li>• Crutches</li> </ul> <p><b>Delivery notes:</b> Delivery by courier available at a cost to client. Will service whole Gold Coast region.</p>

Total Care Products	18a Kortum Drv BURLEIGH HEADS 4220	(07) 5576 5888	<b>Equipment:</b> <ul style="list-style-type: none"> <li>• Over Toilet Aid</li> <li>• Shower Chair</li> <li>• Walking Aids</li> <li>• Wheelchair</li> <li>• Electric Scooter</li> <li>• Ramps</li> <li>• Hospital Bed</li> </ul> <b>Delivery notes:</b> Will deliver within Gold Coast region. Delivery fees apply. <b>Further information:</b> Open 9.00am to 5.00pm Monday to Friday.
---------------------	--	----------------	--

## Gold Coast Region - Personal Care Services

ORGANISATION	ADDRESS	PHONE	COMMENTS
Blue Care Services (Allied Health Services)	Shop 5 46 Smith Street SOUTHPORT 4215	(07) 5555 4444	<b>Lead time:</b> Contact prior to travel with as much notice as possible. <b>Conditions of service:</b> Dependent upon waiting lists. <b>Cost:</b> Nominal fee is charged. <b>Further information:</b> Allied health services include speech pathology, physiotherapy, occupational therapy and dietetics. <b>Web:</b> <a href="http://www.bluecare.org.au">http://www.bluecare.org.au</a>
Blue Care Services (Domiciliary Services) (Blue Nurses)	PO Box 1039 PALM BEACH QLD 4221	(07) 5532 0588 (Southport)  (07) 5534 6177 (Lower South Coast/Tweed)	<b>Lead time:</b> Contact prior to travel with as much notice as possible. <b>Conditions of service:</b> Dependent upon waiting list and/or hours required. <b>Cost:</b> By negotiation. <b>Further information:</b> Service provided to private residences, hotels, motels, etc. Referral by doctor may assist with gaining priority. Nurses will refer to in-home respite services if required. Service is provided Monday to Friday with limited services available on weekends. <b>Web:</b> <a href="http://www.bluecare.org.au">http://www.bluecare.org.au</a>

<p>Blue Care Services (Respite services centre-based)</p>	<p>Milpera Cottage 21 Meron St SOUTHPORT 4215</p> <p>Akirra Cottage 26 Coolangatta Rd KIRRA 4225</p>	<p>(07) 5532 6639</p> <p>(07) 5599 1949</p>	<p><b>Lead time:</b> Contact prior to travel with as much notice as possible.  <b>Conditions of service:</b> Dependent upon waiting list.  <b>Cost:</b> Basic daily fee advised on application.  <b>Further information:</b> Centre-based respite services vary in operation between 5 and 6 days a week.  <b>Web:</b> <a href="http://www.bluecare.org.au">http://www.bluecare.org.au</a></p>
<p>Commonwealth Care Link Centres</p>	<p>1st Floor Powertel Building 23 Main St VARSITY LAKES 4227</p>	<p>1800 052 222</p> <p>(07) 5581 3600</p>	<p>Commonwealth Carelink Centres are information centres for older people, people with disabilities and those who provide care and services. Centres provide free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia.  <b>Web:</b> <a href="http://www9.health.gov.au/ccsd/index.cfm">http://www9.health.gov.au/ccsd/index.cfm</a></p>
<p>FSG Australia</p>	<p>PO Box 2597 SOUTHPORT QLD 4215</p>	<p>(07) 5564 0655</p>	<p><b>Lead time:</b> Contact prior to travel with as much notice as possible.  <b>Conditions of service:</b> Part of a national carer program. Operates between agencies for people currently receiving care through other organisations in their own regions.  <b>Cost:</b> Transfer of funding between agencies or fee for private service. Contact provider for details of costs.  <b>Further information:</b> Operates either as an arranger of private services on a user pays basis or arranges transfer of funds from other agencies where person is an Australian citizen receiving support in their home region. Information hotline service is also provided.  <b>Web:</b> <a href="http://www.fsg.org.au/">http://www.fsg.org.au/</a></p>
<p>Gold Coast Home Delivery and Home Services Directory</p>	<p>WebStation Australia Pty Ltd &amp; GOpay Pty Ltd P.O. Box 1318 CLEVELAND QLD 4163</p>	<p>(07) 3286 6633</p>	<p>Website which lists multiple in-home service providers in the Gold Coast area. Services provided include home nursing services, personal care specialist services, and support organisations.  <b>Web:</b>  <a href="http://www.homedelivery.com.au/gold_coast_personal_care.htm">http://www.homedelivery.com.au/gold_coast_personal_care.htm</a></p>

Ozcare - Southport	PO Box 2038 SOUTHPORT QLD 4215	(07) 5594 7800	<p><b>Lead time:</b> Bookings/enquiries prior to travel.</p> <p><b>Cost:</b> By negotiation.</p> <p><b>Further information:</b> Varying rates apply. Contact provider for details of cost. Check on availability.</p> <p><b>Email:</b> admin@admin.ozcare.org.au</p> <p><b>Web:</b> http://www.ozcare.org.au/</p>
Southern Cross Care	80 Nerang St SOUTHPORT 4215	(07) 5591 3535	<p><b>Lead time:</b> Contact prior to travel with as much notice as possible.</p> <p><b>Conditions of service:</b> Private service provider.</p> <p><b>Cost:</b> Fees charged depend upon time of service delivery. Rates for weekdays, after hours, weekends and public holidays apply. Contact service provider for details.</p> <p><b>Further information:</b> Personal disability carer services. Qualified carers.</p> <p>Operates in the south east Queensland region covering Brisbane, Sunshine Coast and Darling Downs in addition to the Gold Coast</p> <p><b>Email:</b> baglot@onthenet.com.au</p>
Telecross	10 Lawson St SOUTHPORT 4215	1300 885 698	<p><b>Conditions of service:</b> This service is referral-based and people can refer themselves or be referred by a family member, friends, community nurse, doctor, community service group or agency.</p> <p><b>Further information:</b> A free Red Cross community service provided to people who are isolated, frail, disabled, housebound or convalescing. A five minute phone call is made every morning by a volunteer to a Telecross client to ensure that they are safe and well or to establish whether they need assistance.</p> <p>The service is provided based on assessment of needs and suitability.</p> <p><b>Email:</b> redxgold@ozemail.com.au</p>

## Gold Coast Region - Transport Services

ORGANISATION	ADDRESS	PHONE	COMMENTS
<a href="#">Avis Australia</a>	Coolangatta Airport COOLANGATTA 4225	(07) 5536 3511  136 333 (Local call)  TTY/TDD: 1800 331 2323.	<b>Transport type:</b> Hire cars <b>Further information:</b> Available products and services include: Transfer Board, Panoramic Mirror, Swivel Seat, Hand Controls, Spinner Knob, and Easy Access Bus. To ensure availability, products and services should be reserved at least one day in advance via phone reservation. Airport collection provided. <b>Web:</b> <a href="http://www.avis.com.au">http://www.avis.com.au</a>
<a href="#">Hertz Australia</a>	Coolangatta Airport COOLANGATTA 4225	(07) 5536 6133  133 039 (Local call)	<b>Transport type:</b> Hire cars <b>Further information:</b> Hand controls are available in Brisbane and Gold Coast through company outlets, but not franchise outlets. Airport collection provided at Brisbane and Coolangatta Airports. Only available for installation to six cylinder cars in the fleet. <b>Web:</b> <a href="http://www.hertz.com.au">http://www.hertz.com.au</a>
<a href="#">Regent Taxis</a>	21 Margaret St SOUTHPORT 4215	(07) 5588 1299  131 008 (Local call)	<b>Transport type:</b> Taxi services <b>Further information:</b> Operates throughout the Gold Coast using 65 taxis, each with 2 wheelchair capacity. Recommended to book ahead for meeting aircraft. Company associated with Yellow Cabs – Brisbane. <b>Web:</b> <a href="http://www.regenttaxis.com.au">http://www.regenttaxis.com.au</a>
<a href="#">Surfside Buslines</a>	PO Box 2186 NERANG BC QLD 4211	(07) 5571 6555  131 230 (TransInfo)	<b>Transport type:</b> Bus services. <b>Further information:</b> All buses are accessible. Buses service the Gold Coast north to Dreamworld, west to Nerang and south to the QLD/NSW border. Scheduled wheelchair services available on Routes 1/1A along the Gold Coast Highway. Detailed information available by phone from TransInfo information service. <b>Web:</b> <a href="http://www.surfside.com.au/">http://www.surfside.com.au/</a>

Tweed Heads – Coolangatta Taxis	Unit 3 44 Ourimbah Rd TWEED HEADS WEST 2485	(07) 5536 1144	<b>Transport type:</b> Taxi services. <b>Further information:</b> Three maxi taxis with wheelchair capacity and one flash cab.
Wheel About	GOLD COAST	1300 301 903	Provide well maintained wheelchair accessible vehicles for hire. Vehicles available for hire include accessible motor homes and caravans, along with Chrysler Voyagers, Mercedes-Benz Vitos, and Toyota HiAce Commuters. 27 vehicles are available for long or short-term rental. Located on the Gold Coast, pickup services are available for most capital cities as well as airports and smaller country towns, including Cairns and Brisbane. <b>Lead time:</b> Contact service prior to travel with as much notice as possible. <b>Email:</b> <a href="mailto:generalenquiries@wheelabout.com">generalenquiries@wheelabout.com</a> <b>Web:</b> <a href="http://www.wheelabout.com">http://www.wheelabout.com</a>

## Gold Coast Region - Infrastructure Services

FACILITY TYPE	ADDRESS	PHONE	COMMENTS
Hospital	Queensland Health GPO Box 48 BRISBANE QLD 4001	(07) 3234 0111	This website includes lists of available services, contact information and links to hospital websites for Queensland. <b>Web:</b> <a href="http://www.health.qld.gov.au/healthservices/byFacility.asp">http://www.health.qld.gov.au/healthservices/byFacility.asp</a>

Library	State Library of Queensland PO Box 3488 SOUTH BRISBANE QLD 4101	(07) 3840 7666	The State Library of Queensland provides a directory of all public library services within Queensland. This directory provides visitor and contact details for each library branch, and other staff. <b>Email:</b> info@slq.qld.gov.au <b>Web:</b> <a href="http://publib.slq.qld.gov.au/directory/">http://publib.slq.qld.gov.au/directory/</a>
Toilet	Department of Health & Ageing MDP 32 GPO Box 9848 CANBERRA ACT 2601	1800 990 646 (Toll free) (03) 6211 3222 (Fax)	The National Public Toilet Map shows the location of more than 14,000 public and private public toilet facilities across Australia. Details of toilet facilities can also be found along major travel routes and for shorter journeys also. Information provided about each toilet includes: location, opening hours, availability of baby change rooms, accessibility for people with disabilities and other nearby toilets. Toilet Map Helpline is available Monday to Friday 9.00am to 5.00pm <b>Web:</b> <a href="http://www.toiletmap.gov.au">http://www.toiletmap.gov.au</a>
Swimming pool	Beenleigh Swimming Pool City Rd BEENLEIGH 4207	(07) 3287 2163	Access to pool by chair lift. Accessible toilet and change room facilities provided. Open Monday to Saturday 6.00am to 6.00pm; Sunday 9.00am to 5.00pm. Open all year round.
Swimming pool	Bethania Swimming Pool Station Rd BETHANIA 4205	(07) 3805 6032	Ramp access into 25m pool and children's pool. Accessible toilet and change room facilities provided. Open Monday to Friday 7.00am to 6.00pm; Saturday 8.00am to 5.00pm; Sunday 9.00am to 5.00pm. Season is September to April.

<p>Visitor information centre</p>	<p>Coolangatta Tourist Information Centre Cnr Griffith and Warner Street COOLANGATTA 4225</p>	<p>(07) 55367765 1300 309 440</p>	<p>Accessible toilet facilities provided. Open Monday to Friday 8.00am to 5.00pm; Saturday 8.00am to 4.00pm; Sunday 9.00am to 1.00pm. <b>Email:</b> info@verygc.com <b>Web:</b> http://www.VeryGC.com</p>
<p>Swimming pool</p>	<p>Eagleby Swimming Pool Cowper Ave EAGLEBY 4207</p>	<p>(07) 3287 1247</p>	<p>Ramp access into pool. Accessible change rooms. Open Monday to Saturday 6.00am to 6.00pm; Sunday 9.00am to 5.00pm. Season from September to April.</p>
<p>Swimming pool</p>	<p>Helensvale Swimming Pool Discovery Dr HELENSVALE 4212</p>	<p>(07) 5573 5797</p>	<p>Ramp access into 25m pool. Accessible toilet facilities provided. Open Monday to Friday 6.00am to 6.00pm; Saturday 8.00am to 5.00pm; Sunday 10.00am to 4.00pm. Season from September to April.</p>
<p>Swimming pool</p>	<p>Miami Olympic Pool Pacific Avenue MIAMI 4220</p>	<p>(07) 5572 8870</p>	<p>Three heated pools. One pool access by chair lift. Open Monday and Wednesday 5.30am to 7.00pm; Tuesday and Thursday 5.30am to 7.30pm; Friday 5.30am to 6.00pm; Saturday 5.30am to 5.30pm; Sunday 9.00am to 5.30pm. Varying hours during Winter season, contact pool for details. Open all year round.</p>
<p>Swimming pool</p>	<p>Mudgeeraba Swimming Pool Robert St MUDGEERABA 4213</p>	<p>(07) 5530 5288</p>	<p>Chair lift access into heated pool. Open Monday to Friday 6.00am to 6.00pm; Saturday 6.00am to 5.00pm; Sunday 9.00am to 4.00pm. Varying hours during Winter season, contact pool for details. Open all year round.</p>

Swimming pool	Nerang Swimming Pool Martin St NERANG 4211	(07) 5578 1976	Chair lift access into heated 25m pool. Open Monday, Wednesday and Friday 6.00am to 7.00pm; Tuesday and Thursday 6.00am to 6.00pm; Saturday 7.00am to 5.00pm; Sunday 8.00am to 5.00pm. Open all year round, but reduced operating hour during winter months. Call pool to confirm hours and requirements.
Swimming pool	Palm Beach Olympic Pool Thrower Dr PALM BEACH 4221	(07) 5534 4063	Ramp access to heated hydrotherapy pool and chair lift access to 50m outdoor pool, and 25m undercover pool. Accessible toilet and change room facilities provided. Open Monday to Thursday 5.30am to 7.30pm; Friday 5.30am to 6.00pm; Saturday 5.30am to 5.00pm; Sunday 7.00am to 5.00pm. Open all year round. Contact pool for details on public access times to hydrotherapy pool due to scheduled and pre-booked activities.
Swimming pool	Southport Olympic Pool Marine Pde SOUTHPORT 4215	(07) 5531 1446	Chair lift access to heated 25m pool. Five pools in complex and all are heated. Accessible toilet and change room facilities provided. Open Monday to Friday 5.30am to 7.00pm; Saturday 6.30am to 6.00pm; Sunday and public holidays 7.00am to 4.00pm. Varying hours during winter season, contact pool for details. Open all year round.
Visitor information centre	Surfers Paradise Visitor Information Centre Cavill Ave SURFERS PARADISE 4217	1300 309 440	Open Monday to Friday 8:30am to 5:30pm; Saturday 8:30am to 5:00pm; Sunday 9:00am to 4:00pm. <b>Email:</b> info@verygc.com <b>Web:</b> http://www.VeryGC.com

Swimming pool	Woongoolba Swimming Pool Stapylton-Jacobs Well Rd WOONGOOLBA 4207	(07) 5546 2644	Ramp to pool with three steps into water. Open daily 9.00am to 5.00pm. Season September to April.
---------------	--	----------------	---

**DISCLAIMER:** The information and opinions contained in *Accessible Queensland Guide* are those compiled by independent consultants and do not necessarily represent the views of Tourism Queensland.