Gladstone Region Together

Gladstone Region Program Database

Guide

Gladstone Region Program Database

The Program Database is a shared resource designed by the social service sector making it easier for practitioners and professionals across the human service sector to access information about local programs and services, for better-informed, quality referrals.

The database provides centralised access to program information including eligibility criteria, referral pathway, capacity, and the best point of contact to enable referrers to ensure that their clients receive the best possible support.

The user guide will support your experience and navigation of the Program Database, including:

➡️ Access the database

➡️ Search program information to match client need

➡️ Add/update program information to improve the database quality and enable others to refer to your service

➡️ Contribute feedback for continuous improvement.

🔗 **Gladstone Region Program Database**

Program Database

Terms of Use

By accessing or using the Program Database, you agree to the following terms.

Intended Purpose

The database is intended for use by Human Services Sector referrers. The objective of the database is to improve the quality and timeliness of referrals matching the clients you serve with the right supports they need at the right time. Use of the database and any information you access should only be used for its intended purpose.

Accuracy and Reliability

Organisations commit to providing updated program information when changes occur.
Ensure your included information is accurate and reliable to facilitate effective, streamlined referrals, and a stronger integrated service system.
Provide feedback on your use of the database to support the continuous improvement of the database's quality and functionality.

Respect

The database is a shared tool and may contain sensitive information. Handle information with mutual respect and integrity.
Please secure your access and contact GRT about any concerns regarding terms of use.

Collaboration

The value of the database depends on all of us contributing to its reliability.
By using the database, you're contributing to a stronger, more connected service system that benefits the Gladstone Region community we serve.
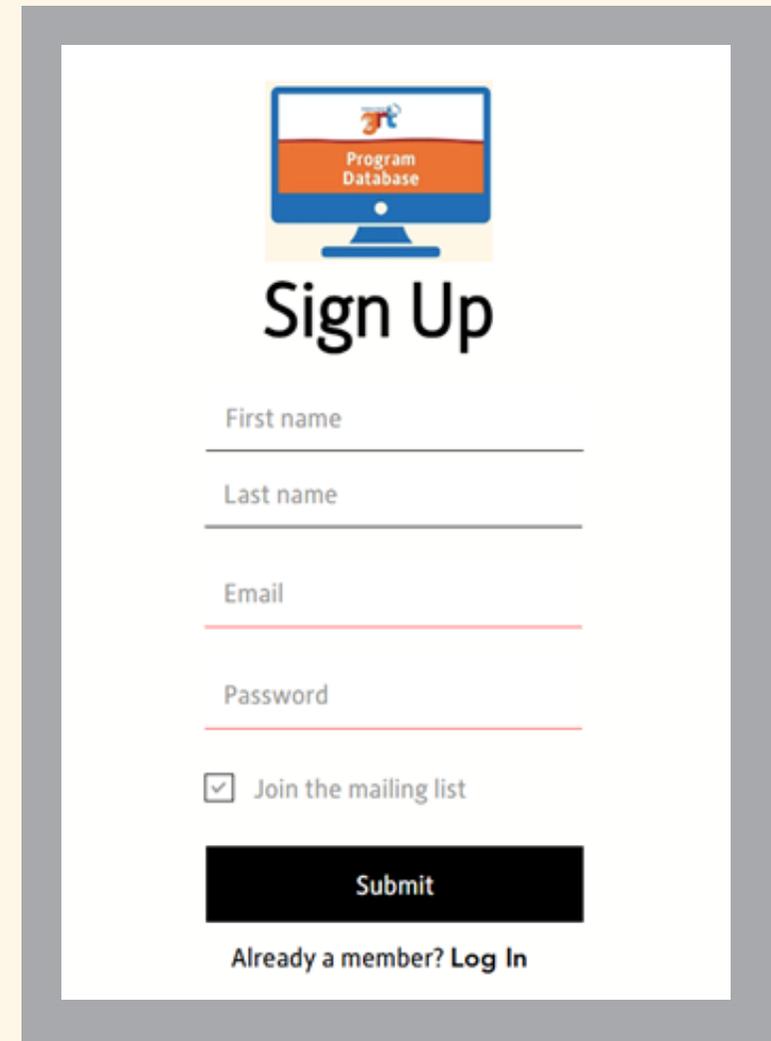
Access the Program Database

1 Click on this link https://www.gladstoneregiontogether.org.au/program-database to open the 'Sign Up' page.

2 Sign Up by entering a login (your unique email address) and create a password. A 6-digit number will be emailed to you to verify your email address.

3 Final approval will be actioned by GRT. You will receive a confirmation email within one business day. If you require immediate access, please phone direct to GRT: 07 4970 7382, office hours: Monday-Friday, 8:30am to 4:30pm.

Sign Up

First name

Last name

Email

Password

☑ Join the mailing list

Submit

Already a member? **Log In**

Tips to Navigate the Program Database

Gladstone Region Together

Simplify Your Search

1 Use filters to view program information that matches your client's need.

2 Or search by Organisation to see all programs offered.

3 To reset all selections, click 'Clear All Filters.'

Select Filters:
All filters are optional. Selections will automatically filter the results.

Filter by Age

Minimum Age
`0`

Maximum Age
`100`

Filter by Service Type
- [ ] Community Health Services
- [ ] Domestic Violence
- [ ] Housing
- [ ] Mental Health Alcohol and Other Drugs
- [ ] Supports for Children
- [ ] Supports for Families
- [ ] Welfare
- [ ] Youth

Filter by Program Location
- [ ] Agnes Water
- [ ] Boyne Island
- [ ] Calliope
- [ ] Gladstone
- [ ] Miriam Vale
- [ ] Mount Larcom

X Clear All Filters

Filter by Organisation
`All`

Search results will appear with programs receiving new referrals first.

Database Format

The Program Database follows a consistent format. Where there are blank spaces in the database, it can be assumed there is no restrictive criteria in this space. For example, a blank cell when viewing the column 'Eligibility Requirement Age' indicates the program is accessible to people of all ages.

FIELD NAME	CONTENT
Program Name	Program Name
Organisation	Organisation's name, eg Salvation Army
Program Location	Suburb only
Service Type	Links to the Social Service Sector Map. Drop list: • Community Health Services • Domestic Violence • Housing • Mental Health Alcohol and Other Drugs • Supports for Children • Supports for Families • Welfare • Youth
Suitable for	Brief description, eg parents and carers
Program Description	2 sentence maximum. Clear and concise description to inform referrer.
Receiving New Referrals	Yes or No
Wait time	Number of weeks or months
Program details last updated	DD/MM/YYYY
Times Held	The time of day the program occurs, eg 9:00am - 2:30pm.
Days Held	Day of the week the program occurs, eg Monday, Thursday, Weekdays, Everyday
Frequency	How often is the program delivered, eg School Term, All year round, every 8 weeks.
Mode	Mode of service, eg in-person, phone, online
Program Cost	Free or Fee

FIELD NAME	CONTENT
Program Capacity	Maximum number of participants
Duration	Session length
Aboriginal & Torres Strait Islander specific program	If applicable, select Yes
Program Start Date	DD/MM/YYYY
Eligibility Gender	Everyone in the Gladstone Region can access unless stated eg Female
Eligibility Location	Everyone in the Gladstone Region can access unless otherwise stated eg Discovery Coast
Eligibility Age	Everyone in the Gladstone Region can access unless stated eg 16 - 85 or 21 and over
Other Eligibility Criteria	List requirements such as, 'must have a child under 5'
Transport	If provided, select Yes
Child Minding	If provided, select Yes
Referral Requirement	eg GP Referral
Referral Submission Information	Add hyperlink to online referral form or email address
Referral Documentation	Document name eg Mental Health Plan
Other relevant information	
Program Contact Person	Best contact (name) to answer program or referral questions
Program Contact Phone	Best phone number to reach program contact
Program Address	Street Address
Program Contact Email	Program contact email for referrer use only
Website	Copy and paste the URL link into this box and hit or click Enter.

Update and Add New Program Information

How to update or add new program information

GRT welcomes program information through the method that best suits user time and preference. Choose either A, B or C:

A

Complete the 'Update or Add New Program' form. Click the link or scan the QR code.

🔗 Form Link

B

Email program flyers or links to
programdatabase@gladstoneregiontogether.org.au
with subject line,
'Program Database'.

Contact GRT if you require support with any of these options or would like to seek an alternate upload option.

Frequently Asked Questions and Feedback

What does the Program Database include?

The Program Database includes wellbeing services identified by social service sector organisations listed on the Gladstone Region Social Services Sector Map.

The Program Database intentionally does not duplicate information already accessible by community, including one-off public community events, activities, workshops and expos. This information can be found on the Community Noticeboard maintained by the Gladstone Regional Council Virtual Community and Neighbourhood Centre.

General service information for a broad range of not-for profit community organisations, groups, clubs, associations and societies are listed by the Community Services Directory facilitated by the Gladstone Regional Council, including overview description, contact information, hours of operation, and location. Complete the GRC online form to keep your service details in the Directory up to date.

The Program Database responds to the need for improved access to program referral information, consistently identified as a priority across local social, health and education sectors, and is designed to complement existing directories, avoid duplication, and pave the way to longer-term optimisation of local efforts in enabling effective referrals.

Share Your Feedback!

The Program Database is a shared resource designed and owned by our local Human Service Sector.

All feedback is invited to continuously improve the quality and functionality of the database.

Provide feedback via the 'Offer Feedback' button included in the Program Database.

Resourcing contributed by GRT includes the evaluation of the use of the database including sector participation, referral improvements, and client outcomes, attributed to the improved access to program information.

Feedback can also be provided by clicking the following link or scanning the QR code on your mobile device.

Survey Link

Contact

If you have any questions about the Gladstone Region Program Database, please do not hesitate to contact the GRT Community Support Team.

07 4970 7382 **|** programdatabase@gladstoneregiontogether.org.au

www.gladstoneregiontogether.org.au