


# WELCOME TO MEN & CO. SERVICES

MEN  
& CO.  
SERVICES



Men & Co. Services acknowledges and pays respect to the traditional owners of the lands on which we work and live; the Quandamooka peoples and to the more than 250 Indigenous nations across Australia.

We recognise our First Nations peoples continued connection to land, sea, culture and community. We learn their histories and teachings through considered and purposeful collaboration and reconciliation.

Men & Co. Services recognises sovereignty has never been ceded.

Always was and always will be.

# WELCOME TO MEN & CO. SERVICES (MACS)

On behalf of the entire Men & Co. Services team, we would like to welcome you to our organisation.

Men & Co. Services supports and invites men in the community to become the best man they can be in every area of their lives - for themselves, for their family and others. We know that for a safer future for all, there needs to be holistic support available to address the issues men face, while considering the diversity of individual men's needs, hopes, and challenges.

Too often we witness boys and men being told to stay in silence, not to acknowledge fear and that to 'be strong' means to be in control of the situation on their own. We want men to know that help is available and that accessing the assistance they need to meet their goals is a great personal strength.

The team at Men & Co. Services are committed to using our skills, experience, and knowledge to cultivate a space of safety and respect, as we hope to assist you to create meaningful change in your life. We aim to work alongside you in a motivating way, so if there is anything we can help you with please don't hesitate to ask.

We look forward to getting to know you and embarking on this journey with you.

Yours sincerely,

The Men & Co. Services Team





# OUR ORGANISATION

Unit 2, 2 – 4 Steel St, Capalaba QLD 4157  
(entrance facing the corner of Steel St.  
and Neumann Rd)

## OPENING HOURS

Weekdays 9am to 4pm

Closed Saturday, Sunday & Public  
Holidays

Currently, our service operates  
on an appointment only basis.  
For more information, please visit  
[www.menandcoservices.org.au](http://www.menandcoservices.org.au)

Or contact us via

P: (07) 3439 8640

E: [enquiries@menandcoservices.org.au](mailto:enquiries@menandcoservices.org.au)



# YOUR RIGHTS & RESPONSIBILITIES

## AT MEN & CO. SERVICES

As a client you have the right to:

- be respected and treated with dignity
- have your privacy protected
- be provided with policies on protecting your rights
- have access to your information and the right to amend your information
- be safe
- make enquiries whenever you need to
- complain about any aspect of our service
- provide feedback and ideas about the services we offer
- have the right to speak with our senior staff regarding the grievance procedure or any concerns

All information collected about you during your engagements will be stored, accessed and used in accordance with the agencies obligations under the Privacy Act 1988 and the Privacy Amendment (Notifiable Data Breaches) Act 2017.

Your information is stored in a secure Men & Co. Services database which only authorised personnel have access to.

Men & Co. Services maintains records of all interactions through case notes, plans and other documents. We only collect information that we need and only use it to deliver support.

As a client you are responsible for:

- actively participating and engaging in all our programs that you attend
- letting us know 24hrs in advance if you cannot attend a session or appointment that you have booked
- always treating the Men & Co. Services team and other members of the public within the Men & Co. Services space with respect and dignity
- treating the space at Men & Co Services with respect and assisting in keeping the office safe and tidy
- keep us up to date with any changes in personal information or circumstances
- keep confidential any personal or group issues discussed if you are participating in group work.

# APPOINTMENTS

## AT MEN & CO. SERVICES

We understand that life can be unpredictable and on occasion you may need to reschedule an appointment. It is important that you let us know if you cannot make your appointment as soon as possible. We request at least 24hrs notice to cancel an appointment.

### WHY IS THIS SO IMPORTANT?

When you let us know you can't make an appointment as soon as possible we can:

- re-schedule your appointment
- offer the time to another person
- reorganise our team's busy days.

If you are mandated by courts or another agency, Men & Co. Services are accountable to report any change in appointments or attendance to that referring agency.

### REPEAT CANCELLATIONS WITH LATE OR NO NOTICE

We have a policy that if two consecutive appointments are not attended or are rescheduled, that you may need to re-enter our intake process and talk with one of our team members about the barriers to engaging in our services.

We will do our best to support you but if there is a regular pattern of missing appointments, we may need to prioritise other people waiting for our services. We appreciate your understanding around us needing to prioritise those who are ready and able to engage.



# CONFIDENTIALITY

## AT MEN & CO. SERVICES

Men & Co. Services operate under the Queensland Domestic and Family Violence Protection Act 2012, Queensland Child Protection Act 1999, Queensland Bail Act 1980 and the Family Law Act 1975, as well as other relevant legislation.

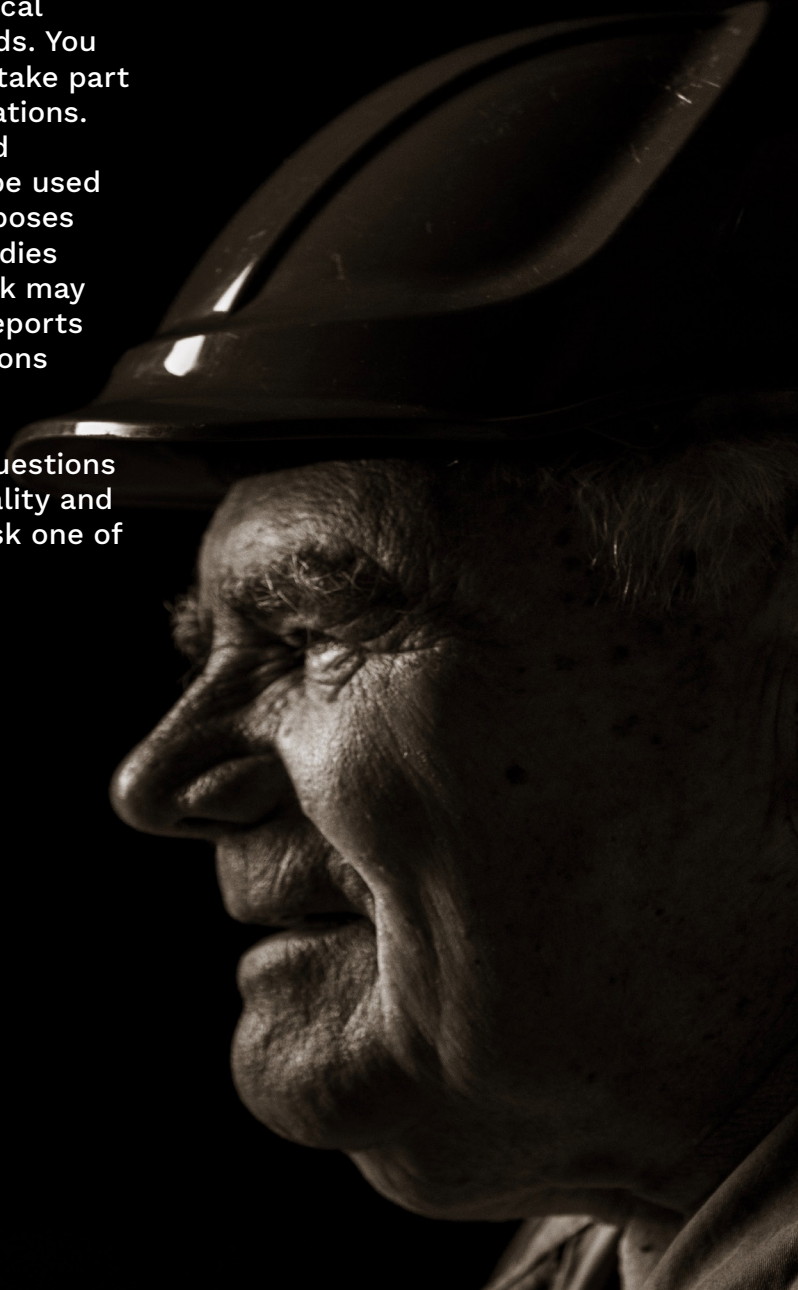
### **The information you may disclose is confidential except in the following circumstances:**

- If you disclose that you have, or are planning to seriously harm yourself or someone else (either emotionally or physically), staff will take action immediately to prevent that and may contact relevant agencies to report this risk.
- If you talk about serious current, undisclosed or planned offending, staff may be required to pass that information on to the appropriate authorities. When possible this action will be discussed with you first and you will be encouraged to report this yourself.
- If Men & Co. Services deem it appropriate to share information in accordance with part 5A of the Domestic and Family Violence Protection Act 2012.
- If we receive a subpoena or legal request for your records due to court proceedings, we will be required to provide the records to the court. We will make every effort to advise you if this happens.
- At times (or if relevant) you may be asked for your consent for an approved worker with Men & Co. Services to act in dealings with relevant agencies and to discuss and/or release personal information relating to your physical health, mental health, wellbeing and safety, as well as the safety of significant others in your life. This information may be shared with external parties if we have obtained your written consent.



Research may be completed on the programs offered at Men & Co. Services however your information will be handled in accordance with Privacy Act 1988 and ethical research standards. You may be asked to take part in program evaluations. Your de-identified information will be used for reporting purposes to our funding bodies and your feedback may also be used in reports or recommendations externally.

If you have any questions about confidentiality and privacy, please ask one of our staff.



An aerial photograph of the ocean with white-capped waves. Five surfers in black wetsuits are scattered across the water. Overlaid on the left side of the image are four orange rectangular boxes containing white, hand-drawn text.

DISRUPT,

PREVENT,

SUPPORT,

CHANGE.



# RESPONSIBLE MEN BEHAVIOUR CHANGE PROGRAM

## FORMERLY TRANSFORMING MEN'S PROGRAM

Responsible Men is an intensive behaviour-change program for men in the Redlands area aged 18 years and above, who use violence or are controlling in their relationships. Men & Co. Services is an approved program provider across the Redlands region including the Southern Moreton Bay Islands.

During the Responsible Men program we focus on how you can take responsibility to change your behaviour and decision-making without using violence, and how you can use this knowledge to make positive changes for healthy and safe relationships. Through group work, we assist you to acknowledge and recognise your own behaviour and to change your verbal, financial and psychological abuse, stalking and other behaviours that instil fear.

Over 16 weeks, we cover topics such as:

- what domestic and family violence is
- its impacts
- values
- beliefs.

We help you work out how to change your behaviour and how to maintain change. To be eligible to join the Responsible Men program, you:

- must think you have a problem with violence
- be under Voluntary Intervention Orders, or
- be referred by community or government agencies.

It is important to note that even when mandated to attend our program, we need you to contact our service to begin the intake process.

**We accept service referrals, self-referrals, and court orders.**



# VOICES OF PAST PARTICIPANTS

## Coen

“I ask myself, do I want to win or be happy. I use empathy, I call time out. I hold my thumb, I feed my good wolf. You don’t know what you don’t know, and in this group, I have learnt a lot about myself.

I have learnt that I like control, and I have changed my behaviour around not to be controlling. I have also learnt that other people’s opinions, especially my partner’s, does matter. This group was most probably the best thing that could have happened to me,

## **I wish I learnt what the program explores when I was young.**

I would strongly recommend this group to anyone. The facilitators do an amazing job to help people like myself.”

## Matthew

“I learnt “Time Out”—and how to communicate better when using this strategy. I learnt “Assertiveness”— how to improve my use of tone and timing. I learnt “Check for thought distortion”—question how I’m interpreting events and beliefs.

We (my partner and I) have less frequent and intense conflict. We’ve been rebuilding trust and intimacy. I’ve been co-operating and supporting my partner more.”

## Mike

“I would like to continue coming to group even though I’ve technically finished. I’ve taken in so much and I can’t believe the difference from when I first came. To be honest I didn’t really want to be here at first, but now I feel that if there’s more I can learn, I’d certainly like to explore that.”



# COURT ASSISTANCE PROGRAM

## AT MEN & CO. SERVICES

Men & Co. Services and our sister service, The Centre for Women & Co., provide court based support to men and women who have court proceedings before a Magistrates Court regarding domestic and family violence matters. Our court support teams are available at Cleveland and Wynnum Magistrate Courthouses.

Men & Co. Services is funded to provide information to male respondents and provides information on court processes. Please note staff are not able to provide legal advice but can refer to the duty lawyer or legal service.

We understand that going to court can be a stressful experience for everyone involved. Our worker can offer:

- information about court procedures
- post court debriefing and information
- referral to Men & Co Services associated programs if needed.

Our worker is available to speak with men at:

### **WYNNUM MAGISTRATES COURT**

Pine Street, Wynnum.

Tuesday 8.30am - 1pm

### **CLEVELAND MAGISTRATES COURT**

5 Middle Street, Cleveland.

Wednesday 8.30am - 2pm





# HARNES

## AT MEN & CO. SERVICES

Harness is an industry and workplace-focused pilot project aimed at engaging with construction workers about the concept of personal, relationship and family wellbeing and how to seek support. This initiative is about being proactive and meeting workers where they are; using conversations, in the form of tool box talks, to explore important topics like:

- Relationship breakdown, divorce, separation
- Strategies for improving relationships.
- Parenting issues and positive parenting.
- Managing high pressure situations and emotions such as anger.
- Domestic and Family Violence experiences both current and past.
- Mental health such as depression, anxiety and substance use.

These tool box talks are facilitated by experienced professionals as an opportunity to increase the awareness of DFV, gendered abuse, and other issues that impact on Family wellbeing. The program also offers support through a free dedicated specialist men's counsellor.

### **WHO SI IT FOR? THE CONSTRUCTION INDUSTRY!**

- Information about DFV, gendered abuse and other issues affecting workers and families.
- Awareness about how choices impact on personal and family wellbeing.
- Education about where can I get help, what is available.
- Brief intervention, advice & referral.

## GET IN TOUCH

Call us on 0493 259 917 – 8.30 to 4.30pm. Outside of this time, leave a message or send a text and we will get back to you.

Or, email us at [harness@menandcoservices.org.au](mailto:harness@menandcoservices.org.au)

Further information  
[menandcoservices.org.au/  
services/harness](http://menandcoservices.org.au/services/harness)

Men & Co. Services is proudly partly funded by the Queensland Government.

Supported by

**CFMEU**

QLD/NT

and

**CSQ**

**HARNESS**



# FEEDBACK, COMPLAINTS AND COMPLIMENTS

AT MEN & CO. SERVICES

At Men and Co Service, we are committed to providing the best possible service to you - we value your input and feedback so that we can improve the services that we provide.

Please let us know what we do well and how we can improve our programs.

If you would like to submit feedback, complaints or compliments, please use [this form](#). Alternately, you can request a form by emailing us at: [enquiries@menandcoservices.org.au](mailto:enquiries@menandcoservices.org.au)

We ask that you ensure this form is provided to staff at Men and Co. Services or addressed to the Team Leader and emailed to: [enquiries@menandcoservices.org.au](mailto:enquiries@menandcoservices.org.au) so that it can be addressed promptly.



WORKING  
WITH YOU  
TO SAVE  
LIVES.

Men & Co. Services is proudly partly funded  
by the Queensland Government.

[menandcoservices.org.au](http://menandcoservices.org.au)