



THE HANDY GUIDE
FOR HOMELESS WOMEN IN
REGIONAL QUEENSLAND

2021
-2023

v3.0



THE
LADY MUSGRAVE
TRUST


ABOUT THIS PUBLICATION

© 2021 The Lady Musgrave Trust, Brisbane.

The Handy Guide for Homeless Women in Regional Queensland (3rd edition) provides vital support for women who are without shelter or at risk of becoming homeless. Details include:

- Emergency Phone Numbers
- Accommodation such as drop-in support centres, accommodation units and housing services
- Food and welfare; such as food vans, kitchens and Centrelink
- Health services such as hospitals, street doctors and community health centres
- Legal assistance for tenancy/housing problems, and victims of crime
- Community and specialist services for domestic violence support, family and immigration support
- Facilities such as public libraries, lockers, free transport and toilets
- Employment

This publication originated as a partnership between The Lady Musgrave Trust, Centacare, the Department of Housing and Public Works, Griffith University and the Forum Working Group.

Noteworthy changes in this edition are marked with a 

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Has the Guide been Handy for you?

Whether you've used the Guide to help you in tough times, or if you use the Guide in your work to help others, we'd love to know what we're doing right ... or wrong!

Spot a mistake? Has a service changed? Is there something new we need to add?

Let us know!

07 3077 6760 office@ladymusgravetrust.org.au Online Contact Form

Providers can update their information via our online form

ladymusgravetrust.org.au/the-handy-guide/

Telstra PayPhones are now FREE

Calls to local, national and mobile numbers in Australia (including 13xx, 1300, 1800) and SMS text messages to mobiles are now free when using a Telstra PayPhone.

EMERGENCY PHONE NUMBERS

Police, Fire, Ambulance	000
13Health - 24-hour general health advice	13 43 25 84
Poisons Helpline	13 11 26
QLD Mental Health Access Line.....	1300 642 255
Lifeline - crisis support, suicide prevention.....	13 11 14
Kids Helpline.....	1800 551 800
Beyondblue.....	1300 224 636
DVConnect - domestic violence hotline	1800 811 811
Sexual assault, domestic & family violence support	1800 737 732
Gambling helpline	1800 858 858
Alcohol & Drug Information Service	1800 177 833

HOMELESS HOTLINE **1800 47 47 53**

Information about where you can find support, accommodation, meals or showers

Free call* - 24 hours a day, 7 days a week

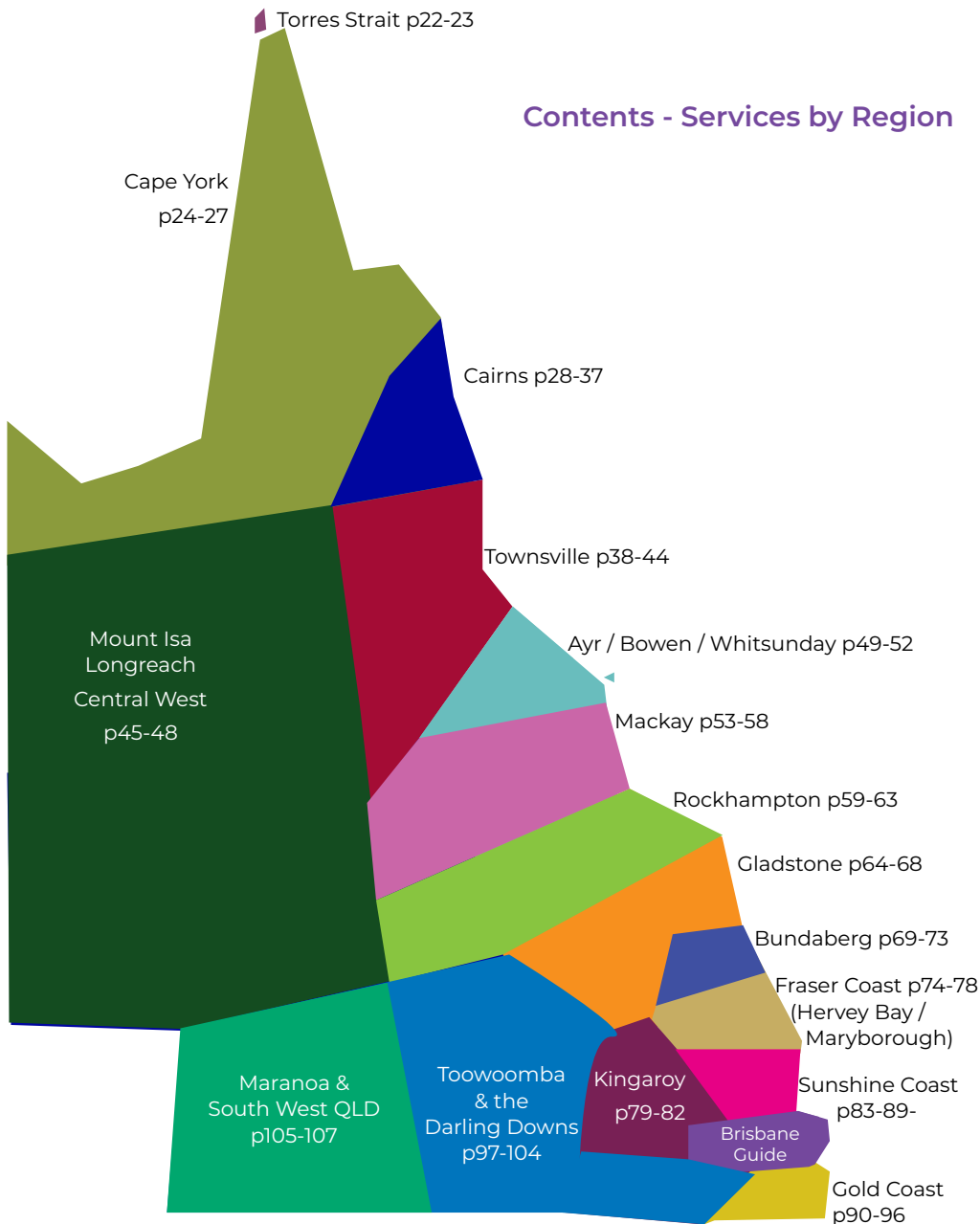
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*Calls from mobiles are charged at applicable mobile provider rates

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ACKNOWLEDGMENTS

In 2011 The Lady Musgrave Trust, together with the Annual Homeless Forum's Working Group, sourced the contents for the first *Handy Guide for Homeless Women in Brisbane* from a wide array of government and non-government agencies and service providers. The inaugural edition's print run of 2,000 copies was underwritten by the then Office for Women in the Queensland Government's Department of Communities. That Brisbane booklet is now in its eleventh edition.

As homelessness reaches beyond Brisbane, in April 2017, The Trust launched *The Handy Guide for Homeless Women in Regional Queensland* and the map-based online version of The Guide: thehandyguide.com. In 2020 we released the Handy Guide for Older Women in response to the announcement by the Australian Bureau of Statistics of a dramatic rise of 31% in older women's homelessness between the last two census periods.

This *Handy Guide for Homeless Women in Regional Queensland* (as well as the Brisbane Handy Guide version) was made possible through the generous assistance of many organisations.

First, my thanks to Stephen Scott from Yet Another Creative for his research and content editing. Thanks also to the many organisations in the booklet who send in their additions or updates.

My sincere thanks to the major supporters of this edition of the Handy Guide including North Harbour, The Cory Charitable Foundation, The Danks Trust, the Queensland Government and Morgans Foundation.

I also wish to thank the 2021 Forum Working Group for their support which includes representatives from Centacare, Watson and Associates, Department of Housing and Queensland Health.

Over the next 24 months, thousands of hard copies of the Regional Handy Guide will be distributed.

The aim of all the Handy Guide for Homeless Women products was always simple: to provide practical, relevant and useful information on where to get help with a variety of issues that impact on women experiencing homelessness. This original concept remains true today.

We sincerely hope this booklet, together with all of the Handy Guide tools, will find their way to those who need it.

Dr Louise Kelly
President, The Lady Musgrave Trust



THE HANDY GUIDE SUPPORTERS



QUEENSLAND-WIDE SERVICES

Government Emergency Assistance

Centrelink / Medicare Offices

Help in an emergency - Crisis Payment and Special Benefit - Mon-Fri 8am-5pm	132 850
Centrelink Indigenous Call Centre - Mon-Fri 8am-5pm	1800 136 380
Farmer Assistance hotline - Mon-Fri 8am-8pm	132 316
Medicare Aboriginal and Torres Strait Islander Access Line - Mon-Fri 8.30am-5pm	1800 556 955
Phone self service - Access your account by phone - 24 hours a day	136 240
Rural & remote Australians - Assistance for Isolated Children - Mon-Fri 8am-5.30pm	132 318
Recorded information about our payments and services - 24 hours a day	132 468

Access Points provide free self-help facilities - there is no face-to-face staff assistance provided.

Agents are a free face-to-face service, accept Centrelink claim forms, and respond to enquiries. However Agents and Access Point staff are not departmental staff and cannot: make any payments (or decisions about payments), review, assess or vary payments; or issue Electronic Benefit Transfers and cards.

QHIP - Queensland Homelessness Information Platform

Many providers use Homeless Hotline's Queensland Homelessness Information Platform (QHIP), a secure online database that uses your personal information to assess your needs and match them with the most appropriate accommodation and support services. It means you only have to tell your story and share your details once.

The QHIP database administered by the Department of Housing and Public Works and cannot be accessed by any other government department, but may be accessed online by other QLD homelessness service providers in order for them to fulfil their duties to assist you.

It is completely up to you how much information you share with QHIP. The information you share may influence how your housing need is seen as a priority. Your personal information will not be shared without your consent unless you say it is OK to do so.

To go onto the database for homelessness accommodation the following information is essential:

- First name
- Last name
- Gender
- Date of Birth
- Age

Women's Infolink qld.gov.au/community/women - 1800 177 577

Queensland government guide to resources, information and links to services and organisations across the state relating to all aspects of life for women of all ages.

Mon-Fri 8am-6pm

Oneplace Community Services Directory oneplace.org.au

An easily accessible directory of over 53,000 community support services to help Queensland families to get to the right service at the right time. A Queensland Government initiative, oneplace is designed to help you find the right service to support you at the right time.

Simply search words that describe what you need help with, and where.



Access the latest version of The Handy Guide as an interactive PDF at any time. Use this QR code to visit the Handy Guide online to read or print



General Assistance: Food, Clothing etc

Emergency Relief

Most support groups require you to reside in the catchment area for financial assistance, clothing and food parcels. Some restrict access by age, sex or language spoken, and may limit the amount of financial assistance you receive (e.g. a quarterly limit).

You may be required to ring for an appointment, and remember to bring shopping bags if collecting food parcels.

Other requirements may include: ID with current address, Concession Card, recent Centrelink income statement, referral from either Centrelink or agency, current lease and rental forms 11 or 12 for proof of eviction or tenancy issues, utility accounts for financial assistance (where provided).

Ask Izzy

askizzy.org.au

Find the services you need, now and nearby. Free and anonymous, with listings for housing, meals, healthcare, counselling, legal advice, addiction treatment and more. If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.

The Salvation Army

1300 371 288

If you need financial assistance call Mon-Fri 9am-5pm. Assessment & approvals are only made over this phone line. salvationarmy.org.au/about-us/our-services/doorways-and-emergency-relief/

St Vincent de Paul Helpline

1800 846 643

Mon-Fri 8:30am-4:30pm

qld.vinnies.org.au/services/housing

Support Centres

Non-judgmental hubs are a good place to find local support services, information and help.

What is provided depends on the centre, but remember that financial support is rarely provided over the phone and usually requires an in-person assessment, so it is best to visit a centre as soon as you think you might be approaching a crisis ... when in doubt, call ahead.

Neighbourhood and Community Centres are usually non-profit community-based organisations that provide spaces to meet and social activities.

Drop-In Centres usually provide more services, including a range of health, social, legal and government services. Some offer free access to the Internet and phones, and can often be registered as a mailing address if you do not have a permanent or consistent residence.

Assessment and Referral Services don't usually include drop-in services, but focus on longer-term solutions, like helping to organise identity documents (ID), provide support letters for accessing government housing; inform you about emergency relief in your area including financial assistance, food and accommodation and even provide some of this assistance on-site.

Vans and Kitchens

These are mostly volunteer-run, community-based groups that offer a range of food and other services via mobile van or at a kitchen location. All listings are free except where indicated.

As most are operated by volunteers, this list should be used as guide only as times and locations may vary. Being voluntary, some providers may not have resources to operate during holiday periods, and obviously emergencies may cause the occasional cancellation.

Everyone is welcome to accept the hospitality of the respective providers, but patrons are advised that drug abuse, violence, sniffing of any substance, alcohol and weapons will not be tolerated.

While each region can have its own independent groups, these have operations across the state:

Drug Arm SOS / Moshpit **1300 656 800**
facebook.com/drugarm

Rosies - **3396 4267** - rosies.org.au
or facebook.com/rosies.qld

ACCOMMODATION

Emergency & Short Term Housing

Places where you can ring and stay immediately or with a short intake process if a room is available. Instead of calling individual providers, you can call **Homeless Hotline on 1800 47 47 53** for guidance on the best options for your situation.

Emergency & short-term housing offer rooms from one night to three months. Accommodation types vary by provider (share house / private room), as do eligibility criteria, costs, and waiting lists. Some places listed are commercial with no wait times (e.g. hotels) but they also have standard rental fees, while others are subsidised and base rental on your income.

State Government Emergency Accommodation Links

Useful links to helpful organisations, community and public housing, and how to get Proof of ID. qld.gov.au/housing/emergency-temporary-accommodation/emergency-accommodation

St Vincent de Paul Housing

1800 846 643

Offers different programs depending on your circumstances to assist you in breaking the homelessness cycle with a goal to secure long term, independent and sustainable housing solutions.

qld.vinnies.org.au/services/housing/

Queensland Youth Housing Coalition

qyhc.org.au/info-young-people/

SMS 0448 073 463

Information portal with useful links, explanations of accommodation types and terminology.

Safe Haven Community

safehavencommunity.com.au

1800 042 836

Temporary accommodation in private homes so you can escape abusive relationships before they escalate to physical violence. We can help if you are;

- at risk of or currently experiencing domestic or family abuse or;
- at risk of or currently experiencing homelessness due to domestic violence
- 18 Years or above (or accompanied by a guardian)
- eligible for Centrelink benefits or have access to personal funds
- confirmed to be low risk by a qualified risk assessment worker

How it works

After you call (or are referred by an approved Agency) to request a safe place to stay, we conduct an in-depth risk and needs assessment to determine your suitability.

If appropriate, you will be matched with an available Accommodation provider, with our Case Managers on hand for the duration of the stay to make sure everyone is safe and happy, and that the relationship is working well for everyone.

What Guests get

Access to fully supported, community-based temporary accommodation in the private homes of police-checked Accommodation Providers who offer a nurturing and supportive environment, free from fear, and physical, financial, emotional, verbal, sexual or spiritual abuse.

Guest stays range from three days to three months depending on your needs and the Accommodation Providers preferences. Safe Haven Community will then work with you to find medium or long-term accommodation opportunities.

Together we help to empower our Guests to live independently and move on with their lives.

We expect our Guests be willing to;

- adhere to the house rules and rooming accommodation agreement
- work with a Case Worker to address their personal needs
- work with nominated external service providers
- accept any reasonable offer of temporary accommodation

National Rental Affordability Scheme [13 74 68 - hpw.qld.gov.au/nras/](https://hpw.qld.gov.au/nras/)

NRAS is a Federal government plan to provide reduced rental costs for low to medium income households. You must be an Australian citizen and live in Queensland. Other eligibility requirements apply

RentConnect - Department of Housing and Public Works

The RentConnect service helps you find an affordable home in the private rental market or through the social housing system. This service may help people who:

- Have no identification documents or rental history
- Don't have enough money to pay for a bond
- Are trying to prove they will be a good renter/tenant

They can also help you understand the rental application process and how to contact real estate agents.

Templates for Tenants References: overcome the difficulties of moving by getting quality references from previous landlords. qld.gov.au/housing/renting/templates-tenant-references

For more information including eligibility criteria and application processes, call 13 QGOV (13 74 68), visit qld.gov.au/housing or visit your nearest Housing Service Centre:

Non-Profit Housing Companies

These not-for-profit organisations provide access to affordable housing for low or below-average incomes, via programs including Community Rent Scheme (CRS), Long Term Community Housing (LTCH), Community Managed Studio Units (CMSU), & the National Rental Affordability Scheme (NRAS). The three main options include:

- Social housing (including Indigenous Housing & Homelessness Programs): rentals for low to moderate income families and individuals
- Community Housing: those with low incomes - income-based rental accommodation...
- For Community Housing, you need to apply for the Dept of Housing and Public Works's Register of Need (eligibility takes into account financial status and factors such as disability or illness).
- Affordable housing: those with a moderate income who are in housing stress

QSTARS (QLD Statewide Tenant Advice and Referral Service) qstars.org.au - 1300 744 263

Specialist advice for tenants who live in any type of rental accommodation, including share-houses, caravan park (caravans and manufactured homes) and boarding houses. They aim to improve conditions for residential tenants by helping you understand and exercise your legal rights.

Senior Share Houses

facebook.com/groups/939082896226977

A closed Facebook Group for seniors looking for affordable accommodation.

Notes about Hostels, Caravan Parks and Hotels

Most hostels require a passport to stay at most hostels - if you don't have a passport, ask beforehand if they require one to avoid being turned away at the door.

Know your rights: If you are renting at a caravan park as a permanent resident you are covered under the Residential Tenancies and Rooming Accommodation Act.

If you are staying at a hotel-motel it is considered a holiday let and you do not have the same rights - that is, you can be removed without notice.

Notes about Level 3 Supported Accommodation (Personal Care Service)

These assist people with special needs: those with intellectual disability, chronic mental illness or substance abuse issues. To attain Level 3 accreditation, these providers must adhere to high standards as set out by the State government, including medication management and health care. Level 3 supported accommodation can cost up to 85 percent of your income and usually depends on disability criteria.

HEALTH

13 HEALTH (13 43 25 84)

13 HEALTH is a confidential phone service that provides health advice to Queenslanders. You can phone and talk to a registered nurse 24 hours a day, 7 days a week for the cost of a local call.

If you or a family member is ill or injured, it is recommended you call 13 HEALTH where a registered nurse can assess your situation confidentially, and advise you on the best course of action (e.g. visit a pharmacy, St doctor, bulk-billing GP, Health Centre or hospital).

If you are experiencing an emergency situation, call the ambulance on 000 immediately.

Emergency Choices

emergencychoices.org.au

Interactive website that guides you through your choices if sick or injured, including symptom checker and online health service locator.

Bulk Billing Healthcare - Health Direct

healthdirect.gov.au

Find services near you that bulk bill (charge no fees), or do a quick "symptom check" with this website. Your details aren't taken, so it's confidential and anonymous while providing information you need.

To find GPs that bulk bill with no additional charge:

- Select "Find a health service" (either scroll down or click the button)
- Click "Need more services?"
- Select the service you require (e.g. GP, dental)
- Scroll down to Preferences and select "Bulk billing (no fees)"
- Check whatever other preferences you want (e.g. Open now)
- Click "use current location"

and a list will be provided to you of the closest practices that match your requirements.

Public Hospitals

All Queensland Health hospitals are open 24 hours a day and all have emergency departments.

Emergency departments are busy places, and patients are treated in order of priority - according to how serious their condition is. Emergencies and severe illnesses will take priority over more minor complaints.

If you are not experiencing an emergency, call 13 HEALTH (13 43 25 84). Qualified staff are available 24 hours a day and will advise you on what to do and if you need to go to a GP, pharmacy or emergency department.

Medicare General Enquiries

13 20 11

Victims of Crime

If you are a victim of crime, report it!

Crime Stoppers

1800 333 000

Call to provide information to help solve a crime that has already happened

Policelink

131 444

Call to report a non-urgent incident (crime has already happened)

Sexual Assault, Domestic & Family Violence, Elder Abuse

If you are in danger right now, call Police or Ambulance on 000

No matter who you contact, your health and wellbeing comes first - if you have a physical injuries, or at risk of infection or pregnancy please seek professional medical attention.

Domestic and Family Violence can be physical violence, verbal (yelling, swearing and put downs), or psychological (manipulation and threats) ... they are all tactics of power and control.

This abusive behaviour is not related to what the victim does or doesn't do.

It is **not normal** to feel threatened, frightened or afraid for your well-being.

1800 RESPECT

1800respect.org.au - 1800 737 732

24/7 sexual assault and domestic violence support to connect you with available services

Abortion Grief Australia

abortiongrief.asn.au - 1300 363 550

At present understood to be a type of post traumatic stress disorder (PTSD), abortion grief/trauma tends to (but not always) have a delayed onset of months or even years, that presents as either self-destructive behaviours, relationship problems and replacement pregnancies.

DV Connect

dvconnect.org/womensline/help-for-you-2/ - 1800 811 811

Provide confidential refuges that are safe places for women and their children who are unable to stay at home because of domestic or family violence.

They provide free telephone crisis counselling and support 24/7, advice and assistance to obtain emergency transport and accommodation, and referrals to women's refuge and other services

EAPU - Elder Abuse Prevention Unit

eapu.com.au - 1300 651 192

For anyone who experiences, witnesses or suspects elder abuse. Provides confidential support, exploration of the issue, information and referrals with some phone advocacy. Callers may remain anonymous. Service by UnitingCare Community. Mon-Fri 9am-5pm

Immigrant Women's Support Service

iwss.org.au - 3846 3490

Free confidential, practical and emotional support to immigrant and refugee women from non-English speaking backgrounds and their children who have experienced domestic and/or sexual violence

Pregnancy Counselling Link

1800 777 690

Relationships Australia

1300 364 277

Sexual Assault Helpline

DVconnect.org/sexual-assault-helpline-2/ - 1800 010 120

A sensitive, non-judgmental service; listening to identify the best advice and support for you

Sisters Inside - Sexual Assault Counselling & Support Service

1800 003 242

sistersinside.com.au

For sexual assault victims who are currently in prison or have been through the Criminal Justice System. Counselling, one-on-one support, assistance after release, court support.

Victim Assist

- 1300 546 587

qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime

Information and counselling for victims and their families. Financial assistance is available to assist with their physical and psychological recovery from the crime (if it can be proven that an act of violence caused your injury, you don't need to go through the court system to access financial assistance).

Victims of Crime Counselling and Support Service

vcss.org.au - 1300 139 703

Free counselling for those impacted by crime: victims, families & friends of victims, and witnesses. Also offers assistance with Victim Impact Statements, and web chat.

Addiction Services: Drugs, Alcohol & Gambling

QLD Mental Health Access Line [1300 64 22 55 \(1300 MH CALL\)](tel:1300642255)

A confidential mental health service that links you to the nearest Public Mental Health service.

Alcohol and Drug Information Service (ADIS) [1800 177 833](tel:1800177833)

24/7 anonymous alcohol and drug information, crisis counselling, detox and rehab services, and referral for anyone with concerns related to their own or someone else's use of alcohol or drugs.

Alcoholics Anonymous Helpline aa.org.au - [1300 22 22 22](tel:1300222222)

Support is available 10am-10pm daily. Information on women's only groups is also available.

A non-religious fellowship for those who desire to stop drinking to share their experience, strength and hope to help others recover from alcoholism. There are no dues or fees. An informal, nonprofessional society (it doesn't have clinics, doctors, counsellors or psychologists), all members are themselves recovering from alcoholism. You can come and go as you please. No one is "in charge" of a group. No one can tell you what you should or shouldn't do.

Counselling Online counsellingonline.org.au

A free, 24/7 online service which supports people affected by alcohol & other drugs with advice by trained drug and alcohol counsellors. Based in Victoria, this is a service for all Australians. The smallest step can make a difference so let us help you today.

Drug ARM hoa.drugarm.com.au - [07 3620 8880](tel:0736208880)

Counselling, support, and care coordination with other health services for those who need help with alcohol / drug use and mental health issues (or the alcohol or drug use of a loved one).

Family Drug Support Australia fds.org.au - [1300 368 186](tel:1300368186)

Support Line for families experiencing the drug use of a loved one - in a caring, non-religious and non judgemental environment. FDS is primarily made up of volunteers who have experienced first hand the trauma and chaos of having family members with drug dependency.

Gambling Helpline (GHL) gamblinghelponline.org.au - [1800 858 858](tel:1800858858)

Free, 24/7 general contact (information, referral, advice) and crisis line service. Anyone calling the service will speak directly and immediately to a qualified professional. From this point of contact, a booking can be made with Gambling Help Service Counsellor, and/or Gambling Help Service Financial Counsellor. Both of those services are also free and unlimited.

Kids Helpline kidshelpline.com.au - [1800 55 1800](tel:1800551800)

Free, private, and confidential 24/7 phone and online counselling service for young people aged 5 to 25 for all kinds of things including drugs and alcohol. We're here to help.

Lives Lived Well liveslivedwell.org.au - [1300 727 957](tel:1300727957)

Break the cycle of problematic alcohol or drugs, regain control of your life and reach your potential to enjoy a full and rewarding life. Phone counselling is available Mon-Fri 9am-5pm.

Quitline quitnow.gov.au - [13 78 48](tel:137848)

Daily 7am-10pm confidential, free phone service for people who want to quit smoking.

Reach Out au.reachout.com

An interactive, online service for 12-25 year olds that provides practical support, tools and tips to help you get through anything from everyday issues to tough times - with explanations on how to identify addiction and other health issues. Note: they don't provide counselling, but have recommended links.

Russell Family Fetal Alcohol Disorders Association rffada.org - [0412 550 540](tel:0412550540)

Prenatal alcohol exposure can cause causes birth defects in the heart, brain, and kidneys, and lead to problems at school, trouble socialising, mental health problems, addiction, and more. RFFADA assists with accessing diagnostic services and support.

Children, Family and Relationships

Better Relationships

betterrelationships.org.au - 1300 114 397

A range of online counselling programs by Anglicare to support you, your children, and family.

Family Relationships Advice Line

familyrelationships.gov.au - 1800 050 321

Assisting families through separation, and providing Information on parenting arrangements after separation. Mon-Fri 8am-8pm, Sat 10am-4pm

Kids Helpline

kidshelpline.com.au - 1800 55 1800

24/7 confidential and free phone and online counselling for youth aged 5 to 25 for all kinds of things, from drugs and alcohol to friendships and relationships, family issues, bullying, gender identity, sexuality, mental health, feeling sad or upset, body issues, or because they're feeling unsafe. There's no issue too big or too small that we can't support you with. We're here to help.

Parentline

parentline.com.au - 1300 30 1300

Parenting is a tough gig! While rewarding, it can also be puzzling, difficult and frustrating. If you're struggling, we're here for you. Daily 8am-10pm (webchat til 9pm)

Relationships Australia

raq.org.au - 1300 364 277

Family support services, including counselling and support services for those affected by domestic and family violence. They also assist mothers to focus on and support your child(ren) through family separation, and provide a similar service for children whose parents are separated. Mon-Fri 8am-8pm, Sat 10am-4pm

The School Project

theschoolproject.org.au

Provides children displaced by domestic violence with essentials for their schooling & homework.

Child Care

Finding affordable child care can be a challenge, especially when your needs vary.

Child Care Finder (Australian Government service)

childcarefinder.gov.au

Simply enter your address for complete list of nearby childcare centres, including vacancies.

Starting Blocks

startingblocks.gov.au - 1800 670 305

Government website to find nearby child care and compare ratings (the 7 quality areas of the National Quality Standard). All listings include phone and email contacts.

Australian Childcare Alliance Queensland

3808 2366 / Outside Brisbane: 1300 365 325

An industry support group for privately-owned long day care, while not serving parents directly, can show member centres near you: <https://qld.childcarealliance.org.au/parents/find-a-member-service>

Deadly Kindies

deadlykindies.com.au

Find a Kindy near you and get a free pre-Kindy Health Check to identify any problems that might mean your child doesn't get the most out of Kindy (things like eyesight, hearing and speech).

Child Support (Department of Human Services)

humanservices.gov.au/individuals/child-support

Enquiry Line / applications / changes in circumstances (Mon-Fri 8:30am-4:45pm)

13 12 72

Child Support payment hotline (Mon-Fri 8:30am-4:45pm)

1800 241 272

Child Care Subsidy (CCS)

education.gov.au/ChildCarePackage

The new Child Care Subsidy (CCS) means-tested subsidy (based on income assessment, parent activity test, and type of child care) is paid directly to child care providers. To access, complete a Child Care Subsidy assessment using your Centrelink account through my.gov.au.

Dental Services

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

There are public dental services across Queensland - addresses will be listed in each region, but you can find the full list here www.health.qld.gov.au/oralhealth/services/dental_clinics

Mental Health

Beyond Blue

1300 22 4636

24/7 confidential telephone support service for those suffering anxiety or depression. We all have bad days. Talk with a trained mental health professional for advice and support.

issues such as anorexia, bulimia and compulsive eating.

Lifeline

lifeline.org.au/get-help/service-finder 13 11 14

24/7 confidential crisis support service and suicide prevention services with trained volunteers who will listen, provide support and referrals for those experiencing a personal crisis. Call any time or chat to us online from 7pm - midnight (Syd time) 7 days. You don't need to face your problems alone.

Mental Health Access Line (1300 MH CALL)

1300 64 22 55

A confidential mental health telephone triage service - support, information, advice and referral 24/7 to link you to the nearest Queensland Public Mental Health service.

Sane

sane.org - 1800 187 263

A small team who provide information, advice and referrals to help adults living with complex mental illnesses as well as those involved in their care. Mon-Fri 10am-10pm AEST

Specialist Health

Diabetes Australia (Queensland)

1800 177 055

Hepatitis Queensland

hepqld.asn.au - 1800 437 222

Provides free support and information for people living with, or at risk of, viral hepatitis.

National Continence Helpline

1800 330 066

Mon-Fri 8am-8pm

TRUE Relationship & Reproductive Health

true.org.au - 07 3250 0200

Expert reproductive and sexual health services - no referral needed. Advice on contraception, including Long Acting Reversible Contraception (LARC) methods like Implanon & IUD insertions. Information about pregnancy, menopause, breast health, hormonal issues and sexual health, including STIs like Chlamydia. Services include cervical screening and pelvic floor physiotherapy.

5 permanent clinics in Brisbane, Toowoomba, Ipswich, Rockhampton and Cairns, a satellite clinic inside headspace Southport, and outreach clinics in 15 regional and rural towns.

Queensland Needle and Syringe Program (QNSP)

Aims to reduce the incidence of blood-borne viruses and injection-related injuries and disease (HIV, hepatitis B and hepatitis C) in Queensland by: providing sterile injecting equipment, facilitating the safe disposal of used injecting equipment, and improving access and referral to drug treatment programs, health care, and other services.

This is achieved through a network of public needle and syringe programs at Qld Health locations and select community pharmacies. Find a program / dispenser near you:

health.qld.gov.au/public-health/topics/atod/queensland-needle-syringe-program

LEGAL ASSISTANCE

Legal Aid Queensland

legalaid.qld.gov.au - 1300 65 11 88
Indigenous information line - 1300 650 143
Youth Legal Advice Hotline - 1800 527 527

Regional office details are listed in their region.

Call, drop in, or visit online to confirm your eligibility and get the help you require. Legal Aid are State government funded lawyers who give legal help to financially disadvantaged people, and can help if you:

- are experiencing domestic and family violence
- have a child protection matter
- are or might be separating (parenting arrangements, child support, separation, divorce)
- have been charged with an offence
- need help in court by a duty lawyer or by a lawyer who is running your case
- have consumer and debt questions (consumer rip-offs, debt, loan payments, house repossession)
- are making an anti-discrimination claim (race, age, gender, sexuality etc).

North Queensland Women's Legal Service

nqwls.com.au - 1800 244 504

Free and confidential legal advice and referrals for women provided by a female lawyer. NQWLS can provide information and referrals in all areas of law, including family/domestic violence, family law (parenting and property), de facto matters (parenting and property), discrimination, sexual assault, child protection, and Victim Assist. Face to face and skype meeting options are listed under "Need Help" on their website.

Free legal advice by telephone Mon-Thu 9am-1pm.

Queensland Ombudsman

ombudsman.qld.gov.au - 07 3005 7000

Commonwealth Ombudsman

ombudsman.gov.au - 1300 362 072

They investigate complaints from people who believe they have been treated unfairly or unreasonably by a Queensland public agency (e.g. schools, hospitals, local councils) or Australian Government agency (e.g. Australian Tax Office, Centrelink, Child Support) to determine whether they have been unlawful, unreasonable, improperly discriminatory or otherwise wrong.

Women's Legal Service

wlsq.org.au - 1800 WLS WLS (1800 957 957)

Free legal advice for women experiencing violence or disadvantage. We provide assistance in Family Law and Domestic Violence matters including: separation, divorce, parenting arrangements, child support, property matters, family dispute resolution, child protection. Our social workers also provide emotional and practical support to women as they work through legal issues such as domestic violence, children's issues, separation and divorce. Mon-Fri 9am-3pm

Additional: Rural, Regional & Remote legal advice Line - 1800 457 117 - Tue 9:30am-1:30pm

Youth legal advice Hotline

1800 LAQ LAQ (1800 527 527)

Talk to a lawyer for free and confidential legal advice about bail, diversionary options, being charged with an offence, talking to police and youth justice issues. This is available for young people who have been:

- arrested and are in the watch house pending a police interview
- given a notice to appear or have been released on watch house bail
- asked to attend a police station to give an interview.

Service by Legal Aid Queensland, Mon-Fri 8am-9pm, and Sat 7am-12pm (except public holidays).

Indigenous Legal Services

ATSILS - Aboriginal and Torres Strait Islander Legal Service atsils.org.au - 1800 012 255

Legal assistance services provided in criminal, civil and family law matters including:

- Advice Matters - includes telephone advice, assistance in writing short letters and completion of forms;
- Duty Matters - attendance at court and receipt of initial instructions by a lawyer.
- Casework Matters - Ongoing legal services in relation to a particular legal problem, such as conducting a defended hearing.

ATSILS also provides 24 hour legal representation and advice on criminal matters, along with a highly diverse range of services with many regional variations. Assistance can vary from “simple” legal advice through to minor assistances (such as filling in forms or drafting letters) to casework assistance (such as helping draft wills or legal representation at contested hearings).

Legal Aid Queensland Indigenous Information Line [1300 650 143](http://1300650143)

Access Legal Aid's information and advice services for free, without needing to meet the financial eligibility test. If you need a lawyer to represent you, you will need to apply for Legal Aid. See the listings on the previous page regarding Legal Aid's services.

Centrelink Problems

Basic Rights Centre brq.org.au - 1800 358 511

Free advice and legal services for people having problems with social security or disability discrimination - to let you know where you stand and, if an incorrect decision has been made, what to do about it.

When you call we will take your details and a brief outline of your matter, and then make a time for you to discuss your matter with one of our qualified professionals. Mon-Fri 9:30am-4pm.

Tenancy and Housing Problems

E.G. being evicted, tenancy problems, your rights regarding being listed on databases like TICA, bond loans and rental grants, government housing assessments.

Residential Tenancies Authority (RTA) rta.qld.gov.au - 1300 366 311

The state government statutory authority that provides tenancy information and support, dispute resolution, and bond management for anyone renting a house, unit, share house, room, caravan or houseboat. Advice and information is available for every stage of tenancy, from choosing a property to contracts, bond and rental, ending a tenancy and bond return. Mon-Fri 8:30am -5pm

QSTARS (Queensland Statewide Tenant Advice and Referral Service) [1300 744 263](http://1300744263) *delivered by TQ (Tenants Queensland)* qstars.org.au

Specialist advice for tenants who live in any type of rental accommodation, including share-houses, caravan parks (including manufactured homes) and boarding houses. We aim to improve conditions for residential tenants by helping you understand and exercise your legal rights.

QSTARS can assist you with:

- Advice and assistance to understand your tenancy rights and responsibilities
- Support to resolve your tenancy issue
- Advocacy support to talk to your lessor or agent
- Help to write a letter or fill in tenancy forms
- Help to attend or prepare for a QCAT tenancy tribunal hearing
- Referral to other services if needed

Call Mon-Fri 9am-5pm (extended hours to 7pm Tue & Wed)

FINANCIAL SERVICES

Debts and Fines

State Penalties Enforcement Registry (SPER)

1300 365 635

Loans

No Interest Loan Scheme (NILS)

nils.com.au - 13 64 57

Loans up to \$1,500 for essential goods and services such as fridges, washing machines and medical procedures. Repayments are set up over 12 to 18 months.

You must have a Health Care or Pension card or earn less than \$45,000 a year after tax (\$60,000 for joint applicants or people with children). Loans cannot be used for cash, bond, rent arrears, debt consolidation, holidays or bills. Call or visit website for your nearest provider.

Budgeting Problems

MoneySmart

moneysmart.gov.au

National Debt Helpline (NDH)

ndh.org.au - 1800 007 007

A not-for-profit service to help you tackle your debt problems. They're not lenders and don't 'sell' anything or make money from you. Their professional financial counsellors offer a free, independent and confidential service to help you get back on track.

If you can't find the answer to your situation on the NDH website, call 1800 007 007. A trained financial counsellors will assess your situation and provide you with free advice to help you move on. If your matter is more complex, they can refer you to your closest face-to-face financial counselling service.

They'll also put you in touch with the right service you require, such as legal services, crisis food and accommodation services, and health services. Mon-Fri 9:30am-4:30pm

Getting your ID

If you are applying for any government housing or for allowances you will require a form of Type A identification like a Driver's licence, an 18+ card, birth certificate or passport.

If you do not have any of these, the Queensland Government has a handy step-by-step guide:

1. Gather any information about yourself if you can. This can be:
 - a temporary Medicare card
 - a letter from a government department such as Centrelink
 - a letter from a temporary residence like a hostel (if that's where you are staying)
 - any other official papers that say who you are.
 2. Get a Birth Certificate application form from a Magistrates Court, a QGAP office (Queensland Government service office) or online.
 3. Complete and lodge the form (it costs \$37 to process the application - If you don't have any money, find what financial help is available. Alternatively contact a community organisation like the Salvation Army who may be able to help).
 4. If you (or the person helping you) have any questions about the form, phone: 1300 366 430 (Compliance section). NOTE: You must have a contact address, even if it is temporary, to get a reply. This can be a 'care of' your temporary accommodation like a hostel or a Housing Service Centre address.
 5. Once lodged it will take 4-10 days to process, longer if you were born outside of Queensland.
- The full guide: qld.gov.au/housing/programs-support/legal-justice-support/housing-support

OTHER RELEVANT SERVICES

Seniors' Information and Support Services

Senior's Legal and Support Service

3214 6333

caxton.org.au/how-we-can-help/seniors-legal-and-support-service/

Free legal and social work support for older persons experiencing elder abuse, mistreatment, neglect or financial exploitation. Elder abuse and financial exploitation usually occur within the family, but older persons may also experience abuse from carers, neighbours, friends or services. Call Mon-Fri 9am-4.30pm to make an appointment.

Seniors Connect

facebook.com/groups/1590650011231482/

A closed group for mature age people to connect with each other. To share stories. To share information. To share experience. To inspire each other to try new things. And just perhaps to make new friends.

Seniors Enquiry Line

seniorsenquiryline.com.au - 1300 135 500

Information and referral service on how to protect yourself from scams; where to find concessions, social activities, household assistance, retirement accommodation; how best to deal with financial and legal matters; information on health, education, transport and many other issues. Seniors Enquiry Line is here to answer any question no matter how big or small - even if it is just to check a phone number. It could be more important than you think!

Elder Abuse Prevention Unit

eapu.com.au - 1300 651 192

If you are in immediate danger, call the police on 000. Call EAPU for help if you are experiencing:

- Financial Abuse - illegal or improper use of your money or property
- Psychological Abuse - mental anguish, fear of violence, feelings of shame, humiliation & powerlessness
- Physical Abuse - inflicting pain or injury. It includes hitting, slapping, restraining or over-medicating
- Sexual Abuse - sexual assault, rape, or any activity that makes you uncomfortable about your body
- Social Abuse - preventing you from social contact with family & friends or accessing social activities
- Neglect - intentional or unintentional failure by a carer to provide necessities of life

Grandparents Information Line (Seniors Enquiry Line) grandparentsqld.com.au - 1300 135 500

Website with information, respite and support to grandparents raising grandchildren.

My Aged Care

myagedcare.gov.au - 1800 200 422

The start point to access Australian Government funded services for those over 65. Information about the types of aged care services available, how to assess your eligibility, providers in your area, costs you may need to pay.

Seniors' Card and concessions

seniors-concessions.services.qld.gov.au - 13 74 68

Provides access to cheaper public transport, discounts and rebates. For ages 60+.

Social Activities

Heart Foundation runs regular walking groups

walking.heartfoundation.org.au - 13 11 12

Older Womens Network have weekly / monthly meetings

ownqld.net.au - 3358 2301

Second Bite - secondbite.org/food-finder/

Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

Immigrant Women's Services

Immigrant Women's Support Service

iwss.org.au - 07 3846 3490

Free confidential, practical and emotional support to immigrant and refugee women from non-English speaking backgrounds and their children who have experienced domestic and/or sexual violence

Refugee and Immigration Legal Service

rails.org.au - 07 3846 9333

Provides free legal advice for people living in regional areas on Tuesday and Thursday between 9am-1pm - call to make an appointment.

Animals in Crisis

Pets In Crisis (RSPCA)

rspcaqlld.org.au

If you are a victim of domestic violence and are seeking shelter for your pets, contact DV Connect on **1800 811 811** to apply for the RSPCA's Pets In Crisis program. The RSPCA does not board pets and will only accept them if they are being surrendered for adoption.

RSPCA Ambulance

1300 852 188

Cruelty Complaints & Animal Emergencies (including wildlife)

1300 264 625

Lost & Found

1300 363 736

Support Services for Carers

If you provide unpaid care and support to family members or friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged, you are a carer.

As a carer, you have certain legal rights, and may be able to access support services to help you in your caring role, including respite care (so you can take a break). Financial support may also be available.

Carer Gateway

carergateway.gov.au - 1800 422 737

Easy-to-understand practical information on available services, possible payment options and respite care. An interactive service finder connects you to local support. Mon-Fri 8am-6pm

Blue Care

bluecare.org.au - 1300 107 753

Respite and education programs to assist with managing the needs of the person you care for.

Carers Australia QLD

carersqld.com.au - 1800 242 636

Information and Advisory Service, in-person / telephone & online counselling, support groups, and referrals to other support structures - all provided by local branches. Mon-Fri 9am-5pm

OZcare

ozcare.org.au - 1800 692 273

OZCare's aged care and dementia care respite service can come to your home and take care of the person you care for, while you have a break. Available during the day and overnight, they can be scheduled as one-off's or ongoing. Our experienced carers can assist you with a range of tasks, including meal preparation and cooking, cleaning, washing up, and other domestic chores, transport and outings in the community, personal care such as showering and dressing, and playing games and doing craft.

Costs will be determined by your eligibility for the Commonwealth Home Support Programme (CHSP) or a Home Care Package (HCP). Depending on your circumstances you may not need to pay anything at all.

STEPS Care for Carers

stepsgroup.com.au - 07 4150 1900

Wide Bay, Burnett & Gympie region: free service to give carers support advice and counselling.

EMPLOYMENT

Jobsearch (Australian Government) jobsearch.gov.au/for-jobseekers - 13 62 68

Apprenticeships (Australian Government) australianapprenticeships.gov.au

Apprenticeships (QLD Government) desbt.qld.gov.au/training/apprentices - 1800 210 210

Training and careers (QLD Government) desbt.qld.gov.au/training - 1300 369 935

Employment Plus (The Salvation Army) employmentplus.com.au - 13 61 23

Over 20 locations across the Brisbane / SEQ region, we provide job seekers with access to specialised training, work experience and a range of support services. As a not-for-profit organisation, any surplus we make is directed back into our social programs – providing relief to the underprivileged.

MAX Employment - Disability Employment Services des.maxsolutions.com.au - 1800 625 350

We connect you with the support and training you need so you can find the work you want. Our service is all about understanding you and your goals. It's important to find a provider that suits your needs. Max Employment continue to assist both you and your employer once you get a job to help you have the best chance of success.

Mission Australia missionaustralia.com.au

Runs a variety of programs to help people find and keep a job.

Sarina Russo Job Access sarinarusso.com - 13 15 59

Over 20 locations across the Brisbane / SEQ region and provides assistance with gaining employment, training and non vocational assistance

Disability Services

NDIS ndis.gov.au - 1800 800 110

Support, information and services for people with permanent and significant disability.

Disability Services Queensland qld.gov.au/disability - 13 74 68

Where the NDIS has yet to roll-out, support will continue to be provided or funded by the Department of Communities, Disability Services and Seniors.

Meals on Wheels qmow.org - 1300 90 97 90

Anyone can refer a client to Meals on Wheels - even yourself. There are no waiting lists, and absolutely no contracts. If you are 65+ (or indigenous 50+) contact My Aged Care on 1800 200 422 as you may be eligible to receive a small subsidy.

Cost of meals and menu choices vary depending on region and other factors. For information on your local Meals on Wheels call Mon-Fri 8am-4pm

The Public Trustee of Queensland – Cairns pt.qld.gov.au - 1300 360 044

Provides support for those with a disability by acting as administrator or financial attorney. Fees are charged, however services are provided irrespective of whether you can afford the actual cost.

- 189 Bourbong St, Bundaberg
- 27 Sheridan St, Cairns
- 66 Goondoon St, Gladstone
- 99 Brisbane St, Ipswich
- 18 Brisbane St, Mackay
- 277 Alice St, Maryborough
- 18 Miles St, Mount Isa
- 67 East St, Rockhampton
- 66 Nerang St, Southport
- Suite 1 - 3 / 20 Innovation Parkway, Birtinya (Sunshine Coast)
- 447 Ruthven St, Toowoomba
- 370 Flinders St, Townsville

TORRES STRAIT

Accommodation

See p10 for state-wide services

Jumula Dubbins Hostel (Aboriginal Hostels Limited)

07 3151 4710

Short stay, transitional accommodation with meals. 60 Victoria Parade, Thursday Island.

Lena Passi Womens Shelter

07 4069 1366

Crisis accommodation and associated support services for women and children. Referral via DV Connect (1800 811 811). Confidential location on Thursday Island.

Canon Boggo Pilot Hostel (Aboriginal Hostels Limited)

07 3151 4720

Secondary Education accommodation. 145 Douglas St, Thursday Island.

Housing, Council, Social Connections

See p10 and 18 for state-wide services

Mura Kosker Sorority

facebook.com - 07 4069 1663

99 Douglas St, Thursday Island Qld 4875

Non-profit community group provides a range of social services for women, children and their families to meet their social, emotional, education, health, cultural, spiritual and welfare needs.

- Child and Family Support Services
- Indigenous Family and Domestic Violence Counselling
- Emergency Relief Funds
- Older Peoples Action Program
- Indigenous Consumer Awareness Network (Financial Counselling and the No Interest Loan Scheme)
- Legal Aid Queensland partnership to provide legal advice and representation

Thursday Island Housing Service Centre

07 4212 3700

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

37-45 Douglas St, Thursday Island

Torres Strait Island Regional Council (TSIRC)

www.tsirc.qld.gov.au - 07 4034 5700

Accommodation listings are on website.

facebook.com/TorresStraitIslandRegionalCouncil/

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare).

Thursday Island	C	Centrelink Customer Service Centre	Cnr Hastings St & Victoria Pde
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Public Hospitals **Needle & syringe program, Alcohol & Other Drugs Service (AODS) +**

Thursday Island Hospital + 163 Douglas St, Thursday Island

07 4069 1109

Community Health Centres

Opening hours are Mon-Fri 8am-5pm unless stated

Badu Island Primary Healthcare Centre 181 Tamway St, Badu Island

07 4069 4127

Boigu Island Primary Healthcare Centre Chambers St, Boigu Island

07 4069 4153

Poruma (Coconut) Island Primary Healthcare Centre Coconut Island

07 4069 4288

Erub (Darnley) Island Primary Health Centre Lot 60 Darnley Island, Via Thursday Island

07 4069 4004

Dauan Island Primary Healthcare Centre Dauan Island

07 4069 4260

Ngurapai (Horn) Island Primary Health Centre Horn Island

07 4030 6200

Kubin Community Primary Health Centre Kubin Village Moa Island

07 4090 1100

Mabuiag Island Primary Health Centre	Mabuiag Island	07 4090 1200
Mer (Murray) Island Primary Health Centre	Murray Island	07 4069 4089
Saibai Island Primary Health Centre	Saibai	07 4069 4252
St. Pauls Community Primary Health Centre	St Pauls Village, Via Moa Island	07 4069 47348
Thursday Island Primary Health Care Centre	74 Douglas St, Thursday Island	07 4069 0400
Ugar (Stephen) Island Primary Health Centre	Stephens Island	07 4069 4086
Umagico Community Primary Health Centre	Charlie St, Umagico	07 4069 3306
Warraber (Sue) Island Primary Health Centre	Warraber Island	07 4069 4189
(Iama) Yam Island Primary Health Centre	Yam Island	07 4090 1000
Masig (York) Island Primary Health Service	York Island	07 4069 4296

Dental Services

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

- Thursday Island – Sibuwani Ngurpai Meta 07 4069 0406
- Outer Islands (contact Thursday Island Clinic) 07 4069 0406

Mental Health

See p16 for state-wide services

Community Managed Mental Health (CMMH)

Aims to support people aged 18-64 years experiencing a mental health issues through personalised, one-on-one support, mutual self-help services, and group support services for people with mental health concerns. The service also makes provision for people in the community who have taken on the responsibility of caring for family members and loved ones.
38 Douglas St, Thursday Island 07 4069 2978

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service **atsils.org.au - 07 4069 1091**

Free (means tested) legal services provided in criminal, civil and family law matters
25 Douglas St, Thursday Island

Public Libraries

Regional library unless marked as an Indigenous Knowledge Centre (IKC) - which deliver a wide range of information services to regional and remote communities.

- Boigu Island IKC
- Dauan Island IKC
- Erub Island IKC
- Iama (Dawita Cultural Centre) IKC
- Mabuiag (Ngalpun Ngulaygaw Lag Resource Centre) IKC
- Poruma (Ngalpun Ngulaygaw Lag) IKC
- Badu Island IKC
- Warraber IKC
- Kubin IKC
- Hammond Island IKC

Ngulaig Meta - The Torres Shire Council Library 07 3077 9899

68 Douglas St, Thursday Island QLD 4875

Books, Internet access, Audio Books, DVDs, CDs

Mon-Fri 10am-6pm, Sat10am-1pm

Public Toilets

Find public toilets, opening times and amenities available at toiletmap.gov.au. Visit the site, type in your address on the search page to see closest toilets near you.

CAPE YORK

Accommodation

See p10 for state-wide services

Bamaga Women's Shelter (SHS) **07 4069 3555**
Provides refuge accommodation for women and younger children escaping family violence (boys up to 13 years old only). Also known as Northern Peninsula Area Women's Shelter.

Kowanyama Women's Shelter (SHS) **07 4083 7100**
Emergency accommodation for Aboriginal women and their children where there is a risk of domestic violence.

Mornington Island Domestic Violence Women's Shelter (SHS) **07 4745 7081**
Temporary accommodation and support for women and their children who are experiencing domestic violence. Also helps women to make sure they feel prepared and safe to return home.

Porpuraaw Women's Shelter **07 4060 4105**
Emergency housing for women and their children who are escaping domestic or family violence.

Pytham Women's Shelter **07 4060 7382**
Emergency housing for women and their children who are escaping domestic or family violence.

Western Cape Secondary Hostel **07 4069 7209**
Secondary Education accommodation. 11-12 Yileen Court, Weipa, 4874

Housing, Council, Social Connections

See p10 and 18 for state-wide services

Ma'aathan (Helping Hands) Women's Shelter **1300 663 411**
Provides an immediate response to homelessness for women and children affected by domestic and family violence in the community of Aurukun.

Cape York / Gulf RAATSICC **raatsicc.org.au - 07 4030 0900**
(Remote Area Aboriginal & Torres Strait Islander Child Care) Advisory Association
Services include programs to help with parenting skills, budgeting, healthy relationships, and children coping with abuse.

Kowanyama
Lot 241 Rm 1 Chapman Rd, Kowanyama

Napranum **(07) 4069 7377**
Lot 405 Napranum Rd, Mission River

Lockhart River Puuya Foundation
(Kuunchi Kakana Centre)
Maathuy St, Lockhart River

New Mapoon **0476 066 142**
Nai-Beguta Agama Aboriginal Corp Bldg.42
Langie-Draha St, New Mapoon

Gungarde Aboriginal Corporation **gungarde.org - 07 4069 5412**
Working in the communities of Cooktown, Coen, Hope Vale, Laura and Wujal Wujal to keep children and young people safe. Provides food vouchers as Emergency Relief to eligible clients.
92 Charlotte St, Cooktown.

Housing Service Centre - Mornington Island Community Office **07 4745 7483 or 07 4745 7032**
Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households. If unattended call 07 4747 2137
Shop 1 and 2, 305 Lardill St, Rural Transaction Centre, Gununa, Mornington Island Qld 4871

Pormpur Paanthu Aboriginal Corporation **pormpurpaanthu.com.au - 07 4060 4295**
Temporary accommodation, intervention, crisis and responsive care, domestic and family violence therapies, alcohol and other drug counselling, support for families and children.
22-23 Yalu St, Pormpuraaw

UnitingCare Cape York Family Centre **unitingcareqld.com.au - 1300 986 459**
Culturally informed rehabilitation for substance use.
7 Flaggy Rd, Cooktown, QLD, 4895

Tenancy Services Aboriginal and Torres Strait Islander Housing Unit

QLD Department of Housing Service Centres are open Mon-Fri 8.30am-4.30pm unless stated otherwise. If your regional office is unattended contact the Cape York HSC Cairns 07 4036 5555

Aurukun **07 4060 6140**
502 Kang Kang Rd, Aurukun QLD 4871 Mon-Fri alternate weeks 8.30am-12pm

Cooktown Hub - Laura, Cooktown, Hope Vale & Wujal Wujal **07 4082 2300**
12 Walker St, Cooktown QLD 4895

Hope Vale **07 4060 9231**
1 Muni St, Council Office Complex, Hope Vale QLD 4895 Mon-Thu 9am-4.30pm, Fri 9am-1pm

Kowanyama **07 4036 5555**
9 Chapman Rd, KOWANYAMA 4892

Lockhart River **07 4060 7334**
Freddie Clarence Moses Retail Complex, Office 5/12, Ilway St LOCKHART RIVER 4871

Mapoon **07 4082 4703**
1 Red Beach Rd (Land and Sea office), MAPOON 4874 Mon-Thu 8.30am-4pm

Napranum **07 4082 4701**
320 Wa-Tyne St, NAPRANUM 4874 Mon-Thu 9am-4pm

Pormpuraaw **07 4036 5555**
Shop 1/19 Pormpuraaw St (Boomerang Centre) PORMPURA AW 4871 Mon-Fri alternate weeks

Northern Peninsula Area Hub - Bamaga, Seisia, Injinoo, Umagico, New Mapoon **07 4069 3588**
203 Mugai St, SEISIA 4876

Wujal Wujal **07 4060 8360**
1 Hartwig St, Wujal Wujal 4895 Tue 10am-3pm

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare).

Northern Peninsula Service Centre	C	Centrelink Customer Service Centre	7 Adidi St, Bamaga
Aurukun		Agent	508 Kang Kang Rd
Coen		Agent	29 Taylor St
Kowanyama		Agent	510 Chapman Rd
Laura		Agent	2 Peninsular Development Rd
Lockhart River		Agent	Matthauy St
Pormpuraaw (Edward River)		Agent	Lot 105 Korka St
Cooktown		Agent	92 Charlotte St
Hope Vale		Agent	33 - 36 Muni St
Wujal Wujal		Agent	111 Hartwig St

Laundry Services

Orange Sky  **orangeskylaundry.com.au - 07 3062 4811**

Free clothes washing and drying services from their mobile van

Mon - Fri 1-2pm	My Pathways	2 Pucheewee St, Lockhart River, QLD, 4892
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Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service **atsils.org.au - 07 4069 3970**

Free legal services provided in Criminal Law (Family and Civil Law via Thursday Island Office)
Mango Flat, Lot 11 Wasu St, Bamaga (Satellite Office of Thursday Island Office)

North Queensland Women's Legal Service **nqwls.com.au - 1800 244 504**

Free and confidential legal advice and referrals for women provided by a female lawyer. Face to face or Skype appointments are available in the following locations by calling the local contact.

Mossman 4th Wed 07 4098 2005	Port Douglas 4th Wed 07 4099 5518	Cooktown (Skype) 07 4069 6098
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Health

Queensland Health: Torres and Cape Hospital and Health Service **07 4082 3600** **health.qld.gov.au/torres-cape**

Public Hospitals

 Needle & syringe program ✎ Alcohol & Other Drugs Service (AODS) ✚

Bamaga Hospital ✎ ✚ **07 4069 3166**

82 Suguakaz St, Bamaga QLD 4876

Community Health Centres

Opening hours are Mon-Fri 8am-5pm unless stated. Needle and syringe program access ✎

Aurukun Health Service ✚ 🦷 **07 4060 6700**

Kang Kang Rd, Aurukun

Daily 8:30am-5pm

Bamaga Primary Healthcare Centre **07 4069 3200**

175 Adidi St, Bamaga

Coen Primary Health Care Centre 🦷 **07 4083 5900**

2 Armbrust St, Coen

Cooktown Multi-Purpose Health Service ✎ 🦷 **07 4043 0100**

48 Hope St, Cooktown

Emergency 24/7

Hope Vale Primary Health Care Centre 🦷 **07 4083 8100**

Aerodrome Rd, Hope Vale

Emergency 24/7

Kowanyama Primary Health Care Centre ✚ 🦷 **07 4083 7600**

Carrington St, Kowanyama

Daily 8:30am-5pm

Laura Primary Health Care Centre **07 4060 3320**

1 Gladwell St, Laura

Emergency 24/7

Lockhart River Primary Health Care Centre ✎ ✚ 🦷 **07 4060 7155**

2 Paytam St, Lockhart River

Emergency 24/7

Mapoon Primary Health Care Centre ✚ **07 4082 9400**

Red Beach Rd, Mapoon

Mon-Fri 8am-4:30pm / Emergency 24/7

Malakoola (Napranum) Primary Health Care Centre ✎ ✚ 🦷 **07 4082 3500**

Munding Rd, Napranum

New Mapoon Primary Health Care Centre **07 4069 3454**

Lot 43 Langie-Drah, New Mapoon

Mon-Fri, 8:30am-5pm

Porpuraaw Primary Health Care Centre 🦷 **07 4060 4800**

8 Korka St, Porpuraaw

Daily 8:30am-5pm / Emergency 24/7

Seisia Primary Health Care Centre **07 4069 3271**

Lot 100 Mugai St, Seisia

Mon-Fri 8:30am-5pm

Umagico Primary Health Care Centre **07 4069 3306**

Charlie St, Umagico

Weipa Integrated Health Service ✎ 🦷 **07 4082 3900**

Lot 407 John Evans Dr, Weipa

Emergency 24/7

Wujal Wujal Primary Health Centre 🦷 **07 4083 9000**

100 Douglas St, Wujal Wujal

Emergency 24/7

Apunipima Cape York Health Council Aboriginal Corporation

Bulk billed women's health services including health checks, breast screens, pap smears and reproductive sexual health. Offers maternal and child health services including midwifery support, pregnancy advice, child health checks and immunisations.

- Atharpuch Family Centre (Kowanyama) Chellikee St, Kowanyama 07 4037 7340
- Aurukun Health Care Centre Kang Kang Rd, Aurukun 07 4037 7301
- Charkil Om Primary Health Care Centre 412 Moun-ding Rd, Napranum 07 4037 7390
- Coen Health Care Centre 38 Regent St, Coen 07 4037 7310
- Mapoon Office Redbeach Rd, Mapoon 07 4037 7370

Dental Services

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Families who are eligible for the Child Dental Benefits Schedule will be bulk-billed to Medicare for children aged 0-17 years. This does not include orthodontics or cosmetic dental work.

Aurukun Dental Clinic	07 4060 6133
Coen Dental Clinic	07 4060 1166
Cooktown Dental Clinic	07 4043 0173
Hopevale Dental Clinic	07 4060 9171
Kowanyama Dental Clinic	07 4060 5133
Lockhart River Dental Clinic	07 4060 7155
Napranum Dental Clinic	07 4082 3536
Pormpuraaw Dental Clinic	07 4060 4233
Weipa Dental Clinic	07 4082 3718
Wujal Wujal Dental Clinic	07 4060 8239

Mental Health

See p16 for state-wide services


Centacare North Queensland centacarenq.org.au/centres/normanton/ - **1300 672 273**

Provides relationship counselling and support.

26 Dutton Street, Normanton

(Outreach from Mount Isa)

Public Libraries

Regional library unless marked as an Indigenous Knowledge Centre (IKC) - which deliver a wide range of information services to regional and remote communities. Free Wi-Fi marked 

- Aurukun (Wik Mungkan IKC)
- Bamaga IKC
- Bloomfield Library
- Cooktown Library
- Hibberd Library 
- Hope Vale (Jack Bambie Memorial Centre) (IKC)
- Kuranda Library 
- Lockhart River IKC
- Napranum (Mary Ann Coconut Library) IKC
- New Mapoon IKC
- Mossman Library 
- Port Douglas Library 
- Pormpuraaw (Thaayorre-Munkan Library) IKC
- Seisia IKC
- Umagico IKC
- Wujal Wujal (Binal Mungka Bayen) IKC

Public Toilets

Find public toilets, opening times and amenities available at toiletmap.gov.au. Visit the site, type in your address on the search page to see closest toilets near you.

CAIRNS REGION

Support Centres

See p9 for information about these helpful hubs

Anglicare Youth Support Program (YSP)

anglicarenq.org.au/youth/ - 07 4080 5800

Free support for youth aged 12-18 years. Includes mentoring, case management and out of home care for youths at risk of self-harming, homelessness and substance misuse.

149 Bunda St, Cairns

Mon-Fri 8:30am-5pm

Cairns Homelessness Hub (The Hub)

anglicarenq.org.au - 07 4046 8050

A support centre that provides access to information, advocacy referrals to housing and accommodation options and assistance to resolve crisis.

149 - 153 Bunda St, Cairns

Mon-Fri 9am-5pm (Closes at 1pm Wed)

Homelessness Early Intervention Service Cairns

07 4040 6150

Early intervention services assist people who are identified as being at risk of becoming homeless to maintain their independent accommodation. It is an outreach service and will visit clients.

197 Draper St, Cairns

Mon-Fri 8am - 4pm

Innisfail Youth & Family Care Inc

innisfailyouthfamilycare.org - 07 4061 2778

Various programs including crisis housing for victims of domestic violence; youth shelter housing for those aged 12-21; short-term (12 weeks) crisis accommodation for homeless families of up to four people; subsidised transitional housing for low income earners; emergency relief (food vouchers); long-term Community Housing, domestic violence support services including court support, information, and assistance with applications for orders.

The Innisfail Youth Recreation Centre has support and recreational activities for young people aged 12-17 years, and a structured school holiday program. All activities are free of charge.

16 Danelle St, Goondi Hill 4860

Tully Support Centre (TSC)

tullysupportcentre.com.au - 07 4068 1004

Emergency relief (non-perishable food items), information & referral, counselling, domestic violence counselling & support, youth centre, and Centrelink Agent.

54 Bryant St, Tully

Mon-Thu 9am-1pm & 2pm-4pm (Wed until 6pm)

Women's Centre FNQ

wirc.org.au - 07 4051 9366

Various free services for women who are homeless or experiencing domestic violence - Young Parent Program (under 25 years), Family Support Program, and Safer at Home Program.

182 Gatton St, Manunda

15 Beatrice St, Atherton (07 4091 5100)

Youth Link

07 4031 6179

Free programs and services for young people aged 12-24 years, including a youth specialist homelessness service with supported accommodation and housing information, young parent and youth wellbeing program for ages up to 18 years.

Emergency relief includes food parcels, medical, hygiene and baby resources.

The drop-in centre includes showers, laundry, kitchen, internet, clothes and other donated goods. A Centrelink outreach service is available every Tuesday at 10am.

305 Severin St, Cairns

Mon-Fri (closed Wed) 8.30am-4.30pm

Sanitary Products

Share The Dignity - PinkBox

sharethedignity.com.au

#Pinkbox Vending Machines dispense a FREE pack of 6 tampons and 2 pads: view on Google Maps

Womens Centre Cairns	182 Gatton St, Cairns City
Youth Empowered Towards Independence	3 Winkworth St. Bungalow
Ravenshoe Community Centre	3 Bolton Street

Emergency Accommodation

See p10 for state-wide services

Cairns Supported Accommodation Services

07 4031 4432

Salvation Army Crisis Care Services (previously Centennial Lodge) provides temporary crisis accommodation for single men, women and mothers with children. Rent charged based on income. Breakfast and dinner provided. Women's meeting Fri 10am.

281 - 289 Sheridan St, Cairns North 4870

Kuiyam Hostel (Aboriginal Hostels Limited)

07 3151 8790

Short term accommodation with meals for Aboriginal and Torres Strait Islanders. A safe, homely environment for a reasonable charge. Most staff are Aboriginal or Torres Strait Islander people.

162 Grafton St, Cairns

Quigley St Night Shelter

07 4046 8092

Provides safe crisis emergency accommodation with an evening meal and breakfast in a dormitory environment. They offer personal hygiene facilities, shower and laundry, a medical sick bay, and a Case-Worker on week days to help develop plans to get back into sustainable housing.

- Oz Care provide nurses Mon and Fri at 2:30pm for wounds, blood pressure and sugar levels.
- Centrelink visits to assist clients with payment issues on Mon, Tue and Thu.
- Wuchopperen provide drug & alcohol counselling Mon.
- Omega Health & O'Brien Medical Services attend Thu, with pathology follow-up Fri.
- Mental Health Nurse provides counselling Thu.

6 – 8 Quigley St, Cairns

Over 18 years only. Closed until 3pm Wed.

St Margaret's Young Women's Shelter

anglicarenq.org.au - 07 4033 2678

Immediate, safe, crisis accommodation for women aged 16 to 25 years. 24/7 support service with the view to house young women into stable accommodation when exiting St Margaret's House. Self referral is accepted along with agency referrals. No time limit for stay - instead driven by duration of need.

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - 1800 846 643

Offers different programs depending on your circumstances, all of which provide safe, secure and affordable accommodation to assist you in breaking the homelessness cycle with a goal to secure long term, independent and sustainable housing solutions. 07 3010 1000

Cairns offers Crisis Housing solutions to meet immediate needs.

Tableland Women's Centre Inc.

Free service that helps women gain safe and independent permanent housing. Emergency and immediate accommodation and court support is available for women and children escaping domestic violence. Drop in Mon-Fri 9am-1pm, no appointment necessary. Phone support is available 1pm – 4.30pm.

15 Beatrice St, Atherton 4883

07 4091 5100

Women's Centre FNQ

wirc.org.au - 07 4051 9366

A free service for women who are homeless or experiencing domestic violence and require assistance with housing options, financial assistance and emotional & practical support.

182 Gatton St, Manunda

15 Beatrice St, Atherton (07 4091 5100)

Yarrabah Women's Shelter

07 4056 9044

Provides crisis accommodation and support for women and children escaping domestic violence.

Non-Emergency Accommodation

Cairns HomeStay Support Service

anglicarenq.org.au - 07 4046 8050

If you are at risk of homelessness, HomeStay works to keep you housed. Support is available for up to 6 months, with budgeting and financial management advice, information on tenancy rights and responsibilities, and support in establishing household routines. HomeStay will advocate and refer you to appropriate community services for continued support.

Douglas House

missionaustralia.com.au - 07 4048 7500

For chronically long-term homeless over 18 years with complex needs, providing hostel-style bedroom accommodation for singles and couples (no children), as well as social and economic skills needed to move from homelessness into sustainable independent housing. Referral required.

198 Grafton St, Cairns

Mon-Fri 9am-5pm (Staff onsite 24/7)

Going Places St to Home Homeless Program

missionaustralia.com.au - 07 4037 2800

A homeless outreach project supporting people who are sleeping rough or experiencing chronic homelessness to move in to stable, long-term housing by achieving long-term lifestyle changes.

38 Sturt St, Bungalow 4870

Mon-Fri 8.30am-4.30pm

Housing Service Centre

William McCormack Place. Mon-Fri 8:30am-4:30pm, Wednesday opens at 9:30am.

Ground Floor 5B, Sheridan St, Cairns

07 4036 5460 or 1800 623 208

Woree Supportive Housing Accommodation

missionaustralia.com.au - 07 4036 7100

Supported housing with individualised case management. Referral required, with priority for Douglas House transfers.

696 Bruce Highway, Woree 4868

Mon-Fri 9am-5pm (Staff onsite 24/7)

Social Housing / Non-Profit Housing

See p11 on how to apply for these schemes

Cairns Queensland Government Service Centre

1800 623 208 (toll free within area)

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

William McCormack Place, 3/5B Sheridan St

07 4036 5460

Access Community Housing Company (ACHC)

achc.org.au - 07 4031 6702

Provides secure, affordable housing via Community Rent Scheme (CRS), Community Managed Housing Studio Units (CMSU) and Long term community (social) housing programs to those on the Department of Housing and Public Works (DHPW) register of need.

5 Anderson St, Manunda 48970

Mon-Fri 9am-5pm

SHAC (Shelter Housing Action Cairns)

shac.org.au - 07 4080 7400

A community based organisation that offers information, referrals and support to families in regards to housing and accommodation. Requires agency referral.

3 Brisbane St, Parramatta Park 4780

Mon-Fri 9am-5pm

Budgeting Problems

See p19 for state-wide information about finance and money

The Salvation Army Moneycare Financial Counselling

07 4041 7229

Financial counsellors will assess your financial situation, and provide you with helpful and practical information that's relevant to you, and work with you to develop a plan.

They may be able to assist if you are:

- having difficulty paying debts or fines,
- dealing with car or house repossession,
- being harassed by creditors or debt collectors,
- worried about being evicted from your home,
- facing legal action regarding your debts,
- struggling to live on a low income.

64 Hoare St, Manunda

Food and Welfare / Emergency Relief

See p9 for information

Salvation Army

salvationarmy.org.au/cairns/ - **07 4051 2454**

Can provide emergency relief assistance with material needs or financial assistance. Call Mon-Fri on 1300 371 288 from 9am-5pm for Salvos Connect assessment.

72 Hoare St (Cnr Clarke St), Manunda 4870

Tue & Thu 9:30am-11:30am

St Vincent De Paul

Provide a range of financial support services, vouchers for food and goods, special loan schemes and financial literacy programs. Call Mon-Fri 9am-12pm.

07 4033 8333

Anglicare Food Bank

Food assistance. St John's Church Hall, 179 Lake St, Cairns

Mon-Fri, 10am-4pm

Suspended Coffees

Ask if there is a "suspended coffee" to get a free cup of coffee (if available). Based on the Italian tradition where someone buys a cup of coffee for themselves, and pre-pays for someone who can't afford it. Information from [Suspended Coffee & Socially Just Cafes Brisbane and Queensland](#). Their list is regularly updated and available via a pinned post at the top of their page.

- The Coffee Can Café (7 days, 9am-5pm) 28 Michaelangelo Dr, Redlynch
- Coffee Can Mobile Coffee Van (4 days, 9am-5pm) facebook.com/Mycoffeecan/ 0434 906 171

Vans

Rosies

rosies.org.au/cairns - rosies.org.au/mareeba/ - **07 3396 4267**

Absolutely ANYONE is welcome into our safe, welcome space provided they treat others and the space with respect. We share a chat, hot and cold drinks, snack foods, hygiene products & blankets.

- Draper St, near the Cairns Regional Council Thu Fri Sat Sun 7pm-8:30pm
- Mareeba Magistrates Court, 14 Hort St Mon 8:30am-12:30pm
- Arnold Park, Mareeba Fri 6:30-8:30pm

Orange Sky - Laundry

orangeskylaundry.com.au - **07 3062 4811**

Free clothes washing and drying services from their mobile van

Mon & Sat 12:30-3:30pm	Cairns Villa's and Leisure Park	28 Pease St, Manoora
Tue 9am-12pm	Anglicare	179 Lake St, Cairns City
Thu 10:30am-1:30pm	Uniting Care	7-27 McLachlan St,
Fri 9:30am-12:30pm	Heartfelt	1 Gribble St, Yarrabah
Sat 10am-1pm	Cairns Villa's and Leisure Park	98 Birch St, Manunda

NATIONAL IMMUNISATION HOTLINE

1800 671 811

Immunisation is a simple, safe and effective - and it's free for children, Aboriginal and Torres Strait Islander peoples and other people at risk.

Find out how immunisation helps you, your family, and everyone in the community, by reducing the spread of preventable diseases.

HEALTH

See p12 for important state-wide information

Public Hospitals Needle & syringe program ↘ Alcohol & Other Drugs Service (AODS) +

Cairns Hospital ↘ + 🦷	07 4226 0000
165 The Esp Cairns	
Atherton Hospital ↘	07 4091 0211
Cnr Jack and Louise Sts, Atherton	
Babinda Hospital ↘	07 4067 8200
128 Munro St, Babinda	
Chillagoe Primary Health Centre ↘	07 4094 7500
21 Hospital Ave, Chillagoe	
Croydon Primary Health Centre 🦷	07 4748 7000
Sircom St, Croydon	
Cow Bay Primary Health Centre	07 4098 9296
69 Tea Tree Rd, Diwan	
Dimbulah Primary Health Centre	07 4094 5000
1-5 Stephens St, Dimbulah	GP Tue & Thu 8am-3pm / Emergency
Forsyth Primary Health Centre	07 4062 5372
Fourth St, Forsyth	Outpatient 9am-12pm, 2-4pm / Emergency
Georgetown Primary Health Centre 🦷	07 4062 1266
High St, Georgetown	Outpatient Mon-Fri 9am-12pm, 2-4pm Sat-Sun 10am-12pm / Emergency 24/7
Gordonvale Memorial Hospital	07 4043 3100
1 - 11 Highleigh Rd, Gordonvale	Needle access program, Palliative care
Gurriny Yealamucka Primary Health Care Centre (Yarrabah)	07 4226 4100
1 Bukki Rd., Yarrabah (Emergency now separate - see Yarrabah below)	GP 8am-5pm
Herberton Hospital ↘	07 4096 1000
23 Grace St, Herberton	Women's Health, Aged care, Respite, Palliative care
Innisfail Hospital ↘ + 🦷	07 4016 1411
87 Rankin St, Innisfail	Emergency 24/7
Malanda Primary Health Centre	07 4096 5339
3/15 Catherine St, Malanda	Outpatient Mon-Fri 8am-4:30pm / Emergency
Mareeba Hospital ↘ 🦷	07 4092 9333
21 Lloyd St, Mareeba	
Millaa Millaa Primary Health Centre	07 4097 2223
45 Palm Ave, Millaa Millaa	
Mossman Multi Purpose Health Service ↘ 🦷	07 4084 1200
9 Hospital St, Mossman	Emergency
Mount Garnet Primary Health Centre	07 4097 9101 or 07 4097 4800
Cnr Jack and Louise Sts, Atherton	Emergency
Ravenshoe Primary Health Care Centre ↘	07 4097 6223
17 Kuradilla St, Ravenshoe	Indigenous Health Mon-Fri 8am-4:30pm
Tully Hospital + Tully Community Health Centre ↘ 🦷	07 4068 4144
17 Bryant St, Tully	Clinics (by appointment) Mon-Fri 8am-4:30pm / Emergency
Yarrabah 24/7 Emergency Department ↘ 🦷	07 4226 4200
1 Bukki Rd., Yarrabah	Emergency 24/7

Community Health Centres

Opening hours are Mon-Fri 8am-5pm unless stated. Needle and syringe program access ↘

Atherton Primary Health Care Centre 🦷 🦷 **07 4091 0263**
8 Louise St, Atherton Child and family health, Immunisation, mental health Mon-Fri 8:30am-5pm

Cairns North Community Health **07 4226 4550**
381 Sheridan St, Cairns Indigenous Health, Diabetes, Child and family health, Immunisation

Edmonton Community Health Centre 🦷 **07 4226 4900**
10-12 Robert Rd, Centenary Park 8am-4:30pm Child and family health, mental health

Innisfail Community Health Centre **07 4016 1444 (option 6)**
87 Rankin St, Innisfail 8am-4:30pm Indigenous Health, Child and family health

Jumbun Community Health Care Centre **07 4066 1409**
Murray Upper Rd, Jumbun Wed 10am-2pm (other days by appt) Indigenous, child & family health

Mission Beach Community Health Centre **07 4068 9722**
26 Wongaling Beach Rd, Mission Beach Mon-Wed 8am-4:30pm Indigenous, child & family health

Smithfield Community Health Centre 🦷 **07 4226 4800**
16 Danbulan St, Smithfield 8am-4:30pm Child & family health, immunisation, mental health

Mental Health

See p16 for state-wide services

Centacare Cairns **centacarefnq.org - 07 4044 0130 - 22-34 Aplin St, Cairns**
Individual, child, couple and adolescent counselling. Government funding keep fees low, or allow for some sessions to be free (eg: children and family support). Call for an appointment.

Headspace Cairns **headspace.org.au - 07 4041 3780**
A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.
Level 2, 42 Grafton St, Cairns Mon-Wed 8:30am-5pm, Thu 8:30am-7:30pm, Fri 8:30am-5pm

Personal Helpers and Mentors Service (PHaMs) **07 4052 9000**
PHaMs provides practical assistance for people aged 16 years and over whose lives are severely affected by mental illness. PHaMs helps people overcome social isolation and increase connections with their community. As the NDIS is rolled out across Australia, PHaMs will be progressively phased out. Service run by Aftercare. 208 McLeod St, Cairns

Relationships Australia **relationships.org.au - 1300 364 277**
Individual and relationship counselling, family support services and victims of crime counselling. Some costs are involved. Appointment required.
125 Grafton St Mon-Thu 8:30-4:30 (Wed & Thu til 6:30) Fri 8-3

Take 2 **07 4036 9050**
An early intervention service focused on the needs of kids and teens who are at risk of or experiencing mental health issues. Offers short-term assistance, information and referral, community outreach, home visits and long-term early intervention (6 -12 months) for participants requiring intensive support. 208 McLeod St, Cairns

UnitingCare Community **unitingcareqld.com.au - 1300 096 203 - 188 Aumuller St, Bungalow**
Free one-off or long term counselling service by appointment. Support for issues such as mental health, abuse, domestic violence, grief and more. Call Mon-Fri 8:45am-4:30pm for appointment

Second Bite - secondbite.org/food-finder/

Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

Other Health Services

Department of Veterans' Affairs

Range of health care and support services for eligible veterans and dependants. Includes general practitioner, specialist services, dental, hearing aids and more.

Centrelink Building, 104 Grafton St, Cairns QLD 4870

07 4048 8930

Leukaemia Foundation Cairns

Free support services for patients and families affected by blood cancers such as Leukaemia, Myeloma and Lymphoma. Mon-Fri from 9am to 5pm.

34 Buchan St, Portsmith QLD 4870

Ph: 07 4041 1644

TRUE Relationship & Reproductive Health

true.org.au - 07 4051 3788

Ground Floor, Solander Centre, 182 Grafton St, Cairns - Mon-Fri 8:30am-5pm

Expert reproductive and sexual health services - see full info p16

Child and Youth Services

See p15 for state-wide services

Cairns Child Safety Service Centre

07 4255 7200 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers. They can help you prevent abuse from happening, and are there to help those who have been harmed.

107 Lake St, Cairns

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care. 4/202 Scott St, Bungalow

Dental Services (Oral Health)

1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Atherton, Cairns, Croydon, Edmonton, Georgetown, Innisfail, Mareeba, Mossman, Smithfield, Tully and Yarrabah (see p33/34).

Indigenous Health Services

Mulungu Aboriginal Primary Health Care Service

mulungu.com.au -

Culturally appropriate health care and social support for all ages of Aboriginal and Torres Strait Islanders. 95% of staff identify as Aboriginal & Torres Strait Islander.

- 164 Walsh St, Mareeba Mon-Thu 8am-12pm & 1pm-5pm, Fri 8am-12pm - 07 4086 9200
- 22c Evens St, Atherton Mon-Thu 8am-12pm & 1pm-5pm, Fri 8am-12pm - 07 4091 8400

Mamu Health Service Limited

mamuhsl.org.au - 1800 765 966

Culturally appropriate, bulk-billed primary health care for Aboriginal people. Clinical care is provided to clients with urgent medical problems as a priority. Contact clinic for an appointment.

- 10 Ernest St, Innisfail Mon-Fri 8:30am-5pm - 07 4061 5100
- 8 Watkins St, Tully Mon-Fri 8:30am-5pm - 07 4068 0000
- 91 Munro St, Babinda QLD 4861 Mon-Fri 8:30am-5pm - 07 4067 1366
- 41 Grigg St, Ravenshoe Mon-Fri 8:30am-5pm - 07 40435200

Apunipima Cape York Health Council Aboriginal Corporation

Bulk billed women's health services including health checks, breast screens, pap smears and reproductive sexual health. Offers maternal and child health services including midwifery support, pregnancy advice, child health checks and immunisations.

- Apunipima Cape York Health Council 186 McCoombe St, Bungalow 07 4037 7100
- Mossman Gorge Primary Health Care Centre 4 Kankarr St, Mossman Gorge 07 4037 7380

Centrelink 136 240 / Medicare 132 011**humanservices.gov.au**

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare).

Cairns Earville		Centrelink Customer Service Centre	480 Mulgrave Rd, Earville
Cairns Jobseekers	C	Centrelink Customer Service Centre	23 Aplin St, Cairns
Seniors & Carers Cairns	M	Centrelink Customer Service Centre	104 Grafton St, Cairns
Atherton	C M	Centrelink Customer Service Centre	3 Cook St, Atherton
Babinda		Agent	51 Munro St, Babinda
Gordonvale		Access Point	72-74 Gordon St, Gordonvale
Kuranda		Agent	Shop 2/40 Coondoo St, Kuranda
Malanda		Access Point	27 English St, Malanda
Mareeba	C	Centrelink Customer Service Centre	228 Byrnes St, Mareeba
Smithfield (Shopfront)		Centrelink Customer Service Centre	Shops 77 / 77a, Smithfield Shopping Centre, Cnr Kennedy and Cook Highways, Smithfield
Yarrabah	C	Remote Service Centre	Shop 4, 5 & 6, Yarrabah Community Shopping Centre, Yarrabah
Yarrabah Back Beach		Agent	207 Back Beach Rd, Yarrabah

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service **atsils.org.au - 07 4046 6400**

Free (means tested) legal services provided in criminal, civil and family law matters
78 Spence St, Cairns

Cairns Community Legal Centre Inc **cclc.org.au - 07 4031 7688 or 1800 062 608**

Free legal service providing legal advice, information and referrals for members of the community experiencing disadvantage. Areas of law include family, guardianship, criminal, discrimination, elder abuse, consumer law, traffic and other matters. Outreach locations include Mareeba, Atherton, Innisfail. Also provide specialist services including disability discrimination, seniors legal & support, and mental health. Phone lines open Mon-Fri 9am-4pm.

2nd Floor, Main Street Arcade, 82 Grafton St, Cairns

Mon-Thu 9am-4pm Fri 9am-12pm

Legal Aid Queensland **legalaid.qld.gov.au - 07 4252 6800 or 1300 65 11 88**

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

Level 2, Cairns Square Complex, 42-52 Abbott St, Cairns

Mon-Fri 9am-5pm

North Queensland Women's Legal Service **nqwls.com.au - 1800 244 504**

Free and confidential legal advice and referrals for women provided by a female lawyer. NQWLS can provide information and referrals in all areas of law, including family/domestic violence, family law (parenting and property), defacto matters (parenting and property), discrimination, sexual assault, child protection, and Victim Assist. Face to face meetings by appointment 4033 5825.

Suite 4, Level 1, 88 Abbott St, Cairns

Free legal advice by telephone Mon-Thu 9am-1pm

Atherton 1st Wed - 07 4091 5100

Mareeba 2nd Wed - 07 4092 1948

Innisfail 3rd Wed - 07 4043 8400

Kuranda (Skype) - 07 4093 8933

Employment

See p22 for state-wide services

STEPS Employment Solutions

stepsemploymentsolutions.com.au - 07 4034 5400

Specialised employment services for people experiencing injury, illness or a disability that are affecting your ability to find and maintain employment. To be eligible you need an assessment through Centrelink or be receiving a disability support pension. Phone to make an appointment.
210 Ross River Rd, Aitkenvale
Mon-Fri 9am-5pm

WorkPac

workpac.com - 07 4052 2222

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.
Suite 1, Chapman Court, 27 Lake St, Cairns

Addiction Services: Drugs, Alcohol & Gambling

See p14 for state-wide services

Alcoholics Anonymous

07 4051 2872

Phone support is available 10am-10pm daily 1300 22 22 22. Call the Central Service Office for information about meetings and literature.
129 Mulgrave Rd, Cairns

Alcohol Diversion Program (ADP)

07 4226 3600

Free and confidential service for anyone seeking help with Alcohol issues. Call or walk-in.
343 Fearnley St, Cairns
8am-4:30pm

Alcohol Tobacco and Other Drugs (ATODS)

health.qld.gov.au - 07 4226 3900

Free and confidential counselling and psychology services to anyone seeking help with alcohol and other drugs - including withdrawal (support also for families affected by drug and alcohol addiction). Mon-Fri, 8am-4:30pm

Opioid replacement (methadone/buprenorphine and naloxone) Mon-Fri 8-4:30 (Thurs til noon).

8 Aplin St, Cairns QLD 4870

QUIHN Cairns Region (Queensland Injectors Health Network)

quihn.org - 07 4032 1463

Free counselling and support to those who wish to address their drug use and any co-occurring mental health concerns (significant others / carers can also access support)..

Drop-in Mon 10am-4pm allows you to come in from the heat, have a chat, obtain a referral to other health and human services, have a coffee or a cold drink, something to eat, use the phone or internet, read the paper or a magazine and access the many information resources.

60 Pease St, Manoora Cairns

Mon-Fri 9am-7pm

Lives Lived Well - Shanty Creek

liveslivedwell.org.au - 07 4220 9881 - 0408 936 813

Alcohol and drug residential rehabilitation centre in Mareeba for Aboriginal and Torres Strait Islander people aged 18 years and over. Help create a life of wellbeing - costs are deducted from your Centrelink Benefits. Meals are provided. Not a detox facility. 294 Shanty Creek Rd, Mareeba
139 Sheridan St, Cairns (office - you're free to drop in to chat)

Phone counselling is available to anyone Mon-Fri 9am-5pm on 1300 727 957.

UnitingCare Cairns

unitingcareqld.com.au - 07 4050 4988

Free gambling support for individuals and their families.

188 Aumuller St, Bungalow

Mon-Fri 8:30am-4:30pm



Access the latest version of The Handy Guide as an interactive PDF at any time. Use this QR code to visit the Handy Guide online to read or print



Sexual Assault / Domestic Violence Support

See p13 for state-wide services

TRUE Child & Family Service

true.org.au - 07 4281 6893

216 Draper St, Parramatta Park - Mon-Fri 9am-5pm

Therapeutic and education services specialising in sexual assault, sexual abuse, and sexually reactive behaviour. Counselling is free, confidential and always at the child's pace.

Women's Centre FNQ


wirc.org.au - 07 4051 9366

A free service for women who are homeless or experiencing domestic violence and require assistance with housing options, financial assistance and emotional & practical support.

- 182 Gatton St, Manunda
- 15 Beatrice St, Atherton (07 4091 5100)

FACILITIES

Public Libraries

Regional library unless marked as an Indigenous Knowledge Centre (IKC) - which deliver a wide range of information services to regional and remote communities.  = free wifi.

- Cairns City  151 Abbott St, Cairns 07 4044 3720 M-F 9-6 S&S 9-12
- Babinda  24 Munro St, Babinda 07 4067 8400 M-F 9-5 Sat 9-12
- Chillagoe. The Hub, 21-23 Queen St, Chillagoe 07 4086 4622 Tue 1:30-5, W 9-12
- Earlville  Shop 128 Stockland, Earlville 07 4044 3766 M-F 9-5:30 Sat 9-12
- Edmonton  175 Bruce Highway, Edmonton 07 40443735 M-F 9:30-5:30 Sat 9-12
- Gordonvale  88 Norman St, Gordonvale 07 40443778 M-F 9-6 Sat 9-12
- Kuranda  18-22 Arara St, Kuranda 07 4093 9185 M-F 10-5 Sat 9-12
- Manunda  Raintrees, Manunda 07 4044 3779 M-F 9-5:30 Sat 9-12
- Mareeba  221 Byrnes St, Mareeba 07 4086 4622 M-F 10-5 Sat 9-12
- Smithfield  Cheviot St, Smithfield 07 4044 3711 M-F 9-6 Sat 9-12
- Stratford  11 Kamerunga Rd, Stratford 07 4044 3733 M-F 9-6 Sat 9-12
- Yarrabah Knowledge Centre (IKC) Lot 207 Noble Dr, Yarrabah 0438 319 095 M-F 8-5

Wi-Fi

Free Cairns Community WiFi

More than 100 free community WiFi access points are available at Telstra Air public payphones in popular locations across Cairns, south to Babinda and north to Palm Cove. You can access up to 250Mb of free WiFi per location, per device, per day thanks to Cairns Regional Council & Telstra.

Public Toilets

Find public toilets, opening times and amenities available at toiletmap.gov.au. Visit the site, type in your address on the search page to see closest toilets near you.

If you are experiencing violence, ring

DVCONNECT WOMENSLINE

1800 811 811

If you are in danger right now,
call the Police or Ambulance on 000

TOWNSVILLE REGION

Support Centres

See p9 for information about these helpful hubs

Centacare North Queensland centacarenq.org.au/centres/townsville/ - 1300 672 273

Provides counselling, education and support services in many areas, including relationships, pregnancy, child protection, gambling addiction, mental health, and domestic & family violence.

410 Ross River Road, Cranbrook

Mon-Fri 9am-5pm

Hinchinbrook Community Support Centre hcsc.org.au - 07 4776 1822

For women & children escaping family or domestic violence. Services include

Supported Accommodation (SHS)	Emergency Relief	Domestic Violence Support
Youth Services	Women's Refuge	Community Support Service
71 Townsville Rd, Ingham QLD 4850	Community Housing	Non-urgent medical transport

Mon-Fri 9am-4pm, except Wed 11am-4pm

NQDVRs (North QLD Domestic Violence Resource Service) nqdvr.org.au - (07) 4721 2888

Work with women and children to stay safely in their own homes by providing crisis intervention, face to face assistance and group programs for victims and perpetrators of domestic and family violence. Also assisting those needing assistance with preparing protection order applications

Mezanine Floor, Metway Arcade, Flinders Mall, 390 Flinders St, Townsville

Mon-Fri 9am-5pm

The Townsville Drop In Centre [07 4772 2339](http://0747722339)

Support for men and women over 18. Free breakfast 8:30, gold coin lunch 12:30, free laundry, and broadband internet. Centrelink Mon & Wed, Nurse every day except Tue. Doctor Wed morning. Can assist with finding accommodation and giving referrals to various community services.

46-48 Morehead St, South Townsville

Mon-Fri 8am-2pm

Townsville Riverway Recovery Mission salvationarmy.org.au/northqld/

Community Cafe - morning tea free of charge. Clothing available for \$2. Mon Tue 9:30am-12:30pm

Can provide emergency relief assistance with material needs or financial assistance. Call Mon-Fri on 1300 371 288 from 9am-5pm for Salvos Connect assessment. 49-61 North Beck Dr, Condon

Townsville Youth Housing & Reintegration Service - qys.org.au - 07 4723 4172 or 4723 4213

Assessment, referrals and assistance for young people aged 12-21 years who are either exiting from child protection orders, in inadequate housing, or are homeless.

1/54 Keane St, Currajong Qld 4812

Mon-Fri 9am-5pm

The Women's Centre thewomenscentre.org.au - 07 4775 7555

Free specialist homelessness service provides shelter referrals for women over 15 years old and their children. A sexual assault support service is also available including on-going counselling, support groups and referrals to appropriate services. The centre also provides internet and phone access, group activities such as singing and music, yoga and craft, playgroup, senior women, and therapeutic groups. Located near Stockland, with easy access to parking and bus services.

50-52 Patrick St, Aitkenvale QLD 4814

Mon-Fri 9am-4:45pm and Wed 9am-12:30pm

Suspended Coffees

Ask if there is a "suspended coffee" to get a free cup of coffee (if available). Based on the Italian tradition where someone buys a cup of coffee for themselves, and pre-pays for someone who can't afford it. Information from [Suspended Coffee & Socially Just Cafes Brisbane and Queensland](#).

Their list is regularly updated and available via a pinned post at the top of their page.

· Betty Blue & The Lemon tart - 95 Denham St facebook.com/BBTLT/ M-F 7:30-2, SS 7:30-1

Accommodation

See p10 for state-wide services

Homelessness Service Hub

07 4795 2980

The Hub is a single entry point to find housing and support.

296 Ross River Rd, Aitkenvale

Mon-Fri 8:30am-5pm

Family Emergency Accommodation Townsville (FEAT)

Emergency short-term and long-term housing for women and their children. Rent is charged based on the family income. Call or drop-in, no paperwork needed. Mon-Fri, 9am-4:30pm.

9 Carlton St, Kirwan QLD 4817

07 4772 1450

Sharehouse Youth Programs

sharehouse.org.au - 07 4771 5346 - text 0407 699 338

Offers crisis accommodation and support to young singles, couples & families 16-25 years old

296 Ross River Rd

Mon-Fri 9am-5pm

Street To Home (Red Cross)

4753 0600

Provides support to people who are sleeping rough to move into stable, long term housing.

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - 1800 846 643

Offers different programs depending on your circumstances, all of which provide safe, secure and affordable accommodation to assist you in breaking the homelessness cycle with a goal to secure long term, independent and sustainable housing solutions.

Townsville has the Youth Homeless Support mobile team, Transitional Housing (07 3010 1000) to meet immediate needs, and the Cornerstone program (07 4771 4077) for longer-term solutions.

Townsville Housing Service Centre

1800 806 197 (toll free within area)

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

2/143 Walker St, Townsville

07 4724 8500

Flora House (Yumba-Meta Housing)

yumbameta.com.au - 07 4723 5611

Crisis accommodation for women and children escaping domestic violence. Referrals can be made through DV Connect on 1800 811 81, the Women's Centre on 4775 7555 or self-referral

Iona House (Uniting Care)

07 4775 9100 / After Hours 07 4773 6202

Short-term crisis accommodation for young women aged 15-21 in private rooms.

Iris Clay Hostel (Aboriginal Hostels Limited)

07 3151 8720

Short stay, transitional accommodation with meals. 261-269 Sturt St

Maria House, Women's Shelter (OzCare)

07 4729 5300

Provides short-term, confidential accommodation (up to 12 weeks) for homeless women and their children. The program assists with personal counselling, parenting and access to services which provide clients with on-going support to move towards a new life of independence.

53 Mooney St, Gulliver QLD 4812

Sera's Women's Shelter

1800 811 81 or (07) 4721 2888

Short-term crisis accommodation for women and children experiencing domestic violence.

Referrals via DV Connect or the North QLD Domestic Violence Resource Service.

Sanitary Products

Share The Dignity - PinkBox

sharethedignity.com.au

#Pinkbox Vending Machines dispense a FREE pack of 6 tampons and 2 pads: view on Google Maps

The Women's Centre, North Queensland Combined Women's Services Inc

50-52 Patrick St, Aitkenvale

Vans

Orange Sky - 🗑️ **Laundry and** 🚿 **Showers** 💚 orangeskylaundry.com.au - 07 3062 4811

Free clothes washing & drying 🗑️ from their mobile van

Palm Island	Mon 9am-12pm	Butler Bay 🗑️	Butler Bay Rd, Butler Bay, Palm Island
Palm Island	Tue 9am-1pm	Sapper Park 🗑️	Dee St, Palm Island
Palm Island	Wed 9am-1pm	Ferdy's Haven 🗑️	474 Coconut Grove Rd, Wallaby Point
Palm Island	Thu 9am-1pm	PCYC 🗑️	Main St, Palm Island
Palm Island	Fri 9am-1pm	Rodeo Ground 🗑️	Sunset Dr, Palm Island
Deeragun	Wed 9-11am	North Townsville Community Centre 🗑️	52 Palm Dr, Deeragun
Townsville	Tue 9:30-11:30am	Salvation Army 🗑️	49-61 N Beck Dr, Condon
Townsville	Fri 9:30-11:30am	TAIHS 🗑️	14-16 Camp St, Mundingburra
Townsville	Fri 8:30-10:30am	Food Pantry 🗑️	127 Francis St, West End
Townsville	Sat Sun 9-11am	Police Beat 🗑️	54 Stuart St, North Ward

HEALTH

See p12 for important state-wide information

Homeless Health

Homeless Health Outreach Team (HHOT)

1300 64 22 55

Comprehensive assessment, care co-ordination and clinical intervention for homeless persons in the community who are experiencing mental illness and provide access to appropriate support. Cambridge Street Facility, 59 Cambridge St, Vincent

Public Hospitals Needle & syringe program 🗑️ Alcohol & Other Drugs Service (AODS) +

Townsville Hospital 🗑️ +	100 Angus Smith Dr, Douglas - 07 47961111
Kirwan Health Campus 🦷	138 Thuringowa Dr - 07 4433 9000
Bulk billed health services, indigenous, dental, mental health.	Mon-Fri 8am-4:30pm
North Ward Health Campus 🦷	35 - 38 Gregory St - 07 4433 9300
Bulk billed adult and children dental services, ATODS, Sexual health	Mon-Fri 8am-4:30pm
Ayr Hospital 🗑️ 🦷	2 Chippendale St - 07 47830855
Cardwell Community Health Centre 🦷	266 Victoria St - 07 4063 6300
Charters Towers Hospital 🗑️ 🦷	137 - 139 Gill St - 07 47870333
Home Hill Hospital 🗑️	Tenth Ave - 07 47905700
Hughenden Hospital 🗑️ 🦷	Flinders Highway, Hughenden - 07 47411622
Ingham Hospital 🗑️ 🦷	McIlwraith St - 07 47762000
Joyce Palmer Health Service (Palm Island) 🗑️ 🦷	Beach Rd, Palm Island - 07 47525100
Magnetic Island Primary Health Care Service	79 Sooning St, Nelly Bay - 07 4778 5107
Richmond Hospital 🗑️ 🦷	Gallagher Dr - 07 47413233

Dental Services (Oral Health) 🦷

1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Townsville (Kirwan and North Ward), Palm Island, Ayr, Charters Towers, Hughenden, Richmond, Cardwell and Ingham.

Mental Health

See p16 for state-wide services

Headspace Townsville

headspace.org.au - 07 4799 1799

A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

2-14 Sporting Dr, Thuringowa Central, Townsville

Mon-Fri 9am-5pm (Wed til 8pm)

Mental Health Service Group - Townsville Hospital and Health Service

1300 64 22 55

24-hour specialist mental health crisis assistance and support. Timely comprehensive assessment recovery planning, relapse prevention. Call or visit the Accute Care Team (ACT) office at the front of the Acute Mental Health building, or after hours, visit the Emergency Department.

Relationships Australia

relationships.org.au - 1300 364 277

Individual and relationship counselling, family support services and victims of crime counselling. Some costs are involved. Appointment required.

745 Riverdway Dr, Thuringowa Central

Mon-Thu 8:30-5 (Wed til 7:30pm) Fri Sat 8:30-4 Sun 9:30-4

Addiction Services: Drugs, Alcohol & Gambling

See p14 for state-wide services

Alcohol, Tobacco and Other Drugs (ATODS)

07 4433 9600

Provides information, clinical assessment, counselling, treatment and referral for a range of alcohol and other drug related problems, including addiction management, psychological interventions, planned withdrawal from substances under medical supervision. Initial contact is best by phone (Mon-Fri 9:30-11:30am or 1-2:30pm) for a half hour consult.

North Ward Health Campus, 35-43 Gregory St, North Ward

Mon-Fri 8am-4:30pm

Alcoholics Anonymous

07 4771 5411

1 Charters Towers Rd, Townsville

Helpline: 1300 22 22 22

Blue Care Stagpole Street Drug & Alcohol Rehabilitation Unit

bluecare.org.au - 1300 258 322

Provides help at home to the Townsville indigenous community. Fees apply.

7-9 Stagpole Street, West End, Townsville

Centacare North Queensland

1300 672 273

Free, confidential counselling and support for gamblers, their partners, families and friends

410 Ross River Rd, Townsville

Mon-Fri 9am-5pm

Lives Lived Well - Townsville / Charters Towers / Ayr

liveslivedwell.org.au - 1300 727 957

Alcohol and drug counselling services are provided at on-site location in our local offices, with outreach service to Hughenden and Richmond provided via Charters Towers office.

· Park Haven Medical Centre, First Floor, 5 Bayswater Rd, Hyde Park (Townsville)

· 53 MacMillan St, Ayr (Tue only)

· Prospect Community Services, 3 Powell Lane, Charters Towers

Phone counselling is available to anyone Mon-Fri 9am-5pm on 1300 727 957.

QuiHN Townsville (Queensland Injectors Health Network)

quihn.org - 07 4735 8828

At different parks around Townsville every Mon, Wed and Fri offering access to sterile injecting equipment for people who inject drugs, help to safely dispose of used equipment, help understanding how to reduce the risk of infections, injuries and, illness; information and support.

47 Thuringowa Dr, Kirwan

Mon-Fri 9am-5pm (call 0437 789 894 if office unattended)

Vinnies Drug and Alcohol Residential Recovery Service

1800 846 643

Not a detox program. Residential service for males and females over 18 years. A structured program to help you recover from the effects of addiction.

Mon-Fri 8-4

Budgeting Problems

See p19 for state-wide information about finance and money

The Salvation Army Moneycare Financial Counselling

07 4755 4716

Financial counsellors will assess your financial situation, and provide you with helpful and practical information that's relevant to you, and work with you to develop a plan.

They may be able to assist if you are:

- having difficulty paying debts or fines,
- being harassed by creditors or debt collectors,
- facing legal action regarding your debts,
- dealing with car or house repossession,
- worried about being evicted from your home,
- struggling to live on a low income.

49-61 Beck Dr North, Condon

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare).

Townsville Ross River Rd Service Centre	M C	Centrelink Customer Service Centre	307 Ross River Rd, Aitkenvale
Townsville Thuringowa Willows Service Centre	M	Centrelink Customer Service Centre	Cnr Hervey Range Rd & Kern Brothers Dr, Thuringowa
Ayr	M C	Centrelink Customer Service Centre	100 MacMillan St
Bohle		Access Point	Bohlevale Community Centre, 52 Palm Dre, Deeragun
Charters Towers	C	Centrelink Customer Service Centre	31 Hodgkinson St
Giru		Access Point	14 Carey St
Greenvale		Access Point	2 Acacia Dr
Home Hill		Access Point	58 Eighth Ave
Ingham Service Centre	M C	Centrelink Customer Service Centre	48 Herbert St
Palm Island	C	Centrelink Customer Service Centre	Lot 260 Main St
Rollingstone		Access Point	44 Community Cr

Sexual Assault / Domestic Violence Support

See p13 for state-wide services

Centacare North Queensland

centacarenq.org.au - 1300 672 273

Counselling, education and support for relationship issues and domestic and family violence

410 Ross River Rd, Townsville

Mon-Fri 9am-5pm

North Queensland Domestic Violence Resource Service

nqdvrs.org.au - 07 4721 2888

Free support service for adults and children experiencing domestic and family violence. Working with women and children to stay safely in their own homes, or find safe accommodation. No appointment necessary.

1st Floor Metway Arcade, 390 Flinders St, Townsville QLD 4810

Mon-Fri 9am-5pm

Relationships Australia (see listing under Mental Health)

relationships.org.au - 1300 364 277

Child and Youth Services

See p15 for state-wide services

Centacare North Queensland

centacarenq.org.au - 1300 672 273

Intensive support to build a positive and stable environment for families with children up to 18.

410 Ross River Rd, Townsville

Mon-Fri 9am-5pm

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.

111 Charters Towers Rd, Hermit Park

Townsville Child Safety Service Centre

07 4796 6200 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.

Level 2 State Government Building, 187-209 Stanley St, Townsville

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service

atsils.org.au - 07 4722 5111

Free (means tested) legal services provided in criminal, civil and family law matters

Level 2, 143 Walker St, Townsville

Legal Aid Queensland

legalaid.qld.gov.au - 07 4758 5300 or 1300 65 11 88

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

3rd Floor, Northtown, 280 Flinders St, Townsville

Mon-Fri 8:45am-5pm

North Queensland Women's Legal Service

nqwls.com.au - 1800 244 504

Free and confidential legal advice and referrals for women provided by a female lawyer. NQWLS can provide information and referrals in all areas of law, including family/domestic violence, family law (parenting and property), de facto matters (parenting and property), discrimination, sexual assault, child protection, and Victim Assist. Face to face meetings by appointment 4772 5400.

42 Sturt St, Townsville QLD

Free legal advice by telephone Mon-Thu 9am-1pm

Charters Towers 2nd Wed - 07 4787 4797

Cooktown (Skype) - 07 4069 6098

Ingham 3rd Wed - 07 4776 1822

Kuranda (Skype) - 07 4093 8933

Mossman 4th Wed - 07 4098 2005

Mackay (Skype) - 07 4953 1788

Port Douglas 4th Wed - 07 4099 5518

Townsville Community Legal Service

tcls.org.au - 07 4721 5511

Free legal advice on a range of areas including family law, welfare rights, seniors support and civil disputes. They provide information, advice, referral to other appropriate agencies, social work support, and representation (reliant on resources and funding). An appointment is necessary.

Unit 2/181 Sturt St, Townsville

Mon-Fri 9am-1pm and 2pm-5pm

Second Bite - secondbite.org/food-finder/

Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

Indigenous Services Services

Aboriginal & Torres Strait Islander Corporation for the Aged & Disabled Care 07 4725 3642

Provides 24/7 respite services for aged and disabled Aboriginal and Torres Strait Islander people.

Day, overnight & weekend stays. Must be registered with Disability Services QLD. Fees apply.

11 Kent St, Gulliver, Townsville

Mon-Fri 8am-4pm

Public Libraries

 = free wifi

Flinders Street Library

Level 1, Northtown, 280 Flinders Mall Townsville

M-F 9am-5pm Sat 9am-12pm Sun 9am-1pm

07 4727 9666

Aitkenvale

4 Petunia Street, Aitkenvale

M&F 9am-5pm TWT 9am-6pm Sat 9am-3pm

07 4727 8310

Thuringowa Central

86 Thuringowa Drive, Thuringowa Central

M-T 9am-6pm Fri 9am-5pm Sat 9am-3pm

07 4773 8811

Wi-Fi

MiTownsVille Wi-Fi

townsville.qld.gov.au (Search MiTownsville)

Free Super High Speed Broadband Wi-Fi and is intended to be used in a fair and community-minded manner which is considered to be family friendly.

Available around over 15 locations (including The Strand, Riverway and Townsville Stadiums, and Townsville Bulletin Square) and comes with a daily limit of 500 MB (find locations via link above). Simply select "MiTownsville" on your wi-fi enabled device.

Provided by the Townsville Regional Council.

Local Knowledge Hubs

Community Directory

webapps.townsville.qld.gov.au/CommunityDirectory/

Extremely handy lists of services (many listings in this Guide were sourced from this directory) across community, education, and arts - maintained by staff and volunteers at the Community Information Centre Townsville Inc. Includes government services, welfare, health, emergency services and many more important categories.

Employment

See p22 for state-wide services

Community Solutions Group

communitysolutions.org.au - 07 4759 0000

Directly employ apprentices and trainees across all industry sectors; placing them with successful companies (Host Employers) while they learn their selected trade and gain their qualifications.

439 Bayswater Rd, Garbutt

STEPS Employment Solutions

stepsemploymentsolutions.com.au

Specialised employment services for people experiencing injury, illness, disability, or mental health related issues that are affecting your ability to find and maintain employment. To be eligible you need an assessment through Centrelink or be receiving a disability support pension. Phone to make an appointment.

210 Ross River Rd, Aitkenvale - 07 4727 2600

Mon-Fri 9am-5pm

164 MacMillan St, Ayr - 07 4783 4811

Tue-Thu 9am-5pm

WorkPac

workpac.com - 07 4759 4622

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.

Shop 12 36 Kings Rd, Hyde Park

MOUNT ISA / LONGREACH / CENTRAL WEST

Support Centres

See p9 for information about these helpful hubs

Jangawalla Drop In Centre <https://sites.google.com/site/jangawaladropincentreisa/home>

Daily Free hot meal: weekdays 12pm and weekends/public holidays 4pm.

Daily 4:30pm Food parcels (when available) given out.

Mon 10am-12pm Emergency Relief program which can assist with food vouchers, and finance.

Wed 10am-12pm St Vincent de Paul hand out food vouchers (bring current Centrelink Card).

Good Shepherd Parish, 17 Stanley St, Mount Isa 4825

07 4749 8555

Mount Isa Family Support Service & Neighbourhood Centre mifssnc.com - **07 4743 4506**

- Emergency relief - food & fuel vouchers handed out Tue from 9am until vouchers run out

- No-interest loans (NILS) available for application 9am-10.30am Mon-Fri

- SecondBite (rescued bread, fruit & veg that would've been wasted) Mon-Fri (when available)

- Washing machines, showers and lockers (to store your most valued items) available.

- Filling out forms - call first, and ask for Chris

- Referral, support and advocacy. Computers and wifi. Community Garden

72 Marian St, Mount Isa QLD 4825

Mon-Fri 9am-4pm

Accommodation

See p10 for state-wide services

Kabalulumana Hostel (Aboriginal Hostels Limited)

07 3151 8780

Short stay, transitional accommodation with meals. 37-41 Pamela St, Mount Isa

Serenity House Women's Refuge

salvationarmy.org.au - **07 4743 2071**

Crisis housing for women and their children who are homeless or at risk of homelessness.

Mount Isa Housing Service Centre

1800 620 466 (toll free within area)

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

19 West St, Mount Isa - 07 4437 2700

Tenancy and Housing Services

See p18 for state-wide services

Centacare North Queensland

centacarenq.org.au/centres/mount-isa/ - **1300 672 273**

Programs like Short-term Crisis Accommodation and Homestay Housing Services to secure and maintain long-term accommodation to provide a stable home life for singles and families.

5 Miles Street, Mount Isa

Mon-Fri 9am-5pm

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au











For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Mt Isa	M C	Centrelink Customer Service Centre	30-32 West St
Boulia		Agent	19 Herbert St
Burketown		Agent	5 Bowen St
Cloncurry		Agent	12a Ramsay St
Dajarra		Agent	Matherson St
Doomadgee		Agent	2 Potter St
Julia Creek		Access Point	14 Burke St
Urandangi		Access Point	Dangi Bush Resort, Cnr Hutton & Margaret Sts - Urandangi

HEALTH






See p12 for important state-wide information

Public Hospitals

Mount Isa Hospital  	30 Camooweal St - 07 47444444
Alpha Hospital 	3 Gordon St - 07 48097000
Barcaldine Hospital  	25 Oak St - 07 46504000
Blackall Hospital 	Shamrock St - 07 46574600
Cloncurry Hospital 	Musgrave St - 07 47421300
Doomadgee Hospital	Sharpe St - 07 47458800
Julia Creek Hospital	1 Burke St - 07 47464000
Longreach Hospital 	Jabiru St - 07 46584700
Mornington Island Hospital 	Lardil St - 07 47457209
Normanton Hospital	199 Brown St - 07 47452100
Winton Hospital 	Bloomfield St - 07 46571144

Community Health Centres

Opening hours are Mon-Fri 8am-5pm unless stated

Aramac Primary Healthcare Centre 	Lodge St - 07 46513366
Bedourie Primary Health Centre	Kepler St - 07 47461226
Birdsville Primary Health Centre	22 Adelaide St - 07 46563245
Boulia Primary Health Centre	Wills St - 07 47462333
Burketown Health Clinic 	1 Hospital Rd - 07 47455133
Camooweal Health Clinic 	Nowranie St - 07 47482159
Dajarra Health Clinic	8 Burke St - 07 47492929
Isisford Primary Health Centre 	St Helena St - 07 46588500
Jundah Primary Health Centre	1 Hospital Rd - 07 46586188
Karumba Health Clinic 	160 Walker St - 07 47459137
Muttaburra Primary Health Centre	Edkins St - 07 46587166
Tambo Primary Health Care Centre	Garden St - 07 46546211
Windorah Clinic	15 Victoria St - 07 46566100
Yaraka Clinic	Jarley St - 07 46563144

Sanitary Products

Share The Dignity - PinkBox sharethedignity.com.au
#Pinkbox Vending Machines dispense a FREE pack of 6 tampons and 2 pads: view on Google Maps

Mount Isa Neighbourhood Centre

72 Marian Street

Dental Services (Oral Health)

1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Families who are eligible for the Child Dental Benefits Schedule will be bulk-billed to Medicare for children aged 0-17 years. This does not include orthodontics or cosmetic dental work.

Mt Isa Hospital Dental Clinic, 30 Camooweal St

07 4744 4407

Mental Health

See p16 for state-wide services

Centacare North Queensland centacarenq.org.au/centres/mount-isa/ - **1300 672 273**
Provides counselling, education and support services in many areas, including relationships, pregnancy, child protection, gambling addiction, mental health, and domestic & family violence.
5 Miles Street, Mount Isa Mon-Fri 9am-5pm
Cloncurry Neighbourhood Centre, 57 Sheaffe St, Cloncurry (outreach from Mount Isa)

Headspace Mount Isa headspace.org.au - **07 4437 1300**
A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.
1 / 2 West St, Mount Isa Mon-Fri 9am-5pm

Mount Isa Mental Health Service **07 4744 7103**
Intake/Assessment weekdays with Intake Officer (9am-4pm). Afterhours on call service via Mount Isa Emergency Department.
Queensland Health, Mount Isa Base Hospital 30 Camooweal St 7am-11pm

NewAccess beyondblue.org.au/get-support/newaccess - **1300 672 273**
A free and confidential support program that helps people tackle the day to day pressures and get life back on track. Service includes six free sessions with a qualified Coach who will work with clients to develop a customised support program. Self referral or GP referred.
Centacare NQ, 80 Short St, Mount Isa Mon-Fri 8:30am-5pm
19 Duck St, Longreach Mon-Fri 8:30am-4:30pm

Relationships Australia relationships.org.au - **1300 364 277**
Individual counselling, Gambling Help Program and Victims Counselling and Support Service. Some costs are involved. Appointment required.
19 Duck St, Longreach Mon-Fri 9am-5pm

Addiction Services: Drugs, Alcohol & Gambling See p14 for state-wide services

Centacare North Queensland centacarenq.org.au/centres/mount-isa/ - **1300 672 273**
Free, confidential counselling and support for gamblers, their partners, families and friends
5 Miles Street, Mount Isa Mon-Fri 9am-5pm

Lives Lived Well - Longreach liveslivedwell.org.au - **1300 727 957**
Alcohol and drug counselling across the Central West, with outreach services provided to Winton, Blackall, Barcaldine and Boulia. Phone counselling is available to anyone
19 Duck St, Longreach (office - you're free to drop in to chat) Mon-Fri 9am-5pm

Salvation Army Recovery Services - Mount Isa **07 4749 2553**
For men & women over 18 seeking recovery from addiction to alcohol and other drugs. The program is abstinence based and provides skills to assist participants in breaking the cycle of addiction. Fees are a percentage of Centrelink.
Barkly Highway, Mount Isa Mon-Fri 8:30am-4:30pm

Sexual Assault / Domestic Violence Support See p13 for state-wide services

Relationships Australia (see listing under Mental Health) relationships.org.au - **1300 364 277**

North Queensland Domestic Violence Resource Service nqdvrs.org.au - **07 4743 0946**
Free support for all experiencing domestic and family violence. Help women and children to stay safely in their own homes or find safe accommodation. No appointment necessary.
Old Court House Building, Mount Isa Mon-Fri 9am-5pm

Employment See p22 for state-wide services

WorkPac workpac.com - **07 4744 6922**
Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.
12 Simpson St, Mount Isa

Budgeting Problems

See p19 for state-wide information about finance and money

The Salvation Army Moneycare Financial Counselling

0427 371 747

Financial counsellors will assess your financial situation, and provide you with helpful and practical information that's relevant to you, and work with you to develop a plan.

They may be able to assist if you are:

- having difficulty paying debts or fines,
- being harassed by creditors or debt collectors,
- facing legal action regarding your debts,
- dealing with car or house repossession,
- worried about being evicted from your home,
- struggling to live on a low income.

4 Helen St, Mount Isa

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service

atsils.org.au - 07 4744 0900

Free (means tested) legal services provided in criminal, civil and family law matters

4 Simpson St, Mount Isa

Legal Aid Queensland

legalaid.qld.gov.au - 07 4437 4900 or 1300 65 11 88

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

6 Miles St, Mount Isa

Mon-Fri 8:45am-5pm

North Queensland Women's Legal Service

nqwls.com.au - 1800 244 504

Free and confidential legal advice and referrals for women provided by a female lawyer. Skype appointments are available by calling 07 4749 8000.

Child and Youth Services

See p15 for state-wide services

Central Queensland Indigenous Development

cqid.com.au - 07 4658 1577

Call us if you have worries about losing your kids, or if you want to make a plan to get your kids back with your family. We help our mob keep kids safe with family, make sure your rights are protected, that you have all the relevant information and that your voice is heard.

39 Duck St, Longreach

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.

121 Marian St, Townview

Mt Isa-Gulf Child Safety Service Centre

07 4437 4300 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers. They can help you prevent abuse from happening, and are there to help those who have been harmed.

Suite 1a Mt Isa House, 119 Camooweal St, Mt Isa

Public Libraries

 = free wifi

Mount Isa City Library

07 4747 3350

23 West St, Mount Isa QLD 4825

M-F 9:30am-5:30pm Sat 9am-1pm

Cloncurry Bob McDonald Library

07 4742 1588

Scarr Street

M-F 9am-5pm Sat 9am-12pm

Public Toilets

Find public toilets, opening times and amenities available at toiletmap.gov.au. Visit the site, type in your address on the search page to see closest toilets near you.

Ayr / Bowen / Whitsundays Region

Support Centres

See p9 for information about these helpful hubs

Bowen Neighborhood Centre **bowenneighbourhoodcentre.org.au - 07 4786 2111**

Offers information, support, advocacy & referrals. Also an agent for No-interest loans (NILS).

Whitsunday Counselling & Support Service has expert counsellors and court support workers for support around Domestic and Family Violence, sexual assault and specialised family counselling.

Cooinda Family Centre provides support in areas of parenting, social support, basic life skills development, children's early childhood learning and social development. Mon-Wed 9am-2:30pm

Emergency relief is available Mon 10:30-11:30am and Fri 9:30-11:30am (bring Centrelink statement)

Community kitchen has meals available for \$2.

They have compiled a comprehensive community resource directory (on their website).

20 Williams St, Bowen

Burdekin Community Association **burdekincommunityassociation.org.au - 07 4783 3744**

Specialist homelessness services, community support, domestic violence support, state emergency relief and crisis accommodation programs to assist those experiencing hardship and crisis and to help them improve and sustain their quality of life.

130 Queen Street, Ayr

Mon-Fri 9am-4pm

Proserpine Community Centre **07 4945 5915**

information and referral hub. Access the Whitsunday Neighbourhood Centre's Emergency Relief program, on Mon Wed & Thu 11am-1pm. Accredited NILS (No Interest Loans Scheme) Centre.

36 Gardenia St, Proserpine

Mon-Fri 9am-3pm

Emergency Accommodation

See p10 for state-wide services

Whitsunday Counselling and Support Service **whitsundaycs.com.au**

Provide assistances with crisis accommodation for women and children escaping violence.

• Cannonvale - 1/157 Shute Harbour Rd - 07 4946 2999

Mon-Fri 9am-5pm

• Bowen - Bowen Neighbourhood Centre, 20 Williams St - 07 4786 2111

Mon-Thu 9am-3pm

Social Housing / Non-Profit Housing

See p11 on how to apply for these schemes

Whitsunday Housing Company (WHCL) **whcl.com.au - 07 4946 7194**

A not-for-profit company managing emergency, transitional and long term social housing for those on low incomes and/or those who are limited for other reasons in acquiring affordable, safe, secure and accessible long term housing.

Suite 4 /121 Shute Harbour Road, Cannonvale

Mon-Fri 9am-4pm

Food and Welfare / Emergency Relief

See p9 for information

Bowen Neighborhood Centre **bowenneighbourhoodcentre.org.au - 07 4786 2111**

Emergency relief is available Mon 10:30-11:30am and Fri 9:30-11:30am (bring Centrelink statement)

Community kitchen has meals available for \$2.20 Williams St, Bowen

Centrelink 136 240 / Medicare 132 011 **humanservices.gov.au**

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Bowen	M C	Centrelink Customer Service Centre	53 George St
Clermont		Agent	2 Limes St
Collinsville		Agent	81 Garrick St
Whitsundays	C	Centrelink Customer Service Centre	224 Shute Harbour Rd, Cannonvale

HEALTH

See p12 for important state-wide information

Public Hospitals

Bowen Hospital    Gregory St - 07 47861422

Collinsville Hospital  87 Garrick St - 07 47854777

Proserpine Hospital    26-34 Taylor St - 07 48139480

Community Health Centres

Opening hours are Mon-Fri 8am-5pm unless stated.

Bowen Community Health Centre Gregory St, Bowen - 07 4786 9900

Coinda Family Centre 20 William St, Bowen - 07 4786 3866

Whitsunday Community Health  12 Altman Ave, Cannonvale - 07 4948 7633

Dental Services (Oral Health) **1300 300 850**

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Bowen (07 4786 8218), Proserpine (07 4813 9444) - see addresses above.

Mental Health

See p16 for state-wide services

Bowen Public Hospital **07 4786 8222**
Gregory St, Bowen

Centacare North Queensland centacarenq.org.au/centres/mount-isa/ - **1300 672 273**
Provides counselling, education and support services in many areas, including relationships, pregnancy, child protection, gambling addiction, mental health, and domestic & family violence.
2/143 Edwards Street, Ayr (outreach to Burdekin from Townsville)

Relationships Australia **relationships.org.au - 1300 364 277**
Individual and relationship counselling, family support service (FSS), gambling help program (GHS). Some costs are involved. Appointment required.

54A Powell St, Bowen Mon-Fri 8:30am-5pm

Addiction Services: Drugs, Alcohol & Gambling See p14 for state-wide services

Alcoholics Anonymous **07 4946 7850**
2 Hazelwood Crescent, Cannonvale Wed 6pm Helpline: 1300 22 22 22

Relationships Australia
Mon & Tuesday, Thu 8.30am-5pm, Wednesday 8.30am-7pm, Fri 8.30am-3.30pm.
54A Powell St, Bowen QLD 4805 07 4957 4542

UnitingCare Community - formerly Lifeline Mackay-Whitsunday
287 Shakespeare St, Mackay QLD 4740 07 4944 2300 or 13 11 14

Legal Assistance

See p17 for state-wide services

Neighbourhood Centre
20 William St, Bowen QLD 4805 07 4786 3872

North Queensland Women's Legal Service nqwls.com.au - **1800 244 504**
Free and confidential legal advice and referrals for women provided by a female lawyer.

Ayr 1st Tue of the month (07 4783 3744)

Whitsunday - Skype appointments by calling the local contact on 07 4946 2999.

COMMUNITY AND SPECIALIST SERVICES

Sexual Assault / Domestic Violence Support

See p13 for state-wide services

Whitsunday Counselling and Support Service

whitsundaycs.com.au

Information, support, counselling and court support to women and their children affected by domestic and family violence. Provide assistance with crisis accommodation for women and children escaping violence. Registered provider offering services under the Therapeutic Supports category in the NDIS plan. Our goal is to prevent and reduce violence in the community.

Cannonvale - 1/157 Shute Harbour Rd - 07 4946 2999

Mon-Fri 9am-5pm

Bowen - Bowen Neighbourhood Centre, 20 Williams St - 07 4786 2111

Mon-Thu 9am-3pm

Relationships Australia (see listing under Mental Health)

relationships.org.au - 1300 364 277

Neighbourhood Centre

They provide domestic violence support and counselling services for all ages and gender.

20 William St, Bowen QLD 4805

07 4786 3872

Indigenous Services

Girudala Community Co-Operative Society Ltd

girudala.com.au - 07 4796 1000

Provide indigenous services, affordable housing services and employment services.

50 George St, Bowen

Mon-Fri 8am-4:30pm

Child and Youth Services

See p15 for state-wide services

Bowen Child Safety Service Centre

07 4793 5000 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.

60-62 Williams St, Bowen

Employment

See p22 for state-wide services

Community Solutions Group

communitysolutions.org.au - 07 4977 8111

Disability employment services with personalised help, targeted services and greater access to training opportunities and work experience in areas of skill need.

- Shop 5/24 Livingstone St, Bowen 07 4967 6888
- Lot 1 Abell Rd, Cannonvale 07 4967 6800
- 2-3/56 Main St, Proserpine, 07 4841 8832

Ideal Placements

idealplacements.com.au

Not-for-profit Community organisation with various employment programs, including training, youth and disability (NDIS).

• Airlie Beach - 18/230 Shute Harbour Rd, Cannonvale

07 4948 2123 Mon-Fri 8:30am-4:30pm

• Bowen - Shop 3, 36 Powell St

07 4786 6729 Mon-Fri 8:30am-4:30pm

WorkPac

workpac.com - 07 4763 9722

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.

7/37 Williams St, Bowen

Second Bite - secondbite.org/food-finder/



Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

Financial Services

Centacare North Queensland Bowen

centacarenq.org.au - 07 4786 4158

The Bowen Financial Resilience service helps those experiencing financial difficulty by helping to understand their financial situation; assist to develop and maintain budgets; undertake straightforward negotiations with creditors; link with specialist support services and to access low cost financial products. No referral needed, call to make an appointment.

5/36 Powell St, Bowen QLD 4805

Mon-Fri 9am - 5pm

FACILITIES

Public Libraries

📶 = free wifi

Bowen Library 📶

67 Herbert St, Bowen

07 4761 3670

M-F 8:15-4:45 Sat 8:15-11:45

Burdekin Library 📶

108 Graham St, Ayr

07 4783 9970

MTWTF 9-5 Sat 9-11

Cannonvale Library 📶

Whitsunday Plaza Shopping Centre, Shute Harbour Rd

07 4946 1366

M-F 8:15-4:45 Sat 8:45-11:45

Collinsville Library 📶

37 Conway St, Collinsville

07 4761 3670

M-F 8:15-4:45 Sat 8:15-11:45

Home Hill Library

77-79 Ninth Avenue Home Hill

07 4783 9969

MTTF 1-5pm Wed 10-12 & 2-5

Proserpine Library 📶

12 Main Street, Proserpine

07 4945 0275

M-F 8:15-4:45 Sat 8:45-11:45

Rooming, Share House, Social Housing or Other Rental Problems? CALL QSTARS

Free independent advice for all Queensland tenants to help you know your rights & responsibilities:

Rent & Bond (increases, late payments & disputes)

Entry & Privacy (inspections, repairs and your rights to refuse entry)

What to do if you want to leave or if you've been served a *Notice to Leave*

How to terminate your rental due to excessive hardship from serious illness or loss of employment

Assistance to write a letter / fill in tenancy forms / attend or prepare for QCAT tenancy tribunal hearing

Mon-Fri 9am-5pm (til 7pm Tue & Wed)

QSTARS (Queensland Statewide Tenant Advice & Referral Service) is delivered by TQ (Tenants Queensland)

QSTARS.ORG.AU

1300 744 263

MACKAY REGION

Support Centres

See p9 for information about these helpful hubs

Clermont Community Housing & Other Services

cchaosi.com.au - 07 4983 3400

- Crisis and Long-Term Community Housing Program
- Centrelink Agency, print out and send forms, assistance with forms, use phones / computers.
- Legal Aid contact point

2 Lime St, Clermont

Mon-Fri 12:30-2:55 (Wed til 2pm)

Mackay Women's Centre

mackaywomenscentre.org.au - 07 4953 1788

Community-based group with free counselling and support services like pregnancy and parenting support. Low cost or free activities are also run.

Drop-in facilities are available 8.30am-4pm Mon-Fri, including showers, toiletries (shampoo, soap and sanitary items), washing machine and clothes dryer, as well as computer and internet access

418 Shakespeare St

The Neighbourhood Hub

georgestreetnc.com - 07 4957 2626

Family support, playgroups, child protection programs, and Financial Wellbeing Program.

George Street Neighbourhood Centre, 4 George St, South Mackay

Sarina Neighbourhood Centre

07 4961 9290

Information, advice and referral, Emergency Relief Funding - Food vouchers are available on application for those experiencing financial hardship (eligibility interviews essential)

65 Broad Street, Sarina

Mon-Fri 9am-3pm

Accommodation

See p10 for state-wide services

Mackay Hostel (Aboriginal Hostels Limited)

07 3151 8710

Short stay, transitional accommodation with meals.

49-53 Boddington St, Mackay

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - 1800 846 643

Offers different programs depending on your circumstances, all of which provide safe, secure and affordable accommodation to assist you in breaking the homelessness cycle with a goal to secure long term, independent and sustainable housing solutions. 07 4951 0249

Mackay offers the Long Term Community Housing program for longer-term solutions.

Social Housing / Non-Profit Housing

See p11 on how to apply for these schemes

Community Accommodation & Support Agency (CASA)

casamackay.org.au - 07 4951 4299

Non-government Not-for Profit community housing and housing support organisation. Manages a number of units and housing for several Community Housing Programs. Can provide NDIS support and assist with services, support connections and home modification.

Cnr Gregory & Alfred St

Mon-Fri 8.30am-4pm (Fri close at 3pm) closed for lunch 12.30-1pm

Mackay Housing Service Centre

1800 069 237 (toll free within area)

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

22-30 Wood St, Mackay

07 4862 9500

Food and Welfare / Emergency Relief

See p9 for information

The Neighbourhood Hub

georgestreetnc.com - 07 4957 2626

Emergency relief in the form of food or fuel vouchers, education (budgeting, money management, budget cooking, understanding bills), referral to a financial counsellor and other support services.

Emergency Relief is by appointment only on Tue and Thu mornings (call the day before to book), and ID is required (income statement from Centrelink or your MyGov account); with a maximum of three visits a year per household.

George Street Neighbourhood Centre, 4 George St, South Mackay

Community Accommodation & Support Agency (CASA) **casamackay.org.au - 07 4951 4299**

Emergency Relief relating to tenancy (when available) Thu & Fri 9-12 (Appointment & ID required)

Cnr Gregory & Alfred St Mon-Fri 8.30am-4pm (Fri close at 3pm) closed for lunch 12.30-1pm

Salvation Army

salvationarmy.org.au/mackay/ - 07 4957 3576

Connect Room provides a contact point for information, referral services, and can provide some types of material assistance (eg basic furniture when available, for emergency situations).

If you need financial assistance for food, fuel etc call 1300 371288 Mon-Fri 9am-5pm.

48 Gregory St, Mackay

Tue Thu 10am-12:00pm

Suspended Coffees

Ask if there is a "suspended coffee" to get a free cup of coffee (if available). Based on the Italian tradition where someone buys a cup of coffee for themselves, and pre-pays for someone who can't afford it. Information from [Suspended Coffee & Socially Just Cafes Brisbane and Queensland](#). Their list is regularly updated and available via a pinned post at the top of their page.

· Woodman's Axe Espresso, Gregory St facebook.com/WoodmansAxe/ Mon-Sat Open from 6am

HEALTH

See p12 for important state-wide information

Public Hospitals Needle & syringe program Alcohol & Other Drugs Service (AODS)

Mackay Base Hospital    475 Bridge Rd - 07 49686000


Clermont Hospital    Francis St - 07 49831155

Dysart Hospital  Queen Elizabeth Dr - 07 49581733

Moranbah Hospital  Elliott St - 07 49417300

Sarina Hospital   Hospital St - 07 49438777

Community Health Centres

Opening hours are Mon-Fri 8am-5pm unless stated. Needle and syringe program access 

Mackay Community Health 12 Nelson St - 07 4968 3893

Home and community health services, breast screening and mobile women's health service.

Glenden Primary Health Care Centre (Unattended, visiting services continue)

Bell Place - 07 4958 9821

Carlyle Community Health Carlyle Community Health Centre, 40 Carlyle St - 07 4885 7750

Middlemount Community Health 7 Burns Crt - 07 4985 7779

BreastScreen Mackay

07 4968 3813

Free service. No doctor referral necessary. Your appointment is one-on-one with a female health professional. The latest digital mammography technology - you're in and out in about 30 minutes.

Sanitary Products

Share The Dignity - PinkBox

sharethedignity.com.au

#Pinkbox Vending Machines dispense a FREE pack of 6 tampons and 2 pads: view on Google Maps

Community Accommodation & Support Agency Inc

Cnr Gregory & Alfred Streets

Dental Services (Oral Health)

07 4885 6444 | 1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Mackay, Clermont and Sarina - see addresses on previous page.

Vans

Orange Sky - Laundry and Showers

orangeskylaundry.com.au - 07 3062 4811

Free clothes washing & drying and / or showering services from their mobile van

Schedule	Service Name	Address
Mon 9-11am	Sarina Neighbourhood Centre	65 BRd St, Sarina
Every 2nd Mon 5:30-7:30pm	ADRA Op Shop	83 Milton St, Mackay
Tue 10am-12pm	Slade Point Medical Centre	Shop 121 Finch St, Slade Point, Mackay
Wed 9-11am	CASA	Cnr Gregory & Alfred Sts, Mackay
Thu 9-11am	George St Neighbourhood Centre Association Inc.	4 George St, Mackay
Fri 9-11am	Vinnies Juliet St	Cnr Juliet & Hamlet St
Every 2nd Sun 10am-12pm	ADRA Op Shop	83 Milton St, Mackay

Mental Health

See p16 for state-wide services

Headspace Mackay

headspace.org.au - 07 4898 2200

A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

Level 2, Suncorp Building, 123 Victoria St, Mackay

Mon-Fri 8:30am-5pm (Thu til 7)

Mackay Community Health

mackay.health.qld.gov.au - 07 4885 6000

Provide comprehensive, specialised mental health assessment and treatment services across the age-spectrum for people with severe and complex mental health problems. Aim to be consumer focused and recovery oriented, and are provided in a variety of settings including community, an acute inpatient unit, hospitals and emergency departments..

12 Nelson St, Mackay

Mon-Fri 8:30am-4:30pm

Relationships Australia

relationships.org.au - 1300 364 277

Individual and relationship counselling, Family Dispute Resolution. Gambling Help Program, Victims Counselling and Support Service. Some costs are involved. Appointment required.

Ground Floor, 123 Victoria St, Mackay

Mon Tue 8:30-6:30 Wed Thu 8:30-5 Fri 8:30-3:30

Addiction Services: Drugs, Alcohol & Gambling

See p14 for state-wide services

Alcoholics Anonymous Mackay

0435 070 195

Provides drug and/or alcohol counselling.

Mackay Womens center (womens only meeting) 418 Shakespeare St

Sat 10am

Drug ARM

hoa.drugarm.com.au - 07 3620 8880

Counselling, support, and care coordination with other health services for those who need help with alcohol / drug use and mental health issues (or the alcohol or drug use of a loved one).

- Shop 1, 57 Wood St, Mackay
- 94 Mills Ave, Moranbah

Lives Lived Well - Mackay

liveslivedwell.org.au - 1300 727 957

Alcohol and drug counselling through our program "ICE Help" as well as day withdrawal support and group sessions in Mackay.

- ICE Help – 62 Victoria St, Mackay
- Withdrawal Day Support – City Super GP Clinic, 160 Boundary Rd, Ooralea
- Day Rehab Group Program – Level 1, 123 Victoria St, Mackay

Phone counselling is available to anyone Mon-Fri 9am-5pm on 1300 727 957.

Mackay Community Health (ATODS)

mackay.health.qld.gov.au - 07 4968 3893

For those affected by their own or another's alcohol and/or drug use - access to a comprehensive alcohol and drug assessment and a range of specialist interventions. Conditions treated include: Substance use disorder, alcohol, drug or tobacco use, and mental health disorders that co-occur with alcohol and drug use.

24/7 Alcohol and drug information phone service - call 07 4968 3893.

12 Nelson St, Mackay

Mon-Fri 8:30am-4:30pmT

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service

atsils.org.au - 07 4953 4058

Free (means tested) legal services provided in criminal, civil and family law matters

33 Sydney St, Mackay

Legal Aid Queensland

legalaid.qld.gov.au - 07 4889 8600 or 1300 65 11 88

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

17 Brisbane St, Mackay

Mon-Fri 8:45am-5pm

Mackay Regional Community Legal Centre

mrclc.com.au -07 4953 1211

Free legal advice and limited casework assistance for the benefit of disadvantaged and marginalised people to create a more just society. Appointment required.

Solicitors are available Mon-Fri 9am-4pm, and two evenings a month (5:35-8pm).

Suite 9, The Dome, 134 Victoria St

North Queensland Women's Legal Service

nqwls.com.au - 1800 244 504

Free and confidential legal advice and referrals for women provided by a female lawyer. .

Mackay (Skype) - 07 4953 1788

Second Bite - secondbite.org/food-finder/



Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Glenden		Access Point	Shop 14 Glenden Town Centre
Mackay	M C	Centrelink Customer Service Centre	12 Greenfields Boulevard
Moranbah		Agent	9 Griffin St
Sarina		Access Point	65 BRd St

COMMUNITY AND SPECIALIST SERVICES

Sexual Assault / Domestic Violence Support

See p13 for state-wide services

Domestic Violence Resource Service (Mackay & Region)

07 4953 1788

Free and confidential counselling for women and children affected by domestic and family violence. Assist women accessing the court system when applying for Domestic Violence Protection Orders with advocacy and information. Also provide referrals to deal with the consequences of domestic and family violence.

418 Shakespeare St

domesticviolenceservice.org.au - Mon-Fri 8:30am-4:30pm

Mackay Community Health (Sexual Health & Assault Service)

07 4968 3919

A free and confidential service that provides supportive, non-judgmental, quality clinical and counselling services, information and referral.

Sexual health services include pregnancy testing; pap smears; transgender care; free condoms and lube; screening, testing and treatment for sexually transmissible infections (HIV rapid testing has results in 20 minutes); management of HIV, and Hepatitis B and C infections

12-14 Nelson St, Mackay QLD 4740

mackay.health.qld.gov.au

Relationships Australia (see listing under Mental Health)

relationships.org.au - 1300 364 277

Indigenous Services

Relationships Australia (see listing under Mental Health)

relationships.org.au - 1300 364 277

Mackay Community Health (Aboriginal and Torres Strait Islander Health)

07 4885 5957

Culturally appropriate, non-clinical support to inpatients and their families during their hospital stay at Mackay hospitals. Also provide a Maternal and Infant Health Service (for pregnant women up to 6 weeks post-birth) call 0439 873 939, Community Health, and the Deadly Choices Program to help you strong and healthy, maintain a healthy lifestyle and make positive lifestyle choices.

12 Nelson St, Mackay

mackay.health.qld.gov.au

Employment

See p22 for state-wide services

Ideal Placements

idealplacements.com.au

Not-for-profit Community organisation with various employment programs, including training, youth and disability (NDIS).

• Mackay - Shop 2, 5 Peel St

07 4957 8177 Mon-Fri 8:30am-4:30pm

• North Mackay - 24 Malcolmson St

07 4957 8177 Mon-Fri 8:30am-4:30pm

• Sarina - Shop 3, 33 Central St

07 4943 0594 Mon-Fri 8:30am-4:30pm (Closed Tue)

WorkPac

workpac.com - 1300 967 572

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.

Child and Youth Services

See p15 for state-wide services

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.

33A Peel St, Mackay

Mackay Child Safety Service Centre

07 4864 1400 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers. They can help you prevent abuse from happening, and are there to help those who have been harmed.

110 Wood St, Mackay

Mackay Children's Contact Service

mackayccs.org.au - 07 4944 1733

Assists couples who are having difficulty managing their parenting arrangements. Offer supervised contact visits and changeovers for children, separated parents and extended family.

37 Boddington St, Mackay Wed & Fri 9am-5:30pm Thu 12pm-5:30pm Sat & Sun 9am-4:30pm

Mackay Community Health

mackay.health.qld.gov.au - 07 4968 3893

Child & Youth Mental Health Service that provides a comprehensive response to the varying needs of infants, children and young people (aged 0 to 17 years) with mental health problems and their families/carers in the community.

12 Nelson St, Mackay

Mon-Fri 8:30am-4:30pm

FACILITIES

Public Libraries

 = free wifi

Dudley Denny City Library

134 Victoria St, Mackay

07 4961 9387

MTWF 8:30-6 Thu 10-8 Sat 9-3 Sun 10-2

Gordon White Library

54 Phillip St, Mt Pleasant

07 4961 9300

Mon Fri 9-5 Tue Wed 10-6 Thu 10-8 Sat 10-3

Mirani Library

16 Victoria St, Mirani

07 4961 9231

Mon 1-5 Tue 9-5 Wed 5-8 Thu 1-5 Fri 9-5 Sat 9-12

Sarina Library

65 Broad St, Sarina

07 4961 9297

MTWF 9-5 Thu 10-4 Sat 9-12

Walkerston Library

Dutton St, Walkerston

07 4959 2545

Mon Tue Thu 1-6 Wed 9-1 & 2-6 Fri Sat 9-1

Concerned about your own,
or someone else's alcohol or other drug use?

Call ADIS (Alcohol and Drug Information Service) any time day or night for anonymous support

1800 177 833

ROCKHAMPTON REGION

Emergency Accommodation

See p10 for state-wide services

Anglicare Central Queensland

anglicarecq.org.au - 1300 769 814

Short-term crisis and transitional housing for individuals and families, where they will also work with you to address the issues that are making it hard for you to find a long term home.

160-164 Musgrave St, North Rockhampton

07 4837 5300

Neville Bonner Hostel (Aboriginal Hostels Limited)

07 3151 8760

Short stay, transitional accommodation with meals. 5 Bridge St, Berserler, Rockhampton

Roseberry Qld Jack's House

roseberry.org.au/rcs-rockhampton-services - 07 4922 2453

24/7 crisis shelter for young people aged 16-19 years, who are homeless or at risk of homelessness.

122 Kent Street, Rockhampton

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - 1800 846 643

Crisis & Transitional Housing (07 4951 0249) to meet immediate needs.

Social Housing / Non-Profit Housing

See p11 on how to apply for these schemes

Anglicare Central Queensland

anglicarecq.org.au - 1300 769 814

A range of NRAS and Community Housing options.

160-164 Musgrave St, North Rockhampton

07 4837 5300

Emerald Housing Service Centre

1800 659 160 (toll free within area)

Social housing includes public, community and state funded affordable housing.

99 Hospital Rd, Emerald

07 4988 1600

Roseberry Community Housing

roseberry.org.au/rcs-housing-services - 07 4972 0047

Referrals for long term accommodation are provided via the Department of Housing

21 Dawson Road, Gladstone

Mon-Fri 9am-3pm

Rockhampton Housing Service Centre

1800 801 176 (toll free within area)

Social housing includes public, community and state funded affordable housing.

Level 3, State Government Building, 209 Bolsover St, Rockhampton

07 4848 7000

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - 1800 846 643

Long-Term Community Housing program 07 4926 9564 for longer-term solutions, one of many different programs (depending on your circumstances), to assist in breaking the homelessness cycle, with a goal to secure long term, independent and sustainable housing solutions.

Food and Welfare / Emergency Relief

See p9 for information

St Vincent De Paul

07 4927 6026

Food Vouchers - 233 Alma St

Mon Tue Thu Fri 9am-1pm (closed Public Holidays)

Australian Red Cross – Rockhampton

1 Canning St, Rockhampton

· Second Hand Clothing Store

07 4927 3080

· Low cost medical equipment to people experiencing illness or injury

07 4922 8056

The Salvation Army Capricorn Region

07 4923 5600

Breakfast and morning tea Mon, Wed & Fri 9am-11am. If you are in financial crisis and require financial or material assistance, please contact Salvos Connect on 1300 371 288.

131-137 Park St, North Rockhampton QLD 4701

Vans

Anglicare Central Queensland - Mobile Support

anglicarecq.org.au - 1300 769 814

Help with planning and budgeting, life skills, and practical and emotional support to help you find a suitable long-term place to call home. Call or request help online.

Support Centres

See p9 for information about these helpful hubs

Roseberry Qld

roseberry.org.au/rcs-rockhampton-services - 07 4923 7700

Providing a range of services for young people and families who are experiencing difficulty.

- Transition to Independent Living (TIL) service for 16-25 year olds.
- ParentsNext for those preparing to enter employment education and training.

55 Denham Street, Rockhampton.

HEALTH

See p12 for important state-wide information

TRUE Relationship & Reproductive Health

true.org.au - 07 4927 3999

Glenmore Shopping Village, 301 Farm St, Norman Gardens Mon 8:45am-4pm, Tue-Fri 8:45-4:30pm
Expert reproductive and sexual health services - see full info p16

Public Hospitals Alcohol & Other Drugs Service (AODS)

Rockhampton Base Hospital    Canning St - 07 49206536

Blackwater Hospital  41 Mackenzie St - 07 49825455

Capricorn Coast Hospital   8 Hoskyn Dr, Yeppoon - 07 4913 3000

Emerald Hospital    Hospital Rd - 07 49879400

Mount Morgan Hospital   Morgan St - 07 49381311

Springsure Hospital  21 Woodbine St - 07 49841200

Community Health Centres

Rockhampton Community And Public Health Service 82 - 86 Bolsover St - 07 4920 6900

Child And Family Health Services

Addiction Services: Drugs, Alcohol & Gambling See p14 for state-wide services

Alcohol and Other Drug Services (AODS) 07 4920 5500

Rockhampton (inc Youth AODS for 12-18 years) - Sterling Place Building, 152 - 156 Bolsover St
Yeppoon - Capricorn Coast Hospital and Health Service Campus, 8 Hoskyn Dr

Alcoholics Anonymous 0435 070 195

Provides drug and/or alcohol counselling.

Community Centre, Cnr Bolsover & Cambridge Sts (womens only meeting) Mon 7:30pm

Drug ARM hoa.drugarm.com.au - 07 3620 8880

Counselling, support, and care coordination with other health services for those who need help with alcohol / drug use and mental health issues (or the alcohol or drug use of a loved one).

- Unit 4, 160 Bolsover St, Rockhampton
- Old Guest House, 179 Dooley St, Woorabinda

Lives Lived Well - Rockhampton / Emerald liveslivedwell.org.au - 1300 727 957

Alcohol and drug counselling services, including support for young people and Aboriginal and Torres Strait Islander people, are provided from our offices.

- Unit 5, 155 Alma St, Rockhampton City
- 141 Egerton St, Emerald (also provides outreach services to Blackwater)

Phone counselling is available to anyone Mon-Fri 9am-5pm on 1300 727 957.

Relationships Australia (see listing under Mental Health) relationships.org.au - 1300 364 277

Dental Services (Oral Health) 1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Rockhampton 07 4920 6212, Emerald 07 4987 9413, Mount Morgan 07 4912 5116 - see addresses above.

Yeppoon - Capricorn Coast Community Dental Clinic, 8 Hoskyn Dr - 07 4913 3080

Mental Health

See p16 for state-wide services

Anglicare Central Queensland

anglicarecq.org.au - 1300 769 814

Provides support for 18-64 year olds who experience severe, persistent and episodic mental illness and their carers with one-on-one, peer and group programs.

160-164 Musgrave St, North Rockhampton

07 4837 5300

Headspace Rockhampton

headspace.org.au - 07 4994 2512

A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

155 Alma St

Mon 10am-7:30pm Tue & Fri 9am-5pm Wed & Thu 9am-7:30pm

QLD Health - Mental Health Services

07 4920 5500

Assessment and treatment services to those affected by mental illness including: depression, anxiety, schizophrenia and other psychosis, Post Traumatic Stress Disorder (PTSD), eating disorders, bipolar mood disorder, and situational crises. Also provide support to family and carers.

• 156 Bolsover St, Rockhampton

• 8 Hoskyn Drive, Yeppoon

QLD Health - Child and Youth Mental Health (under 18 years)

07 4920 5700

Rockhampton Hospital Campus, Quarry St, Rockhampton

Relationships Australia

relationships.org.au - 1300 364 277

Individual and relationship counselling, gambling help, family support services and victims of crime counselling. Some costs are involved. Appointment required.

• 119 High St, Frenchville, North Rockhampton

7 days 9am-5pm (Sun and Mon til 8pm)

• 63 Morgan St, Mount Morgan

Mon-Fri 9am-5pm (Wed til 8pm)

• 80 Johns St, Yeppoon

Fri 9am-5pm

Women's Health Centre

07 4922 6585 or 1800 017 382

Counselling for women age 10 and over for issues including relationships, depression and other mental health issues, domestic and family violence, workplace issues, puberty, parenting, anger management, grief and loss, pregnancy options, significant life events, and more.

225 Bolsover St, Rockhampton

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service

atsils.org.au - 07 4927 5711

Free (means tested) legal services provided in criminal, civil and family law matters

89 Bolsover St, Rockhampton

Legal Aid Queensland

legalaid.qld.gov.au - 07 4921 6500 or 1300 65 11 88

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

35 Fitzroy St, Rockhampton

Mon-Fri 8:45am-5pm

Budgeting Problems

See p19 for state-wide information about finance and money

The Salvation Army Moneycare Financial Counselling

0478 313 636

Financial counsellors will assess your financial situation, and provide you with helpful and practical information that's relevant to you, and work with you to develop a plan.

They may be able to assist if you are:

- having difficulty paying debts or fines,
- dealing with car or house repossession,
- being harassed by creditors or debt collectors,
- worried about being evicted from your home,
- facing legal action regarding your debts,
- struggling to live on a low income.

131-137 Park St, North Rockhampton

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Rockhampton	M C	Centrelink Customer Service Centre	190-194 Musgrave St
Mount Larcom		Access Point	47 Raglan St
Mount Morgan		Agent	1 Cornes St
Yeppoon	C	Centrelink Customer Service Centre (Small)	20 Arthur St

Sexual Assault / Domestic Violence Support

See p13 for state-wide services

Anglicare CQ (see listing under Mental Health)

anglicarecq.org.au - **1300 769 814**

Relationships Australia (see listing under Mental Health)

relationships.org.au - **1300 364 277**

Women's Health Centre (see listing under Mental Health)

07 4922 6585 or 1800 017 382

Indigenous Services

Central Queensland Indigenous Development

cqid.com.au - **07 4920 0000**

Various services: Homelessness to Housing (access services to find a safe place to sleep and call home), Drug & Alcohol Treatment (without rehab), Family Wellbeing (help with keeping your kids, or if you want to make a plan to get your kids back with your family).

Building 26, Community Inclusion & Enterprise Centre, Darumbal Rd, CQuniversity, North Rockhampton

GumBi GumBi

gumbigumbirockhampton.com - **07 4922 8355**

Indigenous, culturally-appropriate drug and alcohol awareness / rehabilitation centre -

Residential Intensive Program of 2, 4 and up to 12-weeks for women and men. Transitional and Aftercare programs. Anyone can apply - please call Mon-Thu 8am-2pm

Halo House, 25 George St

Child and Youth Services

See p15 for state-wide services

Family and Child Connect

familychildconnect.org.au - **133 264**

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care. 229 Musgrave St, North Rockhampton

Rockhampton Child Safety Service Centre

07 4848 4300 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers. They can help you prevent abuse from happening, and are there to help those who have been harmed.

Ground Floor, 36 East St, Rockhampton

Employment

See p22 for state-wide services

Community Solutions Group

communitysolutions.org.au - **07 4932 8000**

Disability employment services with personalised help, targeted services and greater access to training opportunities and work experience in areas of skill need.

- 189 Musgrave St, North Rockhampton
- Shop 6/18-22 Anzac Pde, Yeppoon (07 4925 5700)

WorkPac

workpac.com - **1300 967 572**

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.

- Emerald - 7 Anakie St - 07 4980 4622
- Blackwater - 15 Mackenzie St - 07 4980 4644

FACILITIES

Public Libraries

📶 = free wifi

Southside (Rockhampton Regional Library) 📶	07 4936 8265
230 Bolsover St Rockhampton	MTTF 9-5:30 W 9-8 Sat 9-4:30
North Rockhampton Library	07 4936 8373
154 Berserker St, North Rockhampton	M 1-8 TWTF 9-5:30 Sat 9-1
Mount Morgan Library 📶	07 4938 1169
31 Morgan St, Mount Morgan	MTWTF 9-12 & 1-4 Sat 9-11:30am
Gracemere Library	07 4931 5401
1 Ranger St, Gracemere	MTWTF 9-5:30 Sat 1-4:30
Emu Park Library and Customer Service Centre 📶	07 4913 3874
7 Hill St, Emu Park	MTWTF 9-5 Sat 9-12
Marlborough Library (Marlborough Historical Museum) 📶	07 4913 3850
15 Milman St Marlborough	Mon 8:30-12 Wed 2:30-5:30
Yeppoon Library 📶	07 4913 3850
84 John St, Yeppoon	MTWTF 9-5 (Wed to 7pm) Sat 9-2

Do you need Emergency Relief?

Salvation Army Financial Assistance

If you find yourself in crisis and are in need material or financial assistance, please call the Salvos Emergency Relief assessment team Mon-Fri 9am-5pm. Please note: no assessment is done on-the-spot at any SalvosConnect community centre.

1300 371 288

THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

The NDIS provides support such as personal care, community access, therapy services and essential equipment for people with a disability.

You may be eligible to be a participant in the NDIS if you have a life-long condition that substantially reduces your ability to participate in activities, or perform tasks, without assistance from other people or technology - or you can't participate effectively even with assistance.

If you are a person with disability and want to join the NDIS, you need to meet the access requirements.

Contact the NDIS for full details.

NDIS.GOV.AU

1800 800 110

GLADSTONE REGION

Emergency Accommodation

See p10 for state-wide services

Anglicare Central Queensland

anglicarecq.org.au - 1300 769 814

Short-term crisis and transitional housing for individuals and families, where they will also work with you to address the issues that are making it hard for you to find a long term home.

50 Young St, Gladstone

07 4970 6100

Roseberry House

roseberry.org.au/roseberry-house - 07 4972 5383

A 24/7 crisis shelter for youth aged 16-25 years, who are homeless or at risk of homelessness.

20 Rollo Street, Gladstone

Social Housing / Non-Profit Housing

See p11 on how to apply for these schemes

Anglicare Central Queensland

anglicarecq.org.au - 1300 769 814

A range of NRAS and Community Housing options.

50 Young St, Gladstone

07 4970 6100

Gladstone Aboriginal & Islanders Cooperative Society (see listing in Indigenous Services p74)

Gladstone Housing Service Centre

1800 266 807 (toll free within area)

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

Level 2, 20-22 Herbert St, Gladstone

07 4899 2400

Roseberry QLD - Housing Services

roseberry.org.au/rqs-housing-services - 07 4972 0047

Have community housing that provides accommodation for low to medium income earners, short term housing for young people (aged between 16 and 25), crisis housing (available for singles, couples or families) and long term housing (community housing units).

21 Dawson Rd

Food and Welfare / Emergency Relief

See p9 for information

Gladstone Food Centre

[facebook.com \(search Gladstone Food Centre\)](https://www.facebook.com/search/Gladstone+Food+Centre) - 07 4972 4754

Free vegetables, bread and perishable goods (via ALDI's 2nd Bite Program). Non-perishable food sold at low prices. By Anglican Church Gladstone & Anglicare CQ with Food Bank Australia.

2/25 Tank St

The Salvation Army Gladstone Corps

07 4972 6878

Emergency Assistance of food, clothing, furniture and financial support for those experiencing unexpected difficulties: Tue Wed Thu 9:30am-2:30pm (call for appointment)

Also provides NILS loans, and the MoneyCare program: a free and confidential financial counselling service (help with budgeting, credit, debt and repossession).

198 Goonoon St

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Gladstone	M C	Centrelink Customer Service Centre	164-170 Goonoon St
Boyne Island (Tannum Sands)		Access Point	Cnr Wyndham & Hayes Avenue

Support Centres

See p9 for information about these helpful hubs

Roseberry Dignity Hub

roseberry.org.au/dignity-hub - 0427 751 639

Access to free laundry and bathroom facilities, kitchenette (tea and coffee), perishable food items for those experiencing crisis, and information and referral to other services.

Transition to Independent Living (TIL) service provides practical support for the emotional well-being of young people aged 16-25 who are living independently. This includes: referrals to appropriate services, information provision, advocacy, and transport to appointments

Roseberry House, 20 Rollo Street, Gladstone

Mon Wed & Fri 9:30am-2:30pm

Roseberry Youth and Family Services

roseberry.org.au - 07 4972 0047

Various programs offering referral, advocacy, therapeutic and practical supports.

- Family support for those pregnant or with children under 18:
- Reconnect program for homeless youth aged 12 -18 (or those at risk of homelessness or disconnection from family/education/community)
- Youth Support for vulnerable 12-21 year olds at risk of homelessness or disconnection, with special consideration for siblings of youth support participants (aged 8 -11 years).

21 Dawson Road, Gladstone

Gladstone Multicultural Association Inc

gmai.org.au

Help those who've recently moved to Gladstone with information on how to access community and government resources and departments, and make social connections.

105 Toolooa St, South Gladstone

HEALTH

See p12 for important state-wide information

Public Hospitals Alcohol & Other Drugs Service (AODS)

Gladstone Hospital  

Park St - 07 49763200

Baralaba Hospital 

Stopford St - 07 49982800

Biloela Hospital   

2 Hospital Rd - 07 49921333

Moura Hospital 

14 Nott St - 07 49971301

Theodore Hospital 

The Boulevard - 07 49931166

Woorabinda Hospital 

1 Munns Dr - 07 49350133

Community Health Centres

Gladstone Community Health Service

Flinders St - 07 4976 3130

Indigenous Health, Child And Family Health

Womens Health

Gladstone Women's Health Centre

gladstonewomenshealth.org.au - 07 4979 1456

Free counselling, info and support about parenting, menopause, puberty, cancer support, sexual assault, and domestic & family violence.

20 Tank St, Gladstone Mon-Fri 9am-4:30pm

Dental Services (Oral Health)

1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Gladstone 07 4976 1440, Biloela 07 4992 7137 - see addresses above.

Mental Health

See p16 for state-wide services

Anglicare Central Queensland

anglicarecq.org.au - 1300 769 814

Provides support for 18-64 year olds who experience severe, persistent and episodic mental illness and their carers with one-on-one, peer and group programs.

50 Young St

07 4970 6100

Headspace Gladstone

headspace.org.au - 07 4903 1921

A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

Level 3, 93 Goondoon St, Gladstone

Mon, Tue & Fri 9am-5pm Wed & Thu 9am-7:30pm

QLD Health - Mental Health Services

07 4976 3244

Assessment and treatment services to those affected by mental illness including: depression, anxiety, schizophrenia and other psychosis, Post Traumatic Stress Disorder (PTSD), eating disorders, bipolar mood disorder, and situational crises. Also provide support to family and carers

Gladstone Hospital Campus, Mental Health and ATODS Building, Flinders St, Gladstone

Relationships Australia

relationships.org.au - 1300 364 277

Individual and relationship counselling, Family dispute resolution, Gambling Help Program, Victims Counselling and Support Service. Some costs are involved. Appointment required.

10 Tank St, Gladstone

Mon Tue Thu Fri 9-5 Wed 12-8

Addiction Services: Drugs, Alcohol & Gambling

See p14 for state-wide services

Alcohol and Other Drug Services (AODS)

07 4976 3244

- Rockhampton (inc Youth AODS for 12-18 years) - Sterling Place Building, 152 - 156 Bolsover St
- Gladstone Hospital Campus, Mental Health and ATODS Building, Flinders St
- Biloela Hospital, 2 Hospital Rd, Biloela (07 4920 5500)

Drug ARM

hoa.drugarm.com.au - 07 3620 8880

Counselling, support, and care coordination with other health services for those who need help with alcohol / drug use and mental health issues (or the alcohol or drug use of a loved one).

Banana Shire Support Centre, 1a/ 58 Kariboe St, Biloela

Gladstone Group of Gamblers Anonymous

105 Toolooa St, Gladstone QLD 4680

07 3356 0117

Lives Lived Well - Gladstone / Biloela

liveslivedwell.org.au - 1300 727 957

Alcohol and drug counselling services, including support for young people and Aboriginal and Torres Strait Islander people, are provided from our offices.

- Suite 1/20 Tank St, Gladstone
- Banana Shire Support Centre, 1a/58 Kariboe St, Biloela (outreach Mon and Tue)

Phone counselling is available to anyone Mon-Fri 9am-5pm on 1300 727 957.

Disability Services

See p22 for state-wide services

CPL - Choice, Passion, Life

1800 941 069

Services include supported employment, home support, life skills, and therapies.

62 Toolooa St, Gladstone

Second Bite - secondbite.org/food-finder/



Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service (see listing in Indigenous Services)

Gladstone Community Legal Program

07 4976 6300

Free initial face-to-face and/or phone consultations for legal advice and information, with advice and support with basic legal forms, documents and letters. Topics cover family and civil law, traffic matters, employment law, neighbourhood disputes, and more. Appointment only.

142 Goondoon St, Gladstone

Mon-Fri 8:15am-5pm

Sexual Assault / Domestic Violence Support

See p13 for state-wide services

Relationships Australia (see listing under Mental Health) **relationships.org.au - 1300 364 277**

Gladstone Women's Health Centre

gladstonewomenshealth.org.au - 07 4979 1456

Free counselling, info and support about sexual assault, and domestic & family violence.

20 Tank St, Gladstone

Mon-Fri 9am-4:30pm

Roseberry Youth Sexual Violence and Abuse Services

roseberry.org.au - 07 4972 0047

Child and Youth Connector providing young people aged 8 – 21 and their families with information and connection to speciality counselling services for young people exhibiting sexually reactive behaviours, and/or having experienced sexual abuse.

21 Dawson Road, Gladstone

Indigenous Services

ATSILS - Aboriginal and Torres Strait Islander Legal Service

atsils.org.au - 0418 613 147

Free (means tested) legal services provided in criminal law (civil and family law via Rockhampton) 27-29 Goondoon St, Gladstone Central

Nhulundu Wooribah Indigenous Health, 11 Drewe St, Gladstone 4680

07 0418 613 147

Central Queensland Indigenous Development

cqid.com.au - 07 4807 6426

Call us if you have worries about losing your kids, or if you want to make a plan to get your kids back with your family. We help our mob keep kids safe with family, make sure your rights are protected, that you have all the relevant information and that your voice is heard.

Shop 3, 13 Tank St, Gladstone

Gladstone Aboriginal & Islanders Cooperative Society

07 4972 2699

Free service to provide long term housing - eligibility criteria applies.

Shop 2, 35 Off Street

Mon-Thu 9am-4:30pm Fri 9am-3pm

Child and Youth Services

See p15 for state-wide services

C4C - GAPDL Communities for Children

gapdl.com.au/about-c4c/ - 07 4972 8203

Provides prevention and early intervention programs to families with children up to 12 years, who are at risk of disadvantage and who remain disconnected from childhood services.

105 Toolooa St, South Gladstone

Centacare CQ Family Relationship Centre

centacarecq.com - 1300 783 544

Offers marriage counselling to prevent conflict, encourage agreement rather than litigation, and promote the right of children to have meaningful relationships with both parents. Can help separating couples reach an agreement without having to go to court.

1/1 Glenlyon St, Gladstone

Central Queensland Indigenous Development - Family Participation (see listing above)

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.
229 Musgrave St, North Rockhampton

Gladstone Child Safety Service Centre

07 4843 7500 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers. They can help you prevent abuse from happening, and are there to help those who have been harmed.

162 Goondoon St, Gladstone

Employment

See p22 for state-wide services

Community Solutions Group

communitysolutions.org.au - 07 4977 8111

Disability employment services with personalised help, targeted services and greater access to training opportunities and work experience in areas of skill need.

- 167 Auckland St
- 66 Callide St, Biloela (07 4992 4220)

Welcoming Intercultural Neighbours Inc. (WIN)

win-australia.org.au - 07 4903 1931

Provides training courses, community connection and volunteering experiences.

21 Off St, Gladstone

07 4903 1931

WorkPac

workpac.com - 1300 967 572

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.

- Gladstone - Unit 8 100 Goondoon St - 07 4979 8622
- Biloela - 22-24 Gladstone Rd - 07 4800 3740

Public Libraries

 = free wifi

Gladstone City Library

39 Goondoon St, Gladstone

07 4976 6400

MTWTF 9-5:45 Sat 9-4

Agnes Water Library

71 Springs Rd, Agnes Water

07 4902 1501

MTWTF 9-5 Sat 9-12

Boyne Island Library

Cnr Wyndham & Hayes Ave, Boyne Island

07 4973 7723

MTWTF 9-5:30 Sat 9-4

Calliope Library

Don Cameron Dr, Calliope

07 4975 8105

MTWTF 8:30-1 & 2-5 Sat 9-12

Miriam Vale Library

41 Blomfield St, Miriam Vale

07 4974 6241

Tue-Fri 9-1 & 2-5

Mount Larcom Library

Raglan St, Mount Larcom

07 4975 1205

MTWTF 9-1 & 2-5 Sat 9-12



Access the latest version of The Handy Guide as an interactive PDF at any time. Use this QR code to visit the Handy Guide online to read or print



BUNDABERG REGION

Accommodation

See p10 for state-wide services

Bundaberg Youth Refuge salvationarmy.org.au/bundaberg/youth-refuge/ - **07 4151 3400**

Salvation Army crisis accommodation for youth aged 16-21 (up to 6 weeks), and youth and families 18-24 (up to 12 weeks). They assistance in your search for full-time, stable accommodation, and can provide access to the Tom Quinn Community Centre's Youth Programs and Work Experience. Case Managers can also provide referrals to other support agencies.
71 Woongarra St, Bundaberg

Centacare Housing Services **07 3324 3800**

Homestay program provides support for individuals and families who tenancy is at risk.
79 Woongarra St, Bundaberg Central.

EDON Place edonplace.org.au - **07 4153 6820**

Provides quality, short-term crisis accommodation, assistance and support to women and children escaping domestic and family violence. More info listed under Sexual Assault / DV Support

Regional Housing Limited regionalhousing.org.au - **1300 642 123 or (07) 4153 1239**

Provides Crisis Accommodation Programs for adults, youth (16 and 21 years), those with disabilities and young families (up to 12 weeks); and also long term housing options. Work with those in crisis to find long-term housing. Also provide community housing.
30 Tantitha St, Bundaberg

Social Housing / Non-Profit Housing See p11 on how to apply for these schemes

Bundaberg Housing Service Centre **1800 809 835 (toll free within area)**

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.
16 Quay St, Bundaberg 07 4331 7900

Food and Welfare / Emergency Relief See p9 for information

Andy's Place bundaberguqa.org.au/connect/ - **07 4153 2201**

Breakfast Mon 7-8am -- Lunch Mon & Fri 12-1pm -- Dinner Wed 6-7pm
McNaught Hall, Bundaberg Uniting Church, 34 Barolin St

Angels Community Group angelscommgroup.org.au - **07 4100 2715**

Community Cupboard's motto: "Take when you need, give when you can". This food service is available 24/7, where you can also get sanitary items. They sometimes also have furniture & beds.
45a Walla St, Bundaberg

The Breakfast Stop

First Wed of the month - Bacon and egg sizzle - with the Rapid Relief Team (RRT).
Regional Housing Limited Office Carpark, 30 Tantitha St, Bundaberg

Dorcas Soup Kitchen bundaberganglican.org - **07 4151 3128**

- Thu 12-1pm Lunch
- Sat 4-5:30pm Dinner

Anglican Church, 59 Wongara St (entrance from Buss Park)

Global Care @ CitiCoast Church citiccoastchurch.com.au/global-care/ - **07 4303 0200**

- Emergency Assist (\$5 handling fee - Centrelink statement required) Tue-Wed 9-2, Thu 11-2
- Low-cost grocery warehouse

140 Elliot Heads Rd, Avenell Heights Tue-Thu 9am-2pm

Salvation Army salvationarmy.org.au/bundaberg/ - **07 4151 3014**

Can provide emergency relief assistance with material needs or financial assistance. Call Mon-Fri on 1300 371 288 from 9am-5pm for Salvos Connect assessment.
110 McCarthy St, Bundaberg Mon Wed & Fri 9am

Suspended Coffees

Ask if there is a “suspended coffee” to get a free cup of coffee (if available). Based on the Italian tradition where someone buys a cup of coffee for themselves, and pre-pays for someone who can't afford it. Information from [Suspended Coffee & Socially Just Cafes Brisbane and Queensland](#).

Their list is regularly updated and available via a pinned post at the top of their page.

· Take the Plunge -17 Quinn Street, Kepnock facebook.com/taketheplungecafe/ Tue-Sun 8:30-1

HEALTH

See p12 for important state-wide information

Public Hospitals Alcohol & Other Drugs Service (AODS)

Bundaberg Hospital   	Bourbong St - 07 4152 1222
Biggenden Hospital 	57 Alice St - 07 4127 6400
Childers Hospital  	44 Broadhurst St - 07 4126 1733
Eidsvold Hospital 	Crackow Rd - 07 4165 1166
Gayndah Hospital 	69 Warton St - 07 4161 3500
Gin Gin Hospital  	5 King St - 07 4157 2222
Monto Hospital 	Flinders St - 07 4166 9300
Mundubbera Hospital 	Leichhardt St - 07 4165 5202

Community Health Centres

Mount Perry Health Centre 	Heussman St - 07 41563222
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Mobile Health

MOSHPIIT	hoa.drugarm.com.au -07 3620 8880
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Drug Arm street outreach (medical staff, Centrelink and other services) visit locations around Bundaberg providing referrals and support .

Dental Services (Oral Health)

1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card. Dental Clinics are located in these hospital / healthcare centres: Bundaberg 07 4150 2230, Childers 07 4126 1666 - see addresses above.

Mental Health

See p16 for state-wide services

Headspace Bundaberg	headspace.org.au - 07 4152 3931
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A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

66 Woongarra St, Bundaberg

Mon-Fri 8:30am-4:30pm

Qld Health - Mental Health Unit Bundaberg	07 4150 2600
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Provides assessment and ongoing care to children, adolescents, adults and aged persons with a mental illness or problematic substance use, and also for their carers and families.

Bundaberg Hospital Campus, Bourbong St

Bridges Mental Health Recovery Service	bas.org.au - 1300 707 655 or 07 4154 2300
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Day centre program for people (16 and over) with a moderate to severe and persistent mental illness such as schizophrenia, bipolar disorder or severe and persistent depression and/or anxiety.

Relationships Australia	relationships.org.au - 1300 364 277
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Individual and relationship counselling, Family dispute resolution, Victims Counselling and Support Service. Some costs are involved. Appointment required.

14 Tantitha St, Bundaberg

Mon 9-5 Tue 10-7 Wed 10-4 Thu 10-7

Addiction Services: Drugs, Alcohol & Gambling See p14 for state-wide services

Alcohol & Other Drug Service (AODS) **07 4150 2740**

Bundaberg Hospital Campus, Bourbong St

Bridges Drug & Alcohol Treatment Service **1300 707 655**

A community-based voluntary service for people 12 years and over who wish to address the problems they are having with drugs and alcohol.

Indigenous Wellbeing Centre (IWC) **1300 492 492**

Provides case management, early intervention and education services.

UnitingCare Cairns **unitingcareqld.com.au - 07 4153 8400**

Free gambling support for individuals and their families.

3A River Tce, Bundaberg

Mon-Fri 8:30am-4:30pm

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service **atsils.org.au - 07 4152 8044**

Free (means tested) legal services provided in criminal, civil and family law matters

Level 1, WIN Tower, Cnr Barolin & Quay St, Bundaberg

Tenant Advise & Advocacy Service (TAASQ)

30 Tantitha St, Bundaberg QLD 4670

07 4153 2957

Legal Aid Queensland **legalaid.qld.gov.au - 07 4331 7400 or 1300 65 11 88**

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

3rd Floor WIN Tower, Cnr Quay and Barolin St, Bundaberg

Mon-Fri 8:30am-5pm

Centrelink 136 240 / Medicare 132 011 **humanservices.gov.au**

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Bundaberg	M C	Centrelink Customer Service Centre	26 Woongarra St
Childers		Agent	Walhollow Village
Gin Gin		Agent	39 Mulgrave St

COMMUNITY & SPECIALIST SERVICES

Sexual Assault / Domestic Violence Support See p13 for state-wide services

EDON Place **edonplace.org.au - 07 4153 6820**

Provides quality, short-term crisis accommodation, assistance and support to women and children escaping domestic and family violence. Other services include children's counselling, court based services (Bundaberg, Childers and Gayndah), home security safety upgrades, parenting programs, risk assessment and safety plans, and referral to support agencies.

Relationships Australia (see listing under Mental Health) **relationships.org.au - 1300 364 277**

Budgeting Problems See p19 for state-wide information about finance and money

The Salvation Army MoneyCare **0428 177 006**

MoneyCare program is a free and confidential financial counselling service for people facing financial difficulties. Staff are able to help with budgeting, credit, debt and repossession.

1 Takalvan St, Bundaberg

call for appointment

Indigenous Services

Bundaberg ATSI Housing & Advancement Society

07 4152 5877

Emergency relief when funds allow, reasonable rentals for indigenous families and individuals.
74 Woongarra St, Bundaberg

Central Queensland Indigenous Development

cqid.com.au - 07 4313 1194

Call if you have worries about losing your kids, or if you want to make a plan to get your kids back with your family. We help our mob keep kids safe with family, make sure your rights are protected, that you have all the relevant information and that your voice is heard.
Suite 2, Level 1/3, Maryborough St, Bundaberg

Indigenous Wellbeing Centre (IWC)

1300 492 492

A wide range of integrated services, with a full Medical Centre including registered nurses and indigenous health practitioners, dental practice, and specialists.
184 Barolin St

Child and Youth Services

See p15 for state-wide services

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.
37 Tavistock St, Torquay

Bundaberg Child Safety Service Centre

07 4154 9700 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.
Level 1, Queensland Government Building, 46 Quay St, Bundaberg

Bundaberg Disability Resource Centre & Toy Library

bundabergtoylibrary.com.au 07 4153 2909

Annual fee (\$70 a year or \$25 a month, with discounts for children with disabilities) to borrow 6 items for 4 weeks out of over 3,000 items. As well as toys, they have disability specific equipment including walking frames, beach wheelchairs, and communication devices. Closed Public Holidays, the 2nd week of state school holidays and for 4 weeks during the Summer holidays.
127 Woondooma St, Bundaberg

Mon-Wed 9am-4pm, Sat 9:30-11:30am

Central Queensland Indigenous Development - Family Participation (see listing above)

Are You a Carer in Crisis and in Need of Respite?

Commonwealth Respite and Carelink Centres (CRCCs) link you to respite care and other support that match your needs and circumstances, and the needs of the people you care for.

The national network of CRCCs assists carers with options to take a break through short-term and emergency respite, and even regular respite to reduce the need for unplanned and emergency respite.

CRCCs provide free and confidential information about carer support services in your local area.

1800 052 222 Mon-Fri 9am-5pm

1800 059 059 for emergency respite support outside standard business hours

Employment

See p22 for state-wide services

Angels Community Group

angelscommgroup.org.au - 07 4100 2715

Work experience placements for those required to participate in Work for the Dole (WFD).

- Motiv8r Get Set for Work program helps 15-19 year olds stay motivated while completing accredited training, as well as developing skills that will get you noticed by potential employers.
 - Certificate II qualification in Hospitality, Retail, Business, Community Services & Foundation Skills
- 45a Walla St, Bundaberg

Career Employment Australia (CEA)

cealtd.org.au - 07 3457 1234 or 1300 245 645

Delivers government funded programs, services and courses and provides you the opportunity to gain skills and qualifications for employment - Certificate II & III, Work for the Dole

3/24 Burrum Street, Bundaberg

EPIC Employment Service Inc

17 Targo St **133 742**

EPIC has been helping people with disability find and maintain employment for almost 30 years.

STEPS Employment Solutions

stepsemploymentsolutions.com.au - 07 4150 1900

Specialised services for people experiencing injury, illness, disability, or mental health related issues that are affecting your ability to find and maintain employment. To be eligible you need an assessment through Centrelink or be receiving a disability support pension. Call for appointment.

Shop 3/2 Bourbong St, Bundaberg

Mon-Fri 9am-5pm

FACILITIES

Public Libraries

 = free wifi

Bundaberg Library

49 Woondooma St, Bundaberg

07 4130 4140

MTWTF 9:30-6 Sat 9-1

Childers Library

4 Dear St, Childers

07 4130 4650

MTWTF 9-12:30 & 1:30-5 (Thu til 6) Sat 9-12

Gin Gin Library

Cnr Wyndham & Hayes Ave, Gin Gin

07 4130 4620

TWTF 9:30-12:30 & 1:30-4 (Thu til 6) Sat 9-11:30

Woodgate Beach Library

1 Kangaroo Court, Woodgate Beach

07 4126 8991

Wed 10-2

Second Bite - secondbite.org/food-finder/

Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

If you are experiencing violence, ring

DVCONNECT WOMENSLINE

1800 811 811

If you are in danger right now,
call the Police or Ambulance on 000

FRASER COAST (HERVEY BAY / MARYBOROUGH)

Emergency Accommodation

See p10 for state-wide services

Centacare Housing Services (was Community Services) **07 3324 3800**

Crisis homelessness services for short term support including a crisis accommodation facility for women in share-house short-term accommodation. Homestay program provides support for individuals and families who tenancy is at risk. Limited housing for women and families.

- 6/152 Boat Harbour Dr, Hervey Bay
- 3/120 Lennox St, Maryborough

Horizon Housing Company horizonhousing.com.au - **07 4120 0900**

Not-for-profit company that provides short term crisis accommodation for Maryborough families (including help to access long-term accommodation), advice and referrals on public and community housing and other options.

91 Bazaar St, Maryborough

Regional Housing Limited regionahousing.org.au - **1300 642 123 or (07) 4153 1239**

Provides Crisis Accommodation Programs for adults, youth (16 and 21 years), those with disabilities and young families (up to 12 weeks); and also long term housing options. Work with those in crisis to find long-term housing. Also provide community housing.

Shop 6/12 Nissen St, Pialba

Yoorana Womens Domestic Violence and Resource Service **07 4122 2218**

Provides immediate temporary supported accommodation for women and their children who are escaping domestic violence.

YouthCare - Regional Housing regionahousing.org.au - **1300 642 123 or (07) 4153 1239**

Provides secure crisis accommodation and 24/7 support to young people (16-21).

30 Tantitha St, Bundaberg

Housing Services

See p10 for state-wide services

Horizon Housing Company horizonhousing.com.au - **07 4120 0900**

- Transitional Housing: short to medium-term (18-24 months) accommodation for Fraser Coast families who have exhausted all other options and are on the Department of Housing Register.
- Long Term Housing managed by the Department of Housing and Public Works

91 Bazaar St, Maryborough

Maryborough Housing Service Centre **1800 623 242 (toll free within area)**

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

116 Lennox St, Maryborough

07 4324 8600

Youth Housing and Reintegration Services qld.gov.au/youth/family-social-support/

YHARS caseworker can help eligible youth work out what services and support you need to sort out your housing situation and related needs. Help may involve finding education, training and job opportunities, accessing different accommodation options, develop skills and knowledge to help you stay in a place live by yourself, and accessing financial help to pay for goods or services to achieve long-term self-reliance.

98 Bazaar St, Maryborough (Australian Red Cross Society)

07 4123 4697

Sanitary Products

Share The Dignity - PinkBox sharethedignity.com.au

#Pinkbox Vending Machines dispense a FREE pack of 6 tampons and 2 pads: view on Google Maps

Hervey Bay Neighbourhood Centre

22 Charles St, Pialba

Food and Welfare / Emergency Relief

See p9 for information

Hervey Bay Neighbourhood Centre

hbnc.net.au - 07 4194 3000

- Comfort Kitchen Program
- Free hot meal and Refreshments
- Provided for individuals and families in our community who are doing it tough
- In-house catering available at the Hervey Bay Neighbourhood Centre
- Comfort Kitchen provides a hot meal every Wednesday night between 5.00pm - 6.30pm

22 Charles St, Pialba

Hervey Bay Salvos Connect Café

07 4125 1848

Fri 10am-1pm Lunch

11 Robertson St, Urangan

Horizon Housing Company (See listing above)

horizonhousing.com.au - 07 4120 0900

Provide financial / material support to those in financial crisis. (Eligibility assessment required)

Salvation Army Maryborough Corps

07 4121 3643

Welfare assistance for people in crisis - Wed 11am-1pm

Community dinner - Wed 5.00pm (Contact the office for details - doors open at 4.30pm)

They are planning on hosting Maryborough Connect every 2nd Wed with shower and washing facilities, tea & coffee, lunch, and access to information and referral services. Keep up to date via their Facebook page: facebook.com/The-Salvation-Army-Maryborough-208119056003443/.

100 Bazaar St, Maryborough

St. Vincent De Paul

- Maryborough Welfare Office: 260 Kent St - 07 4123 5460 Mon Tue Thu Fri 10-11am .
- Pialba Welfare Office: 21 Luizzi St - 07 4128 1389 Mon-Fri: 9:30-11:30am .
- Food and welfare for those in need of emergency relief. Appointments only - call 07 4194 0861

Urangan Community Centre

hbnc.net.au - 07 4125 5499

Comfort Kitchen Free Breakfast Tue 6:30-8am

Hervey Bay Botanic Gardens, Elizabeth St, Urangan

We Care 2

wc2.org.au - 07 4124 0913

- Free Breakfasts (Seafront Oval): Mon, Wed, Fri: 7-8am
 - Emergency Relief (food vouchers, swags, chemist scripts - call for appointment) Tue Wed Fri 9:30-12
 - Counselling (by appointment): Tue, Wed, Fri: 8:45am-2pm
 - Extra Choices Food Shop (low cost food to Centrelink card holders - \$5 annual membership)
- New Life Christian Church, 225 Main St, Urraween Office open Mon-Fri 9am-2pm

Support Centres

See p9 for information about these helpful hubs

Maryborough Neighbourhood Centre maryboroughneighbourhoodcentre.org - 07 4121 2141

- Information and referral centre, run classes for English literacy and basic computer skills.
- Justice of the Peace (Qual.) by appointment Tue 10am-12pm
- Taylor Street Community Legal Service visits Wed 5pm (make appointments on 07 4194 2663)
- Centacare is housed within the centre - call their number 07 4194 0172.

25 Ellena St

Suspended Coffees

Ask if there is a "suspended coffee" to get a free cup of coffee (if available). Based on the Italian tradition where someone buys a cup of coffee for themselves, and pre-pays for someone who can't afford it. Information from [Suspended Coffee & Socially Just Cafes Brisbane and Queensland](#). Their list is regularly updated and available via a pinned post at the top of their page.

- The Pink Flamingo 175 Lennox St, Marborough Facebook Mon-Fri 7-3 Sat 8-12

HEALTH

See p12 for important state-wide information

Public Hospitals

Hervey Bay Hospital  Cnr Nissen St & Uraween Rd, Pialba - 07 43256666

Maryborough Hospital   185 Walker St - 07 41238222

Dental Services (Oral Health) **1300 300 850**

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located at both local hospitals listed above.

Mental Health

See p16 for state-wide services

Centacare Community Services Fraser Coast centacarebrisbane.net.au - **1300 236 822**

Aged Care, Counselling, Disability Support, Housing Support, and Mental Health Support

- 6/152 Boat Harbour Dr, Pialba
- Maryborough Neighbourhood Centre, 25 Ellena St, Maryborough

Headspace Hervey Bay headspace.org.au - **07 4303 2100**

A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

Shop 9, Central Plaza, 15 Central Ave, Uraween Mon-Wed 9:15-7:30 Thu 9:15-5:15 Fri 8:30-4:30

Hervey Bay Hospital - Mental Health **07 4120 6666**

Maryborough Hospital - Mental Health **07 4122 8222**

Addiction Services: Drugs, Alcohol & Gambling See p14 for state-wide services

Bridges - Drug & Alcohol Treatment bas.org.au - **1300 707 655**

A community-based voluntary service for people 12 years and over who wish to address the problems they are having with drugs and alcohol.

- 11 Peters Lane, Pialba
- 80 Bazaar Street, Maryborough
- 57 Capper Street, Gayndah

QLD Health - ATODS (Alcohol, Tobacco and Other Drug Services)

Assessment and treatment services to those affected by mental illness including: depression, anxiety, schizophrenia and other psychosis, Post Traumatic Stress Disorder (PTSD), eating disorders, bipolar mood disorder, and situational crises. Also provide support to family and carers

- Hervey Bay Hospital - ATODS 07 4120 6666
- Maryborough Hospital - ATODS 07 4122 8222

UnitingCare - Gambling Counselling

- 94 Old Maryborough Rd, Pialba QLD 4655 07 4191 3100
- 276 Alice Street, Maryborough 07 4122 9000

Legal Services

ATSILS - Aboriginal and Torres Strait Islander Legal Service atsils.org.au - **07 4128 2488**

Free (means tested) legal services provided in criminal, civil and family law matters
Unit 2, 17 Torquay Rd, Pialba

Taylor Street Community Legal Service hbnc.net.au - **07 4194 2663**

Provides free (not means tested) legal advice (by appointment), referral and information, with a priority to assist people experiencing hardship or vulnerable to disadvantage.
22 Charles St, Pialba 4655

Centrelink 136 240 / Medicare 132 011**humanservices.gov.au**

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare).

Hervey Bay	M C	Centrelink Customer Service Centre	6 Hunter S
Maryborough	M C	Centrelink Customer Service Centre	207 Lennox St

Sexual Assault / Domestic Violence Support

See p13 for state-wide services

Yoorana Womens Domestic Violence and Resource Service**07 4122 2218**

Crisis Support, Court Support, Information and Counseling

Indigenous Services**Central Queensland Indigenous Development****cqid.com.au - 07 4313 1195**

Call us if you have worries about losing your kids, or if you want to make a plan to get your kids back with your family. We help our mob keep kids safe with family, make sure your rights are protected, that you have all the relevant information and that your voice is heard.

Unit 5, 107, Boat Harbour Drive, Urraween

Maryborough Aboriginal Housing Corporation & Cultural Development**07 4122 4382**

Provide housing for ATSI people and support a range of programs including education, health, lifestyle, employment and cultural development. Also offer referral services.

1/164 Bazaar St, Maryborough

Mon-Fri 9am-12pm

Child and Youth Services

See p15 for state-wide services

Family and Child Connect**familychildconnect.org.au - 133 264**

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.

37 Tavistock St, Torquay

Maryborough Child Safety Service Centre**07 4122 5400 or 1800 177 135**

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.

161 Bazaar St, Maryborough

NATIONAL IMMUNISATION HOTLINE**1800 671 811**

Immunisation is a simple, safe and effective - and it's free for children, Aboriginal and Torres Strait Islander peoples and other people at risk.

Find out how immunisation helps you, your family, and everyone in the community, by reducing the spread of preventable diseases.

Employment Services

Career Employment Australia (CEA)

cealtd.org.au - 07 3457 1234

Delivers government funded programs, services and courses and provides you the opportunity to gain skills and qualifications for employment - Certificate II & III, Work for the Dole

- Unit 5 / 26-28 Taylor Street, Pialba
- 15/373 Kent Street, Maryborough

Stickit Rural Training

0448 793 401

Agricultural Traineeship based on old fashioned values, trade training, real work experience

113 Lawson St, Maryborough

Fraser Coast Training Employment Support Service (TESS)

tess.org.au - 07 4122 4444

Staff and volunteers have extensive experience in dealing with disadvantaged groups, as qualified trainers and assessors, job matching practitioners and employment officers.

60 John St, Maryborough

Community Solutions Group

communitysolutions.org.au - 07 4122 7666

Disability employment services with personalised help, targeted services and greater access to training opportunities and work experience in areas of skill need.

320 Kent St, Maryborough

Public Libraries

 = free wifi

Hervey Bay Library (includes Toy Library)

07 4197 4220

Toy library is free to members, includes toys, educational resources and play equipment.

161 Old Maryborough Rd, Pialba

MTWT 9-6 FS 9-4

Maryborough Library

07 4190 5788

127-129 Bazaar St, Maryborough

MTWTF 9:30-6 Sat 9-1

Maryborough Toy Library & Special Needs Resource Centre

07 4190 5893

239 Lennox St, Maryborough

Mon Tue Thu 1-4:30 Wed 10-4:30 Sat 9-12

Free to adult library members. Toys, educational resources, and specialised disability equipment.

Burrum Heads Library

07 4129 5237

Burrum Heads Rd, Burrum Heads

Tue 1-5 Thu 9-1 Sat 8-11

Howard Library

07 4129 4144

Steley St, Howard

Tue Wed 9-1 Thu 1-5 Sat 8-11

Tiaro Library

07 4129 2453

Forgan Tce, Tiaro

MTWTF 8:30-4:30 Sat 9-12

Need A Safe Place To Stay While You Sort Things Out?

Stay in a private home for up to three months with

SAFE HAVEN COMMUNITY

Safe Haven people are happy to host you as their personal guest.

During your stay, we offer support, guidance, information and resources to help you move on with your life.

18 000 HAVEN (1800 042 836)

safehavencommunity.com.au

KINGAROY REGION

Emergency Accommodation

See p10 for state-wide services

Mudjimba Women's Safe House Uniting Care Community

07 4160 4650

Barambah Avenue, Cherbourg

Mon-Fri 8:30-4:30

Immediate supported accommodation for women and their children when they are homeless or at risk of homelessness as a result of domestic and family violence. Also provides ongoing support to clients with housing, legal, financial and child support issues.

SHS Specialist Homelessness Services: Youth Hostel

sbctc.com.au - **07 4162 7788**

Emergency supported accommodation for young persons 16 to 25 years old

SHS Specialist Homelessness Services: Youth Hostel provides transitional accommodation and a range of related services and skills to help young people achieve self-reliance and independence. Youth Park, Lot 2 Somerset St, Kingaroy

Food and Welfare / Emergency Relief

See p9 for information

Centacare Community Connections - Kingaroy

centacarebrisbane.net.au - **1300 236 822**

The Emergency Relief Program assists those experiencing a crisis and having difficulty paying for essential items. Assistance will only be provided following an appointment and successful assessment. The program also develops strategies to help people assist themselves.

Items considered for emergency relief include: food vouchers and/or parcels, private rental, utilities, advocacy to power companies on behalf of the client for renegotiation of their accounts, medical prescription, telephone (maximum \$50/annum), school expenses, other expenses will be considered on a case-by-case assessment. Items NOT covered by emergency relief include:

cable TV, internet, car registration, and public/social housing.

15 Albert Street, Kingaroy

07 41625439 - Mon-Fri 9-3

CTC Youth and Family Services - Emergency Relief

sbctc.com.au - **07 4162 7788**

Advocacy, food, hygiene products and baby needs for those who require assistance in an immediate crisis situation to help them stabilise their situation - subject to a needs assessment.

Graham House Community Centre

grahamhouse.org.au - **07 4169 8400**

21 Taylor St, Murgon QLD 4605

Provides emergency relief for people experiencing genuine need. Family Support Program, Personal helpers and Mentors service (mental health), No Interest Loans Scheme (NILS), Transport Services, Centrelink Agency (general questions on payments and services), community garden and kitchen. Mon 10-4, Tue & Wed 9:30-4, Th 9:30-3, Fr 9:30-12:30

The South Burnett Pantry

thesouthburnettpantry.org - **0438 071 658**

Provides low cost groceries for those struggling with food security and cost of living pressures.

Free sign-up registration, then weekly \$40 handling fee per hamper - which is a fraction of the cost of the actual items. Hampers includes your choice of fresh fruit and vegetables, milk, bread, fresh or frozen meat/chicken/fish (available on the day), frozen dairy products, a selection of tinned and packaged foods as well as toiletries, household cleaners and baby items.

Smaller \$25 hampers are available which include fruit and vegetables, dairy, meats and bread.

Emergency hampers are available on referral from a welfare agency (such as Centacare, Salvation Army, CTC, St Vincent de Paul Society, Boots n Bulldust, Centrelink) on Mon & Wed 8:45am-12:30pm. Payment can be made with cash or voucher.

A low cost quality thrift shop is open weekly with clothing, blankets, manchester, and other items. On Fridays when The Pantry is open we have tea/coffee available and a bite to eat.

22 Stolzenberg Road, Kingaroy

No EFTPOS - Fri 8:45am-12:30pm

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Kingaroy	M C	Centrelink Customer Service Centre	21 Markwell St
Blackbutt		Agent	69 Hart St
Cherbourg	C	Centrelink Customer Service Centre (Small)	13 Fisher St
Kilkivan		Agent	26 Bligh St
Murgon 		Rural Centrelink Agency	Graham House Community Centre, 21 Taylor St East

Support Centres

See p9 for information about these helpful hubs

CTC Youth and Family Services

sbctc.com.au/youth-and-family

Various programs to help youth (12-18 years) and families who are under stress, have mental health issues, have experienced domestic or family violence, or simply need help to get their hours for their drivers licence.

- Youth Park, Lot 2 Somerset St, Kingaroy 07 4162 7788
- 35 Lamb St, Murgon 07 4169 5940

Salvation Army South Burnett Region Corps

salvationarmy.org.au - 07 4162 5246

Home League morning tea Fri 10am is a life-skills and spiritual growth fellowship for women. Mens Shed (and now Women's Shed) provides woodwork, metalwork and computers for those who would like to complete some projects, learn how to use tools & machinery, and to socialise.

- Women only Thu 9am-12pm
- Mixed women & men Mon & Wed 9am-12pm

44 Alford St, Kingaroy

South Burnett Peace of Mind Drop-In Centre [\(search facebook\)](#) - 07 4162 5389 or 0455296845

Low cost morning tea, lunch & dinner, along with socialising, games, arts & crafts, and occassional services (like haircuts). Computer, TV, DVD and other amenities.

St John's Lutheran Church, Cnr Youngman & Markwell St, Kingaroy Mon 9am-6:45pm

Sanitary Products

Share The Dignity - PinkBox

sharethedignity.com.au








#Pinkbox Vending Machines dispense a FREE pack of 6 tampons and 2 pads: view on Google Maps

CRAICCHS	Cnr of Bligh and Broadway Sts, Cherbourg
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HEALTH

See p12 for important state-wide information

Public Hospitals Needle & syringe program Alcohol & Other Drugs Service (AODS)

Kingaroy Hospital   	166 Youngman St - 07 41629200
Cherbourg Hospital  	Fisher St - 07 41698800
Murgon Hospital  	Coronation Dr - 07 41681444
Nanango Hospital 	135 Brisbane St - 07 41631533
Taroom Hospital 	Miller St - 07 46273177
Wondai Hospital 	Bramston St - 07 41692600

Community Health Centres

Wandoan Hospital

14 Henderson Rd - 07 46274444

Dental Services (Oral Health)

07 4920 6212 | 1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card. A Dental Clinic is located at Kingaroy Hospital.

Mental Health

See p16 for state-wide services

QLD Health - Mental Health

Call your local hospital

Services at Kingaroy, Cherbourg, Nanango, Taroom, and Wondai hospitals.

Boots'n Bulldust Seeds of Hope

facebook.com/bootsnbulldust/ - 0423 830 224

Supports local people living with depression, mental illness and those at risk of suicide. 41F Drayton St, Nanango

Alcohol and Drugs Services

Lives Lived Well - Kingaroy

liveslivedwell.org.au - 1300 727 957

Alcohol and drug counselling services, including specific support for young people and Aboriginal and Torres Strait Islander people and families. We also provide support and outreach services to Cherbourg and Murgon communities. 95 Youngman St, Kingaroy

Wunjuada Drug And Alcohol Rehabilitation Centre

07 4168 1225

Residential Rehabilitation Service: 5 day detox, through Cherbourg, Dalby, Toowoomba Hospital. 15 Barambah Ave, Cherbourg

QLD Health Alcohol and Other Drugs Service (AODS)

Call your local hospital

Services at Kingaroy, Cherbourg and Murgon Hospitals, with outreach programs in other districts.

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service

atsils.org.au - 07 4168 1944

Free (means tested) legal services provided in criminal, civil and family law matters 120 Lamb St, Murgon

COMMUNITY & SPECIALIST SERVICES

Sexual Assault / Domestic Violence Support

See p13 for state-wide services

Centacare Community Connections - Kingaroy

centacarebrisbane.net.au - 1300 236 822

Counselling, domestic and family violence support, family dispute, resolution and mediation, and home safety 15 Albert Street, Kingaroy

Laurel Place

laurelplace.com.au - 07 4168 2079

76A Lamb St, Murgon

Wed Thu 9-4

Counselling for children and young people who have experienced recent or past sexual assault, and for the parents/carers and supporters of those who have experienced sexual assault. Self-referrals available for adults and young people 15 years and over.

South Burnett CTC Domestic Violence Service

sbctc.com.au - 07 4162 7788

Counselling, private application assistance (including applications for variations), and in-court support (Kingaroy, Nanango, Murgon and Cherbourg Courts).

Youth Park, Lot 2 Somerset St, Kingaroy

Mon-Fri 9am-4:30pm

Safe Haven (South Burnett CTC)

sbctc.com.au - 07 4169 5940

Support for Cherbourg ATSI families with children (under 18) affected by Domestic Violence.

Indigenous Services

Aboriginal and Torres Strait Islander Community Health

2 Barambah Ave, Cherbourg

07 4168 1072

Barambah Local Justice Group

3 Fisher St, Cherbourg

07 4168 1190

Child and Youth Services

See p15 for state-wide services

Family and Child Connect

familychildconnect.org.au - 133 264 or 07 4162 5973

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care. Lot 2 Somerset St, Kingaroy

Kingaroy Child Safety Service Centre

07 4164 0900 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.

180-182 Haly St, Kingaroy

Employment

Red Cross Employment Services

redcross.org.au - 07 5482 2328

If you've been out of work due to injury, illness or disability, our free disability employment service can help you find and keep meaningful jobs.

7 Glendon St, Kingaroy

Public Libraries

 = free wifi

Kingaroy Library (T.J. O'Neill Memorial Library)

07 4189 9256

Glendon St, Kingaroy

MTWTF 9:30-5 Sat 9-12

Blackbutt Library

07 4163 0033

69 Hart St, Blackbutt

MTWTF 8:30-4 (closed between 12-1)

Murgon Library (Dermot Tiernan Memorial Library)

07 4189 9503

42 Stephens St, Murgon

MTWTF 8:30-4:30 (closed between 1-2)

Nanango Library

07 4189 9438

48 Drayton St, Nanango

MTWTF 8:30-4:30

Proston Library

07 4168 9103

34 Blake St, Proston

TWT 9:30-4:30 (closed between 1-2) Fri 9:30-1

Wondai Library (Col Morris Public Library)

07 4189 9252

78 Mackenzie St, Wondai

MTWTF 8:30-4:30 (closed between 1-2)

If you are experiencing violence, ring
DVCONNECT WOMENSLINE
1800 811 811

If you are in danger right now,
call the Police or Ambulance on 000

SUNSHINE COAST

Emergency Accommodation

See p10 for state-wide services

Integrated Family & Youth Service Incorporated (IFYS)

ifys.com.au - 07 5438 3000

Crisis shelters and transitional housing for youths up to 18 years and young parents 16 – 21 years.
108 Parker St, Maroochydore

Kyabra inPlace

inplace.org.au - 07 5441 3837

Provide accommodation for homeless families, single women & women with children (males separate from single women). Separate shelter for women and children escaping domestic violence. Rent is required and calculated based on income. Drop in or call for assistance.

16 Carroll St, Nambour

Mon-Fri 8:30am-4:30pm

The Salvation Army's Sunshine Coast Supported Accommodation Services

07 5447 1184

Offers temporary supported accommodation to families who are homeless, at risk of homelessness or escaping domestic violence. The service also provides on-going outreach support to families after they have secured long term housing.

4-6 Maud St, Nambour

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - 1800 846 643

Offers different programs depending on your circumstances, all of which provide safe, secure and affordable accommodation to assist you in breaking the homelessness cycle with a goal to secure long term, independent and sustainable housing solutions.

Nambour (07 5459 5213) offers the Cornerstone program for longer-term solutions; while the Sunshine Coast (07 5459 5212) offers Transitional Housing to meet immediate needs, and the Long Term program for longer-term solutions.

Support Centres

See p9 for information about these helpful hubs

The Shack Community Centre

theshackcommunitycentre.com.au - 07 5441 5928

Friendly and non judgmental: accommodation referrals; food packs, breakfast and lunch; hot showers; group and school programs. Counsellors, Centrelink and Homeless health outreach team on various days. Great place for a meal and much needed human interaction.

19 Price Streeer, Nambour

Mon Wed Fri 9-2 Tue 7:30-10:30 Thu 7-8:30 breakfast at Quota Park

The Salvation Army Caloundra

salvationarmy.org.au/caloundra/ - 07 5491 8653

Salvos Connect is a cafe-style gathering with free tea/coffee, board games, practical help filling in forms & advocacy. Most days there are free fruit and vegetables along with bread. This is also a collection point for any assistance granted by the Salvos Assessment line.

119 Sugarbag Rd, Little Mountain

Mon & Thu 10am-1pm

The Salvation Army Gympie Corps

salvationarmy.org.au/gympie/ - 07 5482 1710

Free lunches are available Wed & Fri 12-1.30pm, and during opening hours those in need can access laundry and shower facilities for free.

42 Stumm Rd, Southside Gympie

The Salvation Army Noosa / Cooloolm Corps

salvationarmy.org.au/noosa/ - 07 5442 4218

Salvos Connect where you can seek support and advice over a cuppa, plus free fruit & veggies and bread when available Tue Thu 9am-12pm. Financial counselling is available Thu (by appointment). A free community lunch is held on the 3rd Tue of the month from 12:30pm.

6 Bartlett Rd, Noosaville

The Salvation Army: financial assistance call 1300 371 288 Mon-Fri 9am-5pm.

Food and Welfare / Emergency Relief

See p9 for information

Campsite Rescue

campsiterescue.org - 0424 424 842

Free essential items: food, clothing, bedding (blankets), tents, crockery, toiletries and sanitary products. Access to financial, legal and medical assistance. Ring for appointment.

The Salvation Army

[salvationarmy.org.au/about-us/our-services/doorways-and-emergency-relief/](http://salvationarmy.org.au/about-us/our-services/doorways-and-emergency-relief)

If you need financial assistance call 1300 371 288 Mon-Fri 9am-5pm. Assessment and approvals are only made over this phone line.

Vans

Rosies Caloundra

rosies.org.au/sunshine-coast/ - 07 3396 4267

Absolutely ANYONE is welcome into our safe, welcome space provided they treat others and the space with respect. We share a chat, hot and cold drinks, snack foods, hygiene products & blankets.

· Felicity Park, Bulcock St, Caloundra

Tue Fri Sat Sun 7:30-9pm

· Happy Valley, Esplanade, Bulcock Beach, Caloundra

1st Sat of month 6-7:30pm

The Daily Bread (Soup Kitchen) Nambour

facebook.com/thedailybreadAU/

Mon & Wed 4-6pm - 3 course meal

St Lukes Lutheran Church, 10 Sydney St, Nambour

Hope Within Reach - Maroochyore Homeless Community Dinner

hopewithinreach.com.au

Mon 6-7pm BBQ

Cotton Tree Park, (directly off Second Avenue), Maroochyore

The Shack Quota Park Breakfast

Thu 7-8am - cooked breakfast

Quota Park, Matthew St, Nambour

Share a Meal Caloundra

Thu 5:30-7:30pm BBQ and drinks

Bulcock Beach, Happy Valley, Knox Ave, Caloundra

St John's Friday Night Feed

anglicannambour.com/friday-night-feed/

Fri 7pm - Hamburgers

St John's Anglican Church Nambour, 174 Currie St, Nambour

Orange Sky - Laundry

orangeskylaundry.com.au - 07 3062 4811

Free clothes washing & drying services from their mobile van

Tue 9am-12pm	Tait-Duke Community Cottage	14 Earl St, Tewantin
Mon 7:30-10:30am	The Shack	19 Price St, Nambour
Mon & Wed 3-6pm	Daily Bread	10 Sydney St, Nambour
Tue & Thu 3:30-6:30pm	Maroochy Centre	2 Fifth Ave, Maroochyore
Thu 9:30am-11:30	Morris House	478 Old Landsborough Rd, Landsborough
Fri 9-11am	Caloundra Community Centre	58A Queens St, Caloundra
Fri 5-7:30pm	Stella Maris	Baden Powell St, Maroochyore

Sanitary Products

Share The Dignity - PinkBox

sharethedignity.com.au

#Pinkbox Vending Machines dispense a FREE pack of 6 tampons and 2 pads: view on Google Maps

Gympie & District Women's Health Centre

21 Alfred St, Gympie

Housing Services

Integrated Family & Youth Service Incorporated (IFYS) ifys.com.au - 07 5438 3000

Provide crisis shelters and transitional housing for youths up to 18 years and young parents usually aged 16 – 21 years. Community Centres are also located in Beerwah and Coolum, offering various youth programs and emergency relief. Phone or drop in Mon-Fri 8:30am-4:30pm.

108 Parker St, Maroochydore

Kabi Kabi Aboriginal Coporation kabikabi.org.au - 07 5346 9806

Offers long-term housing for Aboriginal and Torres Strait Islander people, however a long wait list exists. They provide free assistance with referrals to other services and information for individuals looking for housing. Call first to make an appointment, only open on Mon or Fri 9am-2pm.

8/8 Innovation Parkway, Birtinya

Social Housing / Non-Profit Housing See p11 on how to apply for these schemes

Maroochydore Queensland Government Service Centre **07 5352 7333**

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

Mike Ahern Centre, 4/12 First Ave, Maroochydore

Level 3 Supported Accommodation See p9 for info on Personal Care Services

Winston House **121care.org.au - 0477 773 067**

Provides Level 2 & 3 Supported Accommodation to people experiencing mental health issues or an intellectual disability. With 24/7 support, meals and medication management, they offer single and shared room accommodation and also accessible rooms.

44 Myall St, Gympie

HEALTH See p12 for important state-wide information

Public Hospitals Needle & syringe program ↘ Alcohol & Other Drugs Service (AODS) +

Sunshine Coast University Hospital 6 Doherty St, Birtinya - 07 5202 0000

Caloundra Hospital ↘ 🦷 West Terrace - 07 5436 8500

Gympie Hospital ↘ 🦷 12 Henry St - 07 5489 8444

Maleny Soldiers Memorial Hospital ↘ 17 Bean St - 07 5494 2208

Nambour General Hospital ↘ + 🦷 Hospital Rd - 07 5470 6600

Community Health Centres

Maroochydore Community Hub 60 Dalton Dr - 1300 64 22 55
Child, Youth and Family Health service, Mental Health and Addiction Services

Nambour Community Hub (Child, Youth and Family Health service) 5 Waterfall Rd - 07 5450 4750

Caloundra Community Hub (Child, Youth and Family Health service) West Tce - 07 5436 8552

Gympie Community Hub (Child, Youth and Family Health service) 20 Alfred St - 07 5489 8690

Noosa Community Hub 🦷 14-16 Bottlebrush Ave, Noosa Heads - 07 5449 5944
Child, Youth and Family Health service, Sexual Health and HIV Service (Clinic 87)

Child Health (Sunshine Coast Access Officer) **5319 4824**

Mobile Health

Sunny St

sunnySt.org - 0433 392 549

A doctor and nursing mobile outreach unit based locally at Maroochydore providing primary healthcare and complex coordination services for homeless and vulnerable individuals and families.

The Shack	19 Price St, Nambour	Mon 9-11am	Doctor & Nurse
Tait Duke Cottage	14 Earl St, Tewantin	Tue 9.30-11.30am	Doctor & Nurse Fortnightly
Maroochy Neighbourhood Centre	2, 5th Avenue, Maroochydore	Tue 4.30-6.30pm	Doctor & Nurse
Nambour Caravan Park	1251 Nambour Connection Rd, Kulangoor	Wed 8-10am	Doctor & Nurse Fortnightly
The Daily Bread	10 Sydney St, Nambour	Wed 4:30-6:30pm	
Sunshine Coast Stadium Hub	26 Main Dr, Bokarina	Thu 4:30-6:30pm	
Maroochy Neighbourhood Centre	2, 5th Avenue, Maroochydore	Thu 4.30-6.30pm	Nurse

Dental Services (Oral Health)

07 4920 6212 | 1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Caloundra, Nambour, Noosa & Gympie - see addresses in the hospital section. Plus this stand-alone centres:

- Kawana Dental Clinic, 4 Kawana Island Professional Centre, Kawana Island Blvd

Mental Health

See p16 for state-wide services

Headspace

headspace.org.au

A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

- **Gympie** Suite 1, 2-4 Horseshoe Bend 07 5482 1075 - Mon-Wed 10am-6pm Thu 8:30am-4:30pm
- **Maroochydore** 1/27 Evans St 07 5409 4900 - Mon & Fri 8:30am-4:30pm Tue-Thu 8:30am-8pm

Laurel Place

laurelplace.com.au - 07 5443 4711

Maroochydore

Mon-Fri 9-5

Counselling for children and young people who have experienced recent or past sexual assault, and for the parents/carers and supporters of those who have experienced sexual assault.

Self-referrals available for adults and young people 15 years and over.

QLD Health - Mental Health Access Service

07 5489 8777

Mental health services for people adults aged over 18 years.

Gympie Mental Health, 20 Alfred St, Gympie

Mon-Fri 8am-4:30pm

QLD Health - Child and Youth Mental Health

07 5409 9111

Free mental health services for children aged 0 – 18 years. A referral is not essential.

Maroochydore Community Hub, 60 Dalton Dr, Maroochydore

Mon-Fri 8:30am-5pm.

Relationships Australia

relationships.org.au - 1300 364 277

Individual and relationship counselling, Gambling Help Program, Victims Counselling and Support Service. Some costs are involved. Appointment required.

- Suite 20, 27 Evans St, Maroochydore

Mon-Thu: 8:30am-5pm Fri 8:30am-4pm

- 22 Barter St, Gympie

Mon 9-3 Tue Thu 8:45-4:30 Fri 8:30-4:30

Child and Youth Services

See p15 for state-wide services

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care. Level 2, 15-17 Ocean St, Maroochydore

Gympie Child Safety Service Centre

07 5482 0800 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.

26 Duke St, Gympie

Drugs and Alcohol Services

Lives Lived Well - Sunshine Coast

liveslivedwell.org.au - 1300 727 957

Alcohol and drug counselling services and support for young people, including outreach, are provided from our Maroochydore office and cover the Sunshine Coast area including Gympie.

15 Evans St, Maroochydore

Phone counselling is available to anyone Mon-Fri 9am-5pm on 1300 727 957.

QuiHN Sunshine Coast (Queensland Injectors Health Network)

quihn.org - 07 5443 9576

Free counselling and support to those who wish to address their drug use and any co-occurring mental health concerns (significant others / carers can also access support). Also provides access to sterile injecting equipment and limited welfare assistance (food & clothing).

The MAISE (mental health and illicit substance education) group meets once a week for 2½ hours (includes lunch) for those seeking to quit or stay sober, covering relapse prevention, triggers and cravings, mental health, self-care, and stress management.

59 Sixth Ave, Cotton Tree

Mon-Fri 9am-7pm

QLD Health - Alcohol and Other Drug Services (AODS)

07 5319 4899

Free service that provides a diverse range of services that help people make informed choices about alcohol, tobacco and other drug use. Includes opioid treatment, relapse prevention counselling and assessment for entry into detox units. At Nambour (or outreach from) Hospital.

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Caloundra	M C	Centrelink Customer Service Centre	54 Canberra Terrace
Gympie	M C	Centrelink Customer Service Centre	27 OConnell St
Kawana Waters	M C	Centrelink Customer Service Centre	113 Point Cartwright Dr
Maroochydore	M C	Centrelink Customer Service Centre	5 Maud St
Nambour	M C	Centrelink Customer Service Centre	Cnr Currie and Maud St
Noosa	C	Centrelink Customer Service Centre	28 Eenie Creek Rd
Pomona		Access Point	1 Memorial Ave

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service atsils.org.au - 07 5452 7633

Free (means tested) legal services provided in criminal, civil and family law matters
Suite 11 Level 2 Ocean Central, 2 Ocean St, Maroochydore

Legal Aid Queensland legalaid.qld.gov.au - 07 5451 6900 or 1300 65 11 88

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

M1 Building, 1 Duporth Ave, Maroochydore

Mon-Fri 8:45am-5pm

Suncoast Community Legal Service suncoastcommunitylegal.org - 07 5443 7827

A free community legal service that can provide advice and information of general, family and civil law. Outreach services are also available in Caloundra, Landsborough, Maleny, Noosa, Maroochydore, Pomona and Nambour. An appointment is necessary.

The Tafe Building, Ground Floor, 170 Horton Parade, Maroochydore

Employment

See p22 for state-wide services

Career Employment Australia (CEA) cealtd.org.au - 07 3457 1234

Delivers government funded programs, services and courses and provides you the opportunity to gain skills and qualifications for employment - Certificate II & III, Work for the Dole

- 214 Mary St, Gympie
- Unit 1 / 15 Carnaby St, Maroochydore

Red Cross Employment Services redcross.org.au

If you've been out of work due to injury, illness or disability, our free disability employment service can help you find and keep meaningful jobs.

- Shop 3, 74 Bulcock Street, Caloundra 07 5341 8702
- 7/84 Monkland Street, Gympie 07 5482 2328
- 31-33 Plaza Pde, Maroochydore 07 5341 8702
- 81 Currie Street, Nambour 07 5441 6471

STEPS Employment Solutions stepsemploymentsolutions.com.au - Mon-Fri 9am-5pm

Specialised employment services for people experiencing injury, illness or a disability that are affecting your ability to find and maintain employment. To be eligible you need an assessment through Centrelink or be receiving a disability support pension. Phone to make an appointment.

2/23 Bulcock St, Caloundra - 07 5436 6060

1/82 Monkland St, Gympie - 1300 766 962

Includes mental health employment specialty

29/52-64 Currie St, Nambour - 07 5453 8700

Includes mental health employment specialty

1 Bicentenary Lane, Maleny - 07 5429 6090

Outreach site - hours change. Call first.

78 Duporth Ave, Maroochydore - 07 5409 9000

1/37 Sunshine Beach Rd, Noosa Heads - 07 5455 2700

WorkPac workpac.com - 1300 967 572

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.

7, 15 Nicklin Way, Minyama - 07 5390 1322

Support Services for Carers




STEPS Care for Carers stepsgroup.com.au - 07 4150 1900

Wide Bay, Burnett & Gympie region: free service to give carers support advice and counselling.

1/82 Monkland St, Gympie

Public Libraries

 = free wifi

Beerwah Library 	07 5475 8989
25 Peachester Rd, Beerwah	MTWTF 9-5:30 (Tue til 6:30) Sat 9-3
Caloundra Library 	07 5475 8989
8 Omrah Ave, Caloundra	MTWTF 9-5:30 (Tue & Thu til 7) Sat 9-3
Coolum Beach Library 	07 5475 8989
6 Park St, Coolum	MTWTF 9-5:30 (Tue til 7) Sat 9-3
Goomeri Library 	07 4168 4340
35 Moore St, Goomeri	Tue Wed Sat 9-12 Thu Fri 2-5
Gympie Library 	07 5481 0859
8-14 Mellor St, Gympie	MTWTF 9-5 (Thu til 7) Sat 9-12
Imbil Library 	07 5484 5488
123-125 Yabba Rd, Imbil	Tue Thu 9:30-12:30 Wed Fri 2-5
Kawana Library 	07 5475 8989
30 Nanyima St, Buddina	MTWTF 9-5:30 (Thu til 7) Sat 9-1
Kenilworth Library 	07 5475 8989
4A Elizabeth St, Kenilworth	MTWT 2-5 Fri 10-3 Sat 9-12
Kilcoy Library 	07 5422 4950
15 Kennedy St, Kilcoy	MTWTF 9-5
Kilkivan Library 	07 5484 1209
31 Bligh St, Kilkivan	Mon Thu Fri 9-12 Tue Wed 2-5
Maleny Library 	07 5475 8989
5 Coral St, Maleny	MTWTF 9-5:30 (Tue til 6:30) Sat 9-12
Maroochydore Library 	07 5475 8989
44 Sixth Ave, Cotton Tree	MTWTF 9-5:30 (Tue & Thu til 7) Sat 9-5
Nambour Library 	07 5475 8989
Cnr Bury and Currie Sts, Nambour	MTWTF 9-5:30 (Tue & Thu til 7) Sat 9-1
Rainbow Beach Library 	07 4130 4650
32 Rainbow Beach Rd, Rainbow Beach	Mon Thu 9:30-12:30 Wed Fri 2-5 Sat 9-12
Tin Can Bay Library 	07 5486 4355
47 Tin Can Bay Rd, Tin Can Bay	Mon Wed 9-12:30 Tue Thu Fri 9-5 Sat 8:30-11:30

Second Bite - secondbite.org/food-finder/

Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

If you are experiencing violence, ring

DVCONNECT WOMENSLINE

1800 811 811

If you are in danger right now,
call the Police or Ambulance on 000

GOLD COAST & SCENIC RIM

Support Centres

See p9 for information about these helpful hubs

Gold Coast Youth Service

gcys.com.au -07 5572 0400

Youth Worker support for young people 12-25 who need assistance with information/advice, referrals, housing, emergency relief and practical support. Open Access 9-5 (no appointment needed) or our Mobile Service can visit you. Access to computer, bathroom, kitchen & laundry 9-3.
15 Oak Ave, Miami Mon-Fri 9am-5pm

St Johns Drop-In Centre (Surfers Paradise Anglican Crisis Centre / SPACC) stjohnscc.org.au

A safe and dignified environment where you can access help from the HHOT Team (Homeless Health Outreach Team), Centrelink, Gold Coast Homelessness Hub, Gold Coast Youth Service, Orange Sky, Uniting Care Community Financial Counsellor, OZ Care Representatives, Hair Dressers, Podiatrist Mon 9-11am, Dental Appointments and Narcotics Anonymous who meet 3 times a week.

- Hot Lunch Mon-Fri 11:30am-12:30pm for a \$3 donation
- Hot Breakfast Sat 7:30am-8:30am for a \$2 donation
- While hot meals are provided, sandwiches and fruit can be taken away for an evening meal.
- Free showers, clean towels, washing machine and dryer Mon-Fri 9am-12pm.

Welfare Office is open Mon-Fri 9-11am for those in extreme hardship, provide emergency relief, clothing, food and basic household items, as well as a caring ear to talk to without judgement. You need to bring a Centrelink or Health Care card to be assisted.

36 Hamilton Avenue, Surfers Paradise

07 5531 6013 - Office Hours Mon-Fri 9am-2:30pm

Rosies Drop-in Centre

rosies.org.au/gold-coast/ - 07 3396 4267

Brunch is served 9-10:30am, with showers accessible from 7-10:30am.

Cnr Hicks and Davenport Sts, Southport

Mon-Fri 7-11:00am

Social Housing / Non-Profit Housing

See p11 on how to apply for these schemes

Horizon Housing Company

horizonhousing.com.au - 1300 133 027

Not-for-profit company that provides discounted rentals, Community / Social Housing and Affordable Housing (with the National Rental Affordability Scheme: register with NRAS - see p11).
Level 1 Campus Alpha, 2 Investigator Dr, Robina

Gold Coast Housing Service Centre

07 5645 8100

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

Shop 80 Bazaar St, Robina Town Centre, Robina

Tenancy and Housing Services

See p18 for state-wide services

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - 1800 846 643

Offers different programs depending on your circumstances, all of which provide safe, secure and affordable accommodation to assist you in breaking the homelessness cycle with a goal to secure long term, independent and sustainable housing solutions.

Gold Coast offers Crisis & Transitional Housing to meet immediate needs, and the Long Term program for longer-term solutions. 07 5514 5300

Food and Welfare / Emergency Relief

See p9 for information

Agape Outreach Inc

agapeoutreachinc.com - 0414 693 670

Free meals, food hampers for families in need, access to washing machine and showers, training classes in basic life skills like cooking, and support to make calls for housing and filling in of forms.

8/6 Enterprise Ave, South Tweed Heads NSW

Mon-Fri 9am-3pm Sat 9am-1pm

Vans and Kitchen

Rosies rosies.org.au/gold-coast/ - rosies.org.au/gcsouth/ - **07 3396 4267**

Absolutely ANYONE is welcome into our safe, welcome space provided they treat others and the space with respect. We share a chat, hot and cold drinks, snack foods, hygiene products & blankets.

- Burleigh Heads - Carpark opposite Bowls Club Thu 7-9pm
- Nerang - Bischof Pioneer Park Wed 7:30-9:30pm
- Palm Beach - Lions Park Throwing St (opposite Luzon st) Tue 7-9pm
- Southport - Baden Powell Park Thu Sat 7:30-9:30pm
- Southport (Court Support) - Southport Magistrates Court Mon-Fri 8:15-11:30am
- Surfers Paradise - St Vincent's Catholic Church, 40 Hamilton Ave Mon Tue Fri 7:30-9:30pm

Angels Kitchen **07 5532 6647**

Free tea & coffee followed by a 3 course meal Come as you are, but please be on time.

Room 3, Gold Coast Community Centre, 6 Lawson St, Southport Sun 4-5pm

First Step Foundation facebook.com/firststepfoundationgoldcoast/

A judgement free space for tea & coffee, dinner, dessert, fruit and a chat.

Room 4, Gold Coast Community Centre, 6 Lawson St, Southport Every 2nd Wed 6-7:30pm

Havafeed havafeed.org - **5520 3363**

Free meals, food parcels & showers

- Breakfast (Food parcels & Cafe) Tue Thu 7-8:30am (Be early!)
- Brunch (Food parcels & Cafe) Fri 9-11:15am
- Light Breakfast Sun 8-9am
- Luncheon (Havafeed's Kitchen of Soul) Sun 10:45-11:30am

Mermaid Beach Community Centre, 2439 Gold Coast Hwy, Mermaid Beach

King's Community Care  kingscommunity.care - **07 55220802**

Emergency food relief (cooked meals & food hampers), clothing, basic needs, support & referrals.

Showing a Centrelink Income Statement would be appreciated. 56 Gemvale Rd, Reedy Creek

Light House Community Services

Sat 6:30-8:30pm Mobile soup kitchen with food parcels Opp Surf Life Saving Building, Burleigh

The Movement Gold Coast

• Dinner - Len Fox Park, Marine Pde, Labrador Tue 5:30-7pm

Set Free Care setfreecare.org - **07 5500 4454**

Discounted pantry packs (\$15), free haircuts, discounted clothing through our Op Shop (shOP), free laundry via Orange Sky (Thu & Fri mornings), and access to services like HHOT.

- Lunch & Community Hub Thu 11am-1pm
 - Dinner Tue 5-7pm
- 21 Rawlins Street, Southport 10am-3pm

Soul Soup Australia facebook.com/SoulSoupAustralia/

Donations of packaged food, toiletries, clothing, groceries or bedding where possible.

• Hot dinner - Arthur Downes Park, Turpin Rd, Labrador Mon 5-6pm

Southport Uniting Church

Community Breakfast - 23 Short St (Cnr of Scarborough St), Southport Thu 7am

12 Baskets facebook.com/12BasketsOutreach/

Hot meal + second hand clothing, blankets and food hampers (when available)

Abraham Park, Abraham Road, Upper Coomera Mon 6pm

United Hands of Hope unitedhandsofhope.org

Hot dinner and hot/cold drinks. Also clothes, hygiene items, & non-perishable food (when possible)

• Surfers Paradise - Cascade Gardens Sat 4-6pm

Friday Free Fitness: an hour with Xtra Hiit - 11am-12pm - Dream Centre, 3 Chisholm Rd, Carrara

Walk With Us facebook.com/walkwithusgc/ - **0413 086 646**

Monday night dinners (Orange Sky provide washing service).

Fraggely Hall, Park Ave and Ocean Street, Burleigh Heads Mon 6pm

Uniting Church Mudgeeraba Parish **07 5530 7298**

Food parcels are available, limited to 3 per year. A free counselling service is also available.



89 Franklin Dr, Mudgeeraba Phone Mon-Fri 9am-3:30pm









Suspended Coffees

Ask if there is a “suspended coffee” to get a free cup of coffee (if available). Based on the Italian tradition where someone buys a cup of coffee for themselves, and pre-pays for someone who can't afford it. Information from [Suspended Coffee & Socially Just Cafes Brisbane and Queensland](#). Their list is regularly updated and available via a pinned post at the top of their page.

· Besito Coffee mobile van besitocoffee.com Fri-Sun Various locations listed on website

Orange Sky - Laundry and Showers orangeskylaundry.com.au - 07 3062 4811

Free clothes washing & drying  and / or showering  services from their mobile van

Burleigh Heads	Tu 6-8pm	Cv-19 Walk with us  	2 Burleigh Uniting Church
Burleigh Heads	Th 7-9pm	Rosies  	Outside Burleigh Heads Library
Mermaid Beach	Tu Th 5:30-7:30am	Havafeed  	2439 Gold Coast Hwy
Mermaid Beach	Sat 11am-1pm	Primary and Community Care Services  	2570 Gold Coast Highway
Nerang	Wed 6-8pm	Nerang NH BBQ Bischoff Park  	36 Nerang St
Reedy Creek	Tu 10am-12pm	Kings Community Care Centre  	56 Gemvale Rd
Southport	Sun 3-5pm	Angels Kitchen  	6 Lawson St
Southport	Th Fr 10am-1pm	Set Free,  	21 Rawlins St
Surfers Paradise	M W 9:30am-12:15pm	St John's,  	36 Hamilton Ave

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Biggera Waters	C	Centrelink Customer Service Centre	95 Brisbane Rd
Nerang	M C	Centrelink Customer Service Centre	37-39 Cotton St
PalM Beach	C	Centrelink Customer Service Centre	1085-1087 Gold Coast Highway
Seniors & Carers Robina	M	Centrelink Customer Service Centre	Level 5, Robina Town Centre, 19-33 Robina Town Centre Dr
Southport	M C	Centrelink Customer Service Centre	5-15 Suter St

HEALTH

See p12 for important state-wide information

Public Hospitals Needle & syringe program Alcohol & Other Drugs Service (AODS)


Gold Coast University Hospital  1 Hospital Blvd, Southport - 1300744284

Robina Hospital  2 Bayberry Lane - 07 5668 6000

Beaudesert Hospital 64 Tina St, Beaudesert - 5541 9111

Community Health Centres

Helensvale Community Health Centre (Diabetes) 105 Lindfield Rd - 07 5580 7800

Palm Beach Community Health Centre  9 Fifth Ave - 1300 744 284
Indigenous, Sexual, Child Health (Immunisation), Alcohol & Other Drugs Service (AODS), Diabetes

Southport Health Precinct   16-30 High St - 1300 744 284
Alcohol and Other Drugs Service (AODS), Child Health (Immunisation), Sexual Health

Second Bite - secondbite.org/food-finder/

Using unsold supermarket food that is still good to eat, Second Bite create meals and food packages that are distributed by other charities. Find a distributor near you with their Food Finder.

Dental Services (Oral Health) 🦷**07 4920 6212 | 1300 300 850**

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Southport, Robina, Palm Beach

Addiction Services: Drugs, Alcohol & Gambling See p14 for state-wide services**Drug ARM****hoa.drugarm.com.au - 07 3620 8880**

Counselling, support, and care coordination with other health services for those who need help with alcohol / drug use and mental health issues (or the alcohol or drug use of a loved one).

Southport Trade Centre, Unit 30, 3-15 Jackman St, Southport

Drug ARM Street Outreach Service Van (SOS)

Mobile van providing free hot & cold drinks, snacks, referral information and health education.

- St Johns Drop In Centre, Surfers Paradise Wed 7.30-8pm
- Broadbeach Foreshore, Broadbeach Wed 8.15-8.30pm
- Railway Street, Southport Wed 8.45-9.00pm

Please note, all appointments are booked through the Intake Team. There is no need to book in to a support group.

Anglicare Southern Queensland

AMEND (Assisting Mothers End the Need for Drugs) is a free relapse prevention service for pregnant or parenting mothers. It includes 18 sessions of in home support for women experiencing problems related to use of alcohol and other drugs. No referral is required, phone to make an appointment. Mon-Fri, 9am-5pm.

5 Olive St, Southport QLD 4215

07 3028 4600 or 1300 114 397

Alcohol and Other Drugs Service

Provide a diverse range of services that help people make informed choices about alcohol, tobacco and other drug use through the provision of quality public health and clinical interventions. Services include counselling, opioid treatment, alcohol detox and referrals to rehabilitation facilities. Free by appointment. Mon-Fri, 8am-4:30pm.

9 Fifth Avenue, Palm Beach QLD 4221

07 5525 5701

Lives Lived Well - Gold Coast**liveslivedwell.org.au - 07 4220 9881 - 0408 936 813**

We also offer a range of drug and alcohol support programs for young people, Aboriginal and Torres Strait Islander people, families and people with a dual diagnosis or complex needs.

Our Alcohol and Drug Service Hub at Nerang delivers services on the Gold Coast and Northern Corridor, providing alcohol and drug counselling, drop-ins, outreach and group programs.

Mirikai, a live-in residential rehabilitation centre, also provides a 6-12 week program (not detox).

- 191 West Burleigh Rd, Burleigh Heads (Head Office)
- Nerang (Alcohol and Drug Service Hub) – 29 Martin St, Nerang

Phone counselling is available to anyone Mon-Fri 9am-5pm on 1300 727 957.

QuiHN Gold Coast (Queensland Injectors Health Network)**quihn.org - 07 5520 7900**

Free counselling and support to those who wish to address their drug use and any co-occurring mental health concerns (significant others / carers can also access support). Also provides access to sterile injecting equipment (use front door - this service on ground floor, open 10am-4pm).

Positive Changes group meets weekly for 2½ hours (each course runs 8 weeks) for those seeking to quit or stay sober, covering relapse prevention, triggers and cravings, mental health, self-care, and stress management.

Shop 12/89-99 West Burleigh Rd, Burleigh Heads

Mon-Fri 9am-7pm

Mental Health

See p16 for state-wide services

Headspace Southport

headspace.org.au - 07 5509 5900

A one-stop shop for young people (12 - 25) who need help with mental health, physical health, sexual health (provided by TRUE Relationship & Reproductive Health - see their listing on p16), alcohol and other drugs or work and study support.

Level 1, H20 Broadwater, 1/2 Nind Street, Southport

Mon & Fri 9am-5pm; Tue-Thu 9am-8pm

NewAccess

beyondblue.org.au/get-support/newaccess - 1300 672 273

A free and confidential support program that helps people tackle the day to day pressures and get life back on track. Service includes six free sessions with a qualified Coach who will work with clients to develop a customised support program. Self referral or GP referred.

191 Varsity Parade, Varsity Lakes

Mon-Fri 9am-5pm

Personal Helpers and Mentors Service (PHaMs)

07 5562 4300

PHaMs provides practical assistance for people aged 16 years and over whose lives are severely affected by mental illness. PHaMs helps people overcome social isolation and increase connections with their community. As the NDIS is rolled out across Australia, PHaMs will be progressively phased out. Service run by Aftercare.

Suite 1, 5 Windmill St, Southport

QLD Health - Child and Youth Mental Health Service (CYMHS)

1300 642 255

Free mental health services for children aged up to 18 years. A referral is not essential.

2 Campus Crescent, Robina

Mon-Fri 9am-5pm

Relationships Australia

relationships.org.au - 1300 364 277

Individual and relationship counselling, Family dispute resolution, Gambling Help Program, Victims Counselling and Support Service. Some costs are involved. Appointment required.

Level 1, Robina Super Centre, 112 Robina Town Dr, Robina

Mon Wed 8-5 Tue Thu 8-8 Fri 8-4:30

Domestic Violence

Gold Coast Centre Against Sexual Violence

stopsexualviolence.com - 07 5591 1164

Free counselling service for women high school aged and above who have experienced sexual violence anytime in their life. No referral is needed to access the service. Mon-Fri 9am-5pm.

179-181 Scarborough St, Southport

Centacare

1300 236 822

Provides a range of services including domestic and family violence support, counselling, family dispute resolution and mediation.

50 Fairway Dr, Clear Island Waters

Domestic Violence Prevention Centre

domesticviolence.com.au - Crisis Ph: 07 5532 9000

Provides court support, information, advocacy, counselling, groups for women, children's counselling, education and training. Admin ph: 07 5591 4222

Chill Out Zones

chilloutzone.info

Provides rest, recovery and first aid services in late night entertainment precincts Fri & Sat nights.

Designated "place of safety" with police, access to drinking water, phone charging, and internet. Get help managing existing health conditions and referrals to other services, including Ambulance.

- Broadbeach - Victoria Park (Cnr of Surf Pde & Victoria Ave) - 0439 047 654 - 10pm-4am
- Surfers Paradise - Orchid Avenue next to the Hilton Hotel - 0414 235 561 - 10:30pm-4:30am

7CareConnect.com

Map-based site to find accommodation, food, and other services

Child and Youth Services

See p15 for state-wide services

Accoras - Family Mental Health Support Service (FMHSS) accoras.com.au - 07 5679 3300

Free support for young people with mental health concerns aged up to 18 years. This program involves your family - we come to your family and work with you in a comfortable environment.
3/24 Bay Street, Southport

Accoras - ParentsNext accoras.com.au/parentsnext - 07 3727 5003

ParentsNext is a free program for parents who are receiving Centrelink payments with children under the age of 6. We help identify their education and employment goals, develop a plan to achieve them and link them to activities and services which can support them along the way.

We can help parents to complete a qualification, identify and work towards overcoming issues which may make it difficult for them to find employment, develop their practical skills, find out about child care fee assistance and help with enrolling in study or other activities.

8A/24 Corporation Circuit, Tweed Heads South

Child Safety Service Centre **1800 177 135**

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.

- Level 1, 118 Brisbane Rd, Labrador - 07 5675 4300
- Shop 9 Pacific Square, 2532-2540 Gold Coast Hwy, Mermaid Beach - 07 5675 4100
- 24 White St, Nerang - 07 5675 4400

Family and Child Connect familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.
21 Tallebudgera Creek Rd, West Burleigh

Indigenous Services

Kirrawe Indigenous Corporation kirrawe.com.au -07 5679 3471

A not-for-profit charity that provides free services for ATSI people, specifically women with newborns and children aged 14 years and under. Includes Indigenous Child Protection, referrals, counselling, after school activities and family/community days. Phone Mon-Fri 9am-3pm.
55 Billington St, Labrador Community Hub, Labrador

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service atsils.org.au - 07 5532 6988

Free (means tested) legal services provided in criminal, civil and family law matters
Suite 8, First Floor, 19 Short St, Southport

Legal Aid Queensland legalaid.qld.gov.au - 07 5671 7700 or 1300 65 11 88

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

Level 2, 7 Bay St, Southport

Mon-Fri 8:45am-5pm

Employment

See p22 for state-wide services

WorkPac workpac.com - 1300 967 572

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.
Ground Floor, 130 Bundall Rd, Bundall - 07 5556 2222

Carers

Richmond Fellowship Queensland

rfq.com.au - 07 5563 8855

Support for carers to maintain their caring role through one-to-one, phone, peer support, education, referral and respite options. You may be able to access these supports through your NDIS package or referral from your mental health service or pay a fee for service.

6/80 Smith St, Southport

Public Libraries

 = free wifi

Broadbeach Library 	07 5581 1555
61 Sunshine Boulevard, Mermaid Waters	MTWTF 9-6 (Thu til 7) Sat 9-4
Burleigh Heads Library 	07 5581 7230
Park Ave, Burleigh Heads	MTWTF 9-5 Sat 9-12
Burleigh Waters Library 	07 5581 1700
Cnr Christine Ave & Galeen Dr, Burleigh Waters	MTWTF 9-6 Sat 9-12
Coolangatta Library 	07 5581 7240
Level 1, The Strand, Cnr Marine Pde & Dutton St, Coolangatta	MTWTF 9-5 Sat 9-12
Elanora Library 	07 5581 1671
The Pines Shopping Centre, Guineas Creek Rd, Elanora	MTWTF 9-6 (Thu til 7) Sat 9-4 Sun 12-4
Helensvale Library 	07 5581 1625
Cnr Lindfield and Sir John Overall Drs, Helensvale	MTWTF 9-6 (Thu til 7) Sat 9-4
Nerang Library 	07 5581 7180
Cnr Price and White Sts, Nerang	MTWTF 9-6 (Thu til 7) Sat 9-1
Palm Beach Library 	07 5581 7250
Eleventh Ave, Palm Beach	Mon 9-4:30 TWTF 9-1
Robina Library 	07 5581 1600
Robina Town Centre Drive, Robina	MTWTF 9-6 (Thu til 7) Sat 9-4 Sun 12-4
Runaway Bay Library 	07 5581 7220
Lae Dr, Runaway Bay	MTWTF 9-6 (Thu til 7) Sat 9-2
Southport Library 	07 5581 7200
Cnr Garden and Lawson Sts, Southport	MTWTF 8-6 (Thu til 8) Sat 9-4 Sun 12-4
Upper Coomera Library 	07 5582 9300
Cnr Reserve and Abraham Rds, Upper Coomera	MTWTF 9-6 (Thu til 7) Sat 9-4

GOLD COAST HOMELESS CONNECT

Connecting you with free services you'd normally have difficulty accessing

First Wednesday in August | 7am-2pm | Pet Friendly

facebook.com (search Gold Coast Homeless Connect) - 07 5572 0400

Free bus to get there & back

- Free breakfast, morning tea & lunch
- Medical care
- Immunisations
- Housing support
- ID assistance
- Haircuts
- Showers
- Toiletries
- Personal Care Packs
- Clothes + Shoes
- Non-perishable food
- Pet supplies;
- Childrens activities
- Entertainment

TOOWOOMBA & THE DARLING DOWNS

Support Centres

See p9 for information about these helpful hubs

BASE Services (formerly Basement Soup Kitchen)

baseservices.com.au - **07 4638 2399**

A free nutritious lunch time meal. Also provide bras, clothing, hygiene packs, swags, food hampers, and access to outreach support services (Department of Human Services, Oz Care Health Clinic, NDIS, Bartley Legal and the Life Recovery Alcohol and other Drug Day Program).

10 Neil St, Toowoomba

Mon-Fri 11am-12:30pm

Laidley Community Centre

ourcommunitycentre.org.au - **07 5465 1889**

Emergency relief (food, pharmacy, QR transport, Telstra or fuel vouchers, part payment of selective bills) for those in financial crisis situation. Urgent requests are given priority.

Centre also provides access to Centrelink Agency, Connect Workers (to help people with complex needs and those affected by domestic and family violence), and a wide range of visiting services (like Moneycare financial counselling) - as well as centre-run activities and courses.

13 Mary St, Laidley

Mon-Fri 9am-3pm

Protea Place

toowoombawomenscollective.org.au/protea-place/ - **0403 756 783**

The first project by Toowoomba Women's Collective, offers practical and professional support for single women in need. Showers, laundry, meals, clothing, toiletries, friendship and support with referrals to housing, health & DFV support services.

131 Russell St, Toowoomba

Mon, Wed & Fri 10am-2pm

Emergency Accommodation

Gateway House

unitedsynergies.com.au - **07 4639 2740**

Crisis to short term accommodation (up to 3 months) for youth aged 16-17 (14-15 in emergency situations). 24/7 live-in youth workers. United Synergies manage this property, as well as headspace Toowoomba (1 Snell St).

26 Stephen St, South Toowoomba

HAF Accommodation - Daisy House

hafc.org.au - **07 4639 1304**

Offer crisis, short and long-term accommodation in their fully accredited level 1 facility. Each resident/couple gains a private, lockable room with shared common areas and facilities including kitchen - food is not included. A project of the Help A Friend Club Toowoomba (H AFC).

80 Anzac Ave, Toowoomba

St Vincent de Paul Housing (see full listing below in Accommodation)

Vans and Kitchen

Rosies

rosies.org.au/toowoomba/ - **07 3396 4267**

Absolutely ANYONE is welcome into our safe, welcome space provided they treat others and the space with respect. We share a chat, hot and cold drinks, snack foods, hygiene products & blankets.

- Harlaxton Park, Gleeson Cres, Harlaxton
- Cathro Park, Cnr Chalk Dr and Ruthven St, Toowoomba
- Wine Dr Park, Wilsonton

Wed 5-7pm

Fri 5-7pm

Sun 10:30am-12:30pm

Sanitary Products

Share The Dignity - PinkBox

sharethedignity.com.au

#Pinkbox Vending Machines dispense a FREE pack of 6 tampons and 2 pads: view on Google Maps

Toowoomba Hospital Emergency Department

Pechey Street

Food and Welfare / Emergency Relief

See p9 for information

ADRA Australia (Adventist Development Relief Agency)

07 4638 8111

Emergency relief may be available

29 Bell St, Toowoomba

Food Assist

[facebook.com/ToowoombaFoodAssist/](https://www.facebook.com/ToowoombaFoodAssist/) - **07 4634 1157**

Supplies heavily discounted food hampers for only \$15 (you can buy two a week) with Super Boxes (\$30) available on occasion. EFTPOS available.

78 Vanity St, Toowoomba

Mon-Fri 9am-3:30pm

Granite Belt Drought Assist

[facebook.com/granitebeltdrought/](https://www.facebook.com/granitebeltdrought/)

Online community of like minded local residents sharing information and links to assistance.

Granite Belt Neighbourhood Centre (GNBC)

07 4681 3777

Food boxes, Emergency Relief (Centrelink Income Statement required) and can assist with housing support, help fill out forms etc., free classes.

8 Corundum St, Stanthorpe

[facebook.com/StanthorpeCommunityDevelopmentServices/](https://www.facebook.com/StanthorpeCommunityDevelopmentServices/)

Harlaxton Neighbourhood Centre

[facebook.com/Harlaxtonnc/](https://www.facebook.com/Harlaxtonnc/) - **07 4639 2868**

Discounted fruit and veg, clothing. Information and referrals. Community events and activities.

17D Coonan St, Harlaxton

Laidley Crisis Care and Accommodation

laidleycrisiscareandaccommodation.weebly.com

- Food Rescue: distribution of food that would be thrown out when it is not sold but close or past its best before date. Healthcare or Pension Card is required to apply.
- Promote Participate and Learn Community Group Fri 9:30-11:30am (gold coin attendance), every 4th Fri 10:30am-12pm special event with lunch. RSVP for catering & child minding purposes.
- Daphne Eyre Community Garden - grow your own produce and socialise with other community members. Memberships still available, please enquire.

45 Patrick St, Laidley - 07 5465 3302

Mon-Fri 9am-12pm (phone answered til 4pm)

Lifeline Darling Downs & South West QLD

lifelinedarlingdowns.org.au - **1300 991 443**

Emergency Relief program for people experiencing unexpected short-term financial stress or crisis, such as loss of income, eviction or a personal tragedy. Can provide food packages and clothing. Other needs can be assessed at time of contact.

Call Mon Wed Fri at 9am, or visit our office any day at 9am.

33 Russell St, Toowoomba

Loaves and Fishes

loavesandfishes.org.au - **07 4632 6941**

Food Parcels containing goods to the approx value of \$250 for a cost of \$60 (for administrative fees). Open for all - EFTPOS accepted.

106 Hill St, Newton

Mon-Fri 8:30am-4pm, Sat 8:30am-12pm

St Vincent De Paul

07 4699 5222

Provide a range of financial support services, vouchers for food and goods, NILS and other loan schemes, financial literacy, youth mentoring, and daily living and life skills programs.

4 Julia St, Toowoomba

Mon-Fri 9am-12pm, 1pm-2:30pm

Western Downs Outreach Project

wdop.net.au - **1800 990 364**

Food hampers for a service fee of \$25, includes a dry box of pantry items, a fruit and veg box, dairy and bakery item - available Mon-Fri 11am-3pm, with outreach runs to Roma & Tara.

Soup Kitchen eat-in or take-away dinner - hot nutritious meal Mon & Thu nights 5:30-7pm

Dalby Railway Station, 2 Hunter St, Dalby

Mon-Fri 10am-4pm

Late Night Safe Zone

Civic Assist Street Crews

[facebook.com/civicassiststreetcrews/](https://www.facebook.com/civicassiststreetcrews/) - **07 4631 5822**

Friends of the Red Frog, provide rest, recovery and minor first aid services in the Toowoomba CBD Thu (from 6pm) Fri & Sat (from 10pm) nights. Hot drink / cold water, heater when cold.

158 Margaret St Fri / Sat .

Accommodation

See p10 for state-wide services

Australian Red Cross - Toowoomba Homeless Homestay Program

07 4614 1600

Helping people to maintain or to access more sustainable accommodation
371 Taylor St, Wilsonton

Laidley Crisis Care and Accommodation

laidleycrisiscareandaccommodation.weebly.com

Specialist Homelessness Service - properties in Laidley and Gatton for people committed to improving their lives by working with the Support Workers to overcome issues that have brought them to homelessness. Over 12 weeks clients are intensively supported completing a case management plan that may include budgeting, personal growth, drug and alcohol counselling, child safety support, debt reduction, obtaining ID, and more.

45 Patrick St, Laidley - 07 5465 3302

Mon-Fri 9am-12pm (phone answered til 4pm)

STARH - Wesley Mission Homestay Program



1300 865 306

Supporting Those at Risk of Homelessness (STARH) works in Lockyer Valley, Somerset and the Scenic Rim to help retain existing housing, build community connections and develop life skills.

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - **1800 846 643**

Offers different programs depending on your circumstances, all of which provide safe, secure and affordable accommodation to assist you in breaking the homelessness cycle with a goal to secure long term, independent and sustainable housing solutions.

Long-term housing is available in Toowoomba, Chinchilla, Dalby, Roma and Stanthorpe.

- Toowoomba (07 4633 5222) also offers Crisis & Transitional Housing to meet immediate needs..
- Warwick (07 4661 4777) offers Transitional Housing to meet immediate needs, and the Cornerstone program for longer-term solutions..

Toowoomba and South West Housing Service Centre

1800 623 435 (toll free within area)

Social housing includes public housing, community housing and state funded affordable housing targeting low to moderate income households.

Level 2 Condamine Centre, 10 Russell St, Toowoomba

07 4699 4400

Youth Housing and Reintegration Services (Australian Red Cross)

07 4614 1600

Help eligible youth (15-21 year olds) find services and support to sort out your housing situation and related needs. Help may involve finding education, training and job opportunities, accessing different accommodation options, develop skills and knowledge to stay in a place by yourself, and accessing financial help to pay for goods or services to achieve long-term self-reliance.

371 Taylor St, Wilsonton

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Toowoomba	M C	Centrelink Customer Service Centre	12-20 Bell St (ground floor)
Boonah		Agent	4 Little High St
Crows Nest		Agent	16 Charlotte St
Dalby	M C	Centrelink Customer Service Centre	34-36 Patrick St
Esk		Agent	Ipswich St
Gatton		Agent	7 William St
Laidley		Agent	13 Mary St
Millmerran		Agent	30-32 Campbell St
Stanthorpe	C	Centrelink Customer Service Centre	10 Corundum St
Warwick	M C	Centrelink Customer Service Centre	37-39 Albion St

HEALTH

See p12 for important state-wide information























TRUE Relationship & Reproductive Health

true.org.au - 07 4632 8166

661 Ruthven St, Toowoomba - Mon-Fri 8:30am-5pm

Expert reproductive and sexual health services - see full info p16

Public Hospitals Alcohol & Other Drugs Service (AODS)

Toowoomba Hospital  	Pechey St - 07 4616 6000
Chinchilla Hospital 	Slessar St - 07 4662 8888
Dalby Hospital  	Condamine St - 07 4669 0555
Gatton Hospital  	97-103 William St - 07 5468 4188
Goondiwindi Hospital  	Bowen St - 07 4578 2400
Inglewood Hospital 	Cunningham Hwy - 07 4651 2311
Jandowae Hospital  	13 Dalby St - 07 4668 5356
Laidley Hospital  	75 William St - 07 5466 8100
Miles Hospital 	Marian St - 07 4627 1311
Millmerran Hospital 	50 Commens St - 07 4695 3111
Oakey Hospital	Cnr Beale & Fitzpatrick Sts - 07 4691 4888
Stanthorpe Hospital  	8 McGregor Tce - 07 4683 3400
Tara Hospital 	15 Bilton St - 07 4665 3299
Texas Hospital 	Mingoola Rd - 07 4653 1233
Warwick Hospital  	56 Locke St - 07 4661 6900

Community Health Centres

Glenmorgan Outpatients Clinic	Qld Country Women's Association Hall - 07 4626 5233
Meandarra Outpatients Clinic	Gibson St - 07 4665 6244
Moonie Outpatients Clinic	Moonie Highway - 07 4665 0231

Dental Services (Oral Health) 07 4920 6212 | 1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospital / healthcare centres: Toowoomba, Dalby, Gatton, Goondiwindi, Laidley, Stanthorpe, Warwick - see addresses above.

Disability Services

See p22 for state-wide services

Endeavour Foundation - Learning and Lifestyle endeavour.com.au - 1800 112 112

Focus on ability and making things happen. Whether it's learning life skills, living independently, socialising and making new friends, getting job ready or exploring interests and trying new things, we work with you to make your possibilities a reality.

2 Hodgson St

Mon-Fri 8am-4pm

Do you need Emergency Relief? Salvation Army Financial Assistance

If you find yourself in crisis and are in need material or financial assistance, please call the Salvos Emergency Relief assessment team Mon-Fri 9am-5pm. Please note: no assessment is done on-the-spot at any SalvosConnect community centre.

1300 371 288

Mental Health

See p16 for state-wide services

Headspace

headspace.org.au

A one-stop shop for young people (12 - 25) who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

- **Toowoomba** 1 Snell St 07 4639 9000 - Mon Tu Wed Fri 9am-5pm; Thu 9am-7pm
- **Warwick** 66 Albion St 07 4661 1999 - Mon-Fri 9am-5pm
- **Stanthorpe** (outreach from Warwick branch) 07 4661 1999 - Thu 10am-3pm

Lifeline Darling Downs & South West QLD

lifelinedarlingdowns.org.au - 1300 991 443

Various free counselling programs:

- Toowoomba: 33 Russell St - children of separation, family intervention, financial, relationships
- Charleville: 65 Edward St - family intervention, rural family, community managed health program
- Dalby: 1 Patrick St - family intervention, financial, relationships, gambling
- Warwick: 52 King St - financial, gambling, family intervention

NewAccess

beyondblue.org.au/get-support/newaccess - 1300 672 273

A free and confidential support program that helps people tackle the day to day pressures and get life back on track. Service includes six free sessions with a qualified Coach who will work with clients to develop a customised support program. Self referral or GP referred.

Located in Warwick, Gatton, Dalby and Kingaroy Mon-Fri 8:30am-4:30pm.

Relationships Australia

relationships.org.au - 1300 364 277

Individual and relationship counselling, family support services and victims of crime counselling. Some costs are involved. Appointment required.

477 Ruthven St

Mon Wed Thu Fri 8:30am-5pm Tue 11am-9pm

Indigenous Services

Carbal Medical Services

carbal.com.au - 1300 379 558

Bulk billed, culturally safe and secure health service in Toowoomba that addresses indigenous health needs. Offers programs to support pregnant women, parents with child development (social and emotional issues), women's health, chronic disease management and more..

- Toowoomba Clinic & Mobile Health - 125 Russell St - 07 4639 7300
- Toowoomba Wellbeing Hub (ITC) - 14 Makepeace St, Rockville - 07 4633 9500
- Warwick Clinic - 55 Wood St - 07 4661 0800
- Warwick Wellbeing Hub - 67 Guy St - 07 4548 9500
- NDIS/PHaMs Support Services - 104 South St - 07 4639 7400

Goolburri Aboriginal Health Advancement

goolburri.org.au - 07 4632 0338

Provide affordable and holistic preventative health care services to Aboriginal and Torres Strait Islander and non-Indigenous people in this region. GP, dental, family health, NDIS.

20 Scott St, East Toowoomba

Family and Child Wellbeing Program

goolburri.org.au - 07 4637 9953

Free service to help and support you to manage challenges and keep your children and your family together. Can help with safety plans for children, domestic violence, budgeting, truancy, social and emotional wellbeing, and can act as your 'voice' when working with the Department of Child Safety, Youth and Women. A program by Goolburri.

2 Hodgson St, Toowoomba

Suspended Coffees

Ask if there is a "suspended coffee" to get a free cup of coffee (if available). Based on the Italian tradition where someone buys a cup of coffee for themselves, and pre-pays for someone who can't afford it. Information from [Suspended Coffee & Socially Just Cafes Brisbane and Queensland](#). Their list is regularly updated and available via a pinned post at the top of their page.

- Community Grounds 129 Patrick St, Laidley facebook.com/CommunityGroundsCafe Mon-Sat

Addiction Services: Drugs, Alcohol & Gambling See p14 for state-wide services

Drug ARM

hoa.drugarm.com.au - 07 3620 8880

Counselling, support, and care coordination with other health services for those who need help with alcohol / drug use and mental health issues (or the alcohol or drug use of a loved one).

- Shop 14, RedEdge Shopping Centre, 192 - 198 James St, Toowoomba
- 1/102 Alfred St, Charleville
- Unit 11, Waggamba Square, Brook St, Goondiwindi
- 24 Wood St, Warwick

Lifeline Darling Downs & South West QLD

lifelinedarlingdowns.org.au - 1300 991 443

Gambling help (for you and those affected), & financial counselling for problem gambling.

Lives Lived Well

liveslivedwell.org.au - 1300 727 957

Alcohol and Drug Counselling services, and specific support for young people and Aboriginal and Torres Strait Islander people, are provided from our offices. Our Dalby, Gatton & Warwick offices offer the NewAccess program, developed by Beyond Blue for help tackling life's pressures.

- 63 Neil St, Toowoomba
- Chinchilla Family Support Centre, 67-71 Middle St, Chinchilla
- Myall Youth and Community Centre, Cnr Drayton & Nicholson Sts, Dalby
- 121 Spencer St, Gatton
- 54 Grafton St, Warwick

Phone counselling is available to anyone Mon-Fri 9am-5pm on 1300 727 957.

QLD Health - ATODS (Alcohol, Tobacco and Other Drug Services)

Assessment and treatment services to those affected by mental illness including: depression, anxiety, schizophrenia and other psychosis, Post Traumatic Stress Disorder (PTSD), eating disorders, bipolar mood disorder, and situational crises. Also provide support to family and carers

- Toowoomba Hospital - ATODS

07 4616 6100

Teen Challenge Queensland

teenchallengeqld.org.au - 3422 1500

A residential rehabilitation program helping young women aged 16-35 to overcome addiction, abuse and other life-controlling problems, giving them a second chance at life.

Sexual Assault / Domestic Violence Support

See p13 for state-wide services

Domestic Violence Action Centre (DVAC)

dvac.org.au - 07 3816 3000

Free service for women and their children experiencing domestic and family violence. Services include crisis support, counselling, safety planning, court support, information, advice and referrals. They also provide a service against sexual violence for individuals 14 years and over, which includes counselling, support, information and advice. Phone M-F 9-5 for an appointment

Sexual Assault Support Service (SASS) - QLD Health

07 4616 6950

An acute 24 hour crisis response to recent sexual assault (within the past 72 hours) for those aged 14 years and over. Also provides short to medium-term individual counselling for those who have experienced sexual violence at some time in their life.

For immediate, out of hours help, please visit the Emergency Department.

Kobi House, 41 Joyce St, Toowoomba

Mon-Fri 8am-5pm

Relationships Australia (see listing under Mental Health)

relationships.org.au - 1300 364 277

Toowoomba Women's Alliance Inc

3rd Floor, CML Building, 158 Margaret St, Toowoomba City QLD 4350

07 4639 3605

Child and Youth Services

See p15 for state-wide services

Child Safety Service Centre

1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.

- Toowoomba: Level 1, 128 Margaret St, Toowoomba - 07 4614 8900
- Charleville: 86-88 Alfred St - 07 4656 5700
- Dalby: 28A Nicholson St - 07 4662 3271

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.

104 South Street, Rangeville

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service

atsils.org.au - 07 4659 7822

Free (means tested) legal services provided in criminal, civil and family law matters
8 Union St, Toowoomba

Legal Aid Queensland

legalaid.qld.gov.au - 07 4591 8200 or 1300 65 11 88

Government lawyers available for 20 minutes of free advice in any area of law and legal assistance in crime, family, family violence and Child Protection when client is eligible for a Grant of Aid.

1st Floor, 154 Hume St, Toowoomba

Mon-Fri 8:30am-5pm

TASC - Toowoomba Community Legal Service

tasclaw.com.au - 07 4616 9700

A not for profit organisation that provide free legal advice and limited representation to eligible clients in generalist legal matters, with a focus on Civil and Family Law (with the exception of Property Settlements). Services including initial consultation, advice, referral to private solicitors or other avenues of legal assistance; help with the preparation of Court documents and the provision of self-help material to assist people who need to represent themselves in Court.

- Toowoomba: 223 Hume St
- Warwick: 69 Guy St

Employment

Career Employment Australia (CEA)

cealtd.org.au - 07 3457 1234

Delivers government funded programs, services and courses and provides you the opportunity to gain skills and qualifications for employment - Certificate II & III, Work for the Dole

- 3 Little Street, Toowoomba
- Unit 2 / 50 Middle Street, Chinchilla
- 126 Cunningham Street, Dalby

WorkPac

workpac.com - 1300 967 572

Mining industry jobs and more, from unskilled roles to trades, apprenticeships and training.
616 Ruthven St, Toowoomba - 07 4602 0155

2nd Shot (BASE initiative)

2ndshot.com.au - (07) 4638 2399

Hospitality training and employment opportunities to people experiencing homelessness
BASE services: 10 Neil St, Toowoomba

Public Libraries

📶 = free wifi

Toowoomba Library 📶	155 Herries St, Toowoomba	MTWTF 9:30-6 (Thu til 8) Sat 9:30-4 Sun 12-4	07 4688 6670
Allora Library 📶	78 Herbert St, Allora		07 4666 3742
Bell Library 📶	Bunya Community Centre, 71 Maxwell St, Bell	Wed 1:30-4:30 Thu 9-12	07 4663 1113
Cecil Plains Library 📶	Taylor St, Cecil Plains	Mon Wed Fri 11:30-4:30	07 4668 0250
Chinchilla Library 📶	80-86 Heeney St, Chinchilla	MTWTF 9-5 Sat 9-12	07 4660 7270
Clifton Library 📶	Meara Place, Clifton	TWTF 10-1, 2-5 Sat 9-12	07 4697 4223
Crows Nest John French V.C. Memorial Library 📶	Cnr New England Hwy & William St, Crows Nest	Tue & Fri 9-5 (closed 1-2) Sat 9-12	07 4698 1585
Dalby Library 📶	107 Drayton St, Dalby	MTWTF 9-5 Sat 9-12	07 4679 4474
Gatton Library 📶	Lockyer Valley Cultural Centre, 34 Lake Apex Dr, Gatton	MTWTF 9-5 Sat 9-12	07 5466 3434
Goombungee Library 📶	89 Mocatta St, Goombungee	TWT 9:30-1 & 2-5:30 Sat 9-12	07 4696 5816
Highfields Library 📶	Community Crt, Highfields	MTWTF 9-6 Sat 9-2 Sun 10-2	07 4699 6519
Jandowae Library 📶	Community & Cultural Centre, 22 George St, Jandowae	MTWTF 9-5	07 4668 4480
Laidley Library 📶	Laidley Library and Customer Service Centre, 9 Spicer St, Laidley	MTWTF 9-5 Sat 9-12	07 5462 0351
Meandarra Library 📶	Sara St, Meandarra	MTWTF 10-4	07 4665 6147
Miles Library 📶	Dogwood Crossing, Cnr Dawson and Murilla Sts, Miles	MTWTF 9-5 Sat 9-12	07 4628 5330
Millmerran Library 📶	2-16 Campbell St, Millmerran	TWTF 10-1, 2-5	07 4695 5619
Moonie Library 📶	Leichhardt Hwy, Moonie	MTWTF 9-3	07 4665 0189
Oakey Library 📶	62 Campbell St, Oakey	MTWTF 9-5 Sat 9-12	07 4692 0154
Pittsworth Library 📶	Olympia Arcade, 104 Yandilla St, Pittsworth	MTWTF 9:30-1, 2-5 Sat 9-12	07 4693 1223
Quinalow Library	Daly St, Quinalow	Mon 2:30-5:30 Tue 9-12, 1-5:30 Sat 9-12	07 4692 1263
Stanthorpe Library 📶	56 Lock St, Stanthorpe	Mon Tue 10-5 Wed 1-5 Thu Fri 10-6 Sat 9-12	07 4681 2141
Tara Library 📶	31 Day Street, Tara	MTWTF 9-5	07 4678 7881
Wandoan Library 📶	6 Henderson Rd, Wandoan	MTWTF 9-5	07 4558 3045
Warwick Library 📶	49 Albion St, Warwick	MTWTF 10-5:30 Sat 9-12	07 4661 0342
Yarraman Library 📶	Toomey St, Yarraman	Tue & Thu 10-1, 2-5 Wed 10-1 Sat 9-12	07 4163 8348

MARANOA / SOUTH WEST QUEENSLAND

Support Centres

See p9 for information about these helpful hubs

Roma Community Hub - Maranoa Regional Council

mymaranoa.org.au - 1300 007 662

The central location for many essential social services in the Maranoa, including St Vincent De Paul Society, the Australian Apprenticeship Support Network and Lifeline. They run an online directory of local services.

57 Bungil St, Roma

Mon-Fri 8:30-12:30, 1:30-5pm

Accommodation

See p10 for state-wide services

St Vincent de Paul Housing

qld.vinnies.org.au/services/housing/ - 1800 846 643

Offers different programs depending on your circumstances, all of which provide safe, secure and affordable accommodation to assist you in breaking the homelessness cycle with a goal to secure long term, independent and sustainable housing solutions.

Roma offers Crisis Housing to meet immediate needs, and the Long Term program for longer-term solutions.. 07 4624 0812

Social Housing / Non-Profit Housing

See p11 on how to apply for these schemes

Horizon Housing Company

horizonhousing.com.au - 1300 133 027

Not-for-profit company that provides discounted rentals, Community / Social Housing and Affordable Housing (with the National Rental Affordability Scheme: register with NRAS - see p11).

31A Hawthorne St, Roma

HEALTH

See p12 for important state-wide information

Public Hospitals

Needle & syringe program ↘ Alcohol & Other Drugs Service (AODS) +

Roma Hospital ↘ + 🦷 197-234 Mcdowall St - 07 46242700

Augathella Hospital ↘ + Cavanagh St - 07 46547100

Charleville Hospital ↘ + 🦷 72 King St - 07 46544300

Cunnamulla Hospital ↘ + 56 Wicks St - 07 46558100

Dirranbandi Hospital ↘ + Cnr Jane & Crothers Sts - 07 46258222

Injune Hospital ↘ Fifth Ave - 07 46261188

Mitchell Hospital ↘ + Ann St - 07 46231277

Mungindi Hospital ↘ + Barwon St - (02)67056100

Quilpie Hospital ↘ + Gyrica St - 07 46560100

St George Hospital ↘ + 🦷 Victoria St - 07 46253144

Surat Hospital ↘ + Ivan St - 07 46265166

Community Health Centres

Bollon Community Clinic 37 Main St - 07 46256105

Morven Community Clinic ↘ + Warrego Highway - 07 4654 8288

Thargomindah Community Clinic ↘ + Dowling St - 07 4655 3361

Wallumbilla Community Clinic ↘ + Stakeyard Rd - 07 46234233

Dental Services (Oral Health) 🦷

07 4920 6212 | 1300 300 850

Public dental services provide general and emergency dental care with no out-of-pocket expenses to eligible patients. To be eligible you will require a Health Care Card or Pension Card.

Dental Clinics are located in these hospitals: Roma, Charleville, St George - see addresses above.

Mental Health

See p16 for state-wide services

Lifeline Darling Downs & South West QLD

lifelinedarlingdowns.org.au - 1300 991 443

Various free counselling programs:

- Roma: 16 McDowell St - Family and Child Connect, Maranoa Youth Services
- St George: 138 Victoria St - Tracks to Success (Indigenous Advancement Strategy), Youth Support

Personal Helpers and Mentors Service (PHaMs)

PHaMs provides practical assistance for people aged 16 years and over whose lives are severely affected by mental illness. PHaMs helps people overcome social isolation and increase connections with their community. As the NDIS is rolled out across Australia, PHaMs will be progressively phased out. Service run by Aftercare.

48 Stockyard St, Cunnamulla

07 4655 9222

NewAccess

beyondblue.org.au/get-support/newaccess - 1300 672 273

A free and confidential support program that helps people tackle the day to day pressures and get life back on track. Service includes six free sessions with a qualified Coach who will work with clients to develop a customised support program. Self referral or GP referred.

Located in Roma and Charleville Mon-Fri 9am-4pm.

South West Community Managed Mental Health (CMMH)

Aims to support people aged 18-64 years experiencing a mental health issues through personalised, one-on-one support, mutual self-help services, and group support services for people with mental health concerns. The service also makes provision for people in the community who have taken on the responsibility of caring for family members and loved ones.

66 Edward St, Charleville

07 4688 3746

35 Queen St, Roma

07 4622 8824

119 Victoria St, St. George

07 4688 3721

Addiction Services: Drugs, Alcohol & Gambling

See p14 for state-wide services

Drug ARM

hoa.drugarm.com.au - 07 3620 8880

Counselling, support, and care coordination with other health services for those who need help with alcohol / drug use and mental health issues (or the alcohol or drug use of a loved one).

61 McDowell St, Roma

QLD Health - ATODS (Alcohol, Tobacco and Other Drug Services) +

Assessment and treatment services to those affected by mental illness including: depression, anxiety, schizophrenia and other psychosis, Post Traumatic Stress Disorder (PTSD), eating disorders, bipolar mood disorder, and situational crises. Also provide support to family and carers. Look for this symbol + in hospitals / community health centres list above for nearest provider.

Centrelink 136 240 / Medicare 132 011

humanservices.gov.au

For more information on types of Department of Human Services branches (eg: Agent, Access Point), see page 8. Staff who can provide assisted services are marked as C (Centrelink) or M (Medicare) .

Roma	Agent	56-58 Gregory St
Chinchilla	Agent	67-71 Middle St
Mitchell	Access Point	Cnr Mary St and Dublin St
Surat	Agent	62 Burrowes St

Child and Youth Services

See p15 for state-wide services

Family and Child Connect

familychildconnect.org.au - 133 264

Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care. 35 Queen St, Roma

Roma Place Child Safety Service Centre

07 4578 8300 or 1800 177 135

The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed. 95 Arthur St, Roma

Legal Assistance

See p17 for state-wide services

ATSILS - Aboriginal and Torres Strait Islander Legal Service

atsils.org.au - 07 4654 1721

Free (means tested) legal services provided in criminal, civil and family law matters
51 Wills St, Charleville

Maruma-Li Mari Outreach Service

07 4620 1000

Provides culturally sensitive advice and casework in legal issues, legal assistance in sexual assault cases, Domestic violence protection orders (applications, extensions and variations), Family law, Victims compensation claims, information support and referral, education and training on family violence and sexual assault issues, assistance in understanding the court system.
Roma Neighbourhood Centre, 44 Quintin St, Roma

Roma Community Legal Service (RCLS)

tasclaw.com.au - 07 4523 6600

A not for profit organisation that provide free legal advice and limited representation in generalist legal matters, with a focus on Civil and Family Law, in addition to providing Legal and Advocacy support to clients with a disability facing the Criminal Justice System.
96 Arthur St

PUBLIC FACILITIES

Public Libraries

 = free wifi

Roma Library

Community Arts Centre, 38-44 Hawthorne St, Roma

07 4624 0301

MTWTF 9-5 Sat 9-12

Injune Library

Hutton St, Injune

07 4626 0502

MTWTF 8:30-12, 1-5

Jackson Library

Edward St, Jackson

07 4627 6386

Wed 9-6

Mitchell Library

Cambridge St, Mitchell

07 4623 1264

MTWTF 9-12, 1-5 Sat 9-12

Mungallala Library

Redford St, Mungallala

07 4623 6178

Tue 3-5:30 Sat 9:30-12:30

Surat Library

62 Burrowes St, Surat

07 4626 5136

MTWTF 9-4:30 Sat 10-4

Wallumbilla Library

Cultural Hub, George St, Wallumbilla

07 4623 4111

Mon Wed Fri 11:30-1:30, 2-5

Yuleba Library

Stephenson St, Yuleba

07 4629 9001

MTWTF 9-12, 1-5



THE
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