



# THE HANDY GUIDE

of Women's Support Services



2024  
2026

AN INFORMATION AND SERVICE DIRECTORY  
FOR QUEENSLAND WOMEN IN NEED



THE  
LADY MUSGRAVE  
TRUST

## ABOUT THIS PUBLICATION

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*The Handy Guide of Women's Support Services Regional Queensland (2024-2026)* is a free information and service directory for Queensland women in need, produced by The Lady Musgrave Trust. This service directory is a one-stop-shop of regional Queensland organisations and services that support regional Queensland women, with a focus on homelessness and services to assist women and their children who have been affected by domestic and family violence. It is a partner resource to the Brisbane and surrounds edition.

Please also check out the online version of The Handy Guide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) which can be accessed anywhere and anytime with a mobile device and connection to the internet and can be easily searched by postcode or topic. The Infoxchange database powering the online Handy Guide is regularly checked to make sure it is up-to-date.

**If you are an organisation that uses The Handy Guide, please help to keep the online version current by updating your organisation's information at any time online (just visit [www.thehandyguide.com.au](http://www.thehandyguide.com.au), scroll to the bottom of the page and click on "Update your listing"). This information will be used to provide vital current information to women at risk and will help us prepare for our next hard copy edition.**

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This essential guide to assist Queensland women in need is distributed in a manner designed to reduce The Lady Musgrave Trust's footprint. It is current as at the date of publication. The Lady Musgrave Trust does not warrant the accuracy of information contained in The Handy Guide and users should make their own separate enquiries regarding the providers of services as appropriate.

# About The Lady Musgrave Trust

The Lady Musgrave Trust's vision is to alleviate homelessness for young Queensland women and their children so they can live safe and meaningful lives.

Since 1885, The Lady Musgrave Trust has provided practical solutions that transform lives and transition young Queensland women who are experiencing or at risk of homelessness to a life of opportunity and prosperity. We do this by providing them with a safe place to live and access to education and employment opportunities.

The Lady Musgrave Trust is a small charity that delivers on its mission by working in partnership with organisations and individuals who share our commitment to all Queensland women living in safety.

The Lady Musgrave Trust is grateful for the assistance of our supporters who funded consultation with users to ensure the guide is as effective and easy to navigate as possible, and printing and distribution so the Guide is widely available for women in need, and as a ready reference for the support workers who assist them.

We're pleased to once again provide The Handy Guide (both the Brisbane and Surrounds and Regional Queensland editions) free of charge so that women can quickly identify the support they need, when they need it.

For more information about The Lady Musgrave Trust or to order hard copies of the Brisbane, Ipswich, Logan and The Redlands or Regional Queensland editions of The Handy Guide please visit [www.lady-musgravetrust.org.au](http://www.lady-musgravetrust.org.au). To visit the online Handy Guide, please go to: [www.thehandy-guide.com.au](http://www.thehandy-guide.com.au)



# Our Handy Guide partners and supporters

The Lady Musgrave Trust is only able to deliver the life-saving services we do because of the partnerships we enjoy with generous organisations and individuals who share our commitment to working towards a Queensland where all women can live in safety.

We are proud of our track record of nurturing long standing partnerships that are mutually beneficial with philanthropists, corporates, government agencies and community groups.

If you'd like to find out how your organisation can partner with us to provide life-changing and practical services to young women and children when they need it most, please get in touch by emailing [office@ladymusgravetrust.org.au](mailto:office@ladymusgravetrust.org.au)

The following organisations have generously supported user testing, designing, printing or distribution costs for both of the 2024-2026 editions of The Handy Guide (Brisbane, Logan, Ipswich and the Redlands Coast and Regional Queensland).



*The*  
**CORY CHARITABLE**  
*Foundation*



# **HOMELESSNESS**

**HOMELESS HOTLINE  
1800 474 753**

This is your first contact if you are experiencing homelessness and require emergency housing assistance.

**CONFIDENTIAL SERVICE**     **24 HRS A DAY, 7 DAYS A WEEK**

The Homeless Hotline is run by the Queensland Government and provides information about where you can find support, accommodation, meals or other assistance.

## **EMERGENCY CONTACTS**

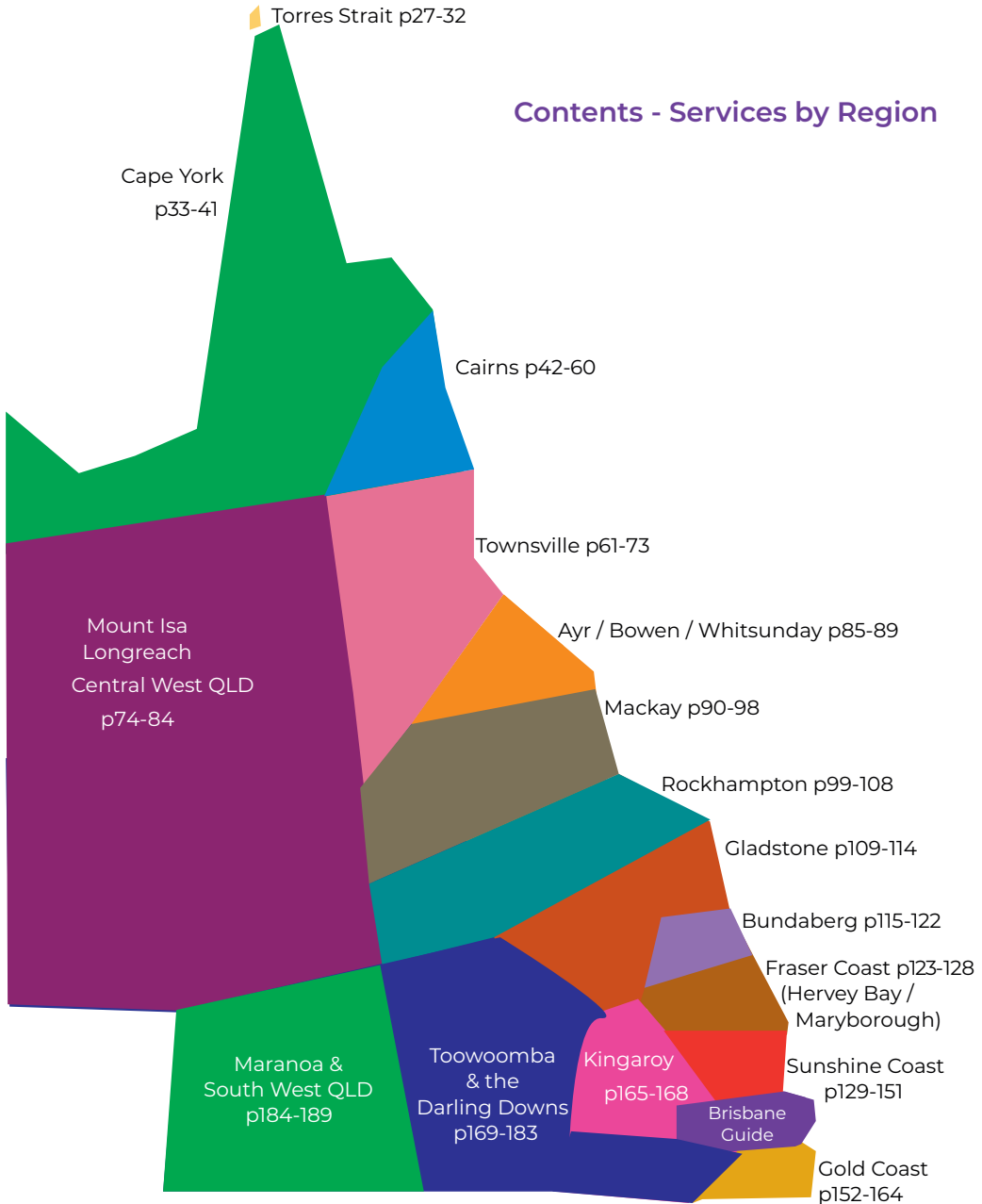
<b>Immediate Danger / Emergency</b>	Police, Fire, Ambulance	<b>000</b>
<b>Policelink</b>	Non urgent matters where you are not in immediate danger	<b>131 444</b>
<b>Crimestoppers</b>	Free 24 hours service to report information that may assist in solving or preventing crimes. Callers may remain anonymous	<b>1800 333 000</b>
<b>Disability Services</b>	Disability Gateway – connecting you to information and services	<b>1800 643 787</b>
<b>Domestic and Family Violence</b>	DVConnect – domestic violence hotline	<b>1800 811 811</b>
	1800 Respect-24 hours confidential – information, counselling and support for people affected by domestic, family or sexual violence	<b>1800 737 732</b>
<b>Financial Assistance</b>	Centrelink	<b>136 240</b>
<b>Health and Mental Health</b>	13 Health – 24 hour general health advice	<b>13 43 25 84</b>
	Poisons Helpline	<b>13 11 26</b>
	Qld Mental Health Access Line	<b>1300 642 255</b>
	Lifeline – crisis support, suicide prevention (24 hours/7 days)	<b>13 11 14</b>
	Kids Helpline	<b>1800 551 800</b>
	BeyondBlue	<b>1300 224 636</b>
	Gambling helpline	<b>1800 858 858</b>
	Alcohol and Drug Information Service	<b>1800 177 833</b>
<b>Help</b>	Women’s Infolink – Queensland Government guide to resources, information and links to services	<b>1800 177 577</b>
	St Vincent de Paul Helpline	<b>1800 846 643</b>
	Salvation Army Emergency Relief assessment team	<b>1300 371 288</b>
<b>Qld Sexual Assault Helpline</b>	Support for people affected by sexual violence	<b>1800 010 120</b>

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# How to use this Guide

Due to space limitations, this Guide is focused on providing information about assistance available in regional Queensland in relation to housing, homelessness and domestic and family violence intervention and support by organisations and services which support women throughout Regional Queensland.

Many organisations offer services in multiple locations across the State. These organisations are listed in the section titled “Queensland-Wide Services” (pages 9 – 26). This includes charities operating in multiple regions and sites, or providing many different types of services, including State and Federal Government departments.

Local listings are included in each regional section.

To ensure you can identify the best services for you:

- Refer to the Queensland-Wide Services section for organisations which operate across Queensland or nationally but may also provide local assistance
- Refer to the relevant regional section to identify services local to you
- You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

For information about services in Brisbane, Ipswich, Logan and the Redlands Coast, please refer to the *The Handy Guide of Women’s Support Services Brisbane, Ipswich, Logan and The Redlands Coast* or visit **[www.thehandyguide.com.au](http://www.thehandyguide.com.au)**

## QUEENSLAND-WIDE SERVICES

Many organisations, including Queensland and Australian Government services, offer services in different locations across the State.

### IN CASE OF EMERGENCY:

<b>Emergency</b>	If it is an emergency (fire, medical, police) call Triple Zero 000 or dial 106 if you are using TTY	
<b>Disaster assistance</b>	Contact your local emergency relief provider or local community recovery hub	Community Recovery Hotline:  <b>1800 173 349</b>  www.qld.gov.au/community/disasters-emergencies/disasters

## ONLINE INFORMATION SERVICES

In addition to current information about services and support available at **www.thehandyguide.com.au**, the following sites also provide useful online directories:

### Askizzy [www.askizzy.org.au](http://www.askizzy.org.au)

An easily accessible directory of community support services to help identify the right service to support you at the right time.

### Queensland Government

For all Queensland Government services go to [www.qld.gov.au](http://www.qld.gov.au) or call **13 QGOV (13 74 68)**

If you are deaf or have a hearing impairment, please make contact through the National Relay Service at [www.accesshub.gov.au](http://www.accesshub.gov.au). If you need an interpreter call **1800 512 451**.

### QLIFE [www.qlife.org.au](http://www qlife.org.au) or call **1800 184 527**

QLIFE provides anonymous and free LGBTIQ+ peer support and a referral database for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

### Women's Infolink [www.qld.gov.au/community/women](http://www.qld.gov.au/community/women) or call **1800 177 577**

Women's Infolink provides Queensland women and girls with access to information and services across the state through online support or a free-call telephone service.

### Supply Nation [www.supplynation.org.au/resources/support-services-directory](http://www.supplynation.org.au/resources/support-services-directory) or call **1300 055 298**

Support Services for Aboriginal and Torres Strait Islander peoples.

## COMPREHENSIVE SUPPORT SERVICES

The following organisations have a range of support services at different locations throughout Queensland. Support provided depends upon the location and can include support to identify and obtain suitable housing, assistance with domestic and family violence, legal issues, financial counselling and advice, material aid including food parcels, showers and laundry services and No Interest Loans (NILs).

For current local information for these services in your region check out [www.thehandyguide.com.au](http://www.thehandyguide.com.au)

You may need to first make an enquiry/ request and remember to bring shopping bags if collecting food parcels. Some organisations may require you to be a permanent resident of the region.

Other requirements may include ID with current address or concession card.

Many organisations have “assistance finders” located on their website, which are helpful to confirm the services available and the operating hours for the closest location to you.

ORGANISATION	DESCRIPTION	CONTACT
Australian Red Cross	Services and programs helping people experiencing or at risk of homelessness	Ph: 07 3367 7222 <a href="http://www.redcross.org.au/places/offices/brisbane">www.redcross.org.au/places/offices/brisbane</a>
Centacare	Provides assistance concerning homelessness, domestic and family violence, family and relationships services across a range of Queensland locations	Ph: 1300 236 822 <a href="http://www.centacare.com">www.centacare.com</a>
Mission Australia	For emergency housing and referral to services	Ph: 1800 474 753 <a href="http://www.missionaustralia.org.au">www.missionaustralia.org.au</a>
Orange Sky Australia	Orange Sky Australia positively connects people experiencing homelessness through free laundry, showers and conversations	Ph: 07 3067 5800 <a href="http://www.orangesky.org.au">www.orangesky.org.au</a>

ORGANISATION	DESCRIPTION	CONTACT
Relationships Australia Queensland	Provides special services to people who are disadvantaged and work with you to build a better future for you, your children, your families and your communities. Supports people living in Aboriginal and Torres Strait Islander communities, those suffering from family violence, poor mental health, addictions, people who are socially excluded and those living in remote areas.	Ph: 1300 371 288 <a href="http://www.salvationarmy.org.au">www.salvationarmy.org.au</a>
Queensland Country Women's Association (QCWA)	Everything QCWA do is about empowering and inspiring women through friendship, education, connection and advocacy. Please refer to the website to contact the state office or your regional branch to identify support that may be available near you.	Ph: 07 3236 6419 <a href="http://www.qcwa.org.au">www.qcwa.org.au</a>
Salvation Army	Housing and homelessness support services and for emergency relief assistance.	Ph: 1300 371 288 <a href="http://www.salvationarmy.org.au">www.salvationarmy.org.au</a>
St Vincent de Paul Society	Housing and homelessness support services and emergency relief is available for individual and families experiencing disadvantage.	Ph: 1800 846 643 <a href="http://www.qld.vinnies.org.au">www.qld.vinnies.org.au</a>
Share the Dignity	Works with partner organisations to ensure menstrual equity by providing a safe and supportive environment for those who menstruate, including providing Dignity Vending machines to provide access to free period products.	<a href="http://www.sharethedignity.org.au">www.sharethedignity.org.au</a>

ORGANISATION	DESCRIPTION	CONTACT
Uniting Care	Housing and homelessness support in Townsville and the Gold Coast, immediate assistance and crisis support.	<a href="http://www.unitingcareqld.com.au">www.unitingcareqld.com.au</a>
Wesley Mission	Housing and homelessness support services and crisis relief.	Ph: 1800 448 448 <a href="http://www.wmq.org.au/crisis-relief">www.wmq.org.au/crisis-relief</a>

## DOMESTIC AND FAMILY VIOLENCE (DFV), SEXUAL VIOLENCE

The following organisations can provide current information and connect you to services in your area:

ORGANISATION	PHONE	WEB
1800Respect	1800 737 732	<a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
DV Connect	1800 811 811	<a href="http://www.dvconnect.org.au">www.dvconnect.org.au</a>
Elder abuse prevention unit	1300 651 192	<a href="http://www.eapu.com.au">www.eapu.com.au</a>
Escaping Violence Payment Program (EVP)	1800 387 387	<a href="http://www.unitingcareqld.com.au/services-and-support/family-support/domestic-and-family-violence/escaping-violence-payment">www.unitingcareqld.com.au/services-and-support/family-support/domestic-and-family-violence/escaping-violence-payment</a>
Immigrant Women's Support Services	07 3846 3490	<a href="http://www.iwss.org.au">www.iwss.org.au</a>
Relationships Australia	1300 364 277	<a href="http://www.raq.org.au">www.raq.org.au</a>
RSPCA Pets in Crisis (support for pets affected by DFV apply through DV connect)	1800 811 811	<a href="http://www.rspca.qld.gov.au">www.rspca.qld.gov.au</a> <a href="http://www.dvconnect.org.au">www.dvconnect.org.au</a>
Queensland Sexual Assault Network helpline	1800 010 120	<a href="http://www.dvconnect.org.au">www.dvconnect.org.au</a>

## FAMILIES, CHILDREN, SENIORS AND DISABILITY SERVICES - HOUSING RELATED INFORMATION



Due to space restrictions, this Guide only provides detailed information in relation to families, children and child safety, senior or disability service providers that are related to housing and domestic and family violence related matters.

For information about other services, please contact the following organisations to be directed to the most appropriate local support or refer to **[www.thehandyguide.com.au](http://www.thehandyguide.com.au)**.

### **Carer Gateway**

Easy to understand practical information on available services, emotional and practical services and support for carers. **[www.carergateway.gov.au](http://www.carergateway.gov.au) 1800 422 737**

### **Queensland Department of Child Safety, Seniors and Disability Services [www.dcssds.qld.gov.au](http://www.dcssds.qld.gov.au) or 13QGOV 13 74 68**

The Department provides a range of services to support parents and families, children and young people in care, foster and kinship care, child safety service centres, disability services, supports and NDIS, senior supports, elder abuse prevention and aged and in-home care.

### **Childcare finder [www.childcarefinder.gov.au](http://www.childcarefinder.gov.au)**

Enter your address for a list of nearby childcare centres including vacancies.

**Disability Gateway [www.disabilitygateway.gov.au](http://www.disabilitygateway.gov.au) or call 1800 643 787** The Australian Government's Disability Gateway website has information and services to help people with disability, their family, friends and carers to find the support they need in Australia. Information includes income and finance, employment, aids and equipment, housing, transport, health and wellbeing, everyday living, education, leisure, and rights and legal issues.

### **Family and Child Connect [www.familychildconnect.org.au](http://www.familychildconnect.org.au) or call 13 32 64**

Family and Child Connect can help with a range of family and parenting challenges and connect you to local services.

### **Relationships Australia [www.raq.org.au](http://www.raq.org.au) or call 1300 364 277**

Provides services across Queensland to assist with relationships, children and families, addiction support, domestic and family violence and trauma related issues, and to support diverse groups in the community including Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse people and lesbian, gay, bisexual, transgender and intersex people.

### **Seniors Enquiry Line 1300 135 500**

The Seniors Enquiry Line at **[www.qld.gov.au/seniors](http://www.qld.gov.au/seniors)** provides Queensland seniors and their family, friends and carers with access to information including available support services.

### **Elder Abuse Helpline 1300 651 192**

Provides free confidential advice, support and referral to anyone experiencing abuse, suspecting or witnessing abuse of an older person.

## FINANCIAL ASSISTANCE

### EMPLOYMENT

**Queensland Government [www.qld.gov.au/jobs](http://www.qld.gov.au/jobs) or 13QGOV 137 468**

For information concerning looking for work, your rights and entitlements, education and training and other important information associated with finding work and sustaining employment, including a directory to help you find the right service to assist you in your local area.

**Workforce Australia - [www.workforceaustralia.gov.au](http://www.workforceaustralia.gov.au) or call 1800 805 260**

Workforce Australia is an Australian Government site where individuals can search and apply for jobs or find more information on their pathway to employment. It includes links to activities to support people into work, or guide them with training options.

## IDENTITY PAPERS

In order to access many services you will require proof of identity.

This may include:

- Australian photo driver licence
- Australian passport
- Overseas passport
- Australian proof of age card (formerly 18+ card)
- Australian birth certificate
- Current Medicare card
- Electoral enrolments
- Utility or rates accounts less than 12 months old.

If you have no current ID you may be able to get help and advice from Centrelink, see page 13 for contact details or contact the Qld Government helpline on 13 74 68 or refer to [www.qld.gov.au/replacedocuments](http://www.qld.gov.au/replacedocuments)

## FINANCIAL COUNSELLING SERVICES

Financial counselling services are provided by a range of providers who may also assist with other support such as budgeting, food parcels and fuel vouchers. General contact details are provided on page 11 for large organisations who provide services in a number of locations.

**[Moneysmart.qld.gov.au](http://Moneysmart.qld.gov.au)**

This is an Australian Government website which provides links to a range of resources to help with financial management, budgeting and planning for the future.

**No Interest Loans (NILS) [www.goodshep.org.au](http://www.goodshep.org.au)**

NILS enable disadvantaged people to borrow up to \$2,000 for essential goods and services including household appliances like whitegoods, car repairs and registrations, medical, education or technology requirements without incurring interest.

**Public Trustee of Queensland [www.pt.qld.gov.au](http://www.pt.qld.gov.au) or 1300 360 044**

The Public Trustee of Queensland provides a range of services to advance and safeguard the rights, interests and wishes of Queenslanders in need of financial management, estate and trust administration and planning support. Offices are located throughout Queensland, contact for the service closest to you.

### Rural Financial Counselling Services [www.agriculture.gov.au/about/contact](http://www.agriculture.gov.au/about/contact)

This service is funded by the Australian Government Department of Agriculture, Fisheries and Forestry to provide free impartial and confidential financial counselling to primary producers experiencing or at risk of financial hardship.

REGION	ADDRESS	PHONE	WEB
Northern Region	100 Galah St Longreach Qld 4730	Ph: 07 4652 5666	<a href="http://www.rfcsnq.com.au">www.rfcsnq.com.au</a>
Southern Region	PO Box 433 Roma Qld 4455	Ph: 07 4622 5500	<a href="http://www.rfcssq.org.au">www.rfcssq.org.au</a>

### Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

SERVICE HOTLINE	PHONE	WEBSITE
Centrelink	Ph: 132 850	<a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a> and follow appropriate links.
Centrelink Indigenous Call Centre	Ph: 1800 136 380	
Farmer Assistance Hotline	Ph: 132 316	
Medicare Aboriginal and Torres Strait Islander Access Line	Ph: 1800 556 955	
Centrelink phone self service line	Ph: 136 240	
Centrelink assistance for isolated children	Ph: 13 23 18	
Medicare	Ph: 132 011	
Recorded information about payments & services	Ph: 132 468	

**State Penalties Enforcement Registry (SPER) debt [www.qro.qld.gov.au/sper/contact-us](http://www.qro.qld.gov.au/sper/contact-us) or 1300 365 365**

The hardship partner program gives people in genuine hardship realistic options to resolve their SPER debt. Some organisations or financial or health professionals may be able to help you to deal with your SPER debt by enabling you to complete a work and development order.

## FOOD, WELFARE AND EMERGENCY RELIEF

Many organisations support their communities by providing a range of services, including community and drop-in centres, non-judgemental support and services such as meals, food parcels, small amounts of emergency financial assistance or showers, laundry services and free haircuts.

Different organisations have different requirements – such as living in a particular region or providing proof of identity. You may need to contact the organisation to confirm eligibility before visiting. Details for organisations providing food, welfare and emergency relief in your areas are listed on page 14 and local services are included within each region of the Guide.







Councils also usually have details of support services in their area (refer p.24).

## FOOD FINDER SERVICES

The organisations below provide a search function to search for locations near you that can provide food to prepare or ready meals:

ORGANISATION	CONTACT
Foodbank Qld	Ph: 07 3395 8422 <a href="http://www.foodbank.org.au">www.foodbank.org.au</a>
Meals on wheels	Ph: 1300 909 790 <a href="http://www.qmow.org">www.qmow.org</a>
OzHarvest	Ph: 07 3708 1380 <a href="http://www.ozharvest.org">www.ozharvest.org</a>
Secondbite	Ph: 1800 263 283 <a href="http://www.secondbite.org">www.secondbite.org</a>
GIVIT	<a href="http://www.givit.org.au">www.givit.org.au</a>

## HEALTH SERVICES

FOR EMERGENCIES	
If it is an emergency call Triple Zero 000 or, dial 106 if you are using TTY	 <b>000</b>  <b>106</b>
QUEENSLAND HEALTH	
To contact Queensland Health, or search for a health service or information about a specific condition	 <b>13 74 68</b>  <a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a>
13 HEALTH	
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 (free from Telstra payphones).	 <b>13 43 25 84</b>
WOMEN'S HEALTH & EQUALITY INFORMATION HUB	
Connecting women, our health, our lives and our communities. Women's health is much more than body parts and diseases. Our well-being is influenced by many factors in our lives and our worlds. The Women's Health & Equality Information Hub provides reliable and easily accessible health information with a gendered lens.	 <a href="http://www.womenshealth.org.au">www.womenshealth.org.au</a>

Accident and emergency, on call emergency and some localised health services including some mental health and youth services are listed for each region in this Guide. For other services and support, contacts have been provided who can provide referral for the service you require.

## HOSPITALS (PUBLIC/ACCIDENT AND EMERGENCY)

All Queensland Health hospitals are open 24 hours a day and 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 minor complaints.

Accident and Emergency Services are included in each regional listing.

If you are not experiencing an emergency please call 13 Health **(13 43 25 84)**

## ADDICTION SERVICES

Addiction occurs when someone compulsively engages in behaviour such as drug taking, gambling, drinking or gaming. Even when bad side effects kick in and people feel like they're losing control, people who have addictions usually can't stop doing the thing they're addicted to without help and support.

The following services can provide counselling, information, advice and referral to a service near you:

ORGANISATION	DESCRIPTION	CONTACT
Alcoholics Anonymous (AA)	The only requirement for membership is a desire to stop drinking - find one of over 2,000 AA meetings held each week.	Ph: 1300 222 222 www.aa.org.au
Alcohol and Drug Information Service (ADIS)	24 hour 7 days a week confidential support for Queenslanders with alcohol and drug concerns, their families and health professionals.	Ph: 1800 177 833 or 13 HEALTH (13 43 25 84) www.adis.health.qld.gov.au
Counselling online	Communicate online with a professional counsellor about any alcohol or drug related concern, a free service available 24 hours a day	www.counsellingonline.org.au
Gambling Helpline	A free and confidential counselling and referral service for people concerned about their own or someone else's gambling.	Ph: 1800 858 858 www.gamblinghelpqld.org.au
Gambling Help Online	A national website that provides live online professional counselling 24 hours a day seven days a week.	www.gamblinghelponline.org.au
Quit smoking	Quitline offers support, encouragement and resources to help you quit smoking.	Ph: 13 78 48 www.quit.org.au

## MENTAL HEALTH HELPLINES

### 1300 MH CALL

This is a confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders. 1300 MH Call is available 24 hours a day, 7 days a week and will link to the caller's nearest Queensland Public Mental Health Service.

 **1300 642 255**

The organisations below can provide information regarding assistance and support, including referral where appropriate in your local area:

ORGANISATION	PHONE	WEBSITE
Beyond Blue	Ph: 1300 224 636	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Head to Health	Ph: 1800 595 212	<a href="http://www.headtohealth.gov.au">www.headtohealth.gov.au</a>
Kids Helpline	Ph: 1800 551 800	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
Lifeline	Ph: 13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
SANE Australia	Ph: 1800 187 263	<a href="http://www.sane.org">www.sane.org</a>
Open Arms – Veterans and Families	Ph: 1800 011 046	<a href="http://www.openarms.gov.au">www.openarms.gov.au</a>
13 Yarn Counselling - Support for First Nation Australians	Ph: 13 92 76	<a href="http://www.13yarn.org.au">www.13yarn.org.au</a>

Services providing local mental health support to people experiencing or at risk of homelessness have been included where possible in the relevant regional sections of this Guide.

## PUBLIC DENTAL SERVICES

Public dental services are delivered via a range of facilities including mobile dental and community dental clinics. For adults and their dependents to be eligible for free dental care they must be a Queensland resident and receive benefits from an applicable concession card. To learn more about the public dental services available in your region go to [www.qld.gov.au/services/oral-eye-ear/dental-services](http://www.qld.gov.au/services/oral-eye-ear/dental-services).

## PUBLIC TOILET MAP

The National Public Toilet map (online or download the app) provides information on over 23,000 publicly available toilets across Australia including facilities like showers, baby change and sharps disposal. Visit [www.toiletmap.gov.au](http://www.toiletmap.gov.au).

## HOMELESSNESS

### HOMELESS HOTLINE 1800 474 753

Your first contact if you are experiencing homelessness and require emergency housing assistance. The Homeless Hotline is run by the Queensland Government and provides information about where you can find support, accommodation meals or other assistance.

## QUEENSLAND HOMELESS INFORMATION PLATFORM

The Queensland Homeless Information Platform (QHIP) is a secure online database that holds personal information that you have willingly shared.

Many housing providers access the Homeless Hotline's QHIP. They use the database 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 is administered by the Department of Housing and cannot be accessed by other Government departments, but may be accessed online by Queensland 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. Your personal information will not be shared unless you consent to do so. The information you share may influence how your housing need is prioritised.

For more information go to [www.housing.qld.gov.au](http://www.housing.qld.gov.au) or call the Homeless hotline on **1800 474 753**.

## HOUSING ASSISTANCE

### DEPARTMENT OF HOUSING – HOUSING SERVICE CENTRES

For information about homes and housing, call 137 468, refer to [housing.qld.gov.au](http://housing.qld.gov.au) or contact a Queensland Department of Housing Service Centre (refer to the relevant regional listing) for contact details for the Housing Service Centre closest to you to:

- Apply for housing assistance including social and community housing
- Seek emergency housing support
- Request cost of living support
- Find housing support
- Get help with private renting including RentConnect
- Enquire about bond loans

Housing Service Centres and Government Agent Programs contact details are located in regions throughout Queensland. Contact details appear in this Guide, in the relevant region in which they are located.

## TYPES OF HOUSING ASSISTANCE:

### EMERGENCY AND SHORT-TERM HOUSING

Emergency and short-term housing offers temporary short-term accommodation for up to three months while a more permanent housing solution is sought. Accommodation types vary by provider, as do eligibility criteria, costs, and availability.

### TRANSITIONAL HOUSING

Transitional housing is a form of social housing offered by community housing providers which allows people to stabilise their circumstances before moving into longer term housing.

## SOCIAL AND COMMUNITY HOUSING

The Queensland Government through the Department of Housing and not-for-profit organisations provides access to affordable housing for people on lower incomes. Eligibility may include a mix of some or all of the following:

- Social housing (including Indigenous Housing & Homelessness programs) – rental for low to moderate income families and individuals
- Community housing – those with low incomes providing income based rental accommodation
- Affordable housing – those with a moderate income who are in housing stress

## SOCIAL HOUSING REGISTER

The Social Housing Register is a record of applications for public or community housing. Contact your nearest Department of Housing Service Centre (contact details are listed by each region in this Guide) to enquire about your eligibility to be considered for social or community housing or to discuss other housing options which may be available to you.

## RESIDENTIAL SERVICES: INCLUDING ROOMING ACCOMMODATION, BOARDING HOUSES, RENTALS FOR SENIORS, SUPPORTED ACCOMMODATION

If you pay rent for a room and share facilities, such as a kitchen, bathroom, dining room or common room, this is called rooming accommodation. There are several types of residential services you can consider when looking for a place to live. These include:

- Boarding housing – usually accommodation only
- Rentals for seniors – known as aged rentals – these usually include meals
- Supported accommodation – includes food and personal care services for people with particular needs.

The Public Register of Residential Services lists the locations of residential services, boarding houses, aged rentals and supported accommodation that are registered with the Queensland Department of Housing [www.housing.qld.gov.au/residential-services](http://www.housing.qld.gov.au/residential-services)

## TEMPORARY ACCOMMODATION/HOLIDAY LETTING

Some accommodation such as hotel/motels are considered holiday letting (even if you're not on holiday) and you will have different rights to a tenancy if you are staying there. Long term stays in a caravan park may be covered under the Residential Tenancies and Rooming Accommodation Act (refer to QSTARS contact details below for further information).

Accommodation may be charged on a nightly basis and some accommodation (such as hostels) may require identity papers such as a passport. Enquire before arrival to ensure you will be able to stay.

## SUPPORT WITH TENANCIES AND RENTING

The following organisations can provide advice and assistance to people renting a property.

The Residential Tenancies Authority [www.rta.qld.gov.au](http://www.rta.qld.gov.au) or call **1300 366 311** is a Queensland Government authority that helps make renting work for everyone. The RTA provides tenancy information and support, bond management dispute resolution investigations and prosecution and education services.

QSTARS is managed by Tenants Queensland and is a free independent advice and referral service for all Queensland renters [www.qstars.org.au](http://www.qstars.org.au) or call **1300 744 263**

The Department of Housing [www.housing.qld.gov.au](http://www.housing.qld.gov.au) or call **13 QGOV 13 74 68** can assist people in the private rental marketing in a number of ways, including the RentConnect service, financial assistance with renting, bond loans and rental grants, rental security subsidy and No Interest Loans (NILs) housing loans. Housing Service Centres may be also able to provide advice regarding securing private rental properties. Information for your nearest Housing Service Centre is located by region in this Guide.

## LEGAL ASSISTANCE

These organisations provide legal assistance or information in a number of locations across Queensland. In addition, some organisations provide regular outreach services for remote areas.

ABORIGINAL AND TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS)	
A community-based legal assistance organisation which advances and protects the legal and human rights of Aboriginal and Torres Strait Islander people. ATSILS delivers a broad range of civil, family and criminal law services, and a 24 hour legal assistance hotline.	 <b>1800 012 255</b>  <b><a href="http://www.atsils.org.au">www.atsils.org.au</a></b>
LAWRIGHT	
Provides free legal help for Court and Tribunal Services and connection to pro bono services through community partners.	 <b><a href="http://www.lawright.org.au">www.lawright.org.au</a></b>
LEGAL AID QUEENSLAND	
Provides legal help to financially disadvantaged people about criminal, family and civil law matters.	 <b>1300 65 11 88</b>  <b><a href="http://www.legalaidqld.gov.au">www.legalaidqld.gov.au</a></b>

**NORTH QUEENSLAND WOMEN'S LEGAL SERVICE**

Provides access to justice for the women of rural, regional, and remote Queensland. It is a specialist community legal service run by women, for women.

☎ **1800 244 504**  
 🌐 **www.nqwls.com.au**

**REFUGEE AND IMMIGRATION LEGAL SERVICE**

Provides free independent legal advice, assistance and community education to disadvantaged people and free immigration legal assistance for people in need.

☎ **07 3846 9300**  
 🌐 **www.rails.org.au**

**SISTERS INSIDE**

Advocates and provides services for women and girls in prison.

☎ **1800 003 242**  
 🌐 **www.sistersinside.com.au**

**WOMEN'S' LEGAL SERVICE QLD**

- Statewide legal advice helpline.
- Rural, regional & remote legal advice line.  
(Tuesdays 9.30-1.30pm)

☎ **1800 957 957**  
 ☎ **1800 457 117**  
 🌐 **www.wlsq.org.au**

**VICTIM SUPPORT**

• **PACT**  
**PO BOX 12672 GEORGE STREET BRISBANE 4003**

Supports all victims and witnesses in Queensland through the stressful process of giving evidence and empowers them during their justice journey. PACT helps by: providing education and information on the legal process, supports victims and witnesses to give their best evidence, builds confidence and self-belief empowering victims. Support can be provided for child victims and witnesses (under 18) and adult victims and witnesses through the Queensland Criminal Justice System.

☎ **07 3738 7827 or  
1800 449 632**  
 🌐 **www.pact.org.au**

• **QUEENSLAND HOMICIDE VICTIMS SUPPORT GROUP (QHVS)**  
**LEVEL 4, 80 ANN STREET BRISBANE 4000**

QHVS is an experienced team of counsellors and peer supports who offer education, advocacy and support through the aftermath of homicide. QHVS offers a case management approach tailored for each person's specific needs and situation and works closely with the Department of Justice and Attorney-General, Department of Public Prosecutors, Victim Assist Qld, Qld Police Service and numerous other services to ensure families access the help they need.

☎ **07 3857 4744 (office)  
1800 774 744 (freecall  
24 hours ) or 07 3738  
7795 (court support  
service)**  
 🌐 **www.qhvs.org.au**

## LEGAL ASSISTANCE - RIGHTS AND ADVOCACY

The following organisations will consider complaints regarding whether you have been unfairly or unreasonably treated.

<b>COMMONWEALTH OMBUDSMAN</b>	
The Commonwealth Ombudsman is an independent and free service that investigates complaints from people who have been treated unreasonably or unfairly by Australian Government agencies or some private sector organisations. Some areas that the Commonwealth Ombudsman covers include vet student loans, private health insurance, postal industry and defence force issues, among other concerns.	<p>☎ <b>1300 362 072</b></p> <p>🌐 <b><a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a></b></p>
<b>HUMAN RIGHTS COMMISSION</b>	
The Human Rights Commission works to protect and strengthen human rights in Queensland to help build a fairer, safe and more inclusive community	<p>☎ <b>1300 130 670</b></p> <p>🌐 <b><a href="http://www.qhrc.qld.gov.au">www.qhrc.qld.gov.au</a></b></p>
<b>QUEENSLAND OMBUDSMAN</b>	
The ombudsman investigates complaints from people who believe they have been treated unfairly or unreasonably by a Queensland public agency (eg schools, hospitals) or Australian Government agency (eg Centrelink, Australian Tax office) to determine whether they have been unlawful or improperly discriminatory or have otherwise erred.	<p>☎ <b>07 3005 7000</b></p> <p>🌐 <b><a href="http://www.ombudsman.qld.gov.au">www.ombudsman.qld.gov.au</a></b></p>
<b>OFFICE OF THE PUBLIC GUARDIAN</b>	
The Office of the Public Guardian is an independent statutory office established to protect the rights, interests and wellbeing of adults with impaired decision-making capacity and children and young people in the child protection system, foster care, kinship care and residential care, and at other visitable sites such as a youth detention centre, disability services or mental health facility.	<p>☎ <b>1300 653 187</b></p> <p>🌐 <b><a href="http://www.publicguardian.qld.gov.au">www.publicguardian.qld.gov.au</a></b></p>

## VOTING: HAVE YOUR SAY

Voting is your opportunity to make your voice heard. If you are experiencing homelessness, you can enrol under the No Fixed Address category. Call **13 23 26** or go to [www.aec.gov.au](http://www.aec.gov.au) to organise your enrolment. Voting is compulsory for all Queenslanders over 18 and if you don't vote you may receive a fine.

## LOCAL GOVERNMENT CONTACT DETAILS

Local Government and Indigenous Councils may provide a range of services to help people experiencing homelessness.

The Queensland Local Government Directory [www.local-government.qld.gov.au/for-the-community/local-government-directory](http://www.local-government.qld.gov.au/for-the-community/local-government-directory) provides contact details and locality maps for Queensland's 77 local governments. You can search in the Queensland Local Government Directory to access:

- Contact details for all councils in Queensland
- Details of council officers, including mayors, CEO and councillor officers
- Link to council websites to find further comprehensive information including council services, employment opportunities and details of events.

## RESOURCES, INFORMATION AND COMMUNICATION

### PUBLIC LIBRARIES/ INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact details for libraries and IKC are provided in relevant regional listings of this Guide.

### TELECOMMUNICATION SERVICES/ WI-FI

Telstra payphones now offer free standard national and mobile calls. Telstra also provides free Telstra Wi-Fi at all enabled payphones around Australia. To find the closest free payphone to you visit [www.telstra.com.au/find-us?search=payphone](http://www.telstra.com.au/find-us?search=payphone)

Free Wi-Fi services can be obtained at most shopping centres, and many Council facilities including parks and libraries in your community. Many businesses such as fast-food restaurants provide free Wi-Fi for customers.

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, including State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

### MURA KOSKER SORORITY

#### 99 Douglas Street Thursday Island 4875

Provides a range of support services across the Torres Strait to help families including information, referral and case management for families and individuals who are experiencing or who have experienced domestic violence. The services are available for Indigenous & non-Indigenous clients.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4069 1663**  
 🌐 [www.murakosker.org.au](http://www.murakosker.org.au)

### QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS)

#### 25 Douglas Street Thursday Island 4875

Provides a free legal service for Aboriginal & Torres Strait Islander people affected by family or domestic violence and/or sexual assault.

🕒 **Mon-Fri: 8.30am-4.00pm**  
 📞 **07 4069 1091**  
 📞 **1800 887 700** Freecall

### THURSDAY ISLAND NEIGHBOURHOOD & COMMUNITY CENTRE

#### 156 Douglas Street Thursday Island 4875

Supporting individuals and families with complex needs.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4069 1663**

**UGAR (STEPHEN) ISLAND PRIMARY HEALTH CARE CENTRE****Health Centre Building, Lot 10 Orankie Street Stephen Island 4875**

Crisis care, counselling, assistance, information, referral, advocacy, court support, group work and emotional support for male & female children, young people and adults who are victims or survivors of sexual assault and for non-offending family members, partners and friends.

🕒 Mon-Fri: 9.00am-1.00pm  
 📞 07 4069 4086  
 📠 07 4069 4371  
 🌐 [www.torres-carehealth.qld.gov.au](http://www.torres-carehealth.qld.gov.au)

**WAKAI WAIAN HEALING, THURSDAY ISLAND****Unit 3 40 Douglas Street Thursday Island 4875**

A counsellor, psychologist and mental health worker are available for children, young people, adults and the elderly 12 to 70 years old from the Indigenous community.

🕒 Mon-Fri: 8.30am-4.30pm  
 📞 1800 732 850  
 📠 07 4829 4011  
 🌐 [www.wakai-waian.com.au](http://www.wakai-waian.com.au)

**YAM ISLAND HEALTH CENTRE****1 Airport Road Yam Island 4875**

Provides crisis care, counselling, assistance, information, referral, advocacy, court support, group work and emotional support for male & female children, young people and adults who are victims or survivors of sexual assault and for non-offending family members, partners and friends.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 4090 1000  
 📠 07 4090 1015  
 🌐 [www.torres-carehealth.qld.gov.au](http://www.torres-carehealth.qld.gov.au)

**FINANCIAL ASSISTANCE AND MANAGING MONEY** 

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Thursday Island Service Centre	Cnr Hastings Street & Victoria Parade Thursday Island 4875 Ph: 132 850 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>

**HEALTH** **HOSPITALS / PRIMARY HEALTHCARE CENTRES**

Standard opening hours are generally Mon-Fri 8.30am to 5pm. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

NAME	ADDRESS	PHONE	HOURS
Badu Island Primary Healthcare Centre	181 Tamway St Badu Island 4875	Ph: 07 4069 4127	
Boigu Island Primary Healthcare Centre	Chambers St, Boigu Island 4875	Ph: 07 4069 4153	
Darnley Island Primary Health Care Centre	Health Centre Building, Lot 64 The Esplanade Darnley Island 4875	Ph: 07 4090 1500 Fax: 07 4069 4370	Mon-Fri: 8.00am-5.00pm
Dauan Island Health Centre	Lot 16 Main Road Dauan Island 4875	Ph: 07 4069 0310 Fax: 07 4069 4368	Mon-Fri: 8.30am-4.00pm
Horn Island Primary Health Care Centre	29 Nawie Street Horn Island 4875	Ph: 07 4030 6200 Fax: 07 4030 6214	Mon-Fri: 8.30am-4.00pm
Iama (Yam) Island Primary Healthcare Centre	Yam Island 4875	Ph: 07 4090 1000	
Kubin community Primary Healthcare Centre	Kubin Village Moa Island 4875	Ph: 07 4090 1100	
Mabuiag Island Primary Healthcare Centre	Mabuiag Island 4875	Ph: 07 4090 1200	
Mer (Murray) Island Primary Health Care Centre	Mer Island Community Centre Murray Island 4875	Ph: 07 4069 4089 Fax: 07 4069 4369	Mon-Fri: 8.00am-5.00pm
Poruma (Coconut Island) Primary Healthcare Centre	Coconut Island 4875	Ph: 07 4069 4288	


NAME	ADDRESS	PHONE	HOURS
Saibai Island Primary Healthcare Centre	Saibai 4875	Ph: 07 4069 4252	
St Paul's Community Primary Healthcare Centre	St Paul's Village, via Moa Island 4875	Ph: 07 4069 4348	
Thursday Island Hospital	163 Douglas Street Thursday Island 4875	Ph: 07 4069 0200 Fax: 07 4069 0601	Mon-Fri: 8.00am-5.00pm
Ugar (Stephen) Island Primary Healthcare Centre	Stephens Island 4875	Ph: 07 4069 4086	
Warraber (Sue) Island Primary Healthcare Centre	Warraber Island 4875	Ph: 07 4069 4189	
Yorke Island Health Centre	115 Aous Road Yorke Island 4875	Ph: 07 4069 0320 Fax: 07 4069 4372	Mon-Fri: 8.00am-5.00pm

## HOUSING/ACCOMMODATION

### CANON BOGGO PILOT HOSTEL

#### 145-147 Douglas Street Thursday Island 4875




A secondary education boarding house for Aboriginal & Torres Strait Islander students.

 **Mon-Fri: 8.00am-4.30pm**  
 **0740 903 246**  
 **www.ahl.gov.au**

### JUMULA DUBBINS HOSTEL

#### 60 Victoria Parade Thursday Island 4875

Provides temporary low-cost hostel accommodation for Aboriginal & Torres Strait Islander families and singles.

 **Mon-Fri: 9.00am-5.00pm**  
 **07 3151 4710**  
 **www.ahl.gov.au**

**LENA PASSI WOMEN'S SHELTER****Thursday Island**

Provides safe and secure crisis accommodation for women and their children escaping domestic & family violence.

🕒 **Mon-Fri: 8.30am-5.00pm**

📞 **07 4069 1366**

📠 **07 4069 2534**

**TORRES STRAIT ISLAND REGIONAL COUNCIL (TSIRC)****Chamber St, Boigu Island 4875**

Contact Council for advice regarding housing and accommodation availability.

📞 **07 4034 5700**

🌐 **www.tsirc.qld.gov.au**

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - www.housing.qld.gov.au, 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's first Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Thursday Island Hub Tenancy Services First Nations Housing and Homelessness	37-45 Douglas Street Thursday Island 4875	Ph: 07 4212 3700 Fax: 07 4090 3782 Email: FNHH Thursday IslandHub@housingqld.gov.au	Mon-Fri: 8.30am-4.30pm

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

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LOCATION	ADDRESS	PHONE
Badu Indigenous Knowledge Centre	Cnr Ahmat & Nona Street Badu Island 4875	Ph: 07 4083 2100
Boigu Indigenous Knowledge Centre	Lot 66 Chambers Street Boigu Island 4875	Ph: 07 4083 2001
Dauan Indigenous Knowledge Centre	Lot 84 Main Street Dauan Island 4875	Ph: 07 4083 2200
Erub Indigenous Knowledge Centre	No 5 Road Erub Island 4875	Ph: 07 4083 2300
Hammond Island Indigenous Knowledge Centre	Lot 12 Francis Road Hammond Island 4875	Ph: 07 4048 6009
Iama Dawita Cultural Centre	Church Road Iama Island 4875	Ph: 07 4083 2650
Kubin Indigenous Knowledge Centre	Lot 143 Ikilgau Yabu Street Kubin 4875	Ph: 07 4083 2400
Poruma Ngalpun Ngulaygaw Lag, Indigenous Knowledge Centre	Mimia Street Poruma Island 4875	Ph: 07 4083 2710
Torres Shire Municipal Library	68 Douglas Street Thursday Island 4875	Ph: 07 4083 1210
Warraber Indigenous Knowledge Centre	Cnr Aikuru & Garnier Street Warraber Island 4875	Ph: 07 4083 2550

## QUEENSLAND-WIDE SERVICES

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- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

<b>COOKTOWN DISTRICT COMMUNITY CENTRE</b>	
<p><b>11 Charles Street Cooktown 4895</b> Provides information, referral and support for women and children who have experienced or are experiencing domestic violence.</p>	<p>🕒 <b>Mon-Fri: 8.30am-4.30pm</b> 📞 <b>07 4082 1400</b> 📠 <b>07 4082 1490</b> 🌐 <b>www.cdcc.org.au</b></p>
<b>MA'AATHAN WOMEN'S SHELTER</b>	
<p><b>Aurukun 4892</b> Provides overnight accommodation and protection for women and their young &amp; adolescent children who are at risk of domestic violence. Support includes showers, meals or snacks, beds, linen, transport, education assistance, health care, and court support. The service also provides a resting place for elderly or sick women who need rest during the day.</p>	<p>🕒 <b>Mon-Fri: 8.30am-5.00pm</b> 📞 <b>07 4030 0900</b> 📠 <b>07 4060 6058</b> 🌐 <b>www.raatsicc.org.au</b></p>
<b>NORTHERN PENINSULA AREA JUSTICE SERVICES ABORIGINAL &amp; TORRES STRAIT ISLANDER CORPORATION</b>	
<p><b>NPA Community Justice Centre 47 Lui Street Bamaga 4876</b> Provides culturally appropriate individual &amp; group counselling for Aboriginal families affected by domestic violence.</p>	<p>🕒 <b>Mon-Fri: 9.00am-5.00pm</b> 📞 <b>07 4069 3945</b> 📞 <b>0488 670 307</b></p>

**PORMPUR PAANTHU ABORIGINAL CORPORATION****22-23 Yalu Street Pormpuraaw 4871**

Counselling is available for a range of family and personal problems. Counselling may deal with stress, trauma, anxiety, depression, postnatal depression, loss & grief, relationship difficulties, sexuality and domestic violence.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4060 4260  
 🌐 [www.pormpurpaanthu.com.au](http://www.pormpurpaanthu.com.au)

**QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS)****183 Wasiu Street Bamaga 4876**

Provides a free legal service for Aboriginal & Torres Strait Islander people affected by family or domestic violence and/or sexual assault.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4069 3970  
 📞 1800 887 700 Freecall  
 🌐 [www.qifvls.com.au](http://www.qifvls.com.au)

**WUJAL WUJAL JUSTICE GROUP INDIGENOUS CORP****120 Hartwig Street Wujal Wujal 4895**

Provides culturally appropriate individual & group counselling for Aboriginal families affected by domestic violence.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4060 8373  
 🌐 [www.wujaljusticegroup.org](http://www.wujaljusticegroup.org)

**FINANCIAL ASSISTANCE AND MANAGING MONEY** 

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Northern Peninsula Service Centre (Bamaga, Seissia, Injinoo, Umagio, New Mapoon)	7 Adidi Street Bamaga Qld 4876
Western Cape Service Centre	Cnr Commercial Avenue & Kerr Point Drive Weipa Qld 4874

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm, except where noted. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Apunipima Cape York Health Council Aboriginal Corporation	• Atharpuch (Kowanyama) Family Health Centre	Chellikee St Kowanyama 4871	Ph: 07 4037 7340
	• Aurukun Primary Health Care Centre	39 Kang Kang Rd Aurukun 4871	Ph: 07 4060 6700
	• Charkil Om (Napranum) Primary Healthcare Centre	42 Moun Ding Street Napranum 4874	Ph: 07 4057 7390
	• Coen Healthcare Centre	38 Regent St Coen 4871	Ph: 07 4038 4310
	• Thimithi-Nhii (Mapoon) Primary Healthcare Centre	5 Hudson St Mapoon 4874	Ph: 07 4057 7900
	•	186 Mccoombe Street Bungalow 4870	Ph: 07 4037 7100 Fax: 07 4038 4100
	Bamaga Primary Healthcare Centre	175 Adidi St Bamaga 4876	Ph: 07 4069 3200
	Bamaga Hospital	82 Sagaukaz Street Bamaga 4876	Ph: 07 4069 3166 Fax: 07 4069 3314
	Cape York Sexual Health Service	Lot 407 John Evans Drive Welpa 4874	Ph: 07 4082 3900 Ph: 07 4082 3799

NAME	ADDRESS	PHONE
Coen Primary Healthcare Centre	2 Armburst St Coen 4871	Ph: 07 4083 5900
Cooktown Multipurpose Health Service	48 Hope Street Cooktown 4871	Ph: 07 4043 0170 07 4043 0100 Fax: 07 4043 0108
Hope Vale Primary Health Care Centre	1 Aerodrome Road Hope Vale 4895	Ph: 07 4083 8100 Fax: 07 4083 8173
Kowanyama Primary Health Care Centre	Carrington Street Kowanyama 4871	Ph: 07 4083 7600 Fax: 07 4083 7678
Laura Primary Health Care Centre	1 Gladwell Court Laura 4871	Ph: 07 4060 3320 Fax: 07 4060 3335
Lockhart River Primary Healthcare Centre	2 Paytam St Lockhart River 4892	Ph: 07 4060 7155
Malakoola (Napranum) Primary Healthcare Centre	Munding Rd Napranum 4874	Ph: 07 4082 3500
Mapoon Primary Health Care Centre	Red Beach Road Mapoon 4874	Ph: 07 4082 9400 Fax: 07 4082 9456
New Mapoon Primary Healthcare Centre	Lot 43 Langie-Drah New Mapoon 4876	Ph: 07 4069 3454
Pompuraaw Primary Health Care Centre	8 Korka Street Pompuraaw 4871	Ph: 07 4060 4800



NAME	ADDRESS	PHONE
Seisia Primary Healthcare Centre	Lot 100 Mugai St Seisia 4876	Ph: 07 4069 3271
Umagico Community Primary Healthcare Centre	Charlie St Umagico 4876	Ph: 07 4069 4189
Weipa Integrated Health Service	407 John Evans Drive Weipa 4874	Ph: 07 4082 3900 Fax: 07 4082 3799
Wujal Wujal Primary Health Care Centre	100 Douglas Street Wujal Wujal 4895	Ph: 07 4083 9000 Fax: 07 4083 0926

## HOUSING/ACCOMMODATION

### COEN REGIONAL ABORIGINAL CORPORATION (CRAC)

#### 91 Taylor Street Coen 4892




Provides safe and secure crisis accommodation for Indigenous women and their children escaping domestic violence.

 Mon-Fri: 9.00am-5.00pm  
 [www.crac.org.au](http://www.crac.org.au)

### GUNGARDE COMMUNITY CENTRE ABORIGINAL CORPORATION

#### 92 Charlotte Street Cooktown 4871

Provides affordable medium and long-term rental accommodation for Aboriginal & Torres Strait Islander families, singles and young people in the communities of Cooktown, Coen, Hope Vale, Laura and Wujal Wujal.

 Mon-Fri: 8.30am-4.30pm  
 07 4069 5412  
 [www.gungarde.com.au](http://www.gungarde.com.au)

### KOWANYAMA ABORIGINAL SHIRE COUNCIL

#### 30 Chapman Road Kowanyama 4871

Provides emergency accommodation for Aboriginal women and their children where there is a risk of domestic violence. The service is available twenty-four hours, seven days a week.

 Mon-Fri: 8.00am-5.00pm  
 07 4083 7100  
 07 4060 5124  
 [www.kowanyama.qld.gov.au](http://www.kowanyama.qld.gov.au)

**NORTHERN PENINSULA AREA WOMEN'S SHELTER****Bamaga 4876**

Provides refuge accommodation for Indigenous women and younger children escaping domestic or family violence.

🕒 **Mon-Fri: 8.00am-5.00pm**  
 📞 **07 4212 2000**  
 📠 **07 4069 3184**  
 🌐 **www.npaws.com.au**

**PORMPURA AW WOMEN'S SHELTER****Pormpuraaw 4892**

Provides safe and secure short-term crisis accommodation for Aboriginal women and children escaping domestic violence.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4060 4260**  
 📠 **07 4060 4280**  
 🌐 **www.pormpurpanthu.com.au**

**PYTHAM WOMEN'S SHELTER****Lockhart River 4892**

Provides emergency accommodation for Aboriginal women and their children who are escaping domestic or family violence.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4060 7382**

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - [www.housing.qld.gov.au](http://www.housing.qld.gov.au), 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness Services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Aurukun Tenancy Services, First Nations Housing and Homelessness	Sam Kerindun Building Precinct CLI 502 Kang Kang Road Aurukun 4871	Ph: 07 4036 5555 Email: FNHH AurukunHub @housing.qld.gov.au	Please contact 07 4036 5555 to make an appointment.
Coen Tenancy Service, First Nations Housing and Homelessness	CRAC Building Coen 29 Taylor Street Coen 4892	Ph: 07 4036 5555 Email: FNHH CooktownHub @housing.qld.gov.au	Please contact 07 4060 9231 to make an appointment.

NAME	ADDRESS	PHONE / EMAIL	HOURS
Cooktown Hub Tenancy Services, First Nations Housing and Homelessness	12 Walker Street Cooktown 4895	Ph: 07 4082 2300 Email: FNHH CooktownHub@housing.qld.gov.au	Please contact 07 4082 2300 to make an appointment.
Hope Vale Tenancy Services, First Nations Housing and Homelessness	Hope Vale Council Office Complex 1 Muni Street Hope Vale 4895	Ph: 07 4060 9231 Email: FNHH CooktownHub@housing.qld.gov.au	Please contact 07 4060 9231 to make an appointment.
Kowanyama Tenancy Services, First Nations Housing and Homelessness	Old Guest House Building 9 Chapman Road Kowanyama 4892	Ph: 07 4036 5555 Email: FNHH Kowanyama Hub@housing.qld.gov.au	Please contact 07 4036 5555 to make an appointment.
Lockhart River Tenancy Services, First Nations Housing and Homelessness	Freddie Clarence Moses Retail Complex Office 5 12 Ilway Street Lockhart River 4892	Ph: 07 4036 5555 Email: FNHH LockhartRiver Hub@housing.qld.gov.au	Please contact 07 4036 5555 to make an appointment.
Mapoon Tenancy Services Aboriginal and Torres Strait Islander Housing	Land and Sea Office 1 Red Beach Road Mapoon 4874	Ph: 07 4036 5555 Email: FNHHWeipa Hub@housing.qld.gov.au	Please contact 07 4036 5555 to make an appointment.
Napranum Tenancy Services Aboriginal and Torres Strait Islander Housing	320 Wa Tyne Street Napranum 4874	Ph: 07 4036 5555 Email: FNHHWeipa Hub@housing.qld.gov.au	Please contact 07 4036 5555 to make an appointment.

NAME	ADDRESS	PHONE	HOURS
Northern Peninsula Area Hub Tenancy Services (Bamaga Seisia Injinoo Umagico New Mapoon), First Nations Housing and Homelessness	203 Mugai Street Seisia 4876	Ph: 07 4036 5575 Email: FNHHNPA Hub@housing.qld.gov.au	Please contact 07 4069 3544 to make an appointment.
Pormpuraaw Tenancy Services, First Nations Housing and Homelessness	Boomerang Centre Shop 119 Pormpuraaw Street Pormpuraaw 4871	Ph: 07 4036 5555 Email: FNHH Pormpuraaw Hub@housing.qld.gov.au	Please contact 07 4036 5555 to make an appointment.
Wujal Wujal Tenancy Services, First Nations Housing and Homelessness	1 Hartwig Street Wujal Wujal 4895	Ph: 07 4060 8360 Email: FNHH CooktownHub @housing.qld.gov.au	Please contact 07 4036 5555 to make an appointment.

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.pconnect.slq.qld.gov.au](http://www.pconnect.slq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Aurukun (Wik Mungkan) Indigenous Knowledge Centre	39 Kang Kang Road Aurukun 4892	Ph: 07 4060 6833
Bamaga Indigenous Knowledge Centre	Lot 79 Adidi Street Bamaga 4876	Ph: 07 4090 4138
Binal Mungka Bayan Knowledge Centre, Wujal Wujal	Binal Mungka Bayan Road Wujal Wujal 4895	Ph: 0487 183 571
Bloomfield Branch	24 Third Street Bloomfield 4895	Ph: 07 4060 8342
Burketown Public Library	Shire Office Lot 65 Musgrave Street Burketown 4830	Ph: 07 4745 5100
Cook Shire Council Libraries, Cooktown Branch	33 Helen Street Cooktown 4895	Ph: 07 4069 5009
Hibberd Library	6 Hibberd Drive Weipa 4874	Ph: 07 4030 9403
Hope Vale Indigenous Knowledge Centre	5 Muni Street Hope Vale 4895	Ph: 07 4060 9367
Lockhart River Indigenous Knowledge Centre	Poucheewee Street Lockhart River 4892	Ph: 07 4060 7050
Mary Ann Coconut Library, Napranum Indigenous Knowledge Centre	320 Wa-Tyne Street Napranum 4874	Ph: 07 4090 5600
Seisia Indigenous Knowledge Centre	Tumema Street Seisia 4876	Ph: 07 4069 3690
Thaayorre-Munkan Library, Pormpuraaw Indigenous Knowledge Centre	Pormpuraaw Street Pormpuraaw 4892	Ph: 07 4060 4266
Umagico Indigenous Knowledge Centre	8 Charlie Street Umagico 4876	Ph: 07 4048 6914

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.


To ensure you can identify the best services for you:


- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

### CAIRNS REGIONAL DOMESTIC VIOLENCE SERVICE

Provides crisis & ongoing counselling, legal information, court support, assistance with domestic violence protection orders and referral for those who have experienced or are experiencing domestic or family violence, recognising that the majority of victims are women and children. An interpreting service can be arranged.

 **Mon-Fri: 9.00am-5.00pm**

 **1300 909 250**

 **[www.dvcairns.org](http://www.dvcairns.org)**

#### **15 Beatrice Street Atherton 4883**

(Ph: 1300 909 250)

#### **4-14 Mill Street Mossman 4873**

(Ph: 07 4098 1974)

#### **159 Walsh Street Mareeba 4880**

(Ph: 07 4092 3290)

#### **Level 2 Suite 2 88 Abbott Street Cairns City 4870**

(Ph: 07 4033 6100)

#### **Tablelands South**

(Ph: 1300 909 250)

**QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS)****Level 1 Suite 4 101-111 Spence Street Cairns 4870**

Provides a free legal service for Aboriginal & Torres Strait Islander people affected by family or domestic violence and/or sexual assault.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 1800 887 700 Freecall  
 📞 07 4030 0400 Legal  
 🌐 [www.qifvls.com.au](http://www.qifvls.com.au)

**RELATIONSHIPS AUSTRALIA, FAR NORTH QUEENSLAND****125 Grafton Street Cairns 4870**

Provides a range of counselling and support services for people affected by domestic & family violence and for those who perpetrate family violence.

🕒 Mon-Fri: 9.00am-5.30pm  
 📞 1300 364 277  
 🌐 [www.raq.org.au](http://www.raq.org.au)

**TULLY SUPPORT CENTRE (TSC)****54 Bryant Street Tully 4854**

A counselling, support, information and referral service specifically for women and children who have experienced or witnessed domestic and family violence.

🕒 Mon-Fri: 9.00am-6.00pm  
 📞 07 4068 1004  
 📞 07 4068 1620  
 🌐 [www.tullysupportcentre.com.au](http://www.tullysupportcentre.com.au)

**WARRINGU ABORIGINAL & TORRES STRAIT ISLANDER CORPORATION****Cairns City 4870**

Provide crisis and short-term supported accommodation for Aboriginal & Torres Strait Islander women and their children who are escaping domestic and/or family violence or who are at risk of domestic and/or family violence.

🕒 Mon-Fri: 9.00-5.00pm  
 📞 04 59 921 115  
 🌐 [www.warringu.org.au](http://www.warringu.org.au)

**WHEELS OF WELLNESS (WOW) MOBILE CLINIC****451 Draper Street Parramatta Park 4870**

A counselling, support, information and referral service specifically for women and children who have experienced or witnessed domestic and family violence.

🕒 Mon-Fri: 8.30am-12.30pm  
 📞 0429 134 111  
 📞 07 3568 8342  
 🌐 [www.wow.org.au](http://www.wow.org.au)

**WOMENS CENTRE FNQ**

Provides intensive support services for women with infants, children and young people 0 to 18 years old. The service is particularly for families in crisis where the children may be at risk, or where there is domestic violence, housing concerns or a risk of homelessness.

**182 Gatton Street Manunda 4870**

(Mon-Fri: 9.00-5.00pm, Ph: 07 4051 9366, Fax: 07 4031 6750)



**15 Beatrice Street Atherton 4883**

(Mon-Fri: 9.00am-4.30pm, Ph: 07 4091 5100)

 [www.wirc.org.au](http://www.wirc.org.au)

**WOMEN'S RESOURCE CENTRE****Lot A Workshop Street Yarrabah 4871**

A resource centre providing advice and support services for Indigenous women and children affected directly or indirectly by domestic violence.

 **Mon-Fri: 9.00am-5.00pm**  
 **07 4056 9245**

**FINANCIAL ASSISTANCE AND MANAGING MONEY ****Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Rural Financial Counselling Service Queensland, North Queensland, Atherton & Innisfail	<a href="http://www.rfcsnq.com.au">www.rfcsnq.com.au</a>
Indigenous Consumer Assistance Network (ICAN) Ph: 1800 369 878, <a href="http://www.ican.org.au">www.ican.org.au</a>	<ul style="list-style-type: none"> <li>• 209 Buchan Street Bungalow 4870</li> <li>• 82-88 Main Street Atherton 4883</li> <li>• Yarrabah Shopping Centre Shop 4 Point Road Yarrabah 4871</li> </ul>
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centres	<ul style="list-style-type: none"> <li>• 147-161 Draper Street Portsmith 4870</li> <li>• 72 Ernest Street Innisfail 4860</li> <li>• 228 Byrnes Street Mareeba 4880</li> <li>• 23 Front Street Mossman 4873</li> <li>• Yarrabah Shopping Centre The Esplanade Yarrabah 4871</li> </ul>

## FOOD, WELFARE AND EMERGENCY RELIEF



### ANGLICARE CAIRNS FOOD BANK

#### 179 Lake Street Cairns 4870

Material aid is available for individuals and families experiencing disadvantage. Aid includes fresh bread, fruit and vegetables.

Anglicare Cairns works in partnership with SecondBite and Coles supermarkets.

Frozen meals may also be available.

🕒 Mon-Fri: 9.00am-3.00pm  
 📞 07 4041 5454  
 📞 07 4046 8077  
 🌐 [www.anglicarenq.net](http://www.anglicarenq.net)

### BABINDA TASKFORCE

#### 51 Munro Street Babinda 4861

Emergency relief is available to assist individuals and families experiencing disadvantage. Aid includes food parcels.

🕒 Mon-Fri: 9.00am-3.00pm  
 📞 07 4067 2900  
 🌐 [www.babindataskforce.net.au](http://www.babindataskforce.net.au)

### BETTER TOGETHER COMMUNITY SUPPORT

#### 38 Mabel Street Atherton 4883

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food parcels, fuel vouchers, medical vouchers, second-hand clothing and household goods.

🕒 Mon-Fri: 10.00am-12.00pm  
 📞 07 4091 3850  
 🌐 [www.bettertogether.com.au](http://www.bettertogether.com.au)

### ECHO EMPOWERING SERVICES

#### 15 Eacham Place Malanda 4885

Emergency relief is available for individuals and families experiencing disadvantage including vouchers and food parcels.

🕒 Mon-Tues & Thurs:  
 9.00am-2.00pm  
 📞 07 4096 6634

### MANOORA COMMUNITY CENTRE

#### 66 Pease Street Manoora 4870

Emergency relief is available for individuals and families experiencing disadvantage including low-cost food parcels.

🕒 Mon-Fri: 10.00am-4.00pm  
 📞 07 3367 4705  
 🌐 [facebook.com/ManooraCC](https://facebook.com/ManooraCC)

### MAREEBA COMMUNITY CENTRE

#### 39B Byrnes Street Mareeba 4880

Emergency relief including food parcels is available for individuals and families experiencing disadvantage.

🕒 Mon-Fri: 9.00am-4.00pm  
 📞 07 4092 1948  
 📞 0468 807 371  
 🌐 [www.mccinc.org.au](http://www.mccinc.org.au)

**MARLIN COAST NEIGHBOURHOOD CENTRE****205 Reed Road Trinity Park 4879**

Emergency relief is available for individuals and families experiencing disadvantage. Financial counselling is also available. Aid includes food parcels, food vouchers and fuel vouchers.

The service is available up to three times per year, with a minimum three months between visits.

🕒 **Mon, Wed, Fri:**  
**1.00pm-3.15pm**  
☎ **07 4055 6440**  
🌐 **www.mcnc.org.au**

**MOSSMAN SUPPORT SERVICES****20 Mill Street Mossman 4873**

Emergency relief and financial counselling and support for those experiencing financial distress or disadvantage. Aid includes food parcels, food vouchers, vouchers for medication, fuel and transport costs.

🕒 **Mon, Wed:**  
**9.30am-11.55pm**  
☎ **07 4098 2836**  
🌐 **www.mossmansupportservices.org.au**

**ORANGE SKY****[www.locations.orangesky.org.au](http://www.locations.orangesky.org.au)**

Orange Sky provides a free mobile laundry service for people experiencing homelessness.

Locations and times can change occasionally but the Orange Sky Location Finder will always have the most up to date information.

**Anglicare Cairns 179 Lake Street Cairns City 4870**

(Tues: 9.00am-12.00pm)

**Cairns Villas & Leisure Park 28 Pease Street Manoora 4870**

(Mon, Sat: 8.30am-11.30am)

**Heartfelt Care 1 Gribble Street Yarrabah Qld 4871**

(Fri: 9.30am-12.30pm)

**Rosies Cairns 251-269 Severin Street Parramatta Park 4870**

(Every second Thurs: 5.00pm-8.00pm)

**Wheels Of Wellness 262 Grafton Street Cairns North 4870**

(Wed: 9.00am-12.00pm)

🌐 **www.orangesky.org.au**

**PORT DOUGLAS NEIGHBOURHOOD CENTRE****6-10 Mowbray Street Port Douglas 4871**

Emergency relief is available for individuals and families experiencing disadvantage. Interest-free loans are also available for people on low incomes. Aid includes food parcels and food vouchers. In some circumstances the Centre may also be able to assist with fuel vouchers and medicine vouchers.

🕒 **Mon, Thurs:**  
**10.00am-12.00pm**  
☎ **07 4099 5518**  
🌐 **www.portdouglascommunityservicenetwork.org.au**

**RAVENSHOE COMMUNITY CENTRE****3 Bolton Street Ravenshoe 4888**

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes vouchers, food parcels and financial assistance for paying utility & transport expenses.

🕒 **Mon-Fri:**  
**10.00am-12.00pm**  
☎ **07 4097 6726**  
📠 **07 4097 6030**  
🌐 **www.ravenshoe  
communitycentre.org  
.au**

**ROSIES YOUTH MISSION, STREET OUTREACH SERVICES**

A mobile van provides street outreach services for young people and adults who are homeless, abandoned, marginalised or socially isolated within the community.

The service includes free tea & coffee, regular barbeques, information & referral and friendship.

**Arnold Park Walsh Street Mareeba 4880**

(Fri: 6.30pm-8.30pm)

**Barlow Park Spence Street Parramatta Park 4870**

(Thurs-Sun, Monday once a month: 7.00pm-8.30pm, Ph: 07 3396 4267)

☎ **07 3396 4267**  
🌐 **www.rosies.org.au**

**STREET LEVEL YOUTH CARE****Harald Falge Park 11 English Street Manunda 4870**

A mobile van provides a community dinner for homeless and disadvantaged young people up to 21 years old and who are living in Cairns.

🕒 **Mon, Wed, Fri: 6.00pm-  
7.30pm**  
☎ **07 4051 2429**  
🌐 **www.  
streetlevelyouthcare.  
org.au**

**ST VINCENT DE PAUL CENTRE****82 Anderson Street Cairns City 4870**

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food parcels, fuel vouchers, clothing, blankets and limited assistance with other expenses including pharmaceuticals.

🕒 **Mon-Fri: 9.00pm-5.00pm**  
☎ **1800 846 643**  
🌐 **www.vinnies.org.au**

### THE SALVATION ARMY

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, food vouchers, travel vouchers, clothing, blankets, furniture and financial assistance with utility bills.

[www.salvationarmy.org.au](http://www.salvationarmy.org.au)

#### 89-91 Kennedy Highway Tolga 4882

(Mon-Fri: 9.00am-5.00pm, Ph: 07 4091 3224)

#### 64-72 Hoare Street Manunda 4870

(Mon-Fri: 9.00am-5.00pm, Ph: 07 4051 2454)

#### 281-289 Sheridan Street Cairns

(Mon-Fri: 9.00am-5.00pm, Ph: 07 4031 4432)

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm, except where noted. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Atherton Hospital	56 Jack Street Atherton 4883	Ph: 07 4091 0211 Fax: 07 4091 0401
	Atherton Primary Healthcare Centre	8 Louise St Atherton 4883	Ph: 07 4091 0263
	Babinda Multipurpose Health Centre	128 Munro Street Babinda 4861	Ph: 07 4067 8200
	Cairns Hospital	165 The Esplanade Cairns City 4870	Ph: 07 4226 0000 Fax: 07 4031 1168
	Cairns North Community Health Centre	381 Sheridan St Cairns 4870	Ph: 07 4226 4550

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Chillagoe Primary Health Centre	21 Hospital Road Chillagoe 4871	Ph: 07 4094 7500 Fax: 07 4094 7117
	Cow Bay Primary Health Centre	69 Tea Tree Road Diwan 4873	Ph: 07 4098 9296 Fax: 07 4098 9230
	Croydon Primary Healthcare Centre	Sircom St Croydon 4871	Ph: 07 4748 7000
	Dimbulah Primary Healthcare Centre	1-5 Stephens St Dimbulah 4872	Ph: 07 4094 5000
	Edmonton Community Health Centre	45270 Robert Road Bentley Park 4869	Ph: 07 4226 4900 Fax: 07 4226 4949
	Forsyth Primary Healthcare Centre	Fourth St Forsyth 4871	Ph: 07 4062 5372
	Georgetown Primary Healthcare Centre	High St Georgetown 4871	Ph: 07 4062 1266
	Gordonvale Memorial Hospital	1-11 Highleigh Rd Gordonvale 4865	Ph: 07 4043 3100
	Gurriny Yealamucka Primary Healthcare Centre	1 Bukki Rd Yarrabah 4871	Ph: 07 4226 4100
	Herberton Hospital	23 Grace St Herberton 4887	Ph: 07 4096 1000

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Innisfail Hospital	87 Rankin Street Innisfail 4860	Ph: 07 4016 1411 Fax: 07 4016 1260
	Mission Beach Community Health Centre	25 Wongaling Beach Rd Mission Beach 4852	Ph: 07 4068 1409
	Mossman Gorge Primary Healthcare Centre	9 Hospital Street Mossman 4873	Ph: 07 4037 7380
	Mossman Multi-Purpose Health Service	128 Munro Street Babinda 4861	Ph: 07 4084 1200 Fax: 07 4084 1748
	Mount Garnett Primary Healthcare Centre	Cnr Jack and Louise Sts Atherton 4883	Ph: 07 4097 9101
	Ravenshoe Primary Healthcare Centre	17 Kuradilla St Ravenshoe 4883	Ph: 07 4097 6223
	Jumbun Community Health Centre	Murray Upper Rd Jumbun 4854	Ph: 07 4066 1409
	Malanda Primary Healthcare Centre	3/15 Catherine St Malanda 4885	Ph: 07 4096 5339
	Mareeba Hospital	21 Lloyd St Mareeba 4880	Ph: 07 4092 9333
	Millaa Millaa Community Health Centre	45 Palm Avenue Millaa Millaa 4886	Ph: 07 4097 2223 Fax: 07 4097 2541

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Smithfield Community Health Centre	16 Danbullan St Smithfield 4872	Ph: 07 4226 4800
	Tully Hospital & Community Health Centre	17 Bryant St Tully 4854	Ph: 07 4068 4144
	Yarrabah 24/7 Emergency Department	1 Burke Rd Yarrabah	Ph: 07 4226 4200
	Cairns Integrated Mental Health Services	165 Sheridan Street Cairns 4870	Ph: 07 4226 3100 Ph: 1300 642 255 After Hours Fax: 07 4226 3161
	Cassowary Area Community Mental Health	Alice Street Innisfail 4860	Ph: 07 4016 1327 Ph: 1300 642 255 After Hours Fax: 07 4016 1355
	Cardwell Community Health Centre	226 Victoria Street Cardwell 4849	Ph: 07 4066 8533 Fax: 07 4066 8864

### MAMU HEALTH SERVICE


#### 8 Watkins Street Tully 4854

General medical services are provided for Aboriginal families and singles.


Women's health needs are provided by female medical officers and health workers.

 **Mon-Fri: 8.30am-5.00pm**

 **07 4068 0000**

 **1800 765 966 Freecall**

 **07 4061 5188**

 **www.apunipima.org.au**

**MIDIN CLINIC****31-33 Robert Street Atherton 4883**

General medical services are provided for Indigenous families and singles.

🕒 Mon-Fri: 8.00am-5.00pm  
 📞 07 4091 8400  
 📠 07 3540 8124  
 🌐 [www.mulungu.org.au](http://www.mulungu.org.au)

**MOSSMAN GORGE PRIMARY HEALTH CENTRE (APUNIPIMA)****4 Kankarr Street Mossman Gorge 4873**

Services include GP, allied health, and health Promoth. Apunipima Primary Health Care Centres are bulk billing medical practices.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4037 7380  
 📠 07 4038 4380  
 🌐 [www.apunipima.org.au](http://www.apunipima.org.au)

**MULUNGU ABORIGINAL CORPORATION PRIMARY HEALTH CARE****162-164 Walsh Street Mareeba 4880**

General medical and primary health care services are provided for Aboriginal & Torres Strait Islander people and their families.

🕒 Mon-Fri: 8.00am-12.00pm  
 📞 07 4086 9200  
 🌐 [www.mulungu.org.au](http://www.mulungu.org.au)

**WUCHOPPEREN HEALTH SERVICE****6 Moignard Street Manoora 4870**

General medical services are provided for Aboriginal families and singles.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4080 1000  
 📠 07 4032 4962  
 🌐 [www.wuchopperen.org.au](http://www.wuchopperen.org.au)

**CAIRNS SEXUAL HEALTH SERVICE****First Floor 381 Sheridan Street Cairns North 4870**

A clinic providing information, advice, referral and treatment for men, women and their families on sexual health issues including family planning, contraception and pregnancy termination.

🕒 Mon-Fri: 8.00am-4.30pm  
 📞 07 4226 4769  
 📠 07 4226 4771  
 🌐 [www.health.qld.gov.au](http://www.health.qld.gov.au)

**CONNECT TO WELLBEING****Suite 4, 330 Sheridan Street Cairns City 4870**

Provides a single point of entry to psychological services in northern Queensland. Intake, assessment, triage and referrals are provided for people with mental health problems. Connect to Wellbeing focuses on integration of the health care system and facilitates people moving easily between programs as their support needs change over time.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 1300 020 390  
 🌐 [www.connecttowellbeing.org.au](http://www.connecttowellbeing.org.au)

## HOUSING/ACCOMMODATION

### ABORIGINAL HOSTELS LIMITED, QUEENSLAND REGIONAL OFFICE

#### Cairns City 4870

Aboriginal Hostels Limited improves the quality of life for Indigenous people through the provision of temporary hostel accommodation to enable access to education, employment, health and other services across Australia.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 02 6212 2001  
 🌐 [www.ahl.gov.au](http://www.ahl.gov.au)

### ACCESS COMMUNITY HOUSING COMPANY

#### 5 Anderson Street Manunda 4870

Provides both transitional and long-term accommodation housing for eligible individuals.

🕒 Mon-Fri: 9.00am-4.30pm  
 📞 07 4031 6702  
 🌐 [www.achc.org.au](http://www.achc.org.au)

### CAIRNS, HOMELESSNESS HUB

#### 149-153 Bunda Street Cairns 4870

An early intervention & prevention service providing support and referral to crisis housing services for people who are homeless or at risk of homelessness. Referral and assistance to access sustainable housing are also provided.

🕒 Mon-Fri: 9.00am-4.30pm  
 📞 0417 941 818  
 🌐 [www.anglicarenq.org.au](http://www.anglicarenq.org.au)

### ANGLICARE NORTH QUEENSLAND

#### 479 Mulgrave Road

Anglicare offers a range of services supporting people experiencing or at risk of homelessness. Also located below.

#### Earlville 4870

(Mon-Fri: 9.00am-5.00pm, Ph: (07 4033 2678)

🕒 Mon-Fri: 8.00am-4.00pm  
 📞 0417 941 818

### BALKANU CAPE YORK DEVELOPMENT CORPORATION

#### 242 Sheridan Street Cairns 4870

Provides housing support services for Indigenous families through the provision of expertise and research into the development of policy ideas in order to facilitate private home ownership in remote Indigenous communities.

🕒 Mon-Fri: 9.00am-12.00pm  
 📞 07 4019 6200  
 📠 07 4051 2270  
 🌐 [www.balkanu.com.au](http://www.balkanu.com.au)

**BIDDI BIDDI COMMUNITY ADVANCEMENT COOPERATIVE SOCIETY****20 Jack Street Atherton 4883**

Provides rental accommodation for Aboriginal & Torres Strait Islander members of the Society.

🕒 Mon-Thurs: 7.30am-3.30pm

☎ 07 4091 1297

📞 07 4091 3829

**CAIRNS & DISTRICT REGIONAL HOUSING CORPORATION****26 James Street Cairns North 4870**

Provides permanent rental accommodation for Indigenous people.

🕒 Mon-Fri: 8.30am-5.00pm

☎ 07 4031 1140

**CHJOWAI HOUSING COOPERATIVE SOCIETY****18 Mcgowan Drive Innisfail 4860**

Provides low-cost rental accommodation for Aboriginal & Torres Strait Islander families and singles on low to medium incomes.

🕒 Mon-Fri: 8.00am-12.30pm, 1.30pm-3.00pm

☎ 07 4061 2913

📞 07 4061 6640

**INNISFAIL YOUTH & FAMILY CARE****34 Cassowary Street Innisfail 4860**

Provides crisis accommodation for women who are victims of domestic violence.

🕒 Mon-Fri: 8.30am-4.30pm

☎ 07 4061 2778

📞 07 4061 2675

🌐 [www.innisfailyouthfamilycare.org](http://www.innisfailyouthfamilycare.org)

**KOZAN COOPERATIVE SOCIETY****10 Bollard Street Portsmith 4870**

Provides affordable welfare accommodation for Aboriginal & Torres Strait Islander community members.

🕒 Mon-Thurs: 9.00am-5.00pm

☎ 07 4035 4320

📞 07 4035 4310

**KUIYAM HOSTEL****162 Grafton Street Cairns 4870**

Provides temporary, low-cost hostel accommodation for Aboriginal & Torres Strait Islander people.

🕒 7 Days: 7.00am-7.00pm

☎ 07 3151 8790

🌐 [www.ahl.gov.au](http://www.ahl.gov.au)

**KURANDA NEIGHBOURHOOD CENTRE****6 Rob Veivers Drive Kuranda 4881**

A homeless outreach project supporting people who are sleeping rough or experiencing homelessness to move in to stable, long-term sustainable housing.

🕒 Mon-Fri: 9.00am-5.00pm

☎ 07 4093 8933

🌐 [www.kurandanc.com](http://www.kurandanc.com)

**MALANBARRA MIJA HOUSING & WELFARE****8 Plumb Street Tully 4854**

Provides low-cost accommodation for Aboriginal & Torres Strait Islander families and singles.

🕒 **Tues-Thurs: 9.00am-4.00pm**

☎ **07 4068 2781**

**MAREEBA COMMUNITY HOUSING COMPANY****212 Walsh Street Mareeba 4880**

An early intervention & preventive program providing case management and support for individuals, couples and families who are in crisis and at risk of homelessness.

🕒 **Mon-Fri: 9.00am-4.00pm**

☎ **07 4092 6899**

🌐 **www.mchc.org.au**

**MISSION AUSTRALIA****Douglas House,  
198 Grafton Street Cairns City 4870**

Provides long-term supported accommodation for adults who are experiencing chronic homelessness &/ or are sleeping rough in open spaces or improvised dwellings.

The complex accommodates Indigenous and non-Indigenous men, women and couples.

The service provides a high level of individual case management to support clients towards securing appropriate long-term accommodation.

**Going Places Street to Home Program,  
38 Sturt Street Bungalow 4870**

(Mon-Fri: 8.30am-5.00pm, Ph: 07 4037 2800, Freecall: 1800 728 579)

**Woree Supported Accommodation,  
696 Bruce Highway Woree 4868**

(Mon-Fri: 8.30am-5.00pm, Ph: 07 4036 7100)

🕒 **Mon-Fri: 8.30am-5.00pm**

☎ **07 4048 7500**

🌐 **www.missionaustralia.com.au**

**MOOKAI ROSIE BI-BAYAN****15-17 Valda Close Edmonton 4869**

Provides accommodation for pregnant Aboriginal & Torres Strait Islander women four to six weeks before the birth of their babies.

Accommodation can be provided for up to 24 clients and includes meals and transportation to & from medical appointments.

🕒 **Mon-Fri: 8.30am-5.00pm**

☎ **07 4081 7500**

☎ **07 4081 7599**

🌐 **www.mookairosie.org.au**

**NGOONBI COMMUNITY SERVICES INDIGENOUS CORPORATION****Shop 2 40 Kendy Street Kuranda 4872**

Provides affordable rental accommodation for Indigenous & non-Indigenous families and individuals on low to moderate incomes.

🕒 Mon-Fri: 8.30am-4.30pm  
 📞 07 4093 7177  
 📠 07 4093 7466  
 🌐 [www.ngoonbi.org.au](http://www.ngoonbi.org.au)

**CAIRNS SUPPORTED ACCOMMODATION SERVICES (CAIRNS SALVOS)****281-289 Sheridan Street Cairns 4870**

Provides safe & affordable short-term crisis accommodation for homeless men & women and for women & their children. The accommodation is available for the duration of need. Separate male & female accommodation is provided.

🕒 Mon-Fri: 8.00am-6.00pm  
 📞 07 4031 4432  
 🌐 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

**RUTH'S WOMEN'S SHELTER****Manunda 4870**

Provides crisis accommodation and support for women and children experiencing domestic and family violence.

🕒 7 Days: 24 hours  
 📞 1800 811 811 Crisis Line  
 🌐 [www.ruthswomensshelter.com.au](http://www.ruthswomensshelter.com.au)

**SHELTER HOUSING ACTION CAIRNS (SHAC)****3 Brisbane Street Parramatta Park 4870**

SHHC delivers temporary supported accommodation and mobile support to families in Cairns who are homeless or at risk of homelessness.

Provides support for individuals and families to build their financial capacity to access and/or sustain a tenancy. No Interest Loans are also available for people on a low income.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 4080 7400  
 🌐 [www.shac.org.au](http://www.shac.org.au)

**TABLELAND COMMUNITY HOUSING****Shop 3 53 Mabel Street Atherton 4883**

Provides appropriate and affordable community-managed rental housing for individuals and families on low incomes.

🕒 Mon-Fri: 9.00am-4.00pm  
 📞 07 4091 5356  
 🌐 [www.tch.org.au](http://www.tch.org.au)

**YOUTH LINK****305 Severin Street Parramatta Park 4870**

Provides medium-term supported accommodation for young people 16 to 20 years old who are homeless or at risk of homelessness.

🕒 Mon-Fri: 8.30am-4.30pm  
 📞 07 4031 6179  
 🌐 [www.youthlink.org.au](http://www.youthlink.org.au)

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - www.housing.qld.gov.au, 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Queensland Department Housing	William McCormack Place Ground Floor 5B Sheridan Street Cairns 4870	Ph: 07 4036 5460 Freecall: 1800 623 208 Email: cairnshsc@housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm
	57A Grace Street Herberton 4887	Ph: 07 4097 6660	Thurs: 9.30am-3.30pm
	Police Station 29 James Street Malanda 4885	Ph: 07 4097 6660	Wed: 9.00am-3.30pm
	27-29 Grigg Street Ravenshoe 4888	Ph: 07 4097 6660 Ph: 0436 914 182 Email: HHS-QGAP-Ravenshoe@housing.qld.gov.au	Mon-Fri: 9.00am-4.00pm

## LEGAL ASSISTANCE

### ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS) QLD

#### 2nd Floor 78 Spence Street Cairns 4870

Provides legal representation in criminal, civil and family matters for Aboriginal & Torres Strait Islander people.

🕒 **Mon-Fri: 8.30am-4.30pm**

📞 **07 4046 6400**

📞 **1800 012 255** Freecall

🌐 **www.atsils.org.au**

**CAIRNS COMMUNITY LEGAL CENTRE**

**Main Street Arcade Level 2 82 Grafton Street  
Cairns 4870**

Provides free legal services for people in the community experiencing disadvantage across a range of areas of law.

🕒 **Mon-Fri: 9.00am-12.00pm**  
☎ **07 4031 7688**  
🌐 **www.cclc.org.au**

**LAWRIGHT**

**Cairns 4870**

Provides free legal representation and advice for people who are homeless or at risk of homelessness.

🕒 **Mon-Fri: 9.00am-5.00pm**  
☎ **07 3518 8125**  
🌐 **www.lawright.org.au**

**LEGAL AID QUEENSLAND**

**Cairns Square Level 2 42-52 Abbott Street Cairns 4870**

Provides face-to-face and telephone legal information, advice and referral.

Advice and referral are available for people experiencing domestic violence.

Legal representation may be available where a grant of legal aid is approved.

🕒 **Mon-Fri: 9.00am-5.00pm**  
☎ **07 4252 6800**  
📠 **07 4252 6896**  
🌐 **www.legalaid.qld.gov.au**

**NORTH QUEENSLAND WOMEN'S LEGAL SERVICE (NQWLS)**

A visiting legal clinic providing face-to-face advice in legal matters for young & adult women including those from culturally & linguistically diverse (CALD) backgrounds and Aboriginal & Torres Strait Islander women. Interpreter services are available if required.

**Professional House Level 2 Suite 1 88 Abbott Street Cairns  
City 4870**

🕒 **Mon-Fri: 9.00am-5.00pm**  
☎ **07 4033 5825**  
🌐 **nqwls.com.au**

**LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES** 

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for information go to Public Libraries connect at [www.plconnect.slq.qld.gov.au](http://www.plconnect.slq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Cairns Regional Council Libraries, Babinda Branch	24 Munro Street Babinda Qld 4861	Ph: 07 4067 8400
Cairns Regional Council Libraries, Earlville Branch	Stockland Shopping Centre Shop 128 537 Mulgrave Road Earlville Qld 4870	Ph: 07 4044 3766
Cassowary Coast Regional Council Library, Cardwell Library	4 Balliol Street Cardwell 4849	Ph: 1300 366 616
Chillagoe Library	The Hub 21-23 Queen Street Chillagoe 4871	Ph: 07 4094 7077
City Branch	151 Abbott Street Cairns 4870	Ph: 07 4044 3720
Dimbulah Library	Raleigh Street Dimbulah 4872	Ph: 07 4093 5963
Dorothy Jones Library, Tully	34 Bryant Street Tully 4854	Ph: 1300 366 616
Douglas Shire Council Libraries, Mossman Branch	14 Mill Street Mossman 4873	Ph: 07 4099 9496
Edmonton Branch	175 Bruce Highway Edmonton 4869	Ph: 07 4044 3735
Gordonvale Branch	88 Norman Street Gordonvale 4865	Ph: 07 4044 3778
Herberton Library	61 Grace Street Herberton 4887	Ph: 07 4089 2241
Innisfail Branch	49 Rankin Street Innisfail 4860	Ph: 1300 366 616
Kuranda Library	Kuranda Community Precinct 18-22 Arara Street Kuranda 4881	Ph: 07 4093 9185
Malanda Library	31 James Street Malanda 4885	Ph: 07 4089 2329

LOCATION	ADDRESS	PHONE
Manunda Branch	Raintrees Shopping Centre 1 Koch Street Manunda 4870	Ph: 07 4044 3779
Mareeba Shire Council Libraries, Mareeba Library	Cedric Davies Hub 43 Anzac Avenue Mareeba 4880	Ph: 07 4086 4622
Millaa Millaa Library	10 Main Street Millaa Millaa 4886	Ph: 07 4089 2248
Mission Beach Branch	2018 Tully-Mission Beach Road Wongaling Beach 4852	Ph: 1300 366 616 Fax: 07 4068 8153
Mount Garnet Library	22 Opal Street Mount Garnet 4872	Ph: 07 4089 2246
Port Douglas Branch	Port Douglas Community Hall 13-29 Mowbray Street Port Douglas 4877	Ph: 07 4099 9497
Ravenshoe Library	24 Moore Street Ravenshoe 4888	Ph: 07 4089 2251
Smithfield Branch	70 Cheviot Street Smithfield 4878	Ph: 07 4044 3711
Stratford Branch	11 Kamerunga Road Stratford 4870	Ph: 07 4044 3733
Tablelands Regional Council Library Service, Atherton Library	16 Robert Street Atherton 4883	Ph: 07 4089 2247
Yarrabah Community Council Library	Post Office 5 Noble Street Yarrabah 4871	Ph: 07 4056 0729
Yungaburra Library	Maude Kehoe Place Yungaburra 4884	Ph: 07 4089 2252

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

<b>FLORA HOUSE</b>	
<p><b>Aitkenvale 4814</b></p> <p>Provides crisis accommodation and support for women and children escaping domestic violence. Information, advocacy and referral are also provided. The service particularly assists Indigenous women &amp; children.</p>	<p> <b>Mon-Fri: 8.30am-5.00pm</b></p> <p> <b>07 4723 5611</b></p> <p> <b><a href="http://www.yumba-meta.com.au">www.yumba-meta.com.au</a></b></p>
<b>HINCHINBROOK COMMUNITY SUPPORT CENTRE</b>	
<p><b>52 Mcilwraith Street Ingham 4850</b></p> <p>Provides outreach, assistance, information, referral, support and court-based support for women and children who are experiencing or who have experienced domestic violence.</p>	<p> <b>Mon-Fri: 9.00am-3.00pm</b></p> <p> <b>07 4776 1822</b></p> <p> <b>07 4252 6896</b></p> <p> <b><a href="http://www.hcsc.org.au">www.hcsc.org.au</a></b></p>
<b>PALM ISLAND COMMUNITY COMPANY</b>	
<p><b>61-73 Sturt Street Townsville City 4810</b></p> <p>Provides short-term crisis accommodation and support networks for women and children experiencing domestic or family violence.</p> <p>The Centre also provides associated services such as general counselling, information and assistance in applying for domestic violence orders.</p>	<p> <b>Mon-Fri: 9.00am-5.00pm</b></p> <p> <b>07 4421 4300</b></p> <p> <b>07 4422 0022</b></p> <p> <b><a href="http://www.picc.com.au">www.picc.com.au</a></b></p>

### QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS)

#### Level 5 122 Walker Street Townsville 4810

Provides a free legal service for Aboriginal & Torres Strait Islander people affected by family or domestic violence and/or sexual assault.

🕒 Mon-Fri: 8.30am-4.00pm  
 📞 07 4721 0600  
 📞 1800 887 700 Freecall  
 🌐 [www.qifvls.com.au](http://www.qifvls.com.au)

### RELATIONSHIPS AUSTRALIA, TOWNSVILLE

#### Ground Floor 745 Riverway Drive Thuringowa Central 4817

Provides relationship education courses including pre-marriage education, relationship education, family skills & parenting, adjusting to separation, and family violence prevention.

🕒 Mon-Fri: 8.30am-6.00pm  
 📞 1300 364 277  
 🌐 [www.raq.org.au](http://www.raq.org.au)

### SERA'S WOMEN'S SHELTER

#### Townsville City 4810

Provides a free legal service for Aboriginal & Torres Strait Islander people affected by family or domestic violence and/or sexual assault.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4721 2888 NQ Service  
 📞 07 4772 0581

### TOWNSVILLE MULTICULTURAL SUPPORT GROUP

#### 63 Ross River Road Mundingburra 4812

Provides assistance for refugee & migrant women who are experiencing, or who are at risk of experiencing, family & domestic violence or sexual assault to access appropriate support services.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 4775 1588  
 🌐 [www.tmsg.org.au](http://www.tmsg.org.au)

### TOWNSVILLE WOMEN'S HEALTH & WELLBEING SERVICE

#### Kirwan 4817

Provides tailored and holistic support for women who have experienced domestic violence, family violence and gender-based violence.

Provides confidential trauma-informed counselling, individual case management and capacity-building supports to assist women to achieve better wellbeing.

🕒 Mon-Fri: 9.00am-5.30pm  
 📞 07 4766 8415  
 🌐 [www.neaminational.org.au](http://www.neaminational.org.au)

### THE WOMEN'S CENTRE

#### 118 Charles Street Aitkenvale 4814

Provides monthly sexual assault outreach services for Ingham, Ayr, Charters Towers and weekly counselling at the Townsville Women's Correctional Centre. The service includes information, referral and emotional support.

🕒 Mon-Fri: 9.00am-4.45pm  
 📞 07 4775 7555  
 🌐 [www.thewomenscentre.org.au](http://www.thewomenscentre.org.au)

## FINANCIAL ASSISTANCE AND MANAGING MONEY

### Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centre	31 Hodgkinson Street Charters Towers 4820 48 Herbert Street Ingham 4850 Main Street Palm Island 4816 307-311 Ross River Road Aitkenvale 4814 Cnr Hervey Range Road & Kern Brothers Drive Thuringowa Central 4817
Indigenous Consumer Assistance Network (ICAN)	Rainbow Gateway Office Beach Road Palm Island 4816 Suite 2 95 Denham Street Townsville City 4810

## FOOD, WELFARE AND EMERGENCY RELIEF

### GARBUTT COMMUNITY CENTRE

#### 15 Lonerganne Street Garbutt 4814

Food parcels of donated bread for individuals and families experiencing disadvantage.

-  **Mon-Fri: 9.00am-4.00pm**
-  **07 4779 7268**
-  **[www.communitygro.org.au/our-community/garbutt-community-centre](http://www.communitygro.org.au/our-community/garbutt-community-centre)**

### ORANGE SKY AUSTRALIA

Orange Sky provides a free mobile laundry service for people experiencing homelessness.

Locations and times can change occasionally but the Orange Sky Location Finder will always have the most up to date information.

**[www.locations.orangesky.org.au](http://www.locations.orangesky.org.au)**

-  **[www.orangesky.org.au](http://www.orangesky.org.au)**

**ORANGE SKY AUSTRALIA**

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[www.locations.orangesky.org.au](http://www.locations.orangesky.org.au)

**Kitchener Bligh Estate Palm Island 4816**

(Mon, Fri: 1.00pm-4.00pm)

**Garbutt Community Centre 15 Lonerganne Street Garbutt 4814**

(Thurs: 9.00am-11.00am)

**Taihs Camp St 54 Stuart Street North Ward 4810**

(Sat: 7.00am-9.00am)

**Selectability Bike Shed 69 Charles Street Aitkenvale 4814**

(Wed: 8.30am-10.30am)

**Salvation Army Riverway 49-61 North Beck Drive Condon 4815**

(Tues: 9.30am-11.30am)

**Taihs Camp St 14-16 Camp Street Mundingburra 4812**

(Sat: 9.30am-11.30am)

**Townsville Food Pantry 127 Francis Street West End 4810**

(Fri: 8.30am-10.30am)

 [www.orangesky.org.au](http://www.orangesky.org.au)

**NORTH TOWNSVILLE COMMUNITY HUB****52 Palm Drive Deeragun 4818**

Emergency relief including food parcels are available for individuals and families experiencing disadvantage.

 **Mon-Fri: 9.00am-3.30pm**

 **07 4751 6511**

 **07 4751 5343**

 [www.notch.org.au](http://www.notch.org.au)

**ST VINCENT DE PAUL CENTRE**

Emergency relief including vouchers available for individuals and families experiencing disadvantage.

 [www.vinnies.org.au](http://www.vinnies.org.au)

**133A Gill Street Charters Towers 4820**

(Mon-Fri: 8.30am-4.30pm, Ph: 07 4787 2792, Freccall: 1800 846 643)

**24 Herbert Street Ingham 4850**

(Ph: 07 4776 3037)

**23 Gray Street Hughenden 4821**

(Ph: 07 4741 0486)

**THE SALVATION ARMY COMMUNITY SERVICES CENTRE, AITKENVALE****13 Madden Street Aitkenvale 4814**

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food, clothing and furniture.

The call centre directs callers to the closest emergency relief location.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 3001 6288**  
 🌐 **www.salvationarmy.org.au**

**UPPER ROSS COMMUNITY CENTRE****Unit 1 43 Allembie Lane Rasmussen 4815**

Provides assistance for people experiencing complex problems and crisis situations including domestic violence, homelessness, poor health or well-being, financial pressure and struggles with everyday life.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 4774 0144**  
 🌐 **www.communitygro.org.au**

**HEALTH** **HOSPITALS / PRIMARY HEALTHCARE CENTRES**

Standard opening hours are generally Mon-Fri 8.30am to 5pm, except where noted. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

NAME	ADDRESS	PHONE	HOURS
Cardwell Community Health Centre	266 Victoria St, Cardwell 4849	Ph: 07 4063 6300	
Home Hill Hospital	Tenth Ave, Home Hill 4806	Ph: 07 4790 5700	
Ingham Hospital	Mcilwraith St, Ingham 4850	Ph: 07 4776 2000	
Magnetic Island Primary Healthcare Centre	79 Sooning St, Nelly Bay 4819	Ph: 07 4778 5107	9.00am-5.00pm
Mater Hospital, Townsville	25 Fulham Road Pimlico 4812	Ph: 07 4727 4444 Fax: 07 4727 4156	Mon-Fri: 06.00am-9.00pm
North Ward Health Campus	35-38 Gregory St, Townsville 4810	Ph: 07 4433 9300	9.00am-5.00pm

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Charters Towers Health Service	137-139 Gill Street Charters Towers 4820	Ph: 07 4787 0333 Fax: 07 4787 3255
	Hughenden Multipurpose Health Service	12 Richmond Hill Drive Hughenden 4821	Ph: 07 4741 2800 Fax: 07 4741 1617
	Joyce Palmer Health Service	Beach Road Palm Island 4816	Ph: 07 4752 5100 Fax: 07 4752 5151
	Kirwan Health Campus	138 Thuringowa Drive Kirwan 4817	Ph: 07 4433 9500
	Richmond Multi Purpose Health Service	1 Gallagher Drive Richmond 4822	Ph: 07 4741 6100 Fax: 07 4741 3332
	Townsville Hospital	100 Angus Smith Dr, Douglas 4814	Ph: 07 4796 1111

### ACUTE MENTAL HEALTH UNIT, TOWNSVILLE

#### Townsville Hospital 100 Angus Smith Drive Douglas 4814

Provides assessment for adults 18 years old & over who have mental health problems.

🕒 **Mon-Fri: 8.00am-4.30pm**  
 📞 **1300 642 255**  
 📠 **07 4433 3001**  
 🌐 **www.health.qld.gov.au**

### CAMBRIDGE STREET FACILITY

#### 59 Cambridge Street Vincent 4814

Provides assessments, care coordination and clinical interventions for people who have mental illness and/or substance abuse disorders and are homeless or at risk of homelessness.

Coordination of access to a variety of services that can support people experiencing homelessness.

🕒 **Mon-Fri: 8.00am-4.30pm**  
 📞 **07 4433 9480**  
 🌐 **www.health.qld.gov.au**

**CONNECT TO WELLBEING, TOWNSVILLE****32 Walker Street Townsville City 4810**

Provides a single point of entry to psychological services in northern Queensland. Intake, assessment, triage and referrals are provided for people with mental health problems.

Connect to Wellbeing focuses on integration of the health care system and facilitates people moving easily between programs as their support needs change over time.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **1300 020 390**  
 📠 **1300 027 880**  
 🌐 **www.connecttowellbeing.org.au**

**HOUSING/ACCOMMODATION** **ABIS COMMUNITY COOPERATIVE SOCIETY****5 Charles Street Gulliver 4812**

Provides affordable housing for Aboriginal & Torres Strait Islander individuals and families.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4753 4800**

**ALTHEA PROJECTS, WEE CARE RESIDENTIAL****9 First Street Railway Estate 4810**

Twenty-four-hour emergency short-term accommodation is available to assist families of infants and children 0 to 11 years old who are unable to remain living with their families.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4772 4499**  
 🌐 **www.altheaprojects.org.au**

**ALTHEA COMMUNITY HUB****46-48 Morehead Street South Townsville 4810**

Provides supported crisis accommodation for families.

Crisis support, information, referral, advocacy and assistance to work on concerns related to homelessness are provided.

🕒 **Mon-Fri: 8.30am-2.00pm**  
 📞 **07 4772 2339**  
 🌐 **www.altheaprojects.org.au**

**DALE PARKER PLACE****107 Bowen Road Rosslea 4812**

Provides long-term supported accommodation for adults who are experiencing chronic homelessness &/ or are sleeping rough in open spaces or improvised dwellings.

The complex accommodates Indigenous & non-Indigenous men, women and couples.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4723 5611**  
 🌐 **www.yumba-meta.com.au**

**ELSIE HOUSE****Aitkenvale 4814**

Provides crisis accommodation and support for women and children escaping domestic violence. Information, advocacy and referral are also provided. The service particularly assists Indigenous women & children.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4723 5611**  
 📞 **1800 811 811** Freecall  
 🌐 **www.yumba-meta.com.au**

**FAMILY EMERGENCY ACCOMMODATION TOWNSVILLE (FEAT)****9 Carlton Street Kirwan 4817**

Provides emergency accommodation and related support services for low-income homeless families with children 17 years old or under.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **07 4772 1450**  
 🌐 **www.feat.org.au**

**HINCHINBROOK ABORIGINAL & ISLANDER HOUSING COOPERATIVE SOCIETY****2 Gedge Street Ingham 4850**

Provides long-term accommodation for Aboriginal & Torres Strait Islander people.

🕒 **Mon-Wed, Thurs:  
9.00am-1.00pm**  
 📞 **07 4776 5113**  
 🌐 **www.haihc.org.au**

**IRIS CLAY HOSTEL****261-269 Sturt Street Townsville 4810**

Provides temporary low-cost hostel accommodation, for up to three months, for Aboriginal & Torres Strait Islander children, young people and adults.

🕒 **Mon-Fri: 7.00am-7.00pm**  
 📞 **07 3151 8720**  
 🌐 **www.ahl.gov.au**

**JUPITER MOSMAN HOUSING COMPANY****164 Gill Street Charters Towers 4820**

Provides emergency accommodation for Aboriginal & Torres Strait Islander adults and young people 18 years old & over.

The service offers accommodation, case management and advocacy for homeless people. Clients stay for the duration of their need.

Male & female clients are housed at different locations.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 4787 1843**  
 🌐 **www.jupitermosman.com.au**

**MARIA HOUSE****Townsville City 4810**

Provides short-term accommodation for women and their children who are homeless. 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.

🕒 **Mon-Fri: 8.00am-4.00pm**  
 📞 **1800 846 643**  
 🌐 **www.qld.vinnies.org.au**

**NRL COWBOYS HOUSE****272 Hugh Street Gulliver 4812**

NRL House is a unique, culturally-safe boarding facility for young Aboriginal and Torres Strait Islander men and women attending partner schools in Townsville.

📞 **07 4727 6400**  
 🌐 **www.nrlcowboysfoundation.org.au/programs/nrl-cowboys-house**

**PROSPECT COMMUNITY SERVICES****3 Powell Lane Charters Towers 4820**

Provides accommodation in 34 community houses for people in need.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 4787 4797**  
 📠 **07 4787 4648**  
 🌐 **www.prospect.org.au**

**QUEENSLAND YOUTH SERVICES****16 Somer Street Hyde Park 4812**

Provides case management, brokerage and support for young people 16 to 21 years old who are exiting or transitioning from child protection orders, are transitioning back into the community following a period of sentence or remand in a youth detention centre, or who are homeless or at risk of homelessness.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4771 3648**  
 🌐 **www.qys.org.au**

**REGIONAL HOUSING LIMITED****Level 4 340 Ross River Road Aitkenvale 4814**

Provides long-term housing for people who have been assessed by the Department of Housing as having high or very high housing needs.

🕒 **Mon-Fri: 9.00am-4.30pm**  
 📞 **1300 642 123**  
 🌐 **www.regionalhousing.org.au**

**SHAREHOUSE YOUTH PROGRAMS****260 Ross River Road Aitkenvale 4814**

Provide mobile outreach support and advocacy for young people 16 to 25 years old who are homeless or at risk of homelessness.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 4771 5346**  
 🌐 **www.sharehouse.org.au**

**TOWNSVILLE ABORIGINAL & ISLANDER HEALTH SERVICES (TAIHS)****57-59 Gordon Street Garbutt 4814**

Provides support for Indigenous children 10 to 16 years old who need a safe place to stay. The program is specifically for children who may not have adequate adult supervision, do not feel safe at home and need a place to go, be in trouble or need somebody to talk to.

**TAIHS YOUTH ACCOMMODATION SERVICE (SHS)**

(Mon-fri: 8.00am-5.00pm, Ph: 07 4724 3396, Afterhours: 0419 632 088)

🕒 **Mon-Fri: 8.00am-6.00pm**  
 📞 **1800 082 447**  
 📠 **07 4759 4066**  
 🌐 **www.taihs.net.au**

**TOWNSVILLE HOMELESSNESS HUB (RED CROSS)****266 Ross River Road Aitkenvale 4814**

An early intervention and preventative service providing a one-stop-shop approach to link people who are homeless or at risk of homelessness with services.

Information, support and referral to crisis housing and specialist homeless & housing services are provided as well as referral and assistance to access sustainable housing. Ongoing case management is also available.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4795 2980**  
 🌐 **www.redcross.org.au**

**UNITINGCARE QUEENSLAND, TOWNSVILLE CENTRE****59-69 Patrick Street Aitkenvale 4814**

An accommodation service for young women 15 to 21 years old who are homeless or at risk of homelessness.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **1300 096 203**  
 🌐 **www.unitingcareqld.com.au**

**YUMBA-META****202 Ross River Road Aitkenvale 4814**

Provides long-term affordable community housing for families and individuals on low to moderate incomes, who are registered on the Department of Communities, Housing & Digital Economy social housing register.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4723 5611**  
 🌐 **www.yumba-meta.com.au**

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - www.housing.qld.gov.au, 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Palm Island Housing Office	Lot 72 Main Street Palm Island 4816	Ph: 07 4770 1301 Email: HHS-Palm-Island@housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm (closed 12.30pm-1.15pm)
Queensland Department of Housing-Townsville Housing Service Centre	Ground Floor 101 Sturt Street Townsville 4810	Ph: 07 4770 1301 Email: townsvillehsc@housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm

## LEGAL ASSISTANCE

### ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS) QLD

Provides legal services in criminal, civil & family law matters for Aboriginal & Torres Strait Islander people.

**Lot 47 Cnr Main Street & Police Lane Palm Island 4816**


**Level 2 143 Walker Street Townsville 4810**


(Mon-Fri: 8.30am-4.30am, Ph: 07 4722 5111)

**Level 3 42 Sturt Street Townsville 4810**

(Mon-Fri: 9.00am-5.00am, Ph: 07 4721 6007)

 **Mon-Fri: 8.30am-4.30pm**

 **07 4770 1222**

 **1800 012 255** Freecall

 **www.atsils.org.au**


### LEGAL AID QUEENSLAND

**Northtown Level 3 280 Flinders Street Mall  
Townsville 4810**


Legal information and referral are available at the office or by telephone during business hours.


Advice and referral are available for those experiencing domestic violence.

 **Mon-Fri: 8.45am-5.00pm**

 **07 4758 5300**

 **1300 651 188** Legal

 **07 4758 5396**

 **www.legalaid.qld.gov.au**

**NORTH QUEENSLAND WOMEN'S LEGAL SERVICE INC**

A visiting legal clinic providing face-to-face advice in legal matters for young & adult women including those from culturally & linguistically diverse (CALD) backgrounds and Aboriginal & Torres Strait Islander women. Interpreter services are available if required.

**Prospect Community Services 3 Powell Lane Charters Towers 4820**

**Hinchinbrook Community Centre 71 Townsville Road Ingham Qld 4850**

**Ground Floor 42 Sturt Street Townsville Qld 4810**

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4772 5400**  
 📞 **1800 244 504** Freecall  
 🌐 **www.nqwls.com.au**

**TOWNSVILLE COMMUNITY LAW**

**Unit 2 181 Sturt Street Townsville 4810**

Free legal advice and referral are provided for a range of matters including domestic violence.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4721 5511**  
 🌐 **www.tcls.org.au**

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.plconnect.slq.qld.gov.au](http://www.plconnect.slq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Excelsior Library	130 Gill Street Charters Towers 4820	Ph: 07 4761 5581, 07 4761 5580
Flinders Shire Public Library	37 Gray Street Hughenden 4821	Ph: 07 4741 2976
Hinchinbrook Library	73-75 Mcillwraith Street Ingham 4850	Ph: 07 4776 4614

LOCATION	ADDRESS	PHONE
Hinchinbrook Shire Council Library Service, Halifax Branch	15 Macrossan Street Halifax 4850	Ph: 07 4776 4614
Richmond Shire Council Library	76 Goldring Street Richmond 4822	Ph: 07 4719 3335
Aitkenvale Branch	4 Petunia Street Aitkenvale 4814	Ph: 07 4727 8310
Flinders Street Branch	Northtown Level 1 280 Flinders Street Townsville 4810	Ph: 07 4727 9666
Thuringowa Branch	86 Thuringowa Drive Thuringowa Central 4817	Ph: 07 4773 8811

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

### CENTACARE NORTH QUEENSLAND, MOUNT ISA, MILES STREET

#### 5 Miles Street Mount Isa 4825

Provides counselling and support to assist the development of skills & strengths for families affected by domestic violence. The service promotes healthy relationships through attention to areas such as fathering; marriage preparation; parenting skills; and strengthening & maintaining healthy relationships after separation or loss.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **1300 672 273**  
 🌐 **www.centacarenq.org.au**

### DOOMADGEE WOMEN'S SHELTER

#### Doomadgee 4830

A women's shelter providing crisis accommodation, support and referral for women & children escaping domestic & family violence.

The service particularly assists Indigenous women and their children.

🕒 **7 Days: 24 Hours**  
 📞 **0439 440 904**

### NAWAMBA HOUSE

#### Mount Isa 4825

Provides crisis accommodation for Indigenous & non-Indigenous women and children who are experiencing family & domestic violence or homelessness.

Counselling, support and referral to specialist services are also provided.

🕒 **Mon-Fri: 8.00am-4.00pm**  
 📞 **07 4743 0440**  
 🌐 **www.aidrwa.org.au**

**NGURRI NGURRI FEMALE SHELTER****114 East Street Mount Isa 4825**

Provides crisis accommodation and support for Indigenous & non-Indigenous young & adult women who are homeless.

🕒 **7 Days: 24 Hours**

☎ **07 4743 7088**

**NORTH QUEENSLAND DOMESTIC VIOLENCE RESOURCE SERVICE, MOUNT ISA****Old Court House Isa Street Mount Isa 4825**

Provides assistance for women, with or without children, who are escaping domestic & family violence and who are homeless or at risk of homelessness.

The program provides information, support, referral and practical assistance to find appropriate housing.

🕒 **Mon-Fri: 8.30am-4.30pm**

☎ **07 4743 0946**

🌐 **www.nqdvrs.org.au**

**FINANCIAL ASSISTANCE AND MANAGING MONEY** **Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centres	78-80 Edward Street Charleville 4470 96 Galah Street Longreach 4730 30-32 West Street Mount Isa 4825 Bynoe Cacs 35 Old Croydon Road Normanton 4890
Blackall Neighbourhood Centre	Ph: 07 4621 6600 Fax: 07 4657 8855 6 Coronation Drive Blackall 4472
UnitingCare Queensland, Financial Resilience & Wellbeing Service	Unit 1 8 Sunset Drive Mount Isa 4825

## FOOD, WELFARE AND EMERGENCY RELIEF

<b>BOULIA COMMUNITY SUPPORT SERVICE</b>	
<p><b>33 Moonah Street Boulia 4829</b></p> <p>Referrals to appropriate agencies for housing, health or legal matters, assistance with food parcels and clothing.</p>	<p>🕒 Mon-Fri: 8.30am-4.30pm</p> <p>📞 07 4746 3700</p>
<b>MOUNT ISA NEIGHBOURHOOD CENTRE</b>	
<p><b>72 Marian Street Mount Isa 4825</b></p> <p>Shower &amp; laundry facilities and lockers are available for people who are homeless.</p>	<p>🕒 Mon-Fri: 9.00am-4.00pm</p> <p>📞 07 4743 4506</p> <p>🌐 <a href="http://www.mifssnc.com">www.mifssnc.com</a></p>
<b>NORTH WEST QUEENSLAND INDIGENOUS CATHOLIC SOCIAL SERVICES (NWQICSS)</b>	
<p><b>17 Stanley Street Mount Isa 4825</b></p> <p>Shower &amp; laundry facilities and lockers are available for people who are homeless.</p>	<p>🕒 Mon-Fri: 8.00am-5.00pm</p> <p>📞 07 4749 8500</p> <p>📠 07 4749 2197</p>
<b>ST VINCENT DE PAUL SOCIETY</b>	
<p>Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, clothing, household goods and utility vouchers.</p> <p><b>13 Oondooroo Street Winton 4735</b> (Mon-Fri: 8.30am-4.30pm, Ph: 1800 846 643)</p> <p><b>Good Shepherd Catholic Church 17 Stanley Street Mount Isa 4825</b> (Mon-Fri: 8.00am-4.00pm, Ph: 1800 846 643)</p>	<p>🌐 <a href="http://www.vinnies.org.au">www.vinnies.org.au</a></p> <p>📞 1300 794 054</p>
<b>THE SALVATION ARMY MOUNT ISA CORPS</b>	
<p><b>43 West Street Mount Isa 4825</b></p> <p>Emergency relief is available for individuals and families experiencing disadvantage.</p> <p>Aid includes food parcels, food vouchers, travel vouchers, petrol vouchers, clothing, blankets, furniture and financial assistance for paying household bills.</p>	<p>🕒 Mon-Fri: 9.00am-5.00pm</p> <p>📞 07 4744 5309</p> <p>🌐 <a href="http://www.salvationarmy.org.au">www.salvationarmy.org.au</a></p> <p>📞 1300 371 288</p>

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm, except where noted. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Alpha Hospital	1 Burns Street Alpha 4724	Ph: 07 4809 7000 Fax: 07 4809 7099
	Aramac Primary Healthcare Centre	17 Mcauliffe Street Aramac 4726	Ph: 07 4652 9000 Fax: 07 4652 9099
	Barcaldine Hospital	25 Oak Street Barcaldine 4725	Ph: 07 4650 4000 Fax: 07 4650 4099
	Bedourie Primary Health Care Centre	Kepler Street Bedourie 4829	Ph: 07 4746 1226
	Birdsville Primary Health Care Centre	31 Adelaide Street Birdsville 4482	Ph: 07 4656 3245 Fax: 07 4656 4999
	Blackall Hospital	Shamrock Street Blackall 4472	Ph: 07 4650 7700 Fax: 07 4650 7799
	Boulia Primary Health Care Centre	49 Wills Street Boulia 4829	Ph: 07 4746 2300 Fax: 07 4746 2399
	Burketown Health Clinic	1 Hospital Rd, Burketown 4830	Ph: 07 4745 5133
	Camooweal Primary Health Care Centre	52 Morrison Street Camooweal 4828	Ph: 07 4748 1000 Fax: 07 4748 1022

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Cloncurry Hospital	Musgrave Street Cloncurry 4824	Ph: 07 4742 4500 Fax: 07 4742 4504
	Dajarra Health Centre	12 Matheson Street Dajarra 4825	Ph: 07 4748 4880 Fax: 07 4748 4841
	Doomadgee Hospital	Sharpe Street Doomadgee 4830	Ph: 07 4745 8800 Fax: 07 4745 8895
	Isisford Primary Healthcare Centre	St Helena St, Isisford 4731	Ph: 07 4658 8500
	Julia Creek Multi-Purpose Health Service	1 Burke Street Julia Creek 4823	Ph: 07 4746 4000 Fax: 07 4746 7508
	Jundah Primary Health Care Centre	1 Hospital Road Jundah 4736	Ph: 07 4658 6500 Fax: 07 4658 6599
	Karumba Health Clinic	160 Walker St, Karumba 4891	Ph: 07 4745 9137
	Longreach Hospital	Jabiru Street Longreach 4730	Ph: 07 4658 4700 Fax: 07 4658 4799
	McKinlay Bush Nursing Centre	24 Wylde Street Mckinlay 4823	Ph: 07 4746 8505 Fax: 07 4746 8483
	Mornington Island Rural Hospital	Lardyl Street Gununa 4871	Ph: 07 4745 7209 Fax: 07 4745 7288

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Mount Isa Hospital	30 Camooweal Street Mount Isa 4825	Ph: 07 4744 4444
	Muttaburra Primary Healthcare Centre	Edkins St, Muttaburra 4732	Ph: 07 4658 7166
	Normanton Hospital	Brown Street Normanton 4890	Ph: 07 4745 2100 Fax: 07 4745 1244
	Tambo Primary Healthcare Centre	Garden St, Tambo 4478	Ph: 07 4654 6211
	Windorah Primary Health Care Centre	15 Victoria Street Windorah 4481	Ph: 07 4656 6100 Fax: 07 4656 6199
	Winton Hospital & Multipurpose Health Service	Bloomfield Street Winton 4735	Ph: 07 4657 2700 Fax: 07 4657 2799
	Yaraka Clinic	Jarley St, Yaraka 4731	Ph: 07 4636 3144
	Central West Mental Health Service	Longreach Hospital Jabiru Street Longreach 4730	Ph: 07 4658 4700 Fax: 07 4652 7951

## HOUSING/ACCOMMODATION

DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING -  
[www.housing.qld.gov.au](http://www.housing.qld.gov.au), 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Doomadgee Housing Office First Nations Housing & Homelessness Service	Council Admin Building 275 Sharpe Street Doomadgee 4830	Ph: 07 4745 8342 Email: hhsMtIsa RemoteComm@housing.qld.gov.au	Please phone to make an appointment
Mornington Island Housing Office First Nations Housing & Homelessness Service	Rural Transaction Centre Gununa Shop 1 & 2, 306 Lardil Street Mornington Island 4871	Ph: 07 4745 7471	Please phone to make an appointment
Mount Isa Housing Service Centre & First Nations Housing & Homelessness Service	19 West Street Mount Isa 4825	Ph: 07 4437 2700 Email: mtisahsc@housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm

### ANGLICARE CENTRAL QUEENSLAND

#### 124C Eagle Street Longreach 4730

Provides supported short-term and transitional housing for individuals and families who are homeless or at risk of homelessness, who have experienced domestic or family violence or who are without safe & appropriate accommodation.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4568 9700**  
 📞 **1300 769 814**  
 🌐 **www.anglicarecq.org.au**

### BYNOE COMMUNITY ADVANCEMENT COOPERATIVE SOCIETY

#### 35 Old Croydon Road Normanton 4890

Provides low-cost rental accommodation for members of the Cooperative who are homeless or at risk of homelessness. Bynoe Community Advancement Cooperative Society provides affordable housing for local Aboriginal & Torres Strait Islander people, with over 50 rental properties in Normanton available for financial members of the organisation.

🕒 **Mon-Fri: 7.00am-4.30pm**  
 📞 **07 4714 9030**  
 📞 **07 4745 1304**  
 🌐 **www.bynoecacs.org.au**

### CENTACARE NORTH QUEENSLAND, MOUNT ISA, SHORT STREET

#### 80 Short Street Mount Isa 4825

Provides short-term crisis accommodation and a range of support services to enable families to secure long-term housing and improve their ability to provide a stable home life.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **1300 672 273**  
 🌐 **www.centacarenq.org.au**

**KABALULUMANA HOSTEL****37-41 Pamela Street Mount Isa 4825**

Provides temporary low-cost hostel accommodation for Aboriginal & Torres Strait Islander families and singles.

🕒 **7 Days: 7.00am-7.00pm**  
 📞 **07 3151 8780**  
 🌐 **www.ahl.gov.au**

**MITAKOODI COMMUNITY & HOUSING ABORIGINAL CORPORATION****55 King Street Cloncurry 4824**

Provides access to secure and affordable rental properties for Aboriginal & Torres Strait Islander families and individuals in the Cloncurry local government area.

🕒 **Mon-Fri: 8.00am-4.00pm**  
 📞 **07 4742 1208**  
 🌐 **www.mitakoodicorp.com.au**

**MOUNT ISA COMMUNITY DEVELOPMENT ASSOCIATION (MICDA)****Old Court House Isa Street Mount Isa 4825****Community Rent Scheme**

Provides transitional (short to medium term) accommodation for eligible applicants who have been assessed by the Department of Housing and Public Works as having very high or high housing needs. Tenants are assisted to stabilise their circumstances and move to longer-term living arrangements in either the private housing market or in social housing.

**Long Term Community Housing**

Provides longer term social housing tenancies to people referred from the housing register by the Department of Housing and Public Works Housing Service Centres for the duration of their need.

*Important note: Tenants have to be eligible for Department of Housing at all times during their tenancy with MICDA Inc.*

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4743 9165**  
 📞 **07 4743 2241**  
 🌐 **www.micda.org.au**

**MOUNT ISA SUPPORTED ACCOMMODATION, SERENITY HOUSE****Mount Isa 4825**

Provides housing support for financially disadvantaged adults aged 50 years or over with housing-related problems or who are at risk of homelessness.

Support enables clients to maintain independence and remain living in the community.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4744 5308**  
 🌐 **www.salvationarmy.org.au**

**RIVERBED ACTION GROUP OUTREACH SUPPORT SERVICE (RAGOSS)****4 Burke Street Mornington 4825**

Provides assistance for women, with or without children, who are escaping domestic & family violence and who are homeless or at risk of homelessness.

The program provides information, support, referral and practical assistance to find appropriate housing.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **07 4749 0171**

**YOUNG PEOPLE AHEAD YOUTH SHELTER****60 Spence Street Mornington 4825**

Provides crisis accommodation for young people 16 to 25 years old who are homeless or at risk of homelessness.

🕒 **Mon-Fri: 8.00am-8.00pm**  
 📞 **1800 614 544** Freecall  
 🌐 **www.youngpeopleahead.com.au**

**LEGAL ASSISTANCE** **ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS) QLD, MOUNT ISA****4 Simpson Street Mount Isa 4825**

Provides legal representation in criminal, civil and family matters for Aboriginal & Torres Strait Islander people. 24-hour telephone service is available.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **07 4744 0900**  
 📞 **1800 012 255** Freecall  
 🌐 **www.atsils.org.au**

**CENTRAL QUEENSLAND REGIONAL COMMUNITY LEGAL CENTRE****Suite 28 119 Cammowear Street Mount Isa 4825**

Provides free legal advice, information and referral. Legal advice and referral are also available for those experiencing domestic violence.

🕒 **Tues-Fri: 9.30am-3.00pm**  
 📞 **1800 155 121**  
 🌐 **www.cqclc.org.au**

**JUNKURI LAKA COMMUNITY LEGAL CENTRE ABORIGINAL CORPORATION****2 Lardil Street Wellesley Islands 4892**

Provides free legal services for people in the community experiencing disadvantage across a range of areas of non-criminal law and legal matters.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4745 7278**  
 📞 **07 3319 6632**

**LEGAL AID QUEENSLAND****6 Miles Street Mount Isa 4825**

Legal information and referral are available at the office or by telephone during business hours.

🕒 **Mon-Fri: 8.45am-5.00pm**  
 📞 **07 4437 4900**  
 📞 **1300 651 188**  
**www.legalaid.qld.gov.au**

**QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS)****22 Gray Street Mount Isa 4825**

Provides a free legal service for Aboriginal & Torres Strait Islander people affected by family or domestic violence and/or sexual assault.

🕒 **Mon-Fri: 8.30am-4.00pm**  
 📞 **07 4749 5944**  
 📞 **1800 887 700** Freecall  
 🌐 **www.qifvls.com.au**

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.plconnect.siq.qld.gov.au](http://www.plconnect.siq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Aramac Library	58 Gordon Street Aramac 4726	Ph: 07 4651 3047
Barcaldine Branch	9 Beech Street Barcaldine 4725	Ph: 07 4651 1170
Barcaldine Regional Council Libraries, Alpha Branch	29 Shakespeare Street Alpha 4724	Ph: 07 4985 1370
Barcaldine Regional Council Libraries, Jericho Library	8 Darwin Street Jericho 4728	Ph: 07 4651 4129
Blackall-Tambo Regional Council, Blackall Library	108 Shamrock Street Blackall 4472	Ph: 07 4657 4764
Boulia Municipal Library	Burke Street Boulia 4829	Ph: 07 4746 3408
Carpentaria Shire Council Libraries, Karumba Branch	154 Walker Street Karumba 4891	Ph: 07 4747 7522
Cloncurry	43 Scarr Street Cloncurry 4824	Ph: 07 4742 1588
Diamantina Shire Council Library Service, Bedourie Branch	Bedourie Outback Visitors Centre 13 Herbert Street Bedourie 4829	Ph: 07 4746 1600

LOCATION	ADDRESS	PHONE
Georgetown Public Library	Terrestrial Low Street Georgetown 4871	Ph: 07 4079 9025 Fax: 07 4062 1965
Isisford Branch	20 St Mary Street Isisford 4731	Ph: 07 4658 8917
Jundah Branch	Information Centre 11 Dickson Street Jundah 4736	Ph: 07 4658 6930 Fax: 07 4658 6221
Longreach Regional Council Library, Ilfracombe Branch	Ilfracombe Post Office 22 Main Avenue Ilfracombe 4727	Ph: 07 4658 2197
Longreach Regional Council Library, Longreach Branch	106 Eagle Street Longreach 4730	Ph: 07 4658 0735
McKinlay Library	Middleton Street Mckinlay 4823	Ph: 07 4746 8848
McKinlay Shire Council Library Service, Julia Creek Library	56 Burke Street Julia Creek 4823	Ph: 07 4746 7930 Fax: 07 4746 7956
Mount Isa City Council Library	23 West Street Mount Isa 4825	Ph: 07 4747 3350
Muttaburra Branch	20 Bruford Street Muttaburra 4732	Ph: 07 4658 7191 Fax: 07 4658 7176
Normanton Branch	Cnr Landsborough & Caroline Street Normanton 4890	Ph: 07 4747 8422
Tambo Library	9 Arthur Street Tambo 4478	Ph: 07 4654 6408
Windorah Branch	7 Maryborough Street Windorah 4481	Ph: 07 4656 3063
Winton Shire Council Library Service, Winton Branch	76 Elderslie Street Winton 4735	Ph 07 4657 0393

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

### BOWEN NEIGHBOURHOOD CENTRE

#### 20 Williams Street Bowen 4805

Provides information referral and support for women and children who have experienced or are experiencing domestic violence.

🕒 **Mon, Wed-Fri: 9.00am-3.00pm**  
 📞 **07 4786 2111**  
 🌐 [www.bowenneighbourhoodcentre.org.au](http://www.bowenneighbourhoodcentre.org.au)

### NORTH QUEENSLAND WOMEN'S LEGAL SERVICE (NQWLS) AYR

#### Burdekin Community Association 130 Queen Street Ayr 4807

A visiting legal clinic providing face-to-face advice in legal matters for young & adult women including those from culturally & linguistically diverse (CALD) backgrounds and Aboriginal & Torres Strait Islander women. Interpreter services are available if required.

🕒 **Mon-Fri: 9.00am-1.00pm**  
 📞 **07 4772 5400**  
 🌐 [www.nqwls.com.au](http://www.nqwls.com.au)

## FINANCIAL ASSISTANCE AND MANAGING MONEY

### Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>

NAME	ADDRESS
Services Australia Service Centres	53 George Street Bowen 4805 Whitsunday Shopping Centre 226 Shute Harbour Road Cannonvale 4802
Centacare North Queensland	Unit 5 36 Powell Street Bowen 4805

## FOOD, WELFARE AND EMERGENCY RELIEF

### ST VINCENT DE PAUL CENTRE

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food parcels clothing household goods utility vouchers and financial assistance with pharmaceutical expenses.

Information advocacy and referral are also available.

**6 Gregory Street Bowen 4805**

(Mon-Fri: 8.30am-4.30pm, Ph: 1800 846 643)

**27 Garrick Street Collinsville 4804**

(Mon-Fri: 8.30am-4.30pm, Ph: 1800 846 643)


 [www.vinnies.org.au](http://www.vinnies.org.au)


### THE SALVATION ARMY AYR CORP

**Cnr Young & Munro Street Ayr 4807**

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food parcels food vouchers travel vouchers petrol vouchers clothing blankets furniture and financial assistance for paying household bills.

 **0431 019 750**

 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)


### WHITSUNDAY NEIGHBOURHOOD CENTRE

**14-20 Hazelwood Crescent Cannonvale 4802**

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food vouchers.

 **Mon-Fri: 9.00am-3.00pm**

 **07 4946 7850**

 [www.whitnc.org.au](http://www.whitnc.org.au)

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm, except where noted. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Ayr Hospital	2 Chippendale Street Ayr 4807	Ph: 07 4783 0855 Fax: 07 4783 0898
	Bowen Hospital	Gregory Street Bowen 4805	Ph: 07 4786 8222 Fax: 07 4786 3188
	Collinsville Multi-Purpose Health Service	81-91 Garrick Street Collinsville 4804	Ph: 07 4785 4777 Fax: 07 4785 4799
	Coinda Family Centre	20 William St Bowen 4895	Ph: 07 4786 3866
	Proserpine Hospital	26-34 Taylor Street Proserpine 4800	Ph: 07 4813 9400 Fax: 07 4813 9480
	Whitsunday Community Health	12 Altman Ave Cannonvale 4802	Ph: 07 4948 7633
	Burdekin Community Mental Health Service	Ayr Health Service 2 Chippendale Street Ayr 4807	Ph: 1300 642 255 Fax: 07 4783 0758


## HOUSING/ACCOMMODATION

### BUR-DEL CO-OPERATIVE COMMUNITY HOUSING

#### 72-74 Wickham Street Ayr 4807

Provide culturally appropriate housing support and advocacy for Aboriginal Torres Strait Islander and Australian South Sea Islander people within the Burdekin Region.

 **Mon-Fri: 9.00am-5.00pm**

 **07 4783 3680**


 **[www.burdel.org.au](http://www.burdel.org.au)**


### GIRUDALA COMMUNITY COOPERATIVE SOCIETY


#### 50 George Street Bowen 4805

Provides a long-term affordable housing program for the Bowen and Proserpine communities. Requirements become Cooperative members and must actively participate in the running of the cooperative.

 **Mon-Fri: 8.00am-4.30pm**

 **07 4786 1000**

 **07 4786 3136**

 **[www.girudala.com.au](http://www.girudala.com.au)**

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - www.housing.qld.gov.au, 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Queensland Department of Housing - Government Agent Program Collinsville	64 Sonoma Street Collinsville 4804	Ph: 07 4785 5567 Email: hhsqgap collinsville@housing.qld.gov.au	Mon-Fri: 9.00am-12.30pm

### THE SUPPORT CENTRE

#### 130 Queen Street Ayr 4807

Provides crisis assistance and support for individuals or families who are homeless or at risk of homelessness. Information advice and advocacy on behalf of clients in regards to housing matters is also available.

🕒 Mon-Fri: 9.00am-4.00pm  
📞 07 4783 3744  
🌐 www.burdekincommunityassociation.org.au

### WHITSUNDAY COUNSELLING & SUPPORT

#### Shop 1 157 Shute Harbour Road Cannonvale 4802

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

🕒 Mon-Fri: 9.00am-5.00pm  
📞 07 4946 2999  
🌐 www.whitsundaycs.com.au

### WHITSUNDAY HOUSING COMPANY

#### Suite 4 121 Shute Harbour Road Cannonvale 4802

Provides medium to long-term accommodation in community housing for low-income families and singles who are registered with the Department of Housing.

🕒 Mon-Fri: 8.30am-4.00pm  
📞 07 4946 7194  
🌐 www.whcl.com.au

## LEGAL ASSISTANCE

### BURDEKIN NEIGHBOURHOOD CENTRE

#### 40 Chippendale Street Ayr 4807

Provides medium to long-term accommodation in community housing for low-income families and singles who are registered with the Department of Housing.

🕒 Mon-Fri: 9.00am-4.00pm  
📞 07 4783 4243

**MACKAY REGIONAL COMMUNITY LEGAL CENTRE - OUTREACH**

Provides free advice and assistance via monthly outreach clinics in various areas of law including residential tenancy to Bowen, Cannonvale, Proserpine and Sarina.

**Bowen Neighbourhood Centre 20 William Street  
Bowen 4805**

**157 Shute Harbour Road Cannonvale 4802**

**Proserpine Community Centre 36 Gardenia Street  
Proserpine 4800**

🕒 **Mon-Fri: 9.00am-5.00pm**

📞 To make appointments  
call **07 4953 1211**

🌐 **www.mrclc.com.au**

**LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES** 

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LOCATION	ADDRESS	PHONE
Bowen Library	67 Herbert Street Bowen 4805	Ph: 07 4761 3670
Burdekin Library Ayr	108 Graham Street Ayr 4807	Ph: 07 4783 9970
Collinsville	37 Conway Street Collinsville 4804	Ph: 07 4785 5366
Home Hill	77-79 Ninth Avenue Home Hill 4806	Ph: 07 4783 9969
Proserpine Library	12 Main Street Proserpine 4800	Ph: 07 4945 0275
Whitsunday Regional Council Library Cannonvale	Whitsunday Plaza Shop C1 8 Galbraith Park Drive Cannonvale 4802	Ph: 07 4846 9400

## QUEENSLAND-WIDE SERVICES

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## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

CLERMONT COMMUNITY HOUSING & OTHER SERVICES	
<p><b>2 Lime Street Clermont 4721</b></p> <p>Information, referral and advocacy for all services in the local community: domestic violence, family support, legal aid, alcohol &amp; drug services, mental health and counselling.</p>	<p> <b>Mon-Fri: 12.30pm-3.00pm</b></p> <p> <b>07 4983 3400</b></p> <p> <b>07 4983 3238</b></p> <p> <b><a href="http://www.cchaosi.com.au">www.cchaosi.com.au</a></b></p>
CONNECT HOUSING GROUP	
<p><b>The Dome Shop 12 134 Victoria Street Mackay 4740</b></p> <p>Provides long-term community housing for singles and families referred from the Mackay Housing Service Centre.</p> <p>The service is available for all people who meet the eligibility criteria including veterans, people with disabilities, Aboriginal &amp; Torres Strait Islander people, those escaping domestic violence and people on parole &amp;/or who have been recently released from prison.</p>	<p> <b>Mon-Fri: 9.00pm-4.00pm</b></p> <p> <b>07 4953 4952</b></p> <p> <b>07 4953 4955</b></p> <p> <b><a href="http://www.connecthousing.com.au">www.connecthousing.com.au</a></b></p>
MACKAY SEXUAL HEALTH & SEXUAL ASSAULT SERVICES	
<p><b>41974 Nelson Street Mackay 4740</b></p> <p>Crisis care, counselling, assistance, information, referral, advocacy, court support, group work and emotional support are available for adult &amp; young males and females 15 years old or over who are victims or survivors of sexual assault and for non-offending family members, partners and friends.</p>	<p> <b>Mon-Fri: 8.00pm-4.30pm</b></p> <p> <b>07 4968 3919</b></p> <p> <b>07 4968 3885</b></p> <p> <b><a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a></b></p>

**MORANBAH & DISTRICT SUPPORT SERVICES (MDSS)****2 Appleton Street Moranbah 4744**

Provides mental health support and counselling, domestic violence support and referrals and general community education.

🕒 **Mon-Fri: 9.00pm-4.00pm**  
 📞 **07 4941 5164**  
 🌐 **www.mdssmoranbah.com.au**

**QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS)****21 Gordon Street Mackay 4740**

Provides legal services in criminal, civil & family law matters for Aboriginal & Torres Strait Islander people.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4030 0499**  
 📞 **1800 887 700** Freecall  
 🌐 **www.qifvls.com.au**

**RELATIONSHIPS AUSTRALIA****Ground Floor 123 Victoria Street Mackay 4740**

A case-management service providing individualised support and referral for people experiencing a range of family issues including parenting, DFV and people aged over 60 years who are at risk of, or experiencing, elder abuse.

🕒 **Mon-Fri: 8.30pm-5.00pm**  
 📞 **1300 364 277**  
 🌐 **www.raq.org.au**

**FINANCIAL ASSISTANCE AND MANAGING MONEY** **Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centre	The Hub @ Greenfields 12 Greenfields Boulevard Mount Pleasant 4740
UnitingCare Community	287 Shakespeare Street Mackay 4740

**FOOD, WELFARE AND EMERGENCY RELIEF** **ANGLICARE****Opposite City Cinemas 39 Gordon Street Mackay 4740**

Emergency relief including food parcels is available for individuals and families experiencing disadvantage.

🕒 **Mon-Fri: 10.00am-12.00pm**  
 📞 **07 4953 3444**  
 🌐 **www.anglicarenq.org.au**

<b>OASIS LIFE LOUNGE</b>	
<p><b>69 Belyando Avenue Moranbah 4744</b></p> <p>Provides non-perishable food and some fruits and vegetables for individuals and families experiencing disadvantage.</p>	<p>🕒 <b>Mon-Thurs: 9.00am-1.00pm</b></p> <p>📞 <b>0472 544 861</b></p> <p>🌐 <b>www.oasislife.com</b></p>
<b>ORANGE SKY</b>	
<p>Orange Sky provides a free mobile laundry service for people experiencing homelessness.</p> <p>Locations and times can change occasionally but the Orange Sky Location Finder will always have the most up to date information.</p> <p><b>www.locations.orangesky.org.au</b></p> <p><b>Sarina Neighbourhood Centre Anzac Square Anzac Street Sarina 4737</b> (Mon, Thurs: 9.00am-11.00pm)</p> <p><b>Juliet Street South Mackay 4740</b> (Mon, Wed, Fri: 7.00am-11.00pm)</p>	<p>🌐 <b>orangesky.org.au</b></p>
<b>SARINA NEIGHBOURHOOD CENTRE</b>	
<p><b>65 Broad Street Sarina 4737</b></p> <p>Emergency relief including food vouchers is available for individuals and families experiencing disadvantage.</p>	<p>🕒 <b>Mon: 9.00am-12.00pm</b></p> <p>📞 <b>07 4961 9290</b></p> <p>🌐 <b>www.mackay.qld.gov.au</b></p>
<b>THE NEIGHBOURHOOD HUB</b>	
<p><b>4 George Street South Mackay 4740</b></p> <p>Emergency relief including food and fuel vouchers is available for individuals and families experiencing disadvantage.</p>	<p>🕒 <b>Mon-Thurs: 9.30am-3.00pm</b></p> <p>📞 <b>07 4957 2626</b></p> <p>📞 <b>07 4845 8112</b></p> <p>🌐 <b>www.tnhub.org.au</b></p>
<b>THE SALVATION ARMY MACKAY CORPS</b>	
<p><b>48 Gregory Street Mackay 4740</b></p> <p>Provides emergency relief in the form of a free morning tea and a free hot lunch for the local community.</p>	<p>🕒 <b>Tues, Thurs: 10.30am-12.30pm</b></p> <p>📞 <b>07 4957 3576</b></p> <p>🌐 <b>www.salvationarmy.org.au</b></p>

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

NAME	ADDRESS	PHONE	HOURS
Aboriginal & Torres Strait Islander Community Health Service (ATSICHS)	31-33 Victoria Street Mackay 4740	Ph: 07 4957 9400	8.30am-5.00pm
Carlyle Community Health Centre, Child, Youth & Family Health	Community Health 40 Carlyle Street Mackay 4740	Ph: 07 4885 7750 Fax: 07 4852 3317	8.00am-4.30pm

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Clermont Multi-Purpose Health Service	24 Francis Street Clermont 4721	Ph: 07 4983 4000 Fax: 07 4983 4001
	Dysart Hospital	28 Queen Elizabeth Drive Dysart 4745	Ph: 07 4941 1911 Fax: 07 4941 1931
	Glenden Primary Healthcare Centre	Bell Place Glenden 4743	Ph: 07 4958 9821
	Mackay Base Hospital	475 Bridge Road Mackay 4740	Ph: 07 4885 6000
	Mackay Community Health	10 Nelson St Maclay 4740	Ph: 07 4968 3893
	Middlemount Community Health	7 Burns Crt Middlemount 4746	Ph: 07 4985 7779
	Moranbah Hospital	Elliot Street Moranbah 4744	Ph: 07 4941 4600 Fax: 07 4941 4610
	Sarina Hospital & Primary Health Care Centre	1 Hospital Street Sarina 4737	Ph: 07 4943 8777 Fax: 07 4943 8739

NAME	ADDRESS	PHONE	HOURS
Connect to Wellbeing	Suite 4 237 Shakespeare Street Mackay 4740	Ph: 1300 020 390 Fax: 1300 027 880	8.30am-5.00pm

## HOUSING/ACCOMMODATION

### CHURCHES OF CHRIST CARE, YOUTH & FAMILY, MACKAY

#### 110B Wood Street Mackay 4740

Provides supported accommodation for children 16 to 18 years old who are making the transition from foster care to independent living.

Support is provided in budgeting, household organisation, nutrition & health and assistance to access long-term housing & education or employment options.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4953 6100**  
 🌐 **www.cofc.com.au**

### COMMUNITY ACCOMMODATION & SUPPORT AGENCY (CASA)

#### Suite 4 54 Gregory Street Mackay 4740

An early intervention service providing individual case-management support to assist people with maintaining independent housing.

HomeStay addresses the risks and barriers to securing independent housing in order to prevent homelessness.

🕒 **7 Days: 8.30am-4.00pm**  
 📞 **07 4951 4299**  
 🌐 **www.casamackay.org.au**

### DYSART COMMUNITY CENTRE

#### 21 Queen Elizabeth Drive Dysart 4745

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

🕒 **Mon-Fri: 9.00am-2.00pm**  
 📞 **07 4958 2461**  
 🌐 **www.dysartcommunity.com.au**

### EMERGENCY & LONG-TERM ACCOMMODATION IN MORANBAH (ELAM)

#### 2 Appleton Street Moranbah 4744

Crisis accommodation, for up to twelve weeks and support are available for individuals and families experiencing or at imminent risk of homelessness. Food vouchers and limited financial assistance is available for people on low incomes experiencing financial distress.

🕒 **Mon-Fri: 9.00am-4.30pm**  
 📞 **07 4941 5602**  
 🌐 **www.elammoranbah.com**

<b>KALYAN YOUTH SERVICE</b>	
<p><b>4 Goldsmith Street Mackay 4740</b></p> <p>Provides emergency to short-term accommodation for young people 16 to 25 years old.</p> <p>Three male and three female beds are available. After-hours access is available.</p>	<p>🕒 <b>Mon-Fri: 8.30am-4.30pm</b></p> <p>📞 <b>07 4951 4352</b></p> <p>📠 <b>07 4957 6807</b></p> <p>🌐 <b>www.kaylan.org.au</b></p>
<b>LIFE WITHOUT BARRIERS</b>	
<p><b>34A East Gordon Street Mackay 4740</b></p> <p>Provides after-care services for young people 18 to 21 years old who are leaving the child protection system. The program provides practical support for a range of issues including housing, managing money, education, becoming job ready or concerns with family &amp; friends.</p>	<p>🕒 <b>Mon-Fri: 8.30am-5.00pm</b></p> <p>📞 <b>07 4965 4800</b></p> <p>🌐 <b>www.lwb.org.au</b></p>
<b>LOWANNA HOUSE</b>	
<p><b>Mackay 4740</b></p> <p>Provides temporary supported accommodation for women and their dependent children who are in a crisis or an emergency situation and have no home or who have had to leave their home, including those escaping domestic violence.</p>	<p>🕒 <b>7 Days: 24 Hours</b></p> <p>📞 <b>1800 811 811</b></p> <p>🌐 <b>www.lowannahouse.blogspot.com</b></p>
<b>MACKAY HOSTEL</b>	
<p><b>49-53 Boddington Street Mackay 4740</b></p> <p>Provides temporary low-cost hostel accommodation for Aboriginal &amp; Torres Strait Islander families and singles.</p>	<p>🕒 <b>7 Days: 7.00am-7.00pm</b></p> <p>📞 <b>07 3151 8710</b></p> <p>🌐 <b>www.ahl.gov.au</b></p>
<b>MUDTH-NIYLETA ABORIGINAL &amp; TORRES STRAIT ISLANDER CORPORATION</b>	
<p><b>35 Central Street Sarina 4737</b></p> <p>Provides long-term accommodation for Aboriginal &amp; Torres Strait Islander people living in the Sarina &amp; Mackay districts.</p>	<p>🕒 <b>Mon-Fri: 8.00am-4.00pm</b></p> <p>🌐 <b>Online referral only.</b> <b>www.mudth-niyleta.com</b></p>

DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING -  
[www.housing.qld.gov.au](http://www.housing.qld.gov.au), 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations housing and homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Queensland Department of Housing- Mackay Housing Service Centre	162 Victoria Street Mackay 4740	Ph: 07 4862 9500 1800 069 237 Freecall Email: Mackayhsc@housing.qld.gov.au www.housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm

## LEGAL ASSISTANCE

### ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS) QLD

#### 33 Sydney Street Mackay 4740

Provides medium to long-term accommodation in community housing for low-income families and singles who are registered with the Department of Housing.

🕒 **Mon-Fri: 9.00am-4.00pm**  
📞 **07 4953 4058**  
🌐 **www.atsils.org.au**

### LEGAL AID QUEENSLAND

#### Ground Floor 17 Brisbane Street Mackay 4740

Legal information and referral are available at the office or by telephone during business hours.

Legal advice is available face-to-face or by telephone. Advice and referral are available for those experiencing domestic violence.

🕒 **Mon-Fri: 9.00am-5.00pm**  
📞 **1300 651 188**  
📞 **07 4889 8696**  
🌐 **www.legalaid.qld.gov.au**

### MACKAY REGIONAL COMMUNITY LEGAL CENTRE

A free & independent advice and referral service.

The service provides tenants and residents access to tenancy information, advice and assistance to financially disadvantaged people in the Mackay, Whitsunday and Isaac regions.

#### The Dome Suite 9 134 Victoria Street Mackay 4740

Moranbah Youth & Community Ctr 2 Appleton Street Moranbah 4744

(monthly outreach)

🕒 **Mon-Fri: 9.00am-4.00pm**  
📞 **07 4953 1211** Call for appointment  
📞 **07 4953 1644**  
🌐 **www.mrcl.com.au**

**MACKAY WOMEN'S SERVICES****418A Shakespeare Street Mackay 4740**

Provides information, advocacy and referral to medical, housing and legal services for women.

🕒 **Mon-Fri: 8.30am-4.30pm**☎ **07 4953 1788**🌐 **www.mackaywomens  
services.org.au****LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES** 

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.plconnect.siq.qld.gov.au](http://www.plconnect.siq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Clermont Library	Cnr Karmoo Street & Herschel Street Clermont 4721	Ph: 07 4846 3746
Dysart Library	Shannon Crescent Dysart 4745	Ph: 07 4958 1766
Glenden Library	Town Centre Ewan Drive Glenden 4743	Ph: 07 4846 3148
Gordon White Library	54 Phillip Street Mount Pleasant 4740	Ph: 07 4961 9387
Isaac Regional Council Libraries, Carmila Library	16 Music Street Carmila 4739	Ph: 07 4950 2350
Mackay Regional Council Libraries, Dudley Denny City Library	134 Victoria Street Mackay 4740	Ph: 07 4961 9387
Middlemount Library	Council Premises Middlemount Shopping Mall Middlemount 4746	Ph: 07 4985 7752
Mirani Branch	16 Victoria Street Mirani 4754	Ph: 07 4961 9387

LOCATION	ADDRESS	PHONE
Mackay Mobile Library	Gordon White Library Phillip Street Mt Pleasant 4740	Ph: 1300 622 529 Fax: 07 4944 2471
Moranbah Library	Grosvenor Complex Batchelor Parade, Town Square Moranbah 4744	Ph: 07 4846 3534
Nebo Community Hub	10 Reynolds Street Nebo 4742	Ph: 07 4846 3115
Sarina Library	65 Broad Street Sarina 4737	Ph: 07 4961 9387
St Lawrence Library	22 Railway Parade St Lawrence 4707	Ph: 07 4956 9156
Walkerston Library	8 Creek Street Walkerston 4751	Ph: 07 4961 9387

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

CARINITY COMMUNITIES	
<p><b>114 Fitzroy Street Rockhampton 4700</b></p> <p>Provides confidential counselling, support and assistance relating to child abuse, child neglect and domestic violence for children and young people 5 to 18 years old and their families.</p>	<p>🕒 <b>Mon-Fri: 8.00pm-5.00pm</b></p> <p>📞 <b>07 4922 5226</b></p> <p>🌐 <b>www.carinity.org.au</b></p>
CENTACARECQ EMERALD	
<p>Provides services for people affected by domestic violence. Service include information, support and referral; counselling; court support and child witness support; and men's counselling services.</p> <p><b>141 Egerton Street Emerald 4720</b> (Mon-Fri: 7.00am-5.00pm, Ph: 1300 523 985)</p> <p><b>16 Bolsover Street Rockhampton 4700</b> (Mon-Fri: 7.00am-5.00pm, Ph: 1300 523 985)</p>	<p>📞 <b>1300 523 985</b></p> <p>🌐 <b>www.centacarecq.com</b></p>
GUMBI GUNYAH WOMEN & CHILDREN'S WELL-BEING CENTRE	
<p><b>Woorabinda 4713</b></p> <p>Provides short-term accommodation and support for Indigenous women and their children affected by domestic and family violence.</p>	<p>🕒 <b>Mon-Fri: 9.00pm-5.00pm</b></p> <p>📞 <b>07 4935 0219</b></p>

**HELEM YUMBA CQ HEALING CENTRE****14 Fitzroy Street Rockhampton City 4700**

Provides case management support for Aboriginal & Torres Strait Islander individuals and families. Support is provided to ensure all women, men and families live free from domestic and family violence.

Referral to other services is also provided.

🕒 **Mon-Fri: 8.30pm-4.30pm**  
 📞 **07 4931 8600**  
 📞 **1800 776 727** Freecall  
 🌐 **www.cqhealing.com.au**

**RELATIONSHIPS AUSTRALIA**

Provides supervised contact and changeover services for children whose parents have separated.

**119 High Street Frenchville 4701**

(Mon-Fri: 9.00am-5.00pm, Ph: 1300 364 277)

**Community Development Centre 80 Johns Street Yeppoon 4703**

(Mon-Fri: 9.00am-5.00pm, Ph: 1300 364 277, Fax: 07 4926 9954)

🌐 **www.raq.org.au**

**WOMEN'S HEALTH, INFORMATION & REFERRAL SERVICE****Suite 1 225 Bolsover Street Rockhampton 4700**

A program for male & female adults and adolescent children over 12 years old who have experienced rape, attempted rape, indecent assault, childhood sexual assault, incest or ritual abuse.

🕒 **Mon-Fri: 9.00pm-5.00pm**  
 📞 **07 4922 6585**  
 📞 **1800 017 382** Freecall  
 🌐 **www.womenshealth rockhampton.com**

**FINANCIAL ASSISTANCE AND MANAGING MONEY** **Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centre	21 Egerton Street Emerald 4720 190-194 Musgrave Road Rockhampton 4700 20 Arthur Street Yeppoon 4703

NAME	ADDRESS
Central Queensland Financial Counselling Service	Shop 2 72 High Street Rockhampton 4700
UnitingCare Queensland, Financial Resilience & Wellbeing Service	Shop 2 72 High Street Rockhampton 4700

## FOOD, WELFARE AND EMERGENCY RELIEF

### EMERALD NEIGHBOURHOOD CENTRE

#### 17 Yamala Street Emerald 4720

Material aid in the form of free fruit and vegetables is available for individuals and families experiencing disadvantage.

🕒 **Mon-Fri: 10.00am-4.30pm**  
 📞 **07 4982 1696**  
 🌐 **www.emeraldnc.com.au**

### ST VINCENT DE PAUL CENTRE

#### 233 Alma Street Rockhampton 4700

Emergency relief, including food vouchers and opportunity shop vouchers are available for individuals and families experiencing disadvantage.

🕒 **Tues, Thurs, Fri: 9.00am-12.00pm**  
 📞 **07 4927 6026**  
 🌐 **www.qld.vinnies.org.au**

### THE SALVATION ARMY

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, food vouchers, travel vouchers, petrol vouchers, clothing, blankets, furniture and financial assistance for paying household bills.

#### 131-147 Park Street North Rockhampton 4701

(Mon, Wed, Thurs, Fri: 9.00am-11.00am, Ph: 07 4923 5600)

#### 32 Andrews Road Emerald 4720

(Mon-Fri: 9.00am-5.00pm, Ph: 07 4987 5421)

#### 13 Arthur Street Blackwater 4717

(Mon-Fri: 9.00am-5.00pm, Ph: 07 3001 6288 Welfare, Ph: 07 4982 5387 Shop)

#### 46 Braithwaite Street Yeppoon 4703

(Mon-Fri: 9.00am-5.00pm, Ph: 07 4930 2850 Yeppoon Mission, Ph: 07 4923 5600 Rockhampton Office)

📞 **07 4923 5600**  
 🌐 **www.salvationarmy.org.au**

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm, except where indicated. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Blackwater Multipurpose Health Service	41 Mackenzie Street Blackwater 4717	Ph: 07 4980 1800 Fax: 07 4980 1832
	Capricorn Coast Hospital & Health Service	8 Hoskyn Drive Yeppoon 4703	Ph: 07 4913 3000 Fax: 07 4939 3517
	Emerald Hospital	69 Hospital Road Emerald 4720	Ph: 07 4987 9400 Fax: 07 4987 9530
	Mount Morgan Multipurpose Health Service	Black Street Mount Morgan 4714	Ph: 07 4912 5100 Fax: 07 4938 1540
	Rockhampton Community and Public health Centre	82-86 Bolsolver St Rockhampton 4700	Ph: 07 4920 6900
	Rockhampton Hospital	Canning Street Rockhampton 4700	Ph: 07 4920 6211
	Springsure Multipurpose Health Service	21 Woodbine Street Springsure 4722	Ph: 07 4847 9200 Fax: 07 4984 1101
	Woorabinda Multipurpose Health Service	1 Munns Drive Woorabinda 4713	Ph: 07 4913 2800 Fax: 07 4935 0130

NAME	ADDRESS	PHONE	HOURS
Central Highlands Mental Health Service	Emerald Hospital Campus 69 Hospital Road Emerald 4720	Ph: 07 4983 9750 Mental Health Ph: 07 4983 9700 Community Health Fax: 07 4829 4011	8.30am-4.30pm
Binbi Yadubay Rehabilitation	12 Nuttall Street Parkhurst 4702	Ph: 1300 727 957	8.30am-4.30pm
Wakai Waian Healing	Tobruk House Level 1 8 Archer Street Rockhampton City 4700	Ph: 1800 732 850 Ph: 1800 732 850 Freecall Fax: 07 4829 4011	8.30am-5.30pm

## HOUSING/ACCOMMODATION

### ANGLICARE CENTRAL QUEENSLAND

Provides crisis supported accommodation for families. Support, information, referral, advocacy and assistance to develop independent living & budgeting skills are provided.

This service is temporarily offering only telephone support.

**160-164 Musgrave Street North Rockhampton 4701**



(Mon-Fri: 8.30am-5.00pm, Ph: 07 4837 5300)

**Community Centre Wey Street Blackwater 4717**

(Mon-Fri: 8.00am-2.30pm, Ph: 07 4986 2900)

**44 School Lane Emerald 4720**




(Mon-Fri: 8.30am-5.00pm, Ph: 07 4897 0200)

 **1300 769 814**  
 **[www.anglicarecq.org.au](http://www.anglicarecq.org.au)**

### BUDAROO HOUSE YOUTH SHELTER

**185-187 George Street Rockhampton City 4700**

Provides medium to long-term accommodation for Indigenous young people 16 to 21 years old who are homeless or at risk of homelessness.

 **Mon-Fri: 8.30am-4.30pm**  
 **07 4927 5715**  
 **[www.darumbal.org.au](http://www.darumbal.org.au)**

**CENTRAL HIGHLAND REGIONAL COUNCIL HOUSING****65 Egerton Street Emerald 4722**

Provides access to community housing for eligible tenants.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4986 8418  
 📠 1300 242 686  
 🌐 [www.centralhighlands.qld.gov.au](http://www.centralhighlands.qld.gov.au)

**CENTRAL QUEENSLAND INDIGENOUS DEVELOPMENT****Ceic Building 26 Darumbal Road Rockhampton 4700**

Provides assistance and support for Indigenous families who are homeless or at risk of becoming homeless.

The service enhances social inclusion and community cohesion by providing referrals and links for Indigenous families to a range of mainstream & Indigenous services.

Case management and referral are also provided for Indigenous people requiring assistance to access sustainable housing, initially in Rockhampton & surrounding areas.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 4920 0000  
 📠 07 4920 0010  
 🌐 [www.cqid.com.au](http://www.cqid.com.au)

**GIRL'S TIME OUT, YOUNG WOMEN'S SUPPORT SERVICE****137 Musgrave Street North Rockhampton 4701**

Provides referral and support services for young people 16 to 25 years old who require assistance with accessing housing.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 4922 7236  
 🌐 [www.girlstimeout.com.au](http://www.girlstimeout.com.au)

**NEVILLE BONNER HOSTEL****5 Bridge Street Berserker 4701**

Provides temporary low-cost hostel accommodation for Aboriginal & Torres Strait Islander families and singles.

🕒 7 Days: 7.00am-7.00pm  
 📞 07 3151 8760  
 📠 07 4927 0212  
 🌐 [www.ahl.gov.au](http://www.ahl.gov.au)

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - www.housing.qld.gov.au, 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Queensland Department of Housing - Service Centres	Emerald Housing Service Centre  99 Hospital Road Emerald 4720	Ph: 07 4988 1600 Email: emeraldhsc@housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm
	Rockhampton Housing Service Centre  State Government Building Level 3 209 Bolsover Street Rockhampton 4700	Ph: 07 4848 7000 Email: rockhamptonhsc@housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm

### ROSEBERRY JACK'S HOUSE

#### 122 Kent Street Rockhampton 4700

Provides short-term crisis accommodation for young men and women 16 to 19 years old who are homeless. Services include laundry & shower facilities, meals, information and referral.

🕒 Mon-Fri: 8.00am-5.00pm  
☎️ 07 4922 2453  
🌐 [www.roseberry.org.au](http://www.roseberry.org.au)

### ST VINCENT DE PAUL HOUSING & HOMELESSNESS SERVICE

#### Kawana 4701

Provides affordable long-term community housing for individuals and families experiencing homelessness or at risk of homelessness.

🕒 Mon-Fri: 9.00am-4.00pm  
☎️ 07 5441 6705  
🌐 [www.qld.vinnies.org.au](http://www.qld.vinnies.org.au)

### THE COMMUNITY CENTRE

#### 80 John Street Yeppoon 4703

A number of agencies provide outreach services at the Centre in areas such as housing; mediation & dispute resolution; family or domestic violence; court support; counselling; incest & sexual assault; women's health; tax & finances; and addiction.

🕒 Mon-Fri: 9.00am-4.00pm  
☎️ 07 4913 3840  
🌐 [www.livingstone.qld.gov.au](http://www.livingstone.qld.gov.au)

## LEGAL ASSISTANCE

### ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS) QLD

#### 89 Bolsover Street Rockhampton 4700

Provides legal representation in criminal, civil and family matters for Aboriginal & Torres Strait Islander people.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **07 4927 5711**  
 📞 **1800 012 255** Freecall  
 🌐 [www.atsils.org.au](http://www.atsils.org.au)

### LEGAL AID QUEENSLAND, ROCKHAMPTON

#### Ground Floor 35 Fitzroy Street Rockhampton 4700

Legal information and referral are available at the office or by telephone during business hours.

Legal advice is available face-to-face or by telephone. Advice and referral are available for those experiencing domestic violence.

🕒 **Mon-Fri: 8.45am-5.00pm**  
 📞 **07 4921 6500**  
 🌐 [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

### QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS)

#### Level 2A 130 Victoria Parade Rockhampton 4700

Provides a free legal service for Aboriginal & Torres Strait Islander people affected by family or domestic violence and/or sexual assault.

🕒 **Mon-Fri: 8.30am-4.00pm**  
 📞 **07 4927 6453**  
 📞 **1800 887 700** Freecall  
 🌐 [www.qifvls.com.au](http://www.qifvls.com.au)

### CENTRAL QUEENSLAND COMMUNITY LEGAL CENTRE

Provides free legal advice, information and referral. Legal advice and referral are also available for those experiencing domestic violence.

#### Shop 1 18 Egerton Street Emerald 4720

(Wed-Fri: 8.00am-4.00pm, Ph: 1800 155 121, Ph: 1800 155 121 Freecall)

#### 240 Quay Street Rockhampton 4700

(Mon-Fri: 9.00am-4.30pm, Ph: 07 4922 1200, Ph: 1800 155 121 Freecall)

#### Yeppoon Court House 23 Normanby Street Yeppoon 4703

(1st Monday of Month: 9.30am-12.30pm, Ph: 07 4922 1200, Ph: 1800 155 121 Freecall)

🕒 **Mon-Fri: 8.30am-4.00pm**  
 📞 **1800 155 121**  
 🌐 [www.cqclc.org.au](http://www.cqclc.org.au)

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

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LOCATION	ADDRESS	PHONE
Capella Library	83 Peak Downs Street Capella 4723	Ph: 07 4988 7230
Central Highlands Regional Council Libraries, Blackwater Library	Community Centre Wey Street Blackwater 4717	Ph: 07 4982 5737
Dingo Library	Normanby Street Dingo 4702	Ph: 07 4935 9237
Duaringa Library	12 Williams Street Duaringa 4712	Ph: 07 4925 6412
Emerald Library	44 Borilla Street Emerald 4720	Ph: 07 4986 8444
Emu Park Library	9 Hill Street Emu Park 4710	Ph: 07 4913 3874
Gemfields Library	7 Burrige Road The Gemfields 4702	Ph: 07 4981 0299
Livingstone Shire Council Libraries, Byfield Library	Raspberry Creek Homestead 2312 Byfield Road Byfield 4703	Ph: 07 4913 3850
Livingstone Shire Council Libraries, Marlborough Library	Marlborough Historical Museum 15 Milman Street Marlborough 4705	Ph: 07 4913 3850
Mount Morgan Library	31 Morgan Street Mount Morgan 4714	Ph: 07 4936 8169
North Rockhampton Library	154 Berserker Street Berserker 4701	Ph: 07 4936 8373
Rockhampton Library	230 Bolsover Street Rockhampton City 4700	Ph: 07 4936 8265

LOCATION	ADDRESS	PHONE
Rockhampton Regional Council Library Service, Gracemere Library	1 Ranger Street Gracemere 4702	Ph: 07 4931 5454
Rolleston Library	Planet Street Rolleston 4702	Ph: 07 4984 3199
Springsure Library	27 Eclipse Street Springsure 4722	Ph: 07 4984 1265
Tieri Library	Cnr Grasstree Street & Anncrouye Street Tieri 4709	Ph: 07 4984 8270
Tieri Transaction Centre	Cnr Grasstree & Anncroye Street Tieri 4709	Ph: 07 4984 8270 Ph: 1300 242 686 Customer Service
Yeppoon Library	84 John Street Yeppoon 4703	Ph: 07 4913 3850

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

### WOMEN'S HEALTH CENTRE

A counselling service specifically for those affected by domestic violence.

**46 Callide Street Biloela 4715**

(Mon, Wed, Fri: 9.00am-4.00pm, Ph: 07 4979 1456)

**Upper Level 65 Central Lane Gladstone Central 4680**

(Mon-Fri: 9.00am-5.00pm, Ph: 07 4979 1456)







 [www.gladstonewomenshealth.org.au](http://www.gladstonewomenshealth.org.au)

## FINANCIAL ASSISTANCE AND MANAGING MONEY

**Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**  
Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centre	49 Grevillea Street Biloela 4715 164 Goondoon Street Gladstone 4680
Anglicare Central Queensland	Pharmacy Building Marshall Street Moura 4718

## FOOD, WELFARE AND EMERGENCY RELIEF

AUCKLAND STREET SOUP KITCHEN	
<p><b>70 Auckland Street Gladstone Central 4680</b></p> <p>Provides material aid in the form of a free community dinner for individuals and families experiencing disadvantage.</p>	<p> <b>Mon-Fri: 9.00am-12.00pm</b></p> <p> <b>07 4972 9484</b></p>
GLADSTONE FOOD CENTRE	
<p><b>Shop 2 25 Tank Street Gladstone Central 4680</b></p> <p>Provides free bread, fruit &amp; vegetables and low-cost grocery items as material aid for families and singles on low incomes.</p>	<p> <b>Mon-Fri: 9.00am-12.00pm</b></p> <p> <b>07 4972 9484</b></p>
THE SALVATION ARMY	
<p><b>1 Pengelly Street West Gladstone 4680</b></p> <p>Emergency relief is available for individuals and families experiencing disadvantage.</p> <p>Aid includes food parcels, food vouchers, clothing, furniture and assistance with medical and school expenses.</p>	<p> <b>Tues-Thurs: 9.30am-2.30pm</b></p> <p> <b>07 4883 8900</b></p> <p> <b><a href="http://www.salvationarmy.org.au">www.salvationarmy.org.au</a></b></p>

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm, except where noted. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Baralaba Multipurpose Health Service	Stopford Street Baralaba 4702	Ph: 07 4998 2800 Fax: 07 4998 1178
	Biloela Health Services	2 Hospital Road Biloela 4715	Ph: 07 4992 7000 Fax: 07 4992 4857
	Gladstone Community Health Centre	Flinders St Gladstone 4680	Ph: 07 4976 3130

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Gladstone Hospital	Park Street Gladstone 4680	Ph: 07 4976 3200 Fax: 07 4972 3776
	Gladstone Womens Health Centre	20 Tank St Gladstone 4680	Ph: 07 4979 1456
	Moura Community Hospital	14 Nott Street Moura 4718	Ph: 07 4997 2900 Fax: 07 4997 1475
	Taroom Health Service	14 Miller Street Taroom 4420	Ph: 07 4628 9900 Fax: 07 4628 9939
	Theodore Multipurpose Health Service	The Boulevard Theodore 4719	Ph: 07 4990 3000 Fax: 07 4993 1610
	Woorabinda Hospital	1 Munns Dr Woorabinda 4713	Ph: 07 4935 0133

## OTHER HEALTH SERVICES

NAME	ADDRESS	PHONE	HOURS
Nhulundu Health Service	27-29 Goondoon Street Gladstone 4680	Ph: 07 4979 0992 Fax: 07 4979 0967	8.30am-5.00pm
CQ Mental Health Alcohol & Other Drugs Services	Gladstone Hospital Block 4 Community Servc Flinders Street West Gladstone 4680	Ph: 07 4976 3244 Ph: 1300 642 255 MH Call Fax: 07 4976 3377	8.30am-4.30pm

## HOUSING/ACCOMMODATION

### ANGLICARE CENTRAL QUEENSLAND

Provides transitional housing for eligible families and individuals across the Gladstone region.

**50 Young Street Gladstone 4680**

(Mon-Fri: 8.30am-5.00pm)

**79 Kariboe Street Biloela 4715**

(Mon-Fri: 9.00am-12.00pm)

☎ **1300 769 814**  
 🌐 **www.anglicarecq.org.au**

### BANANA SHIRE EMERGENCY ACCOMMODATION SUPPORT CENTRE

**New World Arcade Suite 2B 58 Kariboe Street Biloela 4715**

Provides crisis accommodation and case-management support for individuals and families who are homeless or at risk of homelessness.

🕒 **Mon-Fri: 9.00am-4.30pm**  
 ☎ **07 4992 3322**  
 🌐 **www.bseasc.weebly.com**

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - [www.housing.qld.gov.au](http://www.housing.qld.gov.au), 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Department of Housing - Gladstone Housing Service Centre	Level 2 20-22 Herbert Street Gladstone 4680	Ph: 07 4899 2400 Email: gladstonehsc@housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm
Department of Housing - Woorabinda Hub Tenancy Services	201 Carbine Street Woorabinda 4713	Ph: 07 4848 7000	

### GLADSTONE ABORIGINAL & ISLANDERS COOPERATIVE SOCIETY

**Shop 2 35 Off Street Gladstone Central Qld 4680**

Provides access to secure and affordable rental properties for Aboriginal & Torres Strait Islander families and individuals in the Gladstone local government area.

🕒 **Mon-Fri: 9.00am-3.00pm**  
 ☎ **07 4972 2699**

**ROSEBERRY QLD, HOUSING & HOMELESSNESS SERVICES****21 Dawson Road Gladstone 4680**

Provides medium to long-term accommodation in community housing for low-income families and singles who are registered with the Department of Housing. Oversees the placement of tenants into long-term, short-term and crisis accommodation.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4972 0047**  
 🌐 **www.roseberry.org.au**

**ROSEBERRY HOUSE****20 Rollo Street Gladstone 4680**

Provides short-term crisis accommodation for young people and adults 16 to 25 years old who are homeless. Accommodation can be provided on a short-term basis for three male and three female residents.

🕒 **Mon-Fri: 8.00am-5.00pm**  
 📞 **07 4972 5383**  
 🌐 **www.roseberry.org.au**

**LEGAL ASSISTANCE** **ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS) QLD****70 Auckland Street Gladstone 4680**

Provides legal advice and information relating to criminal law matters for Aboriginal and Torres Strait Islander people.

A 24-hour telephone service is available.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **0418 613 147**  
 📞 **07 4922 4487**  
 🌐 **www.atsils.org.au**

**CENTRAL QUEENSLAND REGIONAL COMMUNITY LEGAL CENTRE, GLADSTONE**

Provides free legal advice, information and referral. Legal advice and referral are also available for those experiencing domestic violence.

**147 Goondoon Street Gladstone Central 4680**

(Mon-Fri: 8.30am-4.30pm)

**102 Rainbow Street Biloela 4715**

(Last Thursday of each Month: 11.30am-2.30pm)

📞 **1800 155 121**  
 🌐 **www.cqclc.org.au**

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.plconnect.slq.qld.gov.au](http://www.plconnect.slq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Gladstone City Library	39 Goondoon Street Gladstone 4680	Ph: 07 4976 6400
Miriam Vale Branch	41 Blomfield Street Miriam Vale 4677	Ph: 07 4974 6241
Banana Shire Council Library, Biloela Branch	Cnr Grevillea & Melton Street Biloela 4715	Ph: 07 4992 7362
Boyne Tannum Library	Boyne Tannum Community Centre Cnr Wyndham & Hayes Avenue Boyne Island 4680	Ph: 07 4971 9700
Calliope Library	3 Don Cameron Drive Calliope 4680	Ph: 07 4975 8105
Central Highlands Regional Council Libraries, Bauhinia Library	Eulan Downs Road Moura 4718	Ph: 07 4986 8444
Gladstone Regional Council Libraries, Agnes Water Library	71 Springs Road Agnes Water 4677	Ph: 07 4902 1501
Mount Larcom Branch	47 Raglan Street Mount Larcom 4695	Ph: 07 4975 1205
Moura Branch	Recreation Reserve Mcarthur Street Moura 4718	Ph: 07 4997 3197
Taroom Branch	24 Yaldwyn Street Taroom 4420	Ph: 07 4627 3355
Theodore Branch	The Boulevard Theodore 4719	Ph: 07 4993 1229

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland-Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

<b>JERRUB</b>	
<p><b>Bundaberg 4670</b> Provides crisis accommodation for single women and women with children escaping domestic violence or experiencing homelessness.</p>	<p> <b>Mon-Fri: 9.00am-4.30pm</b>  <b>0428 841 190</b></p>
<b>EDON PLACE DOMESTIC &amp; FAMILY VIOLENCE CENTRE</b>	
<p><b>Bundaberg Central 4670</b> Provides information referral and case management for families and individuals who are experiencing or who have experienced domestic violence.</p>	<p> <b>Mon-Fri: 8.30am-5.00pm</b>  <b>07 4153 6820</b>  <b><a href="http://www.edonplace.org.au">www.edonplace.org.au</a></b></p>
<b>PHOENIX HOUSE</b>	
<p><b>33 Enterprise Street Bundaberg 4670</b> Provides a comprehensive response to sexual assault through a wide range of counselling and education programs. An Aboriginal &amp; Torres Strait Islander family support worker and a therapeutic preschool for children are also available.</p>	<p> <b>Mon-Fri: 8.30am-4.30pm</b>  <b>07 4153 4299</b>  <b>07 3518 0865</b>  <b><a href="http://www.phoenixhouse.com.au">www.phoenixhouse.com.au</a></b></p>

## FINANCIAL ASSISTANCE AND MANAGING MONEY

### Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centre	26 Woongarra Street Bundaberg 4670

## FOOD, WELFARE AND EMERGENCY RELIEF

### DRUG ARM AUSTRALIA

The mobile street outreach service (SOS) provides support for people experiencing homelessness or at risk of homelessness. Support workers provide non-judgmental & confidential support, information and referrals to access, services and engage, encourage and empower people to achieve their goals. Hot & cold drinks, snacks, clothing and toiletries are also provided. Please confirm locations and times online.

#### Buss Park Maryborough Street Bundaberg Central 4670


(Mon, Thurs: 6.30am-7.30pm, Ph: 1300 656 800)

#### Anzac Park Quay Street Bundaberg 4670

(Mon, Thurs: 5.30am-6.00pm, Ph: 1300 656 800)

#### Rowers Park Toonburra Street Bundaberg 4670

(Mon, Thurs: 6.00am-6.30pm, Ph: 1300 656 800)

 [www.drugarm.com.au/how-we-help/adults/street-outreach-services](http://www.drugarm.com.au/how-we-help/adults/street-outreach-services)

### ANDY'S PLACE

#### Bundaberg Uniting Church 34 Barolin Street Bundaberg 4670

Provides material aid in the form of free breakfast lunch and dinner meals for disadvantaged people in the community.

 Mon, Wed, Fri: 12.00pm-1.00pm  
 07 4167 0670

### ANGELS COMMUNITY GROUP

#### 66 Targo Street Bundaberg 4670

A grocery store provides material aid in the form of low-cost food for the local community.

 Mon-Sat: 8.00am-5.30pm  
 07 4153 6894  
 [www.angelscommunitygroup.com](http://www.angelscommunitygroup.com)

<b>CHILDERS NEIGHBOURHOOD CENTRE</b>	
<p><b>69 Churchill Street Childers 4660</b></p> <p>Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels travel vouchers and financial assistance for paying household bills.</p>	<p>🕒 <b>Mon-Fri: 8.30am-4.00pm</b></p> <p>📞 <b>07 4130 4690</b></p> <p>🌐 <b>www.bundaberg.qld.gov.au/childers-neighbourhood-centre</b></p>
<b>CITICOAST CHURCH GLOBAL CARE</b>	
<p><b>Citicoast Church 140 Elliot Heads Road Avenell Heights 4670</b></p> <p>Provides material aid in the form of low-cost groceries and food parcels for members of the local community.</p>	<p>🕒 <b>Tue-Thu: 9.00am-2.00pm</b></p> <p>📞 <b>07 4303 0200</b></p> <p>🌐 <b>www.citicoastchurch.com.au</b></p>
<b>GIN GIN NEIGHBOURHOOD CENTRE</b>	
<p><b>4 Dear Street Gin Gin 4671</b></p> <p>Emergency relief is available for individuals and families experiencing disadvantage including food parcels travel vouchers and financial assistance for paying household bills.</p>	<p>🕒 <b>Mon-Fri: 8.15am-4.45pm</b></p> <p>📞 <b>07 4130 4630</b></p> <p>🌐 <b>www.bundaberg.qld.gov.au/neighbourhood-centres/gin-gin-</b></p>
<b>HERITAGE CHRISTIAN CENTRE</b>	
<p><b>58 Woondooma Street Bundaberg 4670</b></p> <p>Provides emergency relief in the form of food parcels for families and singles in financial distress.</p>	<p>🕒 <b>Tuesdays: 12.00pm-12.30pm</b></p> <p>📞 <b>07 4153 1649</b></p> <p>🌐 <b>www.heritagecc.com.au</b></p>
<b>JEREMIAH HOUSE</b>	
<p><b>85 Targo Street Bundaberg Central 4670</b></p> <p>Provides a free community meal in the form of a sausage sizzle for individuals and families experiencing disadvantage.</p>	<p>🕒 <b>Tues-Sat: 9.00am-3.30pm</b></p> <p>📞 <b>0437 523 394</b></p> <p>🌐 <b>www.jeremiahhouse2018.org.au</b></p>
<b>ST VINCENT DE PAUL SOCIETY</b>	
<p><b>18 Mclean Street Bundaberg 4670</b></p> <p>Emergency relief is available for individuals and families experiencing disadvantage. Assistance includes food parcels food vouchers clothing household goods and furniture.</p>	<p>🕒 <b>Mon, Tues, Thurs: 9.00am-11.30am</b></p> <p>📞 <b>07 4339 3700</b></p> <p>📞 <b>1800 846 643 Freecall</b></p> <p>🌐 <b>www.vinnies.org.au</b></p>

**THE HARVEST KITCHEN**

**Bundaberg Living Word 305 Bourbong Street  
Bundaberg West 4670**

A takeaway community dinner is provided as emergency relief for individuals and families experiencing disadvantage.

🕒 **Tuesdays: 5.00pm-6.00pm**  
☎ **07 4152 2564**  
📠 **0417 007 230**

**THE SALVATION ARMY COMMUNITY SERVICES CENTRE**

**Bundaberg 4670**

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food clothing and furniture.

The call centre directs callers to the closest emergency relief location.

🕒 **Mon-Fri: 9.00am-5.00pm**  
☎ **1300 371 288**  
🌐 **www.salvationarmy.org.au**

**HEALTH** **HOSPITALS / PRIMARY HEALTHCARE CENTRES**

Standard opening hours are generally Mon-Fri 8.30am to 5pm except where noted. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Biggenden Multi-Purpose Health Service	57 Alice Street Biggenden 4621	Ph: 07 4127 6400 Fax: 07 4127 6401
	Bundaberg Hospital	273 Bourbong Street Bundaberg Central 4670	Ph: 07 4150 2222 Fax: 07 4303 8299
	Childers Hospital	44 Broadhurst Street Childers 4660	Ph: 07 4192 1133 Fax: 07 4192 1100
	Eidsvold Multi Purpose Health Service	Cracow Road Eidsvold 4627	Ph: 07 4165 7100 Fax: 07 4165 7101

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Gayndah Hospital	69 Warton St Gayndah 4625	Ph: 07 4161 3500
	Gin Gin Hospital	5 King Street Gin Gin 4671	Ph: 07 4157 2222 Fax: 07 4157 2689
	Monto Health Service	35 Flinders Street Monto 4630	Ph: 07 4166 9300 Fax: 07 4166 9302
	Mount Perry Health Centre	Heussman St Mount Perry 4671	Ph: 07 4156 5222
	Mundubbera Multipurpose Health Service	96 Leichhardt Street Mundubbera 4626	Ph: 07 4165 5200 Fax: 07 4165 5251
	Q Clinic Wide Bay Sexual Health Service	Margaret Rose Building 312 Bourbong Street Bundaberg 4670	Ph: 07 4150 2754 Fax: 07 4150 2769



NAME	ADDRESS	PHONE	HOURS
Bridges Health & Community Care	61 Capper Street Gayndah 4625	Ph: 1300 707 655 Fax: 07 4152 2107	8.30am-4.30pm
Indigenous Wellbeing Centre	184 Barolin Street Bundaberg 4670	Ph: 1300 492 492 Fax: 07 3009 0478	8.00am-4.00pm
Wide Bay Rural Child & Youth Mental Health Service	Gayndah Hospital 69 Warton Street Gayndah 4625	Ph: 07 4161 3534 Ph: 07 4150 2600 After Hours Fax: 07 4161 3596	8.00am-5.00pm

## HOUSING/ACCOMMODATION

### BUNDABERG ABORIGINAL & TORRES STRAIT ISLANDER HOUSING & ADVANCEMENT SOCIETY

#### 17 Ann Street Bundaberg Central 4670



Provides long-term accommodation for Aboriginal & Torres Strait Islander people.

 **Mon-Fri: 9.00am-3.00pm**  
 **0402 747 211**

### CHILD, YOUTH & FAMILY BUNDABERG

#### Bundaberg Central 4670

Medium to long-term accommodation is available for young people 16 to 25 years old.

 **Tue, Wed, Thurs: 9.00am-12.00pm**  
 **0407 371 802**

DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - [www.housing.qld.gov.au](http://www.housing.qld.gov.au), 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Bundaberg Housing Service Centre	16 Quay Street Bundaberg 4670	Ph: 07 4331 7900 Ph: 1800 809 835 Freecall Fax: 07 4331 7963 Email: bundaberghsc@housing.qld.gov.au	Mon-Fri: 8.30am-4.30pm

### REGIONAL HOUSING LIMITED

#### 30 Tantitha Street Bundaberg 4670



Provides supported accommodation for families and singles in crisis. Support services include crisis support information referral advocacy and assistance to develop independent living skills through case management.

 **Mon-Fri: 9.00am-4.30pm**  
 **07 4153 1239**  
 **1300 642 123** Local Call  
 [www.regionalhousing.org.au](http://www.regionalhousing.org.au)

### YOUTH 360°

#### 7 Quinn St Bundaberg 4670

Support service for young people at risk of homelessness or needing one on one support.





 **07 4132 8225**  
 [bundyyouth@ymcabundaberg.org.au](mailto:bundyyouth@ymcabundaberg.org.au)

## LEGAL ASSISTANCE

### ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS) QLD BUNDABERG

Win Tower Level 1 Cnr Quay & Barolin Street  
Bundaberg 4670




Provides free legal advice, information and referral.  
Legal advice and referral are also available for those experiencing domestic violence.

 **Mon-Fri: 8.30am-4.30pm**  
 **07 4152 8044**  
 **1800 012 255** Freecall  
 **www.atsils.org.au**

### LEGAL AID QUEENSLAND

Win Tower Level 3 Cnr Quay & Barolin Street  
Bundaberg 4670

Legal information and referral are available at the office or by telephone during business hours. Advice and referral are available for those experiencing domestic violence.  
Face-to-face support is temporarily suspended however telephone & remote support are still available.

 **Mon-Fri: 8.30am-5.00pm**  
 **07 4331 7400**  
 **1300 651 188** Legal  
 **www.legalaid.qld.gov.au**

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

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LOCATION	ADDRESS	PHONE
Bundaberg Regional Council Bundaberg Library	49 Woondooma Street Bundaberg 4670	Ph: 07 4130 4140
Bundaberg Regional Libraries Gin Gin Library	4 Dear Street Gin Gin 4671	Ph: 07 4130 4620
Childers Library	49 Churchill Street Childers 4660	Ph: 07 4130 4650
Eidsvold Library	36 Moreton Street Eidsvold 4627	Ph: 1300 696 272

LOCATION	ADDRESS	PHONE
Gayndah Library	34-36 Capper Street Gayndah 4625	Ph: 1300 696 272 Fax: 07 4161 1425
Monto Library	50 Newton Street Monto 4630	Ph: 1300 696 272
Mt Perry Library	66 Heusman Street Mount Perry 4671	Ph: 1300 696 272
Mundubbera Library	51 Lyons Street Mundubbera 4626	Ph: 1300 696 272
North Burnett Regional Council Library Service Biggenden Library	47 Edward Street Biggenden 4621	Ph: 1300 696 272
Woodgate Beach Library	Woodgate Beach Community Centre 1 Kangaroo Court Woodgate 4660	Ph: 07 4130 4140

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

<b>CENTRAL QUEENSLAND INDIGENOUS DEVELOPMENT</b>	
<p><b>Level 3 Suite 21 19-21 Torquay Road Pialba 4655</b> Provides information, referral and support for Aboriginal men, women and children who have experienced or are experiencing domestic and/or family violence.</p>	<p>🕒 <b>Mon-Fri: 9.00am-5.00pm</b> 📞 <b>07 4313 1195</b> 🌐 <b>www.cqid.com.au</b></p>
<b>DOMESTIC VIOLENCE SERVICE, FRASER COAST</b>	
<p><b>5 Imelda Street Hervey Bay 4655</b> Provides information, referral, support and counselling for women and children experiencing domestic or family violence.</p>	<p>🕒 <b>Mon-Fri: 8.30am-4.30pm</b> 📞 <b>07 3324 3800</b> 🌐 <b>www.centacarebrisbane.net.au</b></p>
<b>TRAUMA ASSIST</b>	
<p><b>Suite 1 8 Neils Street Pialba 4655</b> Provides free and confidential counselling for people who have experienced sexual violence during their lives as well as counselling for parents, carers or family members who may also have been impacted by that violence.</p>	<p>🕒 <b>Mon-Fri: 8.30am-5.00pm</b> 📞 <b>07 4194 5230</b> 🌐 <b>www.wbsass.com.au</b></p>
<b>UNITINGCARE QUEENSLAND</b>	
<p><b>276 Alice Street Maryborough 4650</b> Provides specialised family violence counselling and support services for individuals, families and children 6 years old and over affected by domestic and family violence.</p>	<p>🕒 <b>Mon-Thurs: 8.30am-4.30pm</b> 📞 <b>07 4122 9000</b> 🌐 <b>www.unitingcareql.com.au</b></p>

**UNITINGCARE, HERVEY BAY****94 Old Maryborough Road Pialba 4655**

Provides specialised family violence counselling and support services for individuals, families and children 6 years old and over affected by domestic and family violence.

The service works to ensure the safety of all individuals affected by family violence.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **07 4191 3100**  
 🌐 **www.unitingcareqld.com.au**

**YOORANA WOMEN'S DOMESTIC VIOLENCE & RESOURCE SERVICE****Confidential Access Maryborough 4650**

Provides accommodation for women and accompanying children who have experienced or are experiencing family or domestic violence.

🕒 **Mon-Fri: 8.30am-5.00pm**  
 📞 **07 4122 2218**  
 📞 **1800 811 811 DV Connect**  
 🌐 **www.yoorana.com.au**

**FINANCIAL ASSISTANCE AND MANAGING MONEY** **Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centres	45205 Hunter Street Pialba 4655 207 Lennox Street Maryborough 4650

**FOOD, WELFARE AND EMERGENCY RELIEF** **ANGLICAN CHURCH****200 Adelaide Street Maryborough 4650**

A community dinner is provided as emergency relief for individuals and families experiencing disadvantage.

🕒 **Mondays: 5.30pm-6.00pm**  
 📞 **07 4121 4745**  
 🌐 **www.maryborough.anglicanchurchsq.org.au**

**FOODBASKET****120 Richmond Street Maryborough 4650**

A low-cost food club that supports families and individuals on low incomes by providing everyday food items and household staples below retail prices.

🕒 **Mon-Fri: 8.30am-5.30pm**  
 📞 **0411 673 683**  
 🌐 **www.life-church.org.au**

<b>HERVEY BAY NEIGHBOURHOOD CENTRE</b>	
<p><b>22 Charles Street Pialba 4655</b> A free weekly hot meal is available for individuals and families experiencing disadvantage.</p>	<p>🕒 <b>Wednesdays: 4.00pm-5.30pm</b> ☎ <b>07 4194 3000</b> 🌐 <b>www.hbnc.com.au</b></p>
<b>MARYBOROUGH NEIGHBOURHOOD CENTRE</b>	
<p><b>25 Ellena Street Maryborough 4650</b> Low-cost morning tea and lunch are provided for the local community.</p>	<p>🕒 <b>Mon-Fri: 10.00am-2.00pm</b> ☎ <b>07 4121 2141</b> 🌐 <b>www.maryboroughneighbourhoodcentre.org</b></p>
<b>MARYBOROUGH SALVOS CONNECT COMMUNITY SERVICES</b>	
<p><b>100 Bazaar Street Maryborough 4650</b> Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food, clothing and furniture. The call centre directs callers to the closest emergency relief location.</p>	<p>🕒 <b>Mon-Fri: 9.00am-5.00pm</b> ☎ <b>1300 371 288</b> 🌐 <b>www.salvationarmy.org.au</b></p>
<b>ST VINCENT DE PAUL SOCIETY QUEENSLAND</b>	
<p>Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, fuel vouchers, clothing, blankets and limited assistance with other expenses including pharmaceuticals.</p> <p><b>260 Kent Street Maryborough 4650</b> <b>21 Liuzzi Street Pialba 4655</b></p>	<p>🕒 <b>Mon, Wed, Fri: 9.00am-11.30am</b> ☎ <b>13 18 12</b> 🌐 <b>www.vinnies.org.au</b></p>
<b>WE CARE 2</b>	
<p><b>229 Main Street Urraween 4655</b> Provides emergency relief in the form of low-cost produce and groceries for members, counselling and free community breakfast.</p>	<p>🕒 <b>Mon-Fri: 9.00am-2.00pm</b> ☎ <b>07 4124 0913</b> 🌐 <b>www.wc2.org.au</b></p>

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Hervey Bay Hospital	Cnr Nissen Street & Urraween Road Pialba 4655	Ph: 07 4325 6666 Fax: 07 4325 6794
	Maryborough Hospital	185 Walker Street Maryborough 4650	Ph: 07 4122 8222 Fax: 07 4123 4154

## HOUSING/ACCOMMODATION

### AUSTRALIAN RED CROSS, FRASER COAST COMMUNITY PROGRAMS

#### 53 Main Street Pialba 4655

Reduces youth homelessness through the provision of support and assistance in finding housing. The service is for children and young people 12 to 21 years old who are leaving child protection orders, transitioning from a period of youth detention &/or who are at risk due to sleeping rough or being in unsafe settings.

🕒 Mon-Fri: 8.30am-4.30pm  
📞 1800 733 276  
🌐 [www.redcross.org.au](http://www.redcross.org.au)

### CENTACARE, FRASER COAST

#### 5 Imelda Street Pialba 4655

Provides crisis accommodation for individuals or families who are homeless.

🕒 Mon-Fri: 8.30am-4.30pm  
📞 07 3324 3800  
🌐 [www.centacare.net.au](http://www.centacare.net.au)

### CHURCHES OF CHRIST, CHILD, YOUTH & FAMILIES, FRASER COAST

#### 31 Carlo Street Pialba 4655

Provides supported accommodation and independent living skills training for young people 15 to 18 years old who are transitioning from foster care to independent living.

🕒 Mon-Fri: 9.00am-5.00pm  
📞 07 4120 0600  
🌐 [www.cofc.com.au](http://www.cofc.com.au)

### COMMUNITY HOUSING LTD

#### 88 Ellena Street Maryborough 4650

Provides secure and affordable rental housing for individuals and families on the Department of Housing register.

🕒 Mon-Fri: 8.30am-4.30pm  
📞 1300 245 468  
🌐 [www.chl.org.au](http://www.chl.org.au)

**DOOR 42 - REGIONAL HOUSING LTD.****Pialba 4655**

Provides a four-bed supported crisis accommodation service for young people 16 to 25 years old who are homeless or at risk of homelessness.

Twenty-four-hour contact is available.

🕒 **Mon-Fri: 9.00am-4.30pm**

📞 **1300 642 123**

🌐 **www.regionalhousing.org.au**

**KORRAWINGA ABORIGINAL CORPORATION****242 Scrub Hill Road Dundowran 4655**

Provides low-cost long-term accommodation for Indigenous families.

🕒 **Mon-Fri: 8.00am-4.00pm**

📞 **07 4124 4814**

**MAC HOUSING****1090 Saltwater Creek Road St Helens 4650**

Provides long-term affordable housing for Aboriginal & Torres Strait Islander people living in the Fraser Coast local government area.

🕒 **Mon-Fri: 8.30am-3.30pm**

📞 **07 4122 4382**

🌐 **www.macorp.org.au**

**REGIONAL HOUSING LIMITED****Shop 6 12 Nissen Street Pialba 4655**

Provides short to medium-term accommodation for people who have been assessed by the Department of Housing as having high or very high housing needs.

🕒 **Mon-Fri: 9.00am-4.30pm**

📞 **1300 642 123** Local Call

🌐 **www.regionalhousing.org.au**

**DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING -**  
[www.housing.qld.gov.au](http://www.housing.qld.gov.au), 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:


NAME	ADDRESS	PHONE / EMAIL	HOURS
Maryborough Housing Service Centre	271 Albert Street Maryborough 4650	Ph: 07 4324 8600 Ph: 1800 623 242 Freecall Fax: 07 4326 8626 Email: Maryborough hsc@housing. qld.gov.au	Mon-Fri: 8.30am-4.30pm


## LEGAL ASSISTANCE


### ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS) QLD

#### Unit 2 17 Torquay Road Hervey Bay 4655

Provides legal representation in criminal, civil and family matters for Aboriginal & Torres Strait Islander people.

 **Mon-Fri: 8.30am-4.30pm**

 **07 4128 2488**

 **1800 012 255** Freecall

 **www.atsils.org.au**

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.plconnect.slq.qld.gov.au](http://www.plconnect.slq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Fraser Coast Regional Council Library, Burrum Heads	22 Burrum Heads Road Burrum Heads 4659	Ph: 07 4129 5237
Fraser Coast Regional Council Library, Howard	Steley Street Howard 4659	Ph: 07 4129 4144
Fraser Coast Regional Council, Tiaro (Tam Gee Memorial Library & Community Centre.)	Lot 1 Forgan Terrace Tiaro 4650	Ph: 07 4129 2453
Hervey Bay Library	161 Old Maryborough Road Pialba 4655	Ph: 07 4197 4220
Maryborough (John Anderson) Library	127-129 Bazaar Street Maryborough 4650	Ph: 07 4190 5788

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

### CENTACARE FAMILY AND RELATIONSHIP SERVICES

#### **Bernard House 21 Cornmeal Parade Maroochydore 4558**

Provides free, face-to-face or telephone information, referral, support and counselling for women and children who have experienced or are experiencing domestic or family violence.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **1300 236 822**  
 🌐 **[www.brisbanecatholic.org.au/support](http://www.brisbanecatholic.org.au/support)**

### CENTRE AGAINST DOMESTIC ABUSE

Provides crisis intervention for those affected by or at risk of family or domestic violence. Support services include advocacy, information & referral, counselling, assistance to complete applications for domestic & family violence protection orders, assistance to access alternative safe housing and other safety planning.

**Caboolture 4510**

**Redcliffe 4020**

(Ph: 07 3283 6930)

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 5498 9533**  
 🌐 **[www.cada.org.au](http://www.cada.org.au)**

### COMMUNITY ACTION, WOMEN'S INFORMATION SERVICE

#### **Gympie 4570**

Provides crisis accommodation for women and children experiencing or escaping domestic or family violence.

Staff are trained in the area of domestic violence and are able to provide practical assistance, information and advocacy to address emotional, physical, medical, legal and financial needs.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 5482 1147**  
 📞 **1800 811 811 Freecall**  
 🌐 **[www.communityactiongympie.com.au](http://www.communityactiongympie.com.au)**

**SUNNYKIDS****9 Maud Street Maroochydore**

Provides assistance, information, referral and support for women and children who have experienced or are experiencing domestic violence.

Information and assisted referrals are provided for individuals who do not meet the funded target group.

🕒 **Mon, Wed, Thurs: 9.00am-3.00pm**

📞 **07 5479 0394**

🌐 **www.sunnykids.org.au**

**DARE DV SUPPORT****389 Gympie Road Strathpine 4500**

The centre provides a safe & secure location for women and children experiencing domestic & family violence to seek support and assistance. The intake response manager links victims and survivors to appropriate organisations in their local area for help.

Volunteer workers provide advocacy, ongoing care, practical support for victims and survivors of domestic & family violence.

Assistance with domestic violence order applications and court support can also be provided.

The DARE formal wear shop raises funds to help families in crisis and those who are recovering from domestic & family violence to ensure they do not have to go back to the perpetrator.

🕒 **Mon-Sat: 9.00am-4.00pm**

📞 **07 3048 8434**

📞 **0438 056 985**

🌐 **www.dareformalwear.com.au**

**GYMPIE COMMUNITY PLACE****18 Excelsior Road Gympie 4570**

An advocacy and support program that provides assistance for vulnerable individuals and families with complex or high needs including those affected by domestic and family violence.

🕒 **Mon-Fri: 9.00am-12.00pm**

📞 **07 5482 1147**

🌐 **www.gcp.org.au**

**GYMPIE REGION DOMESTIC & FAMILY VIOLENCE SERVICE****Gympie 4570**

Provides counselling and support services for women and children who are experiencing or have experienced domestic and family violence.

Home security safety upgrades may also be available.

🕒 **Mon-Fri: 9.00am-4.00pm**

📞 **07 5482 1147**

🌐 **www.communityactiongympie.com.au**

**KYABRA SUNSHINE COAST****28 Price Street Nambour 4560**

Provides short-term outreach support for women and children who are experiencing family and domestic violence on the Sunshine Coast. Support includes information & referral, advocacy, practical support, support to explore safe housing pathways and assistance with safety planning.

🕒 **Mon-Fri: 9.00am-4.30pm**

📞 **07 5441 3837**

🌐 **www.kyabra.org**

**LAUREL PLACE**

A crisis service providing counselling, advocacy and referral to legal services and social agencies for past and recent male and female child, adolescent & adult victims of sexual assault and for non-offending family members and friends.

**Moreton 4510**

(Tues-Fri: 9.00am-5.00pm, Ph: 07 5499 2096)

**Gympie 4570**

(Mon-Thurs: 9.00am-5.00pm, Ph: 07 5482 7911)

**Maroochydore 4558**

(Mon-Thurs: 9.00am-5.00pm, Ph: 07 5443 4711)

**Murgon**

(Mon-Thurs: 9.00am-5.00pm, Ph: 07 4168 2079)

🌐 [www.laurelplace.com.au](http://www.laurelplace.com.au)  
📞 1800 010 120 (Freecall)

**MINDLE BYGUL ABORIGINAL CORPORATION****5 Bisschop Street Deception Bay 4508**

Provides culturally appropriate therapeutic counselling for Aboriginal & Torres Strait Islander infants, children and young people 0 to 18 years old who have witnessed and/or experienced domestic and family violence.

🕒 Mon-Thurs: 8.30am-4.30pm  
📞 07 3293 0232  
🌐 [www.mindlebygul.org.au](http://www.mindlebygul.org.au)

**NUNGEENA ABORIGINAL CORPORATION FOR WOMEN'S BUSINESS****60 Streek Road Glass House Mountains 4518**

Provides a range of support services for women from the Nungeena community.

The service includes Indigenous cultural heritage maintenance, healing, domestic violence support, alcohol and drug abuse prevention, mediation, counselling, cross-cultural dialogue and access to legal advice.

🕒 Tues, Wed, Sun: 9.30am-4.00pm  
🌐 [facebook.com/nungeenaaboriginalcorporationforwomensbusiness](https://facebook.com/nungeenaaboriginalcorporationforwomensbusiness)

**PINE RIVERS COMMUNITY LEGAL SERVICE****481 Gympie Road Strathpine 4500**

Provides free legal advice, information, printed material and assistance with applications and consent forms on general aspects of the law.

🕒 Mon-Thurs: 9.00am-4.30pm  
📞 07 3881 3500  
🌐 [www.encircle.org.au/community-legal-service](http://www.encircle.org.au/community-legal-service)

**RELATIONSHIPS AUSTRALIA (QUEENSLAND)****Suite 20 27 Evans Street Maroochydore 4558**

RAQ support people living in Aboriginal and Torres Strait Islander communities, those suffering from family violence, poor mental health, addictions, people who are socially excluded and those living in remote areas. RAQ work with you to build a better future: for you, your children, your families and your communities.

🕒 Mon-Sat: 8.00am-8.00pm  
📞 1300 364 277  
🌐 [www.raq.org.au](http://www.raq.org.au)

**SPEAK UP NOW, STOP DOMESTIC & FAMILY VIOLENCE****Maleny 4552**

A combined service and community group raising awareness about domestic and family violence in the Sunshine Coast Hinterland region and ways in which the community can help reduce its occurrence.

🕒 **Mon-Sat: 8.00am-8.00pm**  
 📞 **1300 364 277**  
 🌐 **www.raq.org.au**

**THE DANIEL MORCOMBE FOUNDATION****Palmwoods 4555**

Provides free counselling and emotional support for children and young people who have experienced or who are at risk of physical, emotional or sexual harm.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 5442 3678**  
 📞 **1300 326 435** Local Call  
 🌐 **www.danielmorcombe.com.au**

**UNITINGCARE QUEENSLAND, SUNSHINE COAST****Level 1 43-45 Primary School Court Maroochydore 4558**

Provides free counselling and emotional support for children and young people who have experienced or who are at risk of physical, emotional or sexual harm.

🕒 **Mon-Fri: 8.30am-4.30pm**  
 📞 **07 5452 9797** Community Care  
 📞 **07 5452 9700** Family Relationship  
 🌐 **www.unitingcareqld.com.au**

**FINANCIAL ASSISTANCE AND MANAGING MONEY** **Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>

NAME	ADDRESS
Services Australia Service Centre	54 Canberra Terrace Caloundra 4551 28 King Street Caboolture 4510 Cnr Maine Terrace & Bay Avenue Deception Bay 4508 27 O'Connell Street Gympie 4570 113 Point Cartwright Drive Buddina 4575 279-287 Oxley Avenue Margate 4019 5 Maud Street Maroochydore 4558 Cnr Maud & Currie Street Nambour 4560 Noosa Civic Business Building A 1 28 Eenie Creek Road Noosaville 4566 242 Gympie Road Strathpine 4500
Community Action, Financial Literacy & Resilience Program (FLARP)	8 Mary Street Gympie 4570
The Smith Family, Saver Plus, Sunshine Coast	Centenary Square Tower Level 3 52-64 Currie Street Nambour 4560
UnitingCare Queensland, Caboolture	344 King Street Caboolture 4510

## FOOD, WELFARE AND EMERGENCY RELIEF

### DAILY BREAD SOUP KITCHEN

#### Suncoast Church 10 Sydney Street Nambour 4560

Providing food and community support each Monday and Wednesday. Visits from OrangeSky and Suncoast Christian Care.

🕒 **Mon, Wed: 4.00pm-6.00pm**  
📞 **07 3067 5800**  
🌐 **www.suncoast.org.au**

### KINGS KITCHEN

#### Heartland Christian Church 189 Redcliffe Parade Redcliffe 4020

Provides meals, counselling, visits from Orange Sky and support on a weekly basis.

🕒 **Mondays: 4.00pm-6.30pm**  
📞 **07 3067 5800**  
🌐 **hcchome@hotmail.com**

### ADRA PINE RIVERS COMMUNITY PANTRY

#### 337 Old Gympie Road Dakabin 4503

Provides material aid in the form of food parcels for individuals and families experiencing disadvantage including people from the Aboriginal & Torres Strait Islander community.

🕒 **Tuesdays: 9.00am-12.30pm**  
📞 **0491 694 698**  
🌐 **www.adra.org.au/project/adra-community-care-centre-pine-rivers**

**BRIBIE ISLAND & DISTRICT NEIGHBOURHOOD CENTRE****9 Verdoni Street Bellara 4507**

Emergency relief including vouchers is available for individuals and families experiencing disadvantage.

🕒 Mon-Thurs: 9.00am-3.00pm  
 📞 07 3408 8440  
 📠 07 3408 8585

**BRIBIE ISLAND GLOBAL CARE****18 Armitage Street Bongaree 4507**

Provides low-cost food parcels to meet the needs of the poor and disadvantaged in the community.

🕒 Wednesday: 11.00am-2.00pm  
 📞 07 3408 0429  
 🌐 [www.briebiechristianoutreachcentre.com.au](http://www.briebiechristianoutreachcentre.com.au)

**CALOUNDRA COMMUNITY CENTRE****58A Queen Street Caloundra 4551**

Emergency relief including food vouchers is available for individuals and families including visits from Orange Sky experiencing disadvantage.

🕒 Mon-Fri: 9.00am-3.00pm  
 📞 07 5491 4000  
 📠 07 5491 7711  
 🌐 [www.caloundracommunitycentre.org](http://www.caloundracommunitycentre.org)

**CALVARY CHRISTIAN CHURCH****212 Crosby Hill Road Tanawha 4556**

Emergency relief including food vouchers is available for individuals and families experiencing disadvantage.

🕒 Mon-Fri: 9.00am-2.00pm  
 📞 07 5453 9000  
 📞 0437 083 808  
 🌐 [www.calvarycc.global/sunshinecoast](http://www.calvarycc.global/sunshinecoast)

**DBAY BAPTIST CHURCH****26 Silver Street Deception Bay 4508**

Emergency relief including food parcels is available for individuals and families experiencing disadvantage.

🕒 Wed, Thurs: 9.00am-12.00pm  
 📞 07 3204 1311  
 🌐 [www.dbaybap.com](http://www.dbaybap.com)

**DRUG ARM, BRISBANE NORTH****17-19 Bertha Street Caboolture 4510**

Providing support to individuals who are, or are at risk of, homelessness and who may have alcohol or other drug problems.

Support provided includes providing information, referrals and crisis intervention.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 3620 8880  
 📞 1300 656 800  
 🌐 [www.drugarm.com.au](http://www.drugarm.com.au)

**FREEDOM CHURCH****195 First Avenue Bongaree 4507**

Provides a low-cost food service that supports low-income earners and the needy by lowering the price of food to allow more money to be available for other essential needs.

🕒 Tues, Thurs: 9.00am-12.00pm  
 📞 07 3410 0365  
 🌐 [www.freedomchurch.org.au](http://www.freedomchurch.org.au)

**FRESHWATER ANGLICAN PARISH****43 Park Road Deception Bay 4508**

Provides material aid for individuals and families experiencing disadvantage. Aid includes food parcels, bread, milk, tea, coffee and hygiene products.

🕒 **Wed, Fri: 12.00pm-2.00pm**  
 📞 **07 3203 2440**  
 🌐 **www.freshwateranglican.com**

**GATEWAY CARE****Northern Shed 11 Helen Street Caloundra West 4551**

Low-cost groceries and food items is available for members of the community. Information and support are also available.

🕒 **Tues-Sat: 8.00am-3.00pm**  
 📞 **07 5458 6888**  
 🌐 **www.gatewaycare.org.au**

**GLASS HOUSE MOUNTAINS NEIGHBOURHOOD CENTRE****1 Ryan Street Glass House Mountains 4518**

Emergency relief is available for individuals and families experiencing disadvantage.

🕒 **Mon-Fri: 9.00am-12.00pm**  
 📞 **07 5438 7000**

**HOMELESS OUTREACH SUNSHINE COAST****Sunshine Coast 4556**

A mobile outreach support service provides material aid in the form of meals, food vouchers, clothing, blankets, tents, crockery, toiletries and sanitary products for people experiencing homelessness or who are sleeping rough in the Sunshine Coast region.

Emergency relief take-away meals can also be organised.

🕒 **7 Days: 9.00am-5.00pm**  
 📞 **0424 424 842**  
 🌐 **www.homelessoutreachsunshinecoast.com**

**HOPE WITHIN REACH****Cotton Tree Park Off Second Avenue Maroochydore 4558**

Provides material aid in the form of a free weekly dinner for people experiencing homelessness or disadvantage.

🕒 **Mondays: 6.00pm-7.00pm**  
 🌐 **www.hopewithinreach.com.au**

**LIFE CARE****Shop 9 125 Sugar Road Maroochydore 4558**

Emergency relief including food parcels, blankets and household items is available for individuals and families experiencing disadvantage.

🕒 **Tues-Sat: 10.00am-2.00pm**  
 📞 **07 5443 8306**  
 🌐 **www.lifechurchsc.com.au**

**LIGHTHOUSE CENTRE****8 Summer Street Deception Bay 4508**

Material aid is available in the form of low-cost food items for members of the local community.

🕒 **Wed, Thurs: 9.00am-12.00pm**  
 📞 **07 3204 0143**

**LOAVES & FISHES STREET MEET CARE SERVICE****Shop 2 8 Torrens Road Caboolture 4510**

Material aid in the form of low-cost food items is available for members of the community. Food parcels contain goods up to the value of \$250 and may include fruit & vegetables, meat, milk & dairy products, eggs, breakfast foods, bread, pastries & sweets, pasta & rice, canned goods, lunch snacks and juice & drinks.

🕒 **Mon-Fri: 8.00am-4.00pm**  
 📞 **07 5495 5240**  
 🌐 **www.loavesandfishes.org.au**

**MALENY NEIGHBOURHOOD CENTRE****Maleny Neighbourhood Centre 17 Bicentenary Lane Maleny 4552**

A range of emergency relief services subject to availability including food, clothing, bill assistance and fuel vouchers.

🕒 **Wednesday: 9.00am-12.00pm**  
 📞 **07 3067 5800**  
 🌐 **www.orangesky.org.au**

**MAROOCHY NEIGHBOURHOOD CENTRE****2 Fifth Avenue Maroochydore 4558**

Provides material aid in the form of a community dinner for members of the community who are experiencing hardship. Including visits from Orange Sky laundry, hygiene pack and counselling services.

🕒 **Tues, Thurs: 5.00pm-6.00pm**  
 📞 **07 5443 6696**  
 📞 **07 5443 6697**  
 🌐 **www.maroochync.org.au**

**MOOLOOLAH COMMUNITY CENTRE****47 Bray Road Mooloolah Valley 4553**

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food vouchers, clothing and fuel vouchers.

🕒 **Mondays: 9.00am-12.00pm**  
 📞 **07 5494 7822**  
 🌐 **www.mooloolahcommunitycentre.org**

**MORETON BAY COMMUNITY MATTERS, KALLANGUR****Rivers Church Of Christ 120 Ann Street Kallangur 4503**

Material aid including food hampers is available for individuals and families experiencing disadvantage.

🕒 **Saturday: 7.30am-9.00am**  
 📞 **0419 158 506**  
 🌐 **www.riverschurch.com/ministries/moreton-bay-community-matters**

**MORRIS HOUSE NEIGHBOURHOOD CENTRE****478 Old Landsborough Road Landsborough 4550**

Emergency relief including food parcels and interest free loans are available for individuals and families experiencing disadvantage.

🕒 **Mon-Fri: 9.30am-4.00pm**  
 📞 **07 5494 1255**  
 🌐 **www.landsborough.qld.au/morris\_house**

**NAMBOUR COMMUNITY CENTRE****2 Shearer Street Nambour 4560**

Provides material aid in the form of shower and laundry facilities for people experiencing homelessness or disadvantage.

🕒 **Mon-Fri: 9.00am-3.00pm**  
 📞 **07 5441 4724**  
 🌐 **www.nambourcc.org**

**THE BREAKFAST CLUB****34 Cornelius Street Clontarf 4019**

Provides daily meal services, community dinner for people experiencing homelessness or disadvantage. Either breakfast or dinner, food and clothing.

🕒 **Mon, Wed, Fri: 7.00am-8.00am**  
**Tues and Thurs: 4.30pm-5.30pm**  
 📞 **04 6781 1380**

**REFOCUS CHILD & FAMILY WELLBEING BULCOCK STREET****41-43 Currie Street Nambour 4560**

Food parcels are available for Aboriginal & Torres Strait Islander families who are in need.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **1800 733 628** Freecall  
 🌐 **www.refocus.org.au**

**ROSIES YOUTH MISSION**

A mobile van provides street outreach services for young people and adults who are homeless, abandoned, marginalised or socially isolated within the community. The service includes free tea & coffee, regular barbeques, information & referral and friendship. Refer to website for locations and times.

**Caboolture Train Station Car Park Cnr James Street & Matthew Street Caboolture 4510**

📞 **07 3396 4267**  
 🌐 **www.rosies.org.au**

**ST JOHN'S FRIDAY NIGHT FEED****St John's Anglican Church 174 Currie Street Nambour 4560**

Provides material aid in the form of a free hamburgers for dinner for people experiencing homelessness or disadvantage.

🕒 **Fri: 5.00pm-7.00pm**  
 📞 **07 5441 1018**  
 🌐 **www.anglicannambour.com/friday-night-feed**

**ST VINCENT DE PAUL SOCIETY**

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, fruit & vegetable vouchers and financial assistance.

**Shop 3 61-65 Morayfield Road Caboolture 4510**

(Mon-Fri: 9.00am-11.30pm, Ph: 07 5495 7017, Ph: 1800 846 643 Freecall)

**16 Mayes Avenue Caloundra 4551**

(Mon, Tues, Thurs, Fri: 9.00am-12.00pm, Ph: 07 5491 2800, Ph: 1800 846 643 Freecall)

 [www.vinnies.org.au](http://www.vinnies.org.au)

**2 John Street Gympie 4570**

(Mon-Sat: 9.00am-12.00pm, Ph: 07 5481 1525 Welfare Assistance)

**198 Anzac Avenue Kippa-Ring 4021**

(Mon-Fri: 9.30am-12.00pm, Ph: 07 3889 4815)

**1 Norval Court Maroochydore 4558**

(Mon, Tues, Thurs, Fri: 9.00am-2.00pm, Ph: 07 5451 7600 Emergency Relief)

**12A Rigby Street Nambour 4560**




(Mon, Wed, Fri: 9.00am-12.00pm, Ph: 07 5459 5202)

**4 Eenie Creek Road Noosaville 4566**

(Mon, Wed, Fri: 9.00am-12.00pm, Ph: 07 5449 9980 Emergency Relief)




**SUNCOAST CHRISTIAN CARE****24 Howard Street Nambour 4560**

Provides material aid in the form of low-cost food parcels of grocery items for families and singles on low incomes.

 **Mon-Fri: 9.00am-6.00pm**  
 **07 5441 4877**  
 [www.suncoast.org.au/care](http://www.suncoast.org.au/care)

**THE HUB NOOSA CHRISTIAN OUTREACH****202 Eumundi Road Noosaville 4566**

A food outlet providing material aid in the form groceries and a variety of extra items at low cost including fruit & vegetables, dairy and essential groceries.

 **Tues-Sat: 9.00am-12.00pm**  
 **07 5540 5769**  
 [www.noosacoc.org.au](http://www.noosacoc.org.au)

**THE LAKES, ANGLICAN CHURCH****Unit 3 22 Halpine Drive Mango Hill 4509**

Aid including non-perishable food parcels, toiletries and food vouchers for individuals and families experiencing disadvantage.

 **Mon, Wed, Fri: 10.00am-12.00pm**  
 **0449 895 559**  
 [www.thelakesanglican.org.au](http://www.thelakesanglican.org.au)

### THE SALVATION ARMY

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food parcels, food vouchers, travel vouchers, petrol vouchers, clothing, blankets, furniture and financial assistance for paying household bills.

**45144 Bartlett Street Noosaville 4566**

(Mon-Fri: 9.00am-5.00pm, Ph: 07 5442 4218)

**119 Sugarbag Road Little Mountain 4551**

(Tues-Fri: 9.00am-3.00pm, Ph: 07 3001 6288 Welfare Assist,

**Salvos Hub 82 Lower King Street Caboolture 4510**

(Tues, Thurs: 10.00am-12.00pm)

**Unit 3 127 Greenoaks Drive Coolum Beach 4573**

(Mondays: 10.00am-1.00pm, Ph: 07 5471 7088)

**Cnr Broadmeadows & Maroochydore Roads Maroochydore 4558**

(Mon-Fri: 10.00am-1.00pm, Ph: 07 3001 6288)

**45081 Maud Street Nambour 4560**


(Mon-Fri: 10.00am-1.00pm, Ph: 07 3001 6288)


**45144 Bartlett Street Noosaville 4566**

(Mon-Fri: 9.00am-5.00pm, Ph: 07 5335 8500)

**Salvos Hub 27-29 Lawnton Pocket Road Lawnton 4501**

(Tues, Thurs: 10.00am-11.30am, Ph: 07 3001 6288)

 [www.salvationarmy.com.au](http://www.salvationarmy.com.au)


 **1300 371 288**


### THE SHACK COMMUNITY CENTRE

**19 Price Street Nambour 4560**

A community breakfast and lunch for individuals and families experiencing disadvantage, including visits from Orange Sky laundry.

 **Mon, Wed, Fri: 7.00am-2.00pm**

 **07 5441 5928**

 [www.theshacknambour.org.au](http://www.theshacknambour.org.au)


### THE YOUTH DEVELOPMENT FOUNDATION

**Units 9 & 10 454-458 Gympie Road Strathpine 4500**

Low-cost food parcels for individuals and families experiencing disadvantage.

 **Mon-Fri: 8.00am-4.30pm**

 **07 3463 0585**

 **0498 860 026**

 [www.ydf.org.au](http://www.ydf.org.au)

**URBAN ANGELS COMMUNITY KITCHEN**

**Centenary Square Level 2 52-64 Currie Street Nambour 4560**

Provides material aid in the form of nutritious frozen meals for people who are homeless, in need or in crisis. Various community volunteer groups distribute the meals to charities or people can visit in person to obtain a meal.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 5452 7774**  
 🌐 **www.ifys.com.au/Services/UrbanAngelsCommunityKitchen**

**VINEYARD MERCY CENTRE**

**36-18 Paisley Drive Lawnton 4501**

Emergency relief is available for individuals and families experiencing disadvantage, aid includes food parcels and clothing.

🕒 **Wed, Thurs-Fri: 11.00am-11.00pm**  
 📞 **0402 845 175**  
 🌐 **www.vineyardmercy.org.au**

**HEALTH** **HOSPITALS / PRIMARY HEALTHCARE CENTRES**

Standard opening hours are generally Mon-Fri 8.30am to 5pm. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Caboolture Hospital	87-129 Mckean Street Caboolture 4510	Ph: 07 5433 8888 Fax: 07 5433 8700
	Gympie Health Service	12 Henry Street Gympie 4570	Ph: 07 5489 8444 Fax: 07 5489 8445
	Kilcoy Hospital	12 Kropp Street Kilcoy 4515	Ph: 07 5422 4411 Fax: 07 5422 4445
	Maleny Soldiers Memorial Hospital	17 Bean Street Maleny 4552	Ph: 07 5420 5000 Fax: 07 5420 5001

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Nambour General Hospital	Hospital Road Nambour 4560	Ph: 07 5470 6600
	Redcliffe Hospital	108 Anzac Avenue Redcliffe 4020	Ph: 07 3883 7777 Fax: 07 3883 7528

NAME	ADDRESS	PHONE	HOURS
Moreton Aboriginal & Torres Strait Islander Community Health Service (ATSICHS)	5 James Street Caboolture 4510	Ph: 07 5428 5855 Fax: 07 5428 5866	8.00am-4.30pm
North Coast Aboriginal Corporation for Community Health	31 Excelsior Road Gympie 4570	Ph: 07 5329 5872	9.30am-3.30pm
Acute Care Team, Redcliffe Caboolture Mental Health Service	Caboolture Hospital 120 Mckean Street Caboolture 4510	Ph: 1300 642 255 Fax: 07 5433 8431	7 Days
Flourish Australia	Ground Floor Office 1 33 King Street Caboolture 4510	Ph: 02 9393 9126 Ph: 1300 779 270 Local Cost	7 Days
Homeless Health Outreach Team	Centenary Square 52-64 Currie Street Nambour 4560	Ph: 07 5319 4800 Reception Fax: 07 5319 4888	8.00am-4.30pm

NAME	ADDRESS	PHONE	HOURS
Pine Rivers Community Mental Health Service	568 Gympie Road Strathpine 4500	Ph: 07 3817 6400 Ph: 1300 642 255 Mental Health Fax: 07 3817 6434	8.00am-4.30pm
Sunshine Coast Mental Health & Specialised Services	60 Dalton Drive Maroochydore 4558	Ph: 07 5202 9500 Ph: 1300 642 255 Central Intake Fax: 07 5202 9501	8.00am-4.30pm
The Ted Noffs Foundation, Morayfield	299C Morayfield Road Morayfield 4506	Ph: 1800 753 300	1.00pm-6.00pm
WHOS Sunshine Coast	Nambour	Ph: 07 5476 0877	9.00am-4.30pm

### INSTITUTE FOR URBAN INDIGENOUS HEALTH

The Institute for Urban Indigenous Health (IUIH) alongside its founding Member organisations provides comprehensive primary health care, aged care, disability support and social support services, including housing support, legal services, birthing, child, youth and family wellbeing programs and person-centred, culturally safe supports to Aboriginal and Torres Strait Islander people across 19 clinics in South-East Queensland.


**5 James Street Caboolture 4510**

**10 Walkers Road Morayfield 4506**

(Ph: 0754 291 000)

**21 King Street Caboolture 4510**

(Ph: 0754 285 855)

 **07 5428 4510**

 **[www.iuih.org.au](http://www.iuih.org.au)**

## HOUSING/ACCOMMODATION

### BETTER TOGETHER HOUSING

#### Sunshine Coast 4556

A shared housing community which addresses the rising cost of rental housing and the risk of social isolation for single women aged over 55 years.

Better Together Housing provides a platform for women offering their home to share; women willing to move in with someone else; and individuals wanting to start a new shared tenancy together.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **0475 559 023**  
 🌐 **www.bettertogetherhousing.com.au**

### CABOOLTURE COMMUNITY ACTION

#### 23 Hayes Street Caboolture 4510

Provides a range of community support services including advocacy, information & referral to other agencies as appropriate, court support, housing support and assistance to complete forms or documents. Hot meals/ food items are available for those experiencing financial distress.

🕒 **Mon-Fri: 8.00am-4.00pm**  
 📞 **07 5309 4122**  
 🌐 **www.caboolturecommunityaction.com**

### CHAMELEON YOUTH HOUSING

#### Redcliffe 4020

Provides crisis accommodation for young people 16 to 25 years old who are homeless or at risk of homelessness.

🕒 **7 Days: 7.30am-8.30pm**  
 📞 **07 3284 4805**  
 🌐 **www.chameleonyouthhousing.com.au**

### COAST 2 BAY HOUSING GROUP

Provides secure and affordable rental housing for individuals and families on the Department of Housing register, pending allocation of public rental housing.

#### 16 King Street Caboolture 4510

(Mon, Tues, Thurs, Fri: 9.00am-4.00pm)

#### Kon-Tiki Business Ctre Tower 2 Level 4 Plaza Parade Maroochydore 4558

(Mon-Fri: 1.00pm-4.00pm)

#### 42 Howard Street Nambour 4560

(Mon-Fri: 9.00am-4.00pm)

📞 **07 5451 2900**  
 📞 **1300 796 716** Central Intake  
 🌐 **www.coast2bay.com.au**

**COMMUNITY ACTION, YOUTH SERVICE****24 Lawrence Street Gympie 4570**

Provides support and assistance with emergency short-term housing for young women 16 to 25 years old who are pregnant or parenting and who are homeless or at risk of homelessness.

🕒 Mon-Fri: 8.30am-4.30pm  
 📞 07 5482 6188  
 📠 07 5482 6098  
 🌐 [www.communityactiongympie.com.au](http://www.communityactiongympie.com.au)

**DECEPTION BAY NEIGHBOURHOOD CENTRE****24 Endeavour Street Deception Bay 4508**

Provides early intervention case-management support for families who are at risk of homelessness.

🕒 Mon-Fri: 9.30am-2.30pm  
 📞 07 3204 2022  
 📠 07 3204 2858  
 🌐 [www.dbnc.org.au](http://www.dbnc.org.au)

**ENCIRCLE PINE RIVERS NEIGHBOURHOOD CENTRE****865 Gympie Road Lawnton 4501**

An early intervention service providing individual case-management support to assist people with maintaining independent housing.

Homestay works to prevent people from becoming homeless by addressing the risks and barriers to secure independent housing.

🕒 Mon-Fri: 9.00am-3.00pm  
 📞 07 3889 0063  
 📠 07 3285 1531  
 🌐 [www.encircle.org.au](http://www.encircle.org.au)

**ENCIRCLE REDCLIFFE NEIGHBOURHOOD CENTRE****1 Lamington Drive Redcliffe 4020**

An early intervention service providing individual case-management support to assist people with maintaining independent housing.

Homestay works to prevent people from becoming homeless by addressing the risks and barriers to secure independent housing.

🕒 Mon-Fri: 9.00am-3.00pm  
 📞 07 3284 3081  
 🌐 [www.encircle.org.au](http://www.encircle.org.au)

**ENHANCE CARE TENANT ADVICE SERVICE****Unit 7 207 Morayfield Road Morayfield 4506**

Provides information, advocacy and referral on tenancy and housing issues including legal rights and responsibilities.

Advice and advocacy is provided for tenants experiencing difficulty maintaining their tenancy or at risk of homelessness.

🕒 Mon-Fri: 8.30am-4.30pm  
 📞 07 5432 3374  
 📠 07 3112 6800  
 🌐 [www.enhance.org.au](http://www.enhance.org.au)

**IYFS CABOOLTURE YOUTH SHELTER****Burpengary 4505**

Provides crisis accommodation for young people 16 to 25 years old who are homeless or at risk of homelessness.

🕒 7 Days: 9.00am-11.00pm  
 📞 07 3888 9355  
 📠 07 3888 9491  
 🌐 [www.ifys.com.au](http://www.ifys.com.au)

**KABI KABI ABORIGINAL CORPORATION****246 Petrie Street Rosemount 4560**

Provides access to secure and affordable rental properties for Aboriginal & Torres Strait Islander families and individuals in the Sunshine Coast and Cooloola areas.

🕒 **Mon-Fri: 8.00am-4.00pm**

📞 **0421 869 116**

🌐 **www.kabikabi.org.au**

**KING STREET HAVEN****Shop 11 1102 D'Aguilar Highway Wamuran 4512**

Provides supported crisis and short-term accommodation for families and singles who are homeless or at risk of homelessness.

Information, referral, advocacy, case management and support in developing independent living and budgeting skills are provided.

🕒 **Mon-Fri: 10.00am-2.00pm**

📞 **07 5495 5758**

📞 **0400 009 401**

📞 **07 5495 7861**

🌐 **www.familyhaven.org.au**

**OZCARE COMMUNITY CARE, NORTH LAKES****5 Endeavour Boulevard North Lakes 4509**

Provides housing support for the aged on low incomes with housing problems or who are at risk of homelessness.

🕒 **Mon-Fri: 8.00am-5.00pm**

📞 **07 3482 1800**

📞 **1800 692 273 Freecall**

📞 **07 3620 4305**

🌐 **www.ozcare.org.au**

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - www.housing.qld.gov.au, 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Maroochydore Housing Service Centre	Mike Ahern Centre Level 4 12 First Avenue Maroochydore 4558	Ph: 07 5352 7333 Fax: 07 5352 7343 Email: Maroochydore hsc@housing. qld.gov.au	Mon-Fri: 8.30am-4.30pm

**SLEEPBUS****60-72 Kingsford Smith Parade Maroochydore 4558**

Provides safe temporary overnight accommodation for people experiencing homelessness or who are sleeping rough. Each sleepbus has up to 20 secure climate-controlled individual sleep pods in twin cabins, each with a lockable door and toilet. Under bus storage for belongings and space for companion animals are available. Overnight security and CCTV surveillance are provided. Sleepbus provides an opportunity for a better sleep to improve mental and physical health and to find a pathway out of homelessness.

🕒 **Fri-Sun: 8.30pm-7.15am**

🌐 **[www.sleepbus.org](http://www.sleepbus.org)**

**SONSHINE SANCTUARY****Woombye 4559**

Provides short-term crisis accommodation and support for women and children who are homeless as a result of domestic or family violence.

The high-security refuge can accommodate four families for a maximum twelve-week stay.

Ten lower-security premises throughout the local area are also available for families who still need support after leaving the refuge.

📞 **07 5476 2785**

🌐 **[www.sonshinesanctuary.com](http://www.sonshinesanctuary.com)**

**STAND UP, STEP OUT**

An outreach bus provides support for individuals that are sleeping rough and/or at risk of homelessness. Provides material aid in the form of showers, access to laundry facilities, free WiFi and mobile charging. Support workers provide advocacy and assistance to obtain access to the right supports and services. SUSO works with organisations and neighbourhood centres to complement the existing services that are already present in the area.

**Caboolture Neighbourhood Centre 9 George Street  
Caboolture 4510**

(Wednesday: 12.00pm-2.00pm)

**Deception Bay Neighbourhood Ctre 24 Endeavour Street  
Deception Bay 4508**

(Thursdays: 12.00pm-2.00pm)

**Pensioners Hall Cnr Portwood Street & Oxley Avenue  
Redcliffe 4020**

(Wed, Fri: 8.00pm-11.00am)

📞 **07 3252 3488**

📞 **1800 366 877** Freecall

📞 **07 3252 3688**

🌐 **[www.footprintscommunity.org.au/homelessness](http://www.footprintscommunity.org.au/homelessness)**

**THE SALVATION ARMY**

Provides temporary supported accommodation for families who are experiencing homelessness or are at risk of homelessness.

Case management support and on-going outreach support after families have secured long-term housing are also provided.

**45081 Maud Street Nambour 4560**

(Mon-Fri: 8.30am-4.30pm, Ph: 07 5455 5109, Fax: 07 5476 1037)

**Unit 1 5 King Street Caboolture 4510**

(Mon-Fri: 8.00am-4.00pm, Ph: 07 3832 1491)

☎ 13 72 58

🌐 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

**YOUTHCARE PINE RIVERS****16 Lincoln Street Strathpine 4500**

Supported accommodation is available for young men and women 16 to 19 years old.

Assistance in developing independent living skills is also provided.

🕒 Mon-Fri: 9.00am-12.30pm

☎ 07 3881 2823

🌐 [www.youthcarepine-rivers.org.au](http://www.youthcarepine-rivers.org.au)

**YOUTURN YOUTH SUPPORT****12 Ernest Street Tewantin 4565**

Specialist Homelessness Service Tewantin provides temporary supported accommodation and support for young people, single parents and/or couples 16 to 25 years old.

The focus is on developing clients independent living skills and to facilitate a transition from temporary to permanent housing.

🕒 Mon-Fri: 8.30am-4.30pm

☎ 07 5442 4277

🌐 [www.youturn.org.au](http://www.youturn.org.au)

**LEGAL ASSISTANCE** **ABORIGINAL FAMILY LEGAL SERVICE, SOUTHERN QUEENSLAND****Shop 7 11 Mary Street Gympie 4570**

Provides culturally appropriate free telephone and face-to-face legal advice, assistance and representation for Indigenous children, young people, adults and families. Support is provided for a range of legal matters including domestic & family violence, family law, child protection, sexual assault, elder abuse and civil law.

🕒 Mon-Fri: 9.00am-5.00pm

☎ 07 4622 3677

🌐 [www.aflssq.org.au](http://www.aflssq.org.au)

**ATSILS**

Provides legal services relating to criminal, civil and family matters for Aboriginal & Torres Strait Islander people. Advice and referral are available for those experiencing domestic violence.

**Ocean Central Level 2 Suite 11 2 Ocean Street  
Maroochydore 4558**

(Mon-Fri: 8.30am-4.30pm)

**Shop 6A 424 Gympie Road Strathpine 4500**

(Mon-Fri: 8.30am-4.30pm)

 **1800 012 255** Freecall  
 **www.atsils.org.au**

**LEGAL AID QUEENSLAND**


Provides face-to-face and telephone legal information, advice and referral including for people experiencing domestic and family violence



Advice and referral are available for people experiencing domestic violence. Legal representation may be available where a grant of legal aid is approved.

**Kingsgate Ground Floor Suite 7 42 King Street  
Caboolture 4510**

(Mon-Fri: 9.00am-5.00pm)

**M1 Building Ground Floor 1 Duporth Avenue  
Maroochydore 4558**





 **Mon-Fri: 9.00am-5.00pm**  
 **07 5293 2000**  
 **07 5293 2096**  
 **www.legalaid.qld.gov.au**

 **1300 651 188**  
 **07 5293 2096**

**MORETON BAY REGIONAL COMMUNITY LEGAL SERVICE**

**Caboolture Neighbourhood Centre 9 George Street  
Caboolture 4510**

Provides free and confidential legal advice and casework assistance. Services are particularly for disadvantaged, vulnerable and marginalised members of the community including people from lower socio-economic groups or culturally & linguistically diverse (CALD) backgrounds and people with mental health problems.

 **Mondays: 3.00pm-7.00pm**  
 **07 5495 5916**  
 **0488 402 010**  
 **www.mbrcls.org.au**

**POMONA COMMUNITY HOUSE**

**1 Memorial Avenue Pomona 4568**

Free legal advice and referral are provided.

 **Mon-Fri: 9.00am-4.00pm**  
 **07 5485 2427**  
 **07 5485 1702**  
 **www.pomona  
communityhouse.  
com.au**

**SUNCOAST COMMUNITY LEGAL SERVICE**

**The Tafe Building Ground Floor 170 Horton Parade  
Maroochydore 4558**

Provides legal information, advice and referral services for people living on the Sunshine Coast. Outreach services are available.

🕒 **Mon-Thurs: 9.00am-5.00pm**

☎ **07 5376 7800**

🌐 **[www.suncoastcommunitylegal.org](http://www.suncoastcommunitylegal.org)**

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.pconnect.siq.qld.gov.au](http://www.pconnect.siq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Caloundra Library	8 Omrah Avenue Caloundra 4551	Ph: 07 5475 8989
Coolum Library	6 Park Street Coolum Beach 4573	Ph: 07 5475 8989
Maroochydore Library	44 Sixth Avenue Maroochydore 4558	Ph: 07 5475 8989
Arana Hills Library	63 Cobbity Crescent Arana Hills 4054	Ph: 07 3883 5790
Bribie Island Library	1 Welsby Parade Bongaree 4507	Ph: 07 5433 2676
Burpengary Library	121 Station Road Burpengary 4505	Ph: 07 5433 2215
Caboolture Library	4 Hasking Street Caboolture 4510	Ph: 07 5433 2000
Deception Bay Library	9 Bayview Terrace Deception Bay 4508	Ph: 07 5433 2970
Goomeri Library	5 Moore Street Goomeri 4601	Ph: 07 4168 4340
Gympie Library	41852 Mellor Street Gympie 4570	Ph: 07 5481 0859

LOCATION	ADDRESS	PHONE
Gympie Regional Council Library, Tin Can Bay Library	47 Tin Can Bay Road Tin Can Bay 4580	Ph: 07 5486 4355
Imbil Library	123-125 Yabba Road Imbil 4570	Ph: 07 5484 5488
Kawana Library	30 Nanyima Street Buddina 4575	Ph: 07 5475 8989
Kenilworth Library	4A Elizabeth Street Kenilworth 4574	Ph: 07 5475 8989
Kilcoy Branch	15 Kennedy Street Kilcoy 4515	Ph: 07 5424 4000
Kilkivan Branch	31 Bligh Street Kilkivan 600	Ph: 07 5484 1209
Maleny Library	5 Coral Street Maleny 4552	Ph: 07 5475 8989
Mobile Library	Sunshine Coast 4556	Ph: 07 5475 8989
Moreton Bay Regional Council Libraries, Albany Creek Library	16 Ferguson Street Albany Creek 4035	Ph: 07 5433 2638
Nambour Library	Cnr Currie Street & Bury Street Nambour 4560	Ph: 07 5475 8989
Noosa Library Service, Cooroy Library	9 Maple Street Cooroy 4563	Ph: 07 5329 6555
Noosaville Library	7 Wallace Drive Noosaville 4566	Ph: 07 5329 6555
North Lakes Library	10 The Corso North Lakes 4509	Ph: 07 3480 9900
Rainbow Beach Library	Rainbow Beach Community Hall 37 Rainbow Beach Road Rainbow Beach 4581	Ph: 07 5486 3705
Redcliffe Library	476 Oxley Avenue Redcliffe 4020	Ph: 07 3883 5745
Somerset Regional Council Library, Esk Branch	19 Heap Street Esk 4312	Ph: 07 5424 4000
Somerset Regional Council Library, Lowood Branch	Cnr Michel Street & Main Street Lowood 4311	Ph: 07 5424 4000

LOCATION	ADDRESS	PHONE
Somerset Regional Council Library, Lowood Branch	Cnr Michel Street & Main Street Lowood 4311	Ph: 07 5424 4000
Strathpine Library	1 Station Street Strathpine 4500	Ph: 07 3480 6698
Sunshine Coast Libraries, Beerwah Library	25 Peachester Road Beerwah 4519	Ph: 07 5475 8989
Toogoolawah Branch	Gunyah Street Toogoolawah 4313	Ph: 07 5424 4000
Woodford Library	1 Elizabeth Street Woodford 4514	Ph: 07 5433 3140

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

CENTACARE FAMILY & RELATIONSHIP SERVICES	
<p><b>56 Davenport Street Southport 4215</b></p> <p>Provides counselling, support and referral for a range of personal and family problems.</p> <p>Counselling may deal with relationships, domestic or family violence, family conflict, separation, loss &amp; grief and change.</p>	<p>🕒 <b>Mon-Fri: 9.00am-5.00pm</b></p> <p>📞 <b>1300 236 822</b></p> <p>📞 <b>07 5552 6500</b></p> <p>🌐 <b>www.centacare.com</b></p>
DOMESTIC VIOLENCE PREVENTION CENTRE	
<p><b>Southport 4215</b></p> <p>Provides counselling, information &amp; referral and court support for women and children who have experienced or who are experiencing domestic violence. A range of support groups are available for children, young people and adults.</p>	<p>🕒 <b>Mon-Fri: 9.00am-4.30pm</b></p> <p>📞 <b>07 5532 9000</b></p> <p>🌐 <b>www.domesticviolence.com.au</b></p>
FRIENDS WITH DIGNITY	
<p><b>Mermaid Waters 4218</b></p> <p>Supporting adults and children impacted by domestic violence to rebuild their lives with purpose, dignity and hope.</p>	<p>📞 <b>1300 512 393</b></p> <p>🌐 <b>www.friendswithdignity.org.au</b></p>

**GOLD COAST CENTRE AGAINST SEXUAL VIOLENCE****179-181 Scarborough Street Southport 4215**

Provides free and confidential counselling for young and adult women who have experienced sexual violence at any time in their lives.

🕒 **Mon-Fri: 9.00am-7.00pm**  
 📞 **07 5591 1164**  
 📠 **07 5591 1173**  
 🌐 **www.stopsexualviolence.com**

**KALWUN CHILD & FAMILY SUPPORT SERVICES****14 Kortum Drive Burleigh Heads 4220**

Provides support for Aboriginal and Torres Strait Islander families and their children who are impacted by, or at risk of, domestic and family violence. The program provides information & education on domestic & family violence; safety planning; support to report violence; court support; and referral to other support services.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 5520 8600**  
 📠 **07 5520 2559**  
 🌐 **www.kalwun.com.au**

**MACLEOD ACCOMMODATION SUPPORT SERVICE****Southport 4215**

Provides supported crisis accommodation for women and children experiencing domestic violence within a high security unit-style refuge complex that includes a playground, an activities area and herb gardens.

Case management services and 24-hour on-call response are provided for all residents. This service is also available for migrant women, with a range of multicultural support services provided.

🕒 **7 Days: 24 Hours**  
 📞 **07 5591 7414**  
 🌐 **www.macleod.org.au**

**MULTICULTURAL FAMILIES ORGANISATION****79B Scarborough Street Southport 4215**

Provides information, referral, counselling and support services for women and children from culturally & linguistically diverse (CALD) communities who have experienced or who are experiencing domestic violence.

Female interpreters can be arranged.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 5571 0381**  
 🌐 **www.mfo.org.au**

**PREGNANCY & FAMILY SUPPORT****4 Firebird Street Robina 4226**

Provides emotional & practical support, advocacy and referral for families with infants, children and young people under 16 years old or for pregnant women who are in crisis.

Support is available for families or pregnant women experiencing health problems, domestic violence, homelessness, separation, single parenting, unemployment or other difficulties.

🕒 **Tues-Thurs: 9.00am-5.00pm**  
 📞 **07 5575 8442**  
 🌐 **www.pregnancyfamily support.org**

**RELATIONSHIPS AUSTRALIA, ROBINA****Robina Super Centre Level 1 112 Robina Town Centre Drive Robina 4226**

We work with you to build a better future for you, your children, family and your community. Provide special services to people who are disadvantaged including those suffering from family violence.

🕒 **Mon-Sat: 8.00am-8.00pm**  
 📞 **1300 364 277**  
 🌐 **www.raq.org.au**

**RIZEUP****Bundall 4217**

Provides practical support and emergency relief in the form of food parcels, clothing, blankets and household and educational items for families affected by domestic violence.

📞 **1800 737 723**  
 📞 **1800 811 811 DV Connect**  
 🌐 **www.rizeup.com.au**

**SOCIAL FUTURES, STANDING STRONG****207 Currumburra Road Ashmore 4214**

Provides tailored coaching, mentoring and one-on-one case management support for women affected by the impact of Domestic Family Violence (DFV) to enter the workforce. Support is provided for up to twelve months and can include resume writing, developing interview skills and accessing workshops, work experience placements and volunteering opportunities. The service assists women to gain skills, find sustainable employment, and grow in confidence, safety and wellbeing.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **1800 719 625**  
 🌐 **www.socialfutures.org.au**

**THE MIGRANT CENTRE ORGANISATION****Tafe Building Mezzanine Floor 91 Scarborough Street Southport 4215**

The Migrant Centre (TMC Thriving Multicultural Communities) is a key service agency for settlement, training, employment, social inclusion and social services. Advocacy, support, information and referral are provided for a range of concerns including domestic & family violence, elder abuse, health, mental health, law, mediation, National Disability Insurance Scheme (NDIS) and My Aged Care.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **0403 897 312**  
 🌐 **www.migrantcentre.org.au**

**FINANCIAL ASSISTANCE AND MANAGING MONEY** **Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>

NAME	ADDRESS
Services Australia Service Centres	33 William Street Beaudesert 4285 97-99 Brisbane Road Biggera Waters 4216 37-39 Cotton Street Nerang 4211 1085 Gold Coast Highway Palm Beach 4221 Robina Town Centre Level 2 19-33 Robina Town Centre Drive Robina 4226 15 Suter Street Southport 4215

## FOOD, WELFARE AND EMERGENCY RELIEF

12 BASKETS OUTREACH	
<p><b>Coomera 4209</b> Provides material aid in the form of food parcels for individuals and families experiencing disadvantage. Food parcels are delivered to clients following registration and assessment.</p>	<p> <a href="https://info@C1care.org">https://info@C1care.org</a></p>
AGAPE OUTREACH, COMMUNITY MEAL	
<p><b>Cascade Gardens 2690 Gold Coast Highway Broadbeach 4218</b> A free community meal is provided as emergency relief twice weekly for people experiencing disadvantage including those with addictions or mental illness or who are homeless or at risk of homelessness. Clothing, blankets and toiletries are also available.</p>	<p> <b>Mon-Sat: 10.00am-4.00pm</b>  <b>0414 693 670</b>  <a href="http://www.agapeoutreachinc.com">www.agapeoutreachinc.com</a></p>
ANGELS KITCHEN	
<p><b>Gold Coast Community Centre Room 3 6 Lawson Street Southport 4215</b> Provides material aid in the form of a free take-away dinner for individuals and families experiencing disadvantage.</p>	<p> <b>Sundays: 3.00am-4.30pm</b>  <b>0412 961 447</b>  <a href="https://scp.org.au/angels-kitchen">https://scp.org.au/angels-kitchen</a></p>
ANGLICAN PARISH OF TAMBORINE MOUNTAIN	
<p><b>St George'S Anglican Church 2 Dapsang Drive Tamborine Mountain 4272</b> Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels and limited financial assistance.</p>	<p> <b>Wednesdays: 9.00am-10.00am</b>  <b>07 5545 2919</b>  <a href="http://www.tamborinemtandcanungraanglican.com">www.tamborinemtandcanungraanglican.com</a></p>

**DRUG ARM**

The mobile street outreach service provides non-judgmental & confidential support, information and referrals to access services. Support workers engage, encourage and empower people to achieve their goals. Material aid in the form of hot & cold drinks, snacks, clothing and toiletries is also provided. Please confirm locations and times of services online.

**Broadbeach 4218**

**Southport 4215**

**Surfers Paradise 4217**

☎ **1300 656 800**  
 🌐 **www.drugarm.com.au/how-we-help/adults/street-outreach-services**

**HAVAFEED**

Emergency relief is available for individuals and families experiencing disadvantage or homelessness. Aid includes meals, food parcels and showers. Services in Broadbeach, Southport and Surfers Paradise, please confirm locations and times online.

🕒 **Tues, Thurs-Sun: 10.45am-11.30am**  
 ☎ **07 5520 3363**  
 🌐 **www.havafeed.org**

**KING'S COMMUNITY CARE**

**56 Gemvale Road Reedy Creek 4227**

Emergency relief is available for individuals and families experiencing disadvantage. Aid including food parcels.

🕒 **Tues-Fri: 9.30am-1.00pm**  
 ☎ **07 5522 0802**  
 🌐 **www.kingscommunity.care**

**LIGHTHOUSE COMMUNITY SERVICES, LIFEBOAT FOOD VAN**

**Burleigh Beach Burleigh Heads 4220**

A mobile soup kitchen provides material aid in the form of a free hot dinner for people experiencing homelessness or disadvantage.

🕒 **Saturday: 6.30pm-8.30pm**  
 ☎ **0417 614 544**  
 🌐 **www.lighthousecs.org.au**

**NERANG NEIGHBOURHOOD CENTRE**

**29 Martin Street Nerang 4211**

Provides material aid in the form of low-cost food parcels for people in need and a budgeting and financials resilience services for people on low incomes who are experiencing financial distress.

🕒 **Thurs, Fri: 1.30pm-4.00pm**  
 ☎ **07 5578 2457**  
 🌐 **www.nncinc.com.au**

**NEW LIFE COMMUNITY CARE FOODBARN****42705 Dunkirk Close Arundel 4214**

Emergency relief in the form of low-cost food parcels is available for people who experiencing financial difficulties including pensioners and Health Care or Seniors' Card holders.

🕒 **Wed, Thurs: 9.30am-2.00pm**  
 📞 **07 5571 6115**  
 🌐 **www.newlifefoodbarn.org**

**NEWLIFE CARE****4 Greenwich Court Robina 4226**

Provides a range of community support services and material aid for individuals and families experiencing homelessness or financial difficulties. Including referral to housing providers, provision of food & clothing, personal care and hygiene items and street swags.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 5593 3262**  
 🌐 **www.newlifecare.nu**

**ORANGE SKY AUSTRALIA**

Orange Sky provides a free mobile laundry service for people experiencing homelessness.

Locations and times can change occasionally but the Orange Sky Location Finder will always have the most up to date information.

**174 West Burleigh Road Burleigh Heads 4220**

(Fridays: 8.30am-10.30am)

**Bischof Pioneer Park 36 Nerang Street Nerang 4211**

(Wednesdays: 6.00pm-8.00pm)

**Havafeed Community Relief 2439 Gold Coast Highway Mermaid Beach 4218**

(Tues, Thurs: 5.30pm-7.30pm)

**Angels Kitchen 6 Lawson Street Southport 4215**

(Sundays: 2.00pm-4.00pm)

**Burleigh Uniting Church 2 Burleigh Street Burleigh Heads 4220**

(Tuesdays: 6.00pm-8.00pm)

**Burleigh Heads Library Park Avenue Burleigh Heads 4220**

(Thursdays: 7.00pm-9.00pm)

**Set Free 21 Rawlins Street Southport 4215**

(Tues, Thurs-Sat: 10.00am-1.00pm)

**St John'S Anglican Church 36 Hamilton Avenue Surfers Paradise 4217**

(Mon, Wed: 9.30am-12.15pm)

**Unitingcare 93 Golden Four Drive Bilinga 4225**

(Tuesdays: 9.00am-12.00pm)

🌐 **orangesky.org.au**

**PALM BEACH NEIGHBOURHOOD CENTRE****16 Third Avenue Palm Beach 4221**

Material aid in the form of free fruit and vegetables is available for individuals and families experiencing disadvantage. Information, support and counselling for people on low incomes who are experiencing financial distress.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 5598 1505**  
 🌐 **www.palmbeachnc.org.au**

**ROSIES YOUTH MISSION**

A mobile van provides street outreach services for young people and adults who are homeless, abandoned, marginalised or socially isolated within the community. The service includes free tea & coffee, regular barbeques, information & referral and friendship. Please confirm times and locations online.

🌐 **www.rosies.org.au**

**Car Park Opposite The Bowls Club Connor Street Burleigh Heads 4220**

(Tues, Thurs: 7.00pm-9.00pm)

**Bischof Park 36-52 Nerang Street Nerang 4211**

(Thursdays: 7.30pm-9.30pm)

**Baden Powell Park 13 Smith Street Southport 4215**

(Wed, Sat: 6.30pm-8.30pm)

**St Vincent's Church Car Park 40 Hamilton Avenue Surfers Paradise 4217**

(Mon, Tues, Fri, Sun: 7.30pm-9.30pm)

**SET FREE CARE****21 Rawlins Street Southport 4215**

Material aid is available in the form of discounted food parcels for families and individuals experiencing disadvantage. The parcels consist of a selection of pantry items that contribute to the creation of nutritious meals.

🕒 **Mon-Fri: 10.00am-3.00pm**  
 📞 **07 5500 4454**  
 🌐 **www.setfree.org**

**ST JOHN'S CRISIS CENTRE****36 Hamilton Avenue Surfers Paradise 4217**

Provides emergency relief for individuals and families experiencing disadvantage.

Aid includes clothing, food parcels and basic household items. In extreme hardship a limited contribution towards school costs may be provided. A free daily lunch is also available.

The Centre provides people with a caring ear to talk to without judgement.

🕒 **Mon-Fri: 11.30am-12.00pm**  
 📞 **07 5531 6013**  
 🌐 **www.stjohnscc.org.au**

**THE MOVEMENT GOLD COAST HOMELESS OUTREACH****Southport Community Centre 6 Lawson Street Southport 4215**

Provides a free lunch for people experiencing homelessness or disadvantage.

🕒 Saturday: 1.00pm-2.00pm  
📞 0418 521 285

**THE SALVATION ARMY GOLD COAST TEMPLE CORPS****157 Wardoo Street Southport 4215**

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, food vouchers, travel vouchers, petrol vouchers, clothing, blankets, furniture and financial assistance for paying household bills.

🕒 Wed: 10.00am-12.30pm  
📞 07 5531 3471  
🌐 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

**THE TED NOFFS FOUNDATION & THE STREET UNIVERSITY, SOUTHPORT****87 Scarborough Street Southport 4215**

Provides free drug and alcohol counselling for children and young people 12 to 25 years old.

🕒 Mon-Fri: 1.00pm-6.00pm  
📞 1800 753 300  
🌐 [www.noffs.org.au](http://www.noffs.org.au)

**VIBE CHURCH, PALM BEACH PANTRY****Shop 10 Eighth Avenue Palm Beach 4221**

Provides emergency relief in the form of free and low-cost food for individuals & families in financial distress.

🕒 Tues-Fri: 1.00pm-4.00pm  
📞 07 5536 7575  
🌐 [www.vibechurch.com.au](http://www.vibechurch.com.au)

**WALK WITH US****Uniting Church 1 Burleigh Street Burleigh Heads 4220**

Provides material aid in the form of a free hot dinner, for people who are homeless, at risk of homelessness or for those in need.

🕒 Tuesdays: 6.00pm-7.00pm  
📞 0413 086 646  
🌐 [www.walkwithusgc.org.au](http://www.walkwithusgc.org.au)

**YHES HOUSE (YOUTH HEALTH & EDUCATION SERVICE)****161 Scarborough Street Southport 4215**

Provides a drop-in service for children and young people 12 to 21 years old.

Material aid in the form of showers, laundry facilities, computer and kitchen are available.

🕒 Mon-Thurs: 9.00am-5.00pm  
📞 07 5528 5333  
📞 07 5528 5444  
🌐 [www.wmq.org.au/youth-and-parenting-support/yhes-house](http://www.wmq.org.au/youth-and-parenting-support/yhes-house)

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Beaudesert Hospital	64 Tina Street Beaudesert 4285	Ph: 07 5541 9111 Fax: 07 5541 9199
	Boonah Health Service	43040 Leonard Street Boonah 4310	Ph: 07 5463 3300 Fax: 07 5463 3333
	Gold Coast University Hospital	1 Hospital Boulevard Southport 4215	Ph: 1300 744 284
	Helensvale Community Health Centre	105 Lindfield Rd, Helensvale 4212	Ph: 07 5580 7800
	Palm Beach Community Health Centre	9 Fifth Ave, Palm Beach 4221	Ph: 1300 744 284
	Robina Hospital	2 Bayberry Lane Robina 4226	Ph: 07 5668 6000
	Southport Health Precinct	16-30 High St, Southport 4215	Ph: 1300 744 284

## HOUSING/ACCOMMODATION

### CHURCHES OF CHRIST HOUSING SERVICES

#### 1 Griffith Way Southport 4215

Provide safe and affordable housing to eligible families, couples, individuals and seniors across Queensland.

 **Mon-Fri: 9.00am-4.00pm**  
 **07 5539 7655**  
 **07 5532 9792**  
 **[www.cofc.com.au/housing](http://www.cofc.com.au/housing)**

**COMMUNITY HOUSING LTD****Campus Alpha Level 1 Suite 101 2 Investigator Drive Robina 4226**

Provides secure and affordable rental housing for individuals and families on the Department of Housing register, social housing.

🕒 Mon-Fri: 8.30am-4.30pm  
 📞 1300 245 468  
 📠 07 5578 9522  
 🌐 [www.chl.org.au](http://www.chl.org.au)

**GOLD COAST FAMILY ACCOMMODATION SUPPORT SERVICE****Suite 5 Labrador 4215**

Provides support for individuals and families who are homeless or at risk of homelessness to procure sustainable housing or maintain their current tenancy to prevent them from becoming homeless. The service includes case management; practical & emotional supports; assessment, ongoing risk assessment & safety planning as needed; and housing assistance & advocacy.

🕒 Mon-Fri: 8.00am-4.00pm  
 📞 07 5644 6700  
 🌐 [www.vinnies.org.au](http://www.vinnies.org.au)

**GOLD COAST HOMELESSNESS SERVICE****Gold Coast Homelessness Hub 93 Golden Four Drive Bilinga 4225**

Provides case management support and referral for families and individuals at risk of homelessness.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 5579 6060  
 🌐 [www.uccommunity.org.au-services-and-support/homelessness](http://www.uccommunity.org.au-services-and-support/homelessness)

**GOLD COAST YOUTH SERVICE (GCYS)****15 Oak Avenue Miami 4220**

Provides centre-based and mobile case management support for young people 16 to 25 years old who are homeless or at risk of homelessness.

Support is also provided for the young people and young families residing in the Youth Accommodation Program.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 5572 0400  
 🌐 [www.gcys.org.au](http://www.gcys.org.au)

**KALWUN DEVELOPMENT CORPORATION****Level 1 14 Cassia Drive Varsity Lakes 4227**

Provides secure and affordable rental housing for individuals and families on the Department of Housing register, social housing.

🕒 Mon-Fri: 8.30am-4.30pm  
 📞 07 5578 3434  
 📠 07 5596 3649  
 🌐 [www.kalwun.com.au](http://www.kalwun.com.au)

**MUNUNJALI HOUSING & DEVELOPMENT****35 Anna Street Beaudesert 4285**

Provides long-term housing for Aboriginal & Torres Strait Islander people in the Beaudesert and Logan areas.

🕒 Mon-Fri: 8.00am-4.30pm  
 📞 07 5541 2575  
 📠 07 5541 3786  
 🌐 [www.mununjali.com.au](http://www.mununjali.com.au)

<b>MY FRIENDS' PLACE</b>	
<b>Bundall 4217</b> Provides affordable short-term and emergency accommodation and support for women and children experiencing or at risk of homelessness as a result of domestic and/or family violence or abuse.	🌐 <a href="http://www.myfriendsplace.com.au">www.myfriendsplace.com.au</a>
<b>SALVATION ARMY, STILL WATERS</b>	
<b>173 Wardoo Street Southport 4215</b> Provides immediate temporary supported accommodation for women over 18 years old and for women with accompanying children who are homeless or at risk of homelessness.	🕒 Mon-Fri: 8.00am-4.00pm 📞 07 5591 1776 🌐 <a href="http://www.salvationarmy.org.au">www.salvationarmy.org.au</a>
<b>ST VINCENT DE PAUL SOCIETY, FAMILIES BACK ON TRACK (FBOT)</b>	
<b>Arundel 4214</b> Provides a supported transitional accommodation service consisting of 28 independent units for families who are homeless or at risk of homelessness. Units are furnished and affordable.	🕒 Mon-Thurs: 8.00am-4.00pm 📞 3807 6623 🌐 <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>
<b>THE GOLD COAST PROJECT FOR HOMELESS YOUTH</b>	
<b>Southport 4215</b> A supported accommodation service for young people 16 to 25 years old who are homeless or at risk of homelessness.	🕒 Mon-Fri: 8.30am-4.30pm 📞 07 5591 3746 🌐 <a href="http://www.homelessyouth.com.au">www.homelessyouth.com.au</a>
<b>YAHWEH HOUSE</b>	
<b>Coolangatta 4225</b> A supported accommodation service for young pregnant women 16 to 25 years old who are homeless or at risk of homelessness.	🕒 Mon-Fri: 9.00am-5.00pm 📞 0434 671 101 🌐 <a href="http://www.yahwehhouse.com.au">www.yahwehhouse.com.au</a>

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - [www.housing.qld.gov.au](http://www.housing.qld.gov.au), 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:





NAME	ADDRESS	PHONE / EMAIL	HOURS
Queensland Department of Housing-Gold Coast Housing Service Centre	Robina Town Centre Shop 80 Bazaar Street Robina 4226	Ph: 07 5645 8100 Fax: 07 5645 8187 Email: goldcoasthsc @housing.qld. gov.au	Mon-Fri: 8.30am-4.30pm

## LEGAL ASSISTANCE

### ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS)

#### Level 1 Suite 8 19 Short Street Southport 4215

Provides legal services in criminal, civil and family law matters for Aboriginal & Torres Strait Islander people. 24-hour telephone service is available.

 Mon-Fri: 8.30am-4.30pm  
 07 5532 6988  
 1800 012 255  
 [www.atsils.org.au](http://www.atsils.org.au)




### GOLD COAST COMMUNITY LEGAL CENTRE

#### 34 Railway Street Southport 4215

Provides free legal advice for community members. Support and referral are available for those experiencing domestic violence and/or elder abuse.

Advice can be provided by telephone, video conferencing or face-to-face.

Outreach clinics operate at Coolangatta and Ormeau.


 Mon-Fri: 8.30am-4.00pm  
 07 5532 9611  
 [www.gcclc.org.au](http://www.gcclc.org.au)

### LEGAL AID QUEENSLAND

#### Level 2 7 Bay Street Southport 4215

Provides face-to-face and telephone legal information, advice and referral. Advice and referral are available for people experiencing domestic violence.

Legal representation may be available where a grant of legal aid is approved.

 Mon-Fri: 8.45am-5.00pm  
 07 5671 7700  
 1300 651 188 Legal  
 07 5671 7796  
 [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.pconnect.slq.qld.gov.au](http://www.pconnect.slq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Nerang Branch	Cnr White Street & Price Street Nerang 4211	Ph: 07 5667 5940
Beaudesert Library	58 Brisbane Street Beaudesert 4285	Ph: 07 5540 5142
Boonah Library	3 High Street Boonah 4310	Ph: 07 5463 3064
Burleigh Heads Branch	Park Avenue Burleigh Heads 4220	Ph: 07 5667 5940
Canungra Library	12 Kidston Street Canungra 4275	Ph: 07 5543 5791
City of Gold Coast Library Service, Broadbeach Branch	61 Sunshine Boulevard Mermaid Waters 4218	Ph: 07 5667 5940
City of Gold Coast Library Service, Mobile Library	Gold Coast Mc 4217	Ph: 07 5667 5940
City of Gold Coast Library Service, Robina Branch	196 Robina Town Centre Drive Robina 4226	Ph: 07 5667 5940
City of Gold Coast Library Service, Southport Branch	Cnr Garden Street & Lawson Street Southport 4215	Ph: 07 5667 5940
Coolangatta Branch	The Strand Level 1 Cnr Marine Parade & Dutton Street Coolangatta 4225	Ph: 07 5667 5940
Elanora Branch	The Pines Shopping Centre Guineas Creek Road Elanora 4221	Ph: 07 5667 5940
Helensvale Branch	Helensvale Plaza Cnr Lindfield Road & Sir John Overall Drive Helensvale 4212	Ph: 07 5667 5940
Runaway Bay Branch	Lae Drive Runaway Bay 4216	Ph: 07 5667 5940
Tamborine Mountain Library	Cnr Main Street & Yuulong Road Tamborine Mountain 4272	Ph: 07 5540 5473
Upper Coomera Branch	Cnr Reserve & Abraham Roads Upper Coomera 4209	Ph: 07 5667 5940

## QUEENSLAND-WIDE SERVICES







**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

CENTACARE, FAMILY & RELATIONSHIP SERVICES	
<p><b>15 Albert Street Kingaroy 4610</b></p> <p>Provides a sexual assault support service for men and women in the South Burnett area.</p> <p>The service provides counselling, support, advocacy, information, advice and referral for people 12 years old and over, who have been sexually assaulted.</p>	<p> <b>Mon-Fri: 9.00am-3.00pm</b></p> <p> <b>07 4162 5439</b></p> <p> <b><a href="http://www.centacare.com">www.centacare.com</a></b></p>
LAUREL PLACE	
<p><b>Murgon 4605</b></p> <p>A crisis service providing continuing counselling, advocacy and referral to legal services and social agencies for past &amp; recent victims of sexual assault and non-offending family members and friends.</p>	<p> <b>Mon-Thurs: 9.00am-4.00pm</b></p> <p> <b>07 4168 2079</b></p> <p> <b>1800 010 120</b></p> <p> <b><a href="http://www.laurelplace.com.au">www.laurelplace.com.au</a></b></p>
UNITINGCARE, FAMILY RELATIONSHIP CENTRE	
<p><b>1 Victoria Street Kingaroy 4610</b></p> <p>Provides specialised family violence counselling and support services for individuals, families and children 6 years old and over affected by domestic and family violence.</p> <p>The service works to ensure the safety of all individuals affected by family violence.</p>	<p> <b>Mon-Fri: 8.30am-4.30pm</b></p> <p> <b>07 4160 4100</b></p> <p> <b><a href="http://www.unitingcareql.com.au">www.unitingcareql.com.au</a></b></p>

## FINANCIAL ASSISTANCE AND MANAGING MONEY

### Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Kingaroy Service Centre	21 Markwell Street Kingaroy 4610

## FOOD, WELFARE AND EMERGENCY RELIEF

### GRAHAM HOUSE COMMUNITY CENTRE

#### 21 Taylor Street Murgon 4605





Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, transport or pharmaceutical vouchers, clothing, blankets, furniture and financial assistance for paying household bills.

 Mon-Thurs: 9.00am-4.00pm  
 07 4169 8400  
 07 4168 3491  
 [www.grahamhouse.org.au](http://www.grahamhouse.org.au)

### THE SALVATION ARMY SOUTH BURNETT REGION CORPS

#### 109 Kingaroy Street Kingaroy 4610




Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, food vouchers, travel vouchers, petrol vouchers, clothing, blankets, furniture and financial assistance for paying household bills.

 Mon-Fri: 9.00am-5.00pm  
 07 4162 5246  
 07 4162 5148  
 [www.salvationarmy.org.au/locations](http://www.salvationarmy.org.au/locations)

### THE SOUTH BURNETT PANTRY

#### 1A Railway Tce

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, food vouchers, travel vouchers, petrol vouchers, clothing, blankets, furniture and financial assistance for paying household bills.

 Mon-Fri: 8.30am-12.00pm  
 0438 071 658  
 [www.thesouthburnettpantry.org](http://www.thesouthburnettpantry.org)

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Cherbourg Hospital	Fisher Street Cherbourg 4605	Ph: 07 4169 8800 Fax: 07 4169 8801
	Kingaroy Health Service	166 Youngman Street Kingaroy 4610	Ph: 07 4162 0200 Fax: 07 4162 0201
	Murgon Hospital	Coronation Drive Murgon 4605	Ph: 07 4169 9600 Fax: 07 4169 9601
	Nanango Health Service	135 Brisbane Street Nanango 4615	Ph: 07 4171 6700 Fax: 07 4171 6701
	Wondai Hospital	Bramston St Wondai 4606	Ph: 07 4169 2600




## HOUSING/ACCOMMODATION

### CTC YOUTH & FAMILY SERVICES

#### 64 Somerset Street Kingaroy 4610

The Specialist Homelessness Service (SHS) program focuses on supporting, assisting and advocating for young people 16 to 25 years old who are homeless or at risk of homelessness. The program provides young people with information and assistance so they become empowered to make informed decisions, understand processes and achieve their goals.

Crisis accommodation is available for young people 16 to 21 years old.


 **Mon-Fri: 9.00am-4.30pm**  
 **07 4162 7788**  
 **[www.sbctc.com.au/youth-and-family](http://www.sbctc.com.au/youth-and-family)**


## LEGAL ASSISTANCE

### ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE (ATSILS)

#### 120 Lamb Street Murgon 4605

Provides legal representation in criminal, civil and family matters for Aboriginal & Torres Strait Islander people. 24-hour telephone service is available. Contact for appointment for outreach services.

 1800 012 255

 07 4168 2969

 [www.atsils.org.au](http://www.atsils.org.au)

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.pconnect.slq.qld.gov.au](http://www.pconnect.slq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Kingaroy Branch	Civic Centre Glendon Street Kingaroy 4610	Ph: 07 4189 9256
Murgon Branch	42 Stephens Street West Murgon 4605	Ph: 07 4189 9256
Nanango Branch	48 Drayton Street Nanango 4615	Ph: 07 4189 9256
Proston Branch	34 Blake Street Proston 4613	Ph: 07 4189 9256
South Burnett Regional Council Library, Blackbutt Branch	69 Hart Street Blackbutt 4306	Ph: 07 4189 9256
Wondai Branch	78 Mackenzie Street Wondai 4606	Ph: 07 4189 9256

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## DOMESTIC AND FAMILY VIOLENCE/SEXUAL VIOLENCE SUPPORT SERVICES

<b>DOMESTIC VIOLENCE ACTION CENTRE (DVAC)</b>	
<p><b>Toowoomba 4350</b> Provides telephone information, referral, advocacy and support services for women, children and young people experiencing or who have experienced domestic violence.</p>	<p>🕒 <b>Mon-Fri: 9.00am-5.00pm</b> 📞 <b>07 4642 1354</b> ☎ <b>07 3816 3100</b> 🌐 <b>www.dvac.org.au</b></p>
<b>PROTEA PLACE WOMEN'S SUPPORT CENTRE</b>	
<p>Provides practical and professional support for single women in need. Services include case management, friendship and referral to housing, health and domestic &amp; family violence support services. Material aid in the form of clothing and toiletries is available.</p> <p><b>137 Guy Street Warwick 4370</b> (Tues &amp; Thurs: 10.00am-12.00pm, Ph: 07 4574 4876)</p> <p><b>131 Russell Street Toowoomba 4350</b> (Mon-Wed: 10.00am-3.00pm, Ph: 07 4613 1378)</p>	<p>🌐 <b>www.proteaplace.org.au</b> 📞 <b>07 4613 1378</b></p>
<b>TOOWOOMBA SEXUAL HEALTH SERVICE (KOBI HOUSE)</b>	
<p><b>Kobi House Pechey Street Toowoomba 4350</b> Provides crisis care, counselling, assistance, information, referral, advocacy, court support, group work and emotional support for male &amp; female children, young people and adults who are victims or survivors of sexual assault and for non-offending family members, partners and friends.</p>	<p>🕒 <b>Mon-Fri: 8.00am-5.00pm</b> 📞 <b>07 4616 6446</b> ☎ <b>07 4616 6456</b> 🌐 <b>www.darlingdowns.health.qld.gov.au</b></p>

## FINANCIAL ASSISTANCE AND MANAGING MONEY

**Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**  
Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Services Australia Service Centre	34-36 Patrick Street Dalby 4405 31 Marshall Street Goondiwindi 4390 10 Corundum Street Stanthorpe 4380 Ground Floor 12 Bell Street Toowoomba 4350 37 Albion Street Warwick 4370
Lifeline, Darling Downs & South West Queensland	1 Patrick Street Dalby 4405
UnitingCare Queensland, Financial Resilience & Wellbeing Service, Toowoomba	Unitingcare & Disability Service 130 Mort Street Toowoomba 4350

## FOOD, WELFARE AND EMERGENCY RELIEF

<b>ACTSCARE GROUP, FOOD ASSIST</b>	
<b>148 Campbell Street Toowoomba 4350</b> Low-cost food parcels for disadvantaged families, singles, pensioners and not-for-profit organisations.	🕒 Mon-Fri: 9.00am-4.00pm ☎️ 07 4634 1157 🌐 <a href="http://www.foodassist.com.au">www.foodassist.com.au</a>
<b>ADRA</b>	
<b>29 Bell Street Toowoomba 4350</b> Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels.	🕒 Tues-Fri: 9.00am-3.00pm ☎️ 07 4638 8111
<b>BASE SERVICES</b>	
<b>9 Thomas Street Toowoomba 4350</b> Emergency relief including clothing, food parcels, hygiene packs and swags are available for individuals and families experiencing disadvantage.	🕒 Mon-Fri: 9.00am-2.00pm ☎️ 0437 454 352 🌐 <a href="http://www.baseservices.com.au">www.baseservices.com.au</a>

**COINWASH LAUNDROMAT****Wyalla Plaza Laundromat Taylor Street Newtown 4350**

Orange Sky provides a free laundry service for people experiencing homelessness.

This service is provided in an indoor laundromat.

Times can change occasionally but the Orange Sky Location Finder will always have the most up to date information.

[www.locations.orangesky.org.au](http://www.locations.orangesky.org.au)

🕒 **Tues, Thurs: 12.00am-2.00pm**

📞 **07 3067 5800**

🌐 **[orangesky.org.au](http://orangesky.org.au)**

**DROUGHT ANGELS****Chinchilla 4413**

Provides material aid for farmers and primary producers experiencing financial hardship due to drought or other natural disasters. Aid includes food parcels, financial assistance and care packages.

🕒 **Mon-Fri: 9.00am-4.30pm**

📞 **07 4662 7371**

🌐 **[www.droughtangels.org.au](http://www.droughtangels.org.au)**

**GRANITE BELT NEIGHBOURHOOD CENTRE****8 Corundum Street Stanthorpe 4380**

Emergency relief including food vouchers is available for individuals and families experiencing disadvantage.

🕒 **Mon-Fri: 9.00am-4.00pm**

📞 **07 4681 3777**

🌐 **[www.gbnc.org.au](http://www.gbnc.org.au)**

**HARLAXTON DRUG ARM, STREET OUTREACH SERVICE (SOS)****Harlaxton Park 9 Gleeson Street Harlaxton 4350**

The mobile street outreach service (SOS) provides support for people experiencing homelessness or at risk of homelessness. Services include non-judgmental & confidential support, information and referrals to access services. Support workers engage, encourage and empower people to achieve their goals. Material aid in the form of hot & cold drinks, snacks, clothing and toiletries is also provided.

🕒 **Mondays: 5.30pm-6.00pm**

📞 **1300 656 800**

🌐 **[www.drugarm.com.au/how-we-help/adults/street-outreach-services](http://www.drugarm.com.au/how-we-help/adults/street-outreach-services)**

**HARLAXTON NEIGHBOURHOOD CENTRE****17D Coonan Street Toowoomba 4350**

Emergency relief is available for individuals and families experiencing disadvantage.

Aid includes food vouchers.

Assistance is subject to availability.

🕒 **Mon-Fri: 9.00am-4.00pm**

📞 **07 4639 2868**

🌐 **[www.harlaxtonnc.wixsite.com/website](http://www.harlaxtonnc.wixsite.com/website)**

**LAIDLEY COMMUNITY CENTRE****13 Mary Street Laidley 4341**

Emergency relief, subject to funding availability, is available for individuals and families experiencing disadvantage. Aid may include food parcels, food vouchers, fuel vouchers and financial assistance with emergency housing and power & pharmaceutical expenses.

🕒 **Mon-Fri: 8.30am-3.00pm**  
 📞 **07 5465 1889**  
 🌐 **www.laidleycc.org.au**

**LIFELINE, DARLING DOWNS & SOUTH WEST QUEENSLAND****33 Russell Street Toowoomba 4350**

Emergency relief including food parcels and clothing is available for individuals and families experiencing disadvantage.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **1300 991 443**  
 🌐 **www.lifelinearlingdowns.org.au**

**LOCKYER COMMUNITY CENTRE****14 Crescent Street Gatton 4343**

Emergency relief including food parcels and clothing is available for individuals and families experiencing disadvantage. Also offers a free community/camp kitchen facility where people can prepare a meal or snack.

🕒 **Mon-Fri: 9.00am-3.00pm**  
 📞 **07 5462 3355**  
 🌐 **www.lockyercommunitycentre.org.au**

**ORANGE SKY**

Orange Sky provides a free mobile laundry service for people experiencing homelessness.

Locations and times can change occasionally but the Orange Sky Location Finder will always have the most up to date information.

Times can change occasionally but the website Location Finder will always have the most up to date information.  
[www.locations.orangesky.org.au](http://www.locations.orangesky.org.au)

**Dalby Laundromat Cunningham Street Dalby 4405**

(Wed, Sat: 10.00am-12.00am)

**Protea Place 131 Russell Street Toowoomba City 4350**

(Mon, Wed, Fri: 10.00am-12.00am)

**Wyalla Plaza Laundromat Newtown 4350**

(Tues-Thurs: 12.00pm-2.00pm)

🌐 **orangesky.org.au**

**ROSIES YOUTH MISSION**

A mobile van provides street outreach services for young people and adults who are homeless, abandoned, marginalised or socially isolated within the community.

The service includes free tea & coffee, regular barbecues, information & referral and friendship.

Times can change occasionally but the website Location Finder will always have the most up to date information.

**Cathro Park Cnr Ruthven & Hodgson Street Toowoomba 4350**

(Fridays: 10.00am-12.00am)

**Harlaxton Park 9 Gleeson Crescent Harlaxton 4350**

(Wednesday: 5.00pm-7.00pm)

**Wine Park Drive 10 Wine Drive Wilsonton 4350**

(Sundays 10.30pm-12.30pm)

 [www.rosies.org.au](http://www.rosies.org.au)

**ST VINCENT DE PAUL CENTRE**

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, fuel vouchers, clothing, blankets and limited assistance with other expenses including pharmaceuticals. Budgeting assistance may also be provided.

**21 Creek Street Stanthorpe 4380**

(Mon, Tues, Fri: 9.30pm-12.30pm, Ph: 07 4681 1996)

**4 Julia Street Toowoomba 4350**

(Mon-Fri: 9.30pm-12.30pm, Ph: 07 4699 5200)

**5 Moffat Street Goondiwindi 4390**




(Mon,Wed: 10.00pm-12.00pm, Ph: 07 4671 2628)

 **1800 846 643**  
 [www.vinnies.org.au](http://www.vinnies.org.au)

**STANTHORPE BAPTIST CHURCH, EMERGENCY RELIEF SERVICE**

**Cnr Railway Street & Hillcrest Street Stanthorpe 4380**

Emergency relief is available in the form of food parcels and toiletries for singles and families in financial distress. At Christmas time a Christmas hamper is also provided for needy families. The service is available for all people who meet the eligibility criteria including veterans, people with disabilities, Aboriginal & Torres Strait Islander people, people escaping domestic violence, asylum seekers and people on parole &/or who have been recently released from prison.

 **Wednesday: 9.00am-12.00pm**  
 **07 4681 1293**  
 [www.stanthorpebaptist.com.au](http://www.stanthorpebaptist.com.au)

**TARA NEIGHBOURHOOD CENTRE****49 Day Street Tara 4421**

Emergency relief including food and fuel vouchers are available for individuals and families experiencing disadvantage.

🕒 **Mon-Fri: 9.30am-11.00pm**  
 📞 **07 4665 3508**  
 📠 **07 4665 3894**  
 🌐 **www.taranc.com.au**

**THE SALVATION ARMY**

Emergency relief including vouchers and financial assistance is available for individuals and families experiencing disadvantage.

**25 Guy Street Warwick 4370**

(Tuesdays: 9.00am-12.00am, Ph: 07 4681 1996)

**119 West Street Toowoomba 4350**

(Tuesdays: 9.00am-12.00am, Ph: 07 4632 7206 Toowoomba Corps)

📞 **07 3001 6288**  
 🌐 **www.salvationarmy.org.au**

**TONY'S COMMUNITY KITCHEN****174A James Street South Toowoomba 4350**

Provides emergency relief in the form of a free, hot takeaway evening meal, including dessert and tea or coffee, for men, women and families who are homeless or at risk of homelessness, and for anyone experiencing economic stress or social isolation. Bakery food items, fruit and vegetables are provided when available. Bedding and toiletries are also available on request. Referral to access emergency accommodation is provided.

🕒 **7 Days: 4.30pm-6.30pm**  
 📞 **07 4602 0888**  
 🌐 **www.tonyscommunity.com.au**

**TOOWOOMBA DRUG ARM, STREET OUTREACH SERVICE (SOS)**

The mobile street outreach service provides non-judgmental & confidential support, information and referrals to access services. Support workers engage, encourage and empower people to achieve their goals. Material aid in the form of hot & cold drinks, snacks, clothing and toiletries is also provided.

**Toowoomba 4350**

(Mondays: 7.00pm-8.00pm)

**Wine Drive Park Wine Drive Wilsonton 4350**

(Mondays: 6.15am-6.45pm)

📞 **1300 656 800**  
 🌐 **www.drugarm.com.au/how-we-help/adults/street-outreach-services**

**WESTERN DOWNS OUTREACH PROJECT****4 Alice Street Dalby 4405**

Provides material aid in the form of low-cost food parcels for individuals and families experiencing disadvantage. Food parcels include fruit & vegetables, dry pantry items, dairy and bakery items.

🕒 **Mon-Fri: 10.00am-2.30pm**  
 📞 **1800 990 364**  
 🌐 **www.wdop.net.au**

**WILSONTON HEIGHTS NEIGHBOURHOOD CENTRE****14 Wine Drive Wilsonton Heights 4350**

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, bread, fruit & vegetables, clothing and hygiene products.

🕒 **Mon-Fri: 9.00am-4.00pm**  
 📞 **07 4634 7672**  
 🌐 **www.heightscommunitycentre.wordpress.com**

**HEALTH** **HOSPITALS / PRIMARY HEALTHCARE CENTRES**

Standard opening hours are generally Mon-Fri 8.30am to 5pm. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Chinchilla Health Service	106 Slessar Street Chinchilla 4413	Ph: 07 4662 8888 Fax: 07 4662 8958
	Dalby Health Service	Hospital Road Dalby 4405	Ph: 07 4669 0555 Fax: 07 4669 0793
	Goonwindi Hospital	43252 Bowen Street Goondiwindi 4390	Ph: 07 4578 2400 Fax: 07 4578 2500
	Inglewood Multipurpose Health Service	Cunningham Highway Inglewood 4387	Ph: 07 4652 0888 Fax: 07 4652 0800
	Jandowae Health Service	13 Dalby Street Jandowae 4410	Ph: 07 4668 4555 Fax: 07 4668 4576
	Laidley Health Services	75 William Street Laidley 4341	Ph: 07 5466 8100 Fax: 07 5466 8180

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Miles Health Service	45235 Colamba Street Miles 4415	Ph: 07 4628 5600 Fax: 07 4627 1885
	Millmerran Multipurpose Health Service	50-60 Commens Street Millmerran 4357	Ph: 07 4695 3111 Fax: 07 4695 3100
	Oakey Health Service	Cnr Beale Street & Fitzpatrick Street Oakey 4401	Ph: 07 4691 4888 Fax: 07 4691 4833
	Tara Health Service	15 Bilton Street Tara 4421	Ph: 07 4678 7900 Fax: 07 4678 7933
	Texas Multipurpose Health Service	Mingoola Road Texas 4385	Ph: 07 4653 3200 Fax: 07 4653 3280
	Toowoomba Hospital	Pechey Street South Toowoomba 4350	Ph: 07 4616 6000
	Warwick Hospital	56 Locke Street Warwick 4370	Ph: 07 4660 3900 Fax: 07 4660 3908

### INSTITUTE FOR URBAN HEALTH

The Institute for Urban Indigenous Health (IUIH) alongside its founding Member organisations provides comprehensive primary health care, aged care, disability support and social support services, including housing support, legal services, birthing, child, youth and family wellbeing programs and person-centred, culturally safe supports to Aboriginal and Torres Strait Islander people across 19 clinics in South-East Queensland.

**Kambu Laidley**

**2/235 Patrick Street Laidley 4341**

☎ **07 3828 3600**  
☎ **07 5465 3541**  
🌐 **www.iuih.org.au**

## HOUSING/ACCOMMODATION

### AUSTRALIAN RED CROSS

#### 154-156 Margaret Street Toowoomba 4350

HomeStay works with people who are at risk of homelessness. The program provides support for people to maintain their current housing or to access more sustainable housing.

🕒 Mon-Fri: 8.30am-4.30pm  
 📞 07 3333 8733  
 🌐 [www.redcross.org.au](http://www.redcross.org.au)

### DALBY SUPPORTED ACCOMMODATION SERVICE

#### 28B Nicholson Street Dalby 4405

Provides short-term accommodation and transitional support for families who are homeless or at a high risk of homelessness.

🕒 Mon-Fri: 9.00am-4.00pm  
 📞 07 4593 6800  
 🌐 [www.qld.vinnies.org.au](http://www.qld.vinnies.org.au)

### GATEWAY HOUSE

#### Toowoomba 4350

Provides crisis accommodation for young people 16 to 25 years old who are homeless or at risk of homelessness.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 4639 2740  
 🌐 [www.youturn.org.au](http://www.youturn.org.au)

### HELP A FRIEND CLUB TOOWOOMBA

#### 14 Freighter Avenue Toowoomba 4350

Provides accommodation and support for people who are experiencing homelessness or at risk of homelessness.

🕒 Mon-Fri: 8.00am-4.00pm  
 📞 07 4659 9124  
 📞 0407 626 414 Mobile  
 📞 07 4639 1304  
 Accommodation  
 🌐 [www.hafc.org.au](http://www.hafc.org.au)

### HOUSING & HOMELESSNESS SERVICE

#### 206 James Street South Toowoomba 4350

Provides short-term accommodation and transitional support for families with children under 18 years old experiencing homelessness.

Partly furnished houses and outreach support are provided to assist families to overcome immediate crises and move towards independent living.

🕒 Mon-Fri: 8.00am-4.00pm  
 📞 07 4591 1300  
 🌐 [www.qld.vinnies.org.au](http://www.qld.vinnies.org.au)

### LAIDLEY CRISIS CARE & ACCOMMODATION

Provides support, access & referrals to services and assistance to gain or sustain stable housing for people experiencing or at risk of experiencing homelessness. The centre-based support program provides ongoing case management support to find, secure and sustain stable housing. Immediate supported accommodation is also available which provides temporary housing for families in the Lockyer Valley area who are homeless or at risk of homelessness.

🕒 Mon-Fri: 8.00am-12.00am  
 📞 1300 403 198  
 🌐 [www.wmq.org.au/housing-and-homelessness](http://www.wmq.org.au/housing-and-homelessness)

<b>LIFE WITHOUT BARRIERS, TOOWOOMBA</b>	
<b>145 Taylor Street Toowoomba 4350</b> Emergency and short-term foster care and regular respite care accommodation to assist families of infants, children and young people 0 to 17 years old.	☎ Mon-Fri: 9.00am-5.00pm ☎ 07 4616 3100 🌐 <a href="http://www.lwb.org.au">www.lwb.org.au</a>
<b>MISSION AUSTRALIA, TOOWOOMBA</b>	
<b>Suite 3 64 Annand Street Toowoomba 4350</b> Provides outreach housing support for young people 16 to 25 years old. The service provides wraparound support to help people achieve long-term lifestyle changes to increase their chances of remaining in stable housing.	☎ Mon-Fri: 9.00am-5.00pm ☎ 0472 848 939 🌐 <a href="http://www.missionaustralia.com.au">www.missionaustralia.com.au</a>
<b>MURILLA COMMUNITY CENTRE</b>	
<b>73A Murilla Street Miles 4415</b> A Housing Support Officer is available for low-income individuals and families in the community. Including linking people with local private rentals.	☎ Mon-Fri: 9.00am-4.00pm ☎ 07 4627 2027 📠 07 4627 2021 🌐 <a href="http://www.mccm.org.au">www.mccm.org.au</a>
<b>MYALL YOUTH &amp; COMMUNITY NETWORK CENTRE</b>	
<b>Cnr Drayton &amp; Nicholson Street Dalby 4405</b> Provides information and support for young people experiencing homelessness.	☎ Mon-Fri: 8.30am-4.30pm ☎ 07 4662 0152 🌐 <a href="http://www.mycnc.com.au">www.mycnc.com.au</a>

## DEPARTMENT OF HOUSING SERVICE CENTRES / HOUSING - [www.housing.qld.gov.au](http://www.housing.qld.gov.au), 13 QGOV or 13 74 68

The Queensland Department of Housing can provide a broad range of housing assistance including social and community housing, private rental assistance, advice and support. Tenancy hub services for the Department's First Nations Housing and Homelessness services can also be contacted via the details below:

NAME	ADDRESS	PHONE / EMAIL	HOURS
Queensland Department of Housing - Toowoomba & South West Housing Service Centre	Ground Floor 10 Russell Street Toowoomba 4350	Ph: 07 4699 4400 <a href="http://www.chde.qld.gov.au">www.chde.qld.gov.au</a>	Mon-Fri: 8.30am-4.30pm

**THE TOOWOOMBA HOUSING HUB**

The Toowoomba Housing Hub (THH) is located at 10 Russell St. and brings together a range of community and government human services providers into one location. The footprints community program can help you to access and receive coordinated housing and support services to access long-term and appropriate housing.

📞 **1800 366 877**  
 🌐 **www.footprintscommunity.org.au/services/toowoomba-housing-hub**

**RICHMOND FELLOWSHIP QUEENSLAND (RFQ)****18 Hanna Court Toowoomba 4215**

The Housing Support program supports people at risk of homelessness with their housing needs.

**151B Palmerin Street Warwick 4370**

🕒 **Mon-Fri: 8.00am-4.30pm**  
 📞 **07 4634 0983**  
 📠 **07 3363 2598**  
 🌐 **www.rfq.com.au**

**ST VINCENT DE PAUL HOUSING & HOMELESSNESS SERVICE****44 Grafton Street Warwick 4370**

Provides information and support for individuals and families experiencing homelessness to secure long-term housing. Case management support is also provided to sustain the tenancy.

🕒 **Mon-Fri: 8.30am-4.00pm**  
 📞 **07 4661 4777**  
 🌐 **www.qld.vinnies.org.au**

**SUNRISE WAY REHABILITATION****9 Tourist Road Toowoomba 4350**

Continuing care accommodation is available for former residents who have graduated from the rehabilitation program and wish to transition back into the community.

The service is available for all people who meet the eligibility criteria including veterans, Aboriginal & Torres Strait Islander people, those escaping domestic violence and people on parole and/or who have been recently released from prison.

Staff can provide appropriate support for veterans and clients escaping family and/or domestic violence.

🕒 **Mon-Fri: 9.00am-5.00pm**  
 📞 **07 4638 9091**  
 🌐 **www.sunriseway.com.au**

**TASC NATIONAL LIMITED, TOOWOOMBA****223 Hume Street Toowoomba 4350**

Provides information, advocacy and referral on tenancy and housing concerns including legal rights and responsibilities.

🕒 **Mon-Fri: 9.00am-4.30pm**  
 📞 **07 4616 9700**  
 🌐 **www.tascnational.org.au**

**THE HAVEN****879 Ruthven Street Kearneys Spring 4350**

Provides transitional supported accommodation for young people from 16 years old.

Staff assistance in developing independent living skills is provided.

Young people are encouraged and supported to attend education, training and/or employment.

Mobile support is also provided to assist young people with maintaining tenancies.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 1300 882 764  
 🌐 [www.yellowbridgeqld.com.au](http://www.yellowbridgeqld.com.au)

**THE SALVATION ARMY SUPPORTED ACCOMMODATION SERVICE****78 West Street Toowoomba 4350**

Provides crisis accommodation for families with infants, children or adolescents under 18 years old who are experiencing homelessness.

🕒 Mon-Fri: 8.00am-4.00pm  
 📞 07 4632 1711  
 🌐 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

**TOOWOOMBA HOUSING HUB****Ground Floor 10 Russell Street Toowoomba City 4350**

Provides information, support and housing & specialist services to assist families, couples and individuals who are homeless or at risk of homelessness.

Services include information and referral from a range of organisations within the Hub including housing & homelessness, disability support and mental health service providers.

🕒 Mon-Fri: 9.00am-4.30pm  
 📞 1800 366 87  
 🌐 [www.footprintscommunity.org.au/services/toowoomba-housing-hub](http://www.footprintscommunity.org.au/services/toowoomba-housing-hub)

**YELLOWBRIDGE QLD****879 Ruthven Street Toowoomba 4350**

Provides long-term housing for low-income families.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4639 3821  
 📞 1300 882 764  
 📞 07 4638 4937  
 🌐 [www.yellowbridgeqld.com.au](http://www.yellowbridgeqld.com.au)

**LEGAL ASSISTANCE** **ABORIGINAL FAMILY LEGAL SERVICE, SOUTHERN QUEENSLAND****Level 3 158 Margaret Street Toowoomba 4350**

Provides culturally appropriate free telephone and face-to-face legal advice, assistance and representation for Indigenous children, young people, adults and families.

Case management, court support, advocacy, victims' assistance, information & referral and counselling are also provided.

Community education to reduce the incidence or violence & abuse in communities is available.

🕒 Mon-Fri: 9.00am-5.00pm  
 📞 07 4614 7116  
 🌐 [www.aflossq.org.au](http://www.aflossq.org.au)

**ABORIGINAL & TORRES STRAIT ISLANDER LEGAL SERVICE**

An outreach service providing legal representation in criminal, civil and family law matters for Aboriginal & Torres Strait Islander people. Visiting service to the following locations. Please ring for an appointment.

**8 Union Street Toowoomba 4350**

**Chinchilla 4413**

**Dalby 4405**

**Goondiwindi 4390**

**Oakey 4401**

🕒 **Mon-Fri: 8.30am-4.30pm**

☎ **07 4659 7822**

☎ **1800 012 255**

📞 **07 4659 7823**

🌐 **www.atsils.org.au**

**LEGAL AID QUEENSLAND, TOOWOOMBA OFFICE**

**Level 1 154 Hume Street Toowoomba 4350**

Legal Aid Queensland provides legal assistance for financially disadvantaged people for a range of legal matters including: domestic & family violence; child protection matters, separation including parenting arrangements, child support & divorce; consumer & debt questions including consumer rip-offs, debt, loan payments & house repossession; anti-discrimination claims including race, age, gender & sexuality; and criminal offence charges.

Legal information and referral are available at the office or by telephone during business hours. Legal advice is available face-to-face or by telephone.

🕒 **Mon-Fri: 8.30am-5.00pm**

☎ **07 4591 8200**

☎ **1300 651 188 Legal**

🌐 **www.legalaid.qld.gov.au**

**TASC NATIONAL LIMITED, WARWICK**

**Warwick 4370**

Provides free legal services in many areas of criminal, civil and family law. Services include initial advice; referral to private solicitors or other avenues of legal or advocacy assistance; and help with the preparation of court documents.

🕒 **Mon-Fri: 9.00am-4.30pm**

☎ **07 4616 9700**

🌐 **www.tascnational.org.au**

**LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES** 

Public libraries are located throughout Local Government/Council areas and provide access to information about Council services, a wide range of resources, and useful services including access to television, computer, Wi-Fi and internet. Different operating hours apply for each library. Please confirm operating hours before visiting.

Indigenous Knowledge Centres (IKC) are public information hubs and library services owned and operated by Indigenous Councils with assistance provided by the Library Board of Queensland. IKC coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Activities may include recording language, conducting language workshops or cultural programs in their communities. Contact libraries and IKC directly for local operating hours or for more information go to Public Libraries connect at [www.plconnect.slq.qld.gov.au](http://www.plconnect.slq.qld.gov.au) to confirm opening hours.

LOCATION	ADDRESS	PHONE
Chinchilla Library	27 Bell Street Chinchilla 4413	Ph: 07 4660 7270
Clifton Library	8 Meara Place Clifton 4361	Ph: 07 4697 4223
Crows Nest Library, John French VC Memorial Library	Cnr New England Highway & William Street Crows Nest 4355	Ph: 07 4698 1585
Goombungee Library	89 Mocatta Street Goombungee 4354	Ph: 07 4696 5816
Goondiwindi Regional Council Library Service, Goondiwindi Branch	100 Marshall Street Goondiwindi 4390	Ph: 07 4671 7470
Highfields Library	32 O'Brien Road Highfields 4352	Ph: 07 4699 6519
Inglewood Library	Inglewood Civic Centre 18 Elizabeth Street Inglewood 4387	Ph: 07 4652 0208
Jandowae Library	Community & Cultural Centre 22 George Street Jandowae 4410	Ph: 07 4668 4480
Laidley	9 Spicer Street Laidley 4341	Ph: 07 5462 0351
Lockyer Valley Regional Council Library, Gatton	Lockyer Valley Cultural Centre 34 Lake Apex Drive Gatton 4343	Ph: 07 5466 3434
Meandarra Library	Sara Street Meandarra 4422	Ph: 07 4665 6147
Miles Library	Cnr Dawson Street & Murilla Street Miles 4415	Ph: 07 4628 5330
Millmerran Library	Herbert Street Millmerran 4357	Ph: 07 4695 5619
Moonie Library	Leichhardt Highway Moonie 4406	Ph: 07 4665 0189
Oakey Library	Oakey Civic Precinct 60 Campbell Street Oakey 4401	Ph: 07 4692 0154
Pittsworth Library	104 Yandilla Street Pittsworth 4356	Ph: 07 4693 1223
Quinalow Library	Daly Street Quinalow 4403	Ph: 07 4692 1263

LOCATION	ADDRESS	PHONE
Southern Downs Regional Council Libraries, Allora Library	78 Herbert Street Allora 4362	Ph: 07 4666 3742
Stanthorpe Branch	61 Marsh Street Stanthorpe 4380	Ph: 07 4681 2141
Tara Library	31 Day Street Tara 4421	Ph: 07 4678 7881
Texas Branch	High Street Texas 4385	Ph: 07 4653 2611
Toowoomba City Library	155 Herriers Street Toowoomba 4350	Ph: 07 4688 6670
Toowoomba Regional Council Library Service, Cecil Plains Library	33 Taylor Street Cecil Plains 4407	Ph: 07 4668 0250
Wandoan Library	6 Henderson Road Wandoan 4419	Ph: 07 4558 3045
Warwick Branch	49 Albion Street Warwick 4370	Ph: 07 4661 0342
Western Downs Regional Library Services, Bell Library	71 Maxwell Street Bell 4408	Ph: 07 4663 1113
Western Downs Regional Library Services, Dalby Library	Level 1 69 Drayton Street Dalby 4405	Ph: 07 4679 4474
Yarraman Library	Post Office Cnr Toomey & Douglas Street Yarraman 4614	Ph: 07 4163 8348

## QUEENSLAND-WIDE SERVICES

**Don't forget to check if there are other services that can support you in the Queensland-Wide Services section (pages 9-26).**

Many organisations offer services in multiple locations across Queensland. These statewide organisations are listed in the section titled “**Queensland-Wide Services**” (pages 9 – 26). This includes charities operating in multiple locations, or providing many different types of services, and State and Federal Government departments. You can also visit the online HandyGuide at [www.thehandyguide.com.au](http://www.thehandyguide.com.au) to search for services by type or postcode to identify the most suitable service to help you.

To ensure you can identify the best services for you:

- Refer to **Queensland- Wide Services** section (pages 9-26) for organisations which operate across Queensland or nationally but may also provide local assistance.
- Refer to the relevant **Regional section** to identify services local to you.

## FINANCIAL ASSISTANCE AND MANAGING MONEY

**Services Australia - Centrelink/Medicare [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)**

Services Australia delivers Australian government payments and services including Centrelink payments. Address and phone numbers for regional Centrelink locations are located in the regional listings of this Guide. Specific assistance helplines are below:

NAME	ADDRESS
Centrelink	Ph: 136 240 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Roma Community Hub	Ph: 1300 007 662 <a href="http://www.mymaranoa.org.au/residents/community-services">www.mymaranoa.org.au/residents/community-services</a>

## FOOD, WELFARE AND EMERGENCY RELIEF

### ANGLICARE SOUTH QUEENSLAND, MENTAL HEALTH & FAMILY WELLBEING

#### 50 Arthur Street Roma 4455

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food vouchers.

- 🕒 Mon-Fri: 9.00am-5.00pm
- 📞 1300 114 397
- 🌐 [www.anglicaresq.org.au](http://www.anglicaresq.org.au)

### SALVATION ARMY COMMUNITY SERVICES CENTRE

#### 89-91 Arthur Street Roma 4455

Emergency relief is available for individuals and families experiencing disadvantage. Aid includes food parcels, vouchers, clothing, furniture and limited financial assistance with utility expenses.

- 🕒 Mon-Fri: 9.00am-5.00pm
- 📞 07 4622 4029
- 📞 07 3001 6288
- 🌐 [www.salvos.org.au](http://www.salvos.org.au)

## HEALTH

### HOSPITALS / PRIMARY HEALTHCARE CENTRES

Standard opening hours are generally Mon-Fri 8.30am to 5pm. 24 Hour emergency assistance is also available at most services. For non-urgent advice call 13Health on 13 432 584.

NAME	ADDRESS	PHONE	HOURS
Charleville & Western Areas Aboriginal & Torres Strait Islander Community Health	94 Edwards Street Charleville 4470	Ph: 07 4654 3277	8.30am-5.00pm

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Charleville Hospital	72 King Street Charleville 4470	Ph: 07 4621 2200 Fax: 07 4621 2500
	Cunnamulla Hospital	56 Wicks Street Cunnamulla 4490	Ph: 07 4655 8100 Fax: 07 4655 8101
	Injune Multi-Purpose Health Service	Fifth Avenue Injune 4454	Ph: 07 4626 1188 Fax: 07 4626 1414
	Mitchell Hospital	95 Ann Street Mitchell 4465	Ph: 07 4623 1277 Fax: 07 4623 1866
	Quilpie Multi-Purpose Health Service	30 Gyrica Street Quilpie 4480	Ph: 07 4656 0100 Fax: 07 4656 0102
	Roma Hospital	197-243 Mcdowall Street Roma 4455	Ph: 07 4624 2700 Fax: 07 4624 2711

ORGANISATION	NAME	ADDRESS	PHONE
Queensland Health	Surat Hospital	Ivan Street Surat 4417	Ph: 07 4626 5166 Fax: 07 4626 5177
	Thargomindah Community Clinic	79 Dowling Street Thargomindah 4492	Ph: 07 4655 3361 Fax: 07 4655 3260

## HOUSING/ACCOMMODATION

### CHARLEVILLE NEIGHBOURHOOD CENTRE

#### 114-118 Alfred Street Charleville 4470

Provides short-term accommodation and support for people who are homeless or at risk of homelessness. Clients are supported to manage their circumstances and move on to more permanent housing.

🕒 Mon-Fri: 8.30am-5.00pm  
 📞 07 4654 1307  
 📠 07 4654 3240  
 🌐 [www.charlevillenc.org.au](http://www.charlevillenc.org.au)

### COMMUNITY HOUSING LTD

#### 31A Hawthorne Street Roma 4455

Provides secure and affordable rental housing for individuals and families on the Department of Housing register, pending allocation of public rental housing.

🕒 Mon, Tues, Thurs, Fri :  
8.30am-4.30pm  
 📞 1300 245 468  
 📠 07 5578 9522  
 🌐 [www.chl.org.au](http://www.chl.org.au)

### ST GEORGE ABORIGINAL HOUSING

#### 88-90 The Terrace St George 4487

Provides low-cost housing for Aboriginal and Torres Strait Islander families and singles.

🕒 Mon-Fri : 9.00am-3.00pm  
 📞 07 4625 4160  
 🌐 [www.facebook.com/stGABHousing](https://www.facebook.com/stGABHousing)

### ST VINCENT DE PAUL HOUSING & HOMELESSNESS SERVICE

#### 80 Mcdowall Street Roma 4455

Provides low-cost housing for Aboriginal and Torres Strait Islander families and singles.

🕒 Mon-Fri : 9.00am-3.00pm  
 📞 07 4622 3411  
 📞 0429 239 759


## LEGAL ASSISTANCE

### ABORIGINAL FAMILY LEGAL SERVICE SOUTHERN QUEENSLAND, INDIGENOUS CORPORATION

#### 36 McDowell Street Roma 4455

Provides culturally appropriate free telephone and face-to-face legal advice, assistance and representation for Indigenous children, young people, adults and families. Support is provided for a range of legal matters including domestic & family violence, family law, child protection, sexual assault, elder abuse and civil law.

 Mon-Fri: 9.00am-5.00pm

 0491 331 473

 [www.aflssq.org.au](http://www.aflssq.org.au)

### ABORIGINAL AND TORRES STRAIT ISLANDER LEGAL SERVICE

Provides legal representation in criminal, civil and family law matters for Aboriginal and Torres Strait Islander people.

A twenty-four-hour telephone service for criminal matters is available. Outreach services are also provided. Contact for details.


#### 51 Willis Street Charleville 4470

(Mon-Fri: 8.30am-4.30pm)

#### 20 Stockyard Street Cunnamulla 4490

#### 47 Bowen Street Roma 4455

#### 88 The Terrace St George 4487

 1800 012 255


 [www.atsils.org.au](http://www.atsils.org.au)


### TASC NATIONAL LIMITED

#### 96 Arthur Street Roma 4455

Provides free legal advice in many areas of civil law including initial advice; referral to private solicitors or other avenues of legal or advocacy assistance; and help with the preparation of court documents & provision of self-help material to assist people who need to represent themselves in court.

 Mon-Fri: 9.00am-4.30pm

 07 4523 6600

 [www.tascnational.org.au](http://www.tascnational.org.au)

## LIBRARIES AND INDIGENOUS KNOWLEDGE CENTRES

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LOCATION	ADDRESS	PHONE
Balonne Shire Council Library, Bollon Municipal Library	Main Street Bollon 4488	Ph: 07 4625 6071
Bulloo Shire Council Library	37 Dowling Street Thargomindah 4492	Ph: 07 4621 8094
Charleville Public Library	94 Alfred Street Charleville 4470	Ph: 07 4656 8361
Dirranbandi Municipal Library	Rural Transaction Centre Castlereagh Highway Dirranbandi 4486	Ph: 07 4625 8937
Hebel Municipal Library	39-41 William Street Hebel 4486	Ph: 07 4625 8937
Injune Library	Injune Multipurpose Complex 32 Hutton Street Injune 4454	Ph: 07 4626 0502
Maranoa Regional Council Libraries, Jackson Library	Edward Street Jackson 4426	Ph: 07 4627 6386
Mitchell Library	33 Cambridge Street Mitchell 4465	Ph: 07 4624 6955
Mungallala Library	Redford Street Mungallala 4467	Ph: 07 4623 6178
Murweh Shire Council Libraries, Augathella Public Library	71 Main Street Augathella 4477	Ph: 07 4654 5244
Murweh Shire Council Libraries, Morven Public Library	Warrego Highway Morven 4468	Ph: 07 4654 8300
Paroo Shire Municipal Library, Cunnamulla Branch	16 John Street Cunnamulla 4490	Ph: 07 4655 8490 Ph: 07 4655 8491 Manager

LOCATION	ADDRESS	PHONE
Quilpie Shire Library	52 Brolga Street Quilpie 4480	Ph: 07 4656 0550
Roma Library	38-44 Hawthorne Street Roma 4455	Ph: 07 4624 0301
St George Municipal Library	110 Victoria Street St George 4487	Ph: 07 4620 8878
Surat Library	62 Burrowes Street Surat 4417	Ph: 07 4626 5136
Thallon Municipal Library	43 William Street Thallon 4497	Ph: 07 4625 9103
Wallumbilla Library	School Of Arts Memorial Hall Chadford Street Wallumbilla 4428	Ph: 07 4629 9004
Wyandra Library	Macks Street Wyandra 4489	Ph: 07 4654 0322
Yuleba Library	Stephenson Street Yuleba 4427	Ph: 07 4629 9000



# WHEN THEY CLOSELY CONTROL YOUR SOCIAL MEDIA BEHAVIOUR



When you can spot the red flags,  
you can help stop domestic violence.

[TheHandyGuide.com.au](http://TheHandyGuide.com.au)



THE  
LADY MUSGRAVE  
TRUST



# From Nowhere To Go to Know Where To Go

Check out the Handy Guide online-[www.thehandyguide.com.au](http://www.thehandyguide.com.au)

Access the most up-to-date information online,  
with emergency contacts and other vital information  
to help women in need throughout Queensland.



THE  
LADY MUSGRAVE  
TRUST

The Lady Musgrave Trust acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of Queensland and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.