

**Golalbi-gan
Cultural & Family Connection
Service**

**Emergency Assistance
& Other Services in
Townsville**



Golalbi-gan Pty Ltd

Department of Communities, Housing & Digital Economy

Application requirements for Social Housing

- ID - Two original and valid identification documents
- One primary (i.e., birth certificate/18+/passport)
- one secondary (i.e., Medicare card and cards). Talk to Department of Housing workers if you don't have primary ID
- Bank statements - Last three months showing transactions or updated assets details at Centrelink.
- Centrelink Income Statement or fill in "Income Confirmation Consent Authority" form.
- If you are working "Employer's Declaration form or the last month of most recent consecutive pay slips.
- Evidence of your current living circumstances such as support letter from a specialist homelessness service or a letter from the person you stay with.

RentConnect Service

The RentConnect service helps Queenslanders find and apply for a place to rent. This service may help you if you're struggling to access the private rental market due to non-financial barriers, such as:

- limited rental history
- a lack of skills, knowledge or understanding of how the private rental market works
- a lack of documents required for private rental applications.

RentConnect provides a range of information and practical assistance to help you overcome these barriers.

RentConnect Advisory Service

Housing Service Centre staff across Queensland can provide general advice and information on private rental and other housing assistance products. RentConnect is available in 18 Housing Service Centres.

Staff can provide one-on-one assistance and referrals for people who need more tailored information and advice to find and secure a home in the private rental market.

They can also help people strengthen their skills to maintain their private rental tenancy. RentConnect officers will work out what help you may need, including helping you to:

- Find a home to rent
- Understand the rental application process
- Fill out rental application forms
- Contact local real estate agents.

To receive specialised, one-on-one assistance from RentConnect, you need to:

- Meet income eligibility requirements
- Be facing non-financial barriers to renting in the private market
- Be able to successfully manage a private rental tenancy.

RentConnect Tenancy Assistance

RentConnect Tenancy Assistance helps capable tenants overcome short-term tenancy problems and strengthen their skills to maintain their private rental home.

Officers work one-on-one with private rental market tenants to help them maintain their existing tenancy.

They help eligible clients:

- identify tenancy issues
- develop tenancy plans
- improve their ability to maintain their tenancy in the future.

To receive this assistance, you need to be a tenant who either:

- is experiencing a short-term financial setback and needs assistance to overcome this hurdle
- needs help to find more affordable housing.

Additionally, you must:

- meet income eligibility requirements
- live in the premises where tenancy assistance is required.

Bond Loan

A Bond Loan is an interest-free and fee-free loan to cover the rental bond when you move into private rental accommodation.

The loan amount is a maximum of 4 weeks rent and must be repaid.

Bond loans are available to eligible people only. Check your eligibility.

Bond loans are automatically approved for people experiencing domestic, family and sexual violence who have provided information about their circumstances.

Bond Loan Plus

Bond Loan Plus is an interest-free and fee-free loan to cover the rental bond plus an amount equal to 2 weeks rent for the property you want to rent.

The loan amount is a maximum of 6 weeks rent and must be repaid.

To find out more, talk to your local Housing Service Centre.

Rental Grant

A Rental Grant is a one-off grant of 2 weeks rent to support people in housing crisis move into private rental accommodation.

Rental Grants are available to eligible people only.

Rental Security Subsidy

A Rental Security Subsidy can help Queenslanders who are faced with short-term financial barriers which make it difficult to pay the rent and sustain a tenancy in the private rental market.

A Rental Security Subsidy can support you to maintain your housing and employment options by paying a portion of your rent directly to your landlord or property manager to help sustain your current or new tenancy.

You can have your rent subsidised for a maximum of 12 months. The level of rent subsidy is based on factors such as total household income and your circumstances.

Staff at your local Housing Service Centre will work with you to understand your circumstances and determine whether a Rental Security Subsidy is right for you.

Who can apply for a Rental Security Subsidy?

You may be able to apply for a Rental Security Subsidy if you need need temporary help to stabilise your current or new private housing tenancy.

The subsidy can support you if you're experiencing financial barriers to maintaining your tenancy, such as:

- additional bills
- health issues
- the sudden loss of employment
- unforeseen caring responsibilities.

Australian Red Cross - Homelessness Service Hub (Townsville)

Providing a range of information, support, housing and specialist services to assist people who are homeless or at risk of homelessness.

Address: Level 1/266 Ross River Rd, Aitkenvale QLD 4814

Phone: 07 4795 2980

Fax: 07 4721 6631

Email: hsh@redcross.org.au

Website : [Australian Red Cross - Homelessness Service Hub \(Townsville\)](http://Australian Red Cross - Homelessness Service Hub (Townsville))

Street to Home

Supporting people who are homeless to live safely and develop pathways out of homelessness. Working primarily with Aboriginal and Torres Strait Islander peoples. Currently provided in Townsville, Queensland.

FEAT - Family Emergency Accommodation Townsville

Phone: 07 4772 1450 or 07 4772 2686

Address: 9 Carlton St Kirwan

Email: reception@feat.org.au

FEAT provides a range of housing and support services to families

Services we provide:

- Information, referral & advocacy
- Crisis intervention
- Referral to crisis housing & shelters
- Emotional support
- Support to sustain tenancies
- Link to a range of broader assistance
- Support services for children

Centre based Services.

The aim of this service is to assist families who are homeless or at risk of homelessness.

The service aims to provide support for families to transition out of homelessness into housing, or to provide support to prevent homelessness by using funds to either stabilise housing or to rapidly re- house families.

Temporary Accommodation for homeless families (FEAT)

FEAT has 31 units of temporary accommodation in Townsville. We provide assistance & support to help people get back on their feet. Properties are independent living either houses or units in the suburbs of Townsville. We charge rent based on the family income and our units and houses are furnished. Whilst in FEAT Temp Housing you will have a Community Worker who assists to locate sustainable housing and connect to services that can assist. Together you and the worker will draw up a case plan outlining what needs to happen.

Mobile Support (FEAT)

The Mobile Support Program aims to assist families who are at risk of homelessness to sustain their housing in private, public and social tenancies.

The program will provide support to families who have secured an appropriate housing option and who require support to maintain this housing.

Other services

Long Term Housing (FEAT)

FEAT Has 23 Social Housing properties – these are long term accommodation and eligibility is through the Dept. Housing register/ wait list. Rent is based on your family income – the same as in Public Housing, our properties do have some furniture and we provide limited support for tenants in this program.

We also have 2 other houses that provide longer term housing – these are unfunded, but we use the same rent calculation and they are generally furnished.

NILS (FEAT)

The FEAT No Interest Loan Scheme provides small loans to any low income person who has the capacity to repay. There is no interest charged and our program focuses on loans to purchase whitegoods & furniture. This scheme has been established by NAB Bank & Good Shepherd Community Services.

Upper Ross Emergency Relief (FEAT)

FEAT is part of a collective of 7 services that provide practical assistance to low income people who are living in the Upper Ross. Each Wednesday morning a FEAT community Worker & a worker from one of the other services distribute food vouchers from the Upper Ross Community Centre in Allambie Lane. This is limited assistance through an appointment only system by contacting the FEAT office. Funds for this service are provided through Dept. of Social Security.

TAIHS Camp Street Specialist Homelessness Services (SHS) Adult Accommodation

Open Hours: Monday - Sunday 24/7

Address: 14-16 Camp Street, Mundingburra QLD 4812

For all enquiries please call: 07 4725 8481 or After Hours/Weekends: 0447 669 493

Email : campstshs@taihs.net.au

This funded service has seventeen (17) self-contained units , 12 units are allocated for male clients while the remaining 5 units are allocated for female clients to reduce homelessness within our community.

Case work and direct support staff assist all clients with health and wellbeing and to become more self determined. As well to achieve identification and stabilise income, connect with family and community via a human-centered and holistic approach. A strong emphasis is on positive measures and individual planning with each person.

The main priority is to seek an outcome of long-term sustainable housing. Duration of stay is relative to level of need. The location at Camp St has high supervision and with 24/7 support.

Services include case management, case coordination and referral to specialised services to facilitate the holistic approach.

Some mobility /transport and advocacy is also offered along with direct support work. A common room has internet access, 24/7 advice, support and information as well as daily / weekly information sessions that build skills and support clients to sustain tenancies.

Referrals are either; Self, via QHIP (online platform for services - Queensland Homelessness Information Platform), or through inter-agency emails, calls or other requests.

All potential participants are required to participate in a compulsory intake and assessment interview by our case worker to ascertain eligibility into the SHS service.

The St Vincent de Paul Society - Townsville Men's Hostel

Address: 10 Blackwood St, Townsville QLD 4810

Open: 8am - 4 pm

Phone: 1800 846 643

Temporary accommodation and support for homeless men aged over 18 years old. Provide accommodation for single men only in a boarding style accommodation.

The St Vincent de Paul Society - Townsville Maria House

Phone: 1800 846 643 - Option 3

Short term-self-contained accommodation for homeless women and women with children. Referrals are accepted by phone. Monday to Friday 8am - 5pm

Q-Stars - Queensland Statewide Tenant Advice and Referral Service

Phone: 1300 744 263

(QSTARS) is a free statewide advice and referral service for Queensland tenants which commenced on October 1, 2015.

QSTARS aims to provide all Queensland renters with high quality, free, independent tenant advisory services that assist tenants to manage and sustain their tenancy.

QSTARS aims to:

- Increase Queensland renters' understanding of tenancy issues, and their ability to understand and exercise their tenancy rights and responsibilities;
- Empower and build the capacity of Queensland renters' to take action on their own to resolve issues relating to their tenancy;
- Increase tenants' capacity to maintain their tenancies and reduce their risk of homelessness;
- Provide the minimum amount of intervention to facilitate the most positive outcome achievable for the Eligible person regarding their tenancy matters;
- Reserve the highest level of resources and assistance for vulnerable and disadvantaged renters who require more intensive support to achieve the most positive outcome in regard to their tenancy matters;
- Provide a well-integrated network of QSTARS service providers through which high quality and consistent services are delivered.

RTA - Residential Tenancies Authority

Phone: 1300 366 311

Are a state government statutory authority that helps make renting work for everyone. We provide tenancy information and support, bond management, dispute resolution, investigations and prosecutions, and education services.

Red Cross - Homestay

Phone: 07 3333 8722

Address: Level 1, 266 Ross River Rd, Aitkenvale 4814

Supporting people to maintain their current accommodation or to access more sustainable accommodation. Currently provided in Townsville.

Red Cross Homelessness Service Hub - Housing Connections

Open Monday - Friday 08.30 - 4.00pm

Phone: 4795 2980

Address: Level 1, 266 Ross River Road, Aitkenvale 4814

Provides access, assessment and appropriate referrals to support services for all groups of people, single, couples and families.

Althea Projects - Townsville Drop in Centre

Phone: 4772 2339

Address: 46 -48 Morehead Street, South Townsville

The Townsville Drop in Centre extends to a Hub where we invite other services to attend the centre; these services include but are not limited to:

- Department of Human Services – Centrelink
- Anglicare SEQ – Homelessness Nurse and Management of Public Intoxication Program
- The Homeless Health Outreach Team
- Regular Doctors Clinic
- Community Legal Clinics – NQ Women’s Legal Service; ATSILS; QIFVLS; access to TCLS
- The Australian Red Cross – Street 2 Home Program and Home Stay
- Yumba Meta Housing
- Feros Care
- Coast 2 Country Housing
- Hairdressing
- Murri Watch
- St Johns Community Care LTD
- Weekly Alcoholics Anonymous meetings

Althea Projects

Emergency Relief is available to Individuals, Monday to Friday, by calling 4772 2339 to make an appointments. Assistance can include Food vouchers, Food boxes and other support the individual may identify they require assistance with. Our ERF program continues to partnership with other organisations locally to get the best outcomes for individuals.

Our Emergency Relief (ERF) is available for eligible people to deal with their immediate financial crisis in a way that maintains their dignity and encourages self-reliance.

ERF is available to those who meet the eligibility criteria in the form of:

- Vouchers (food, fuel, transport or chemist vouchers)
- Assistance with rental arrears, accommodation, utilities – phone, electricity
- Material assistance – such as household goods, food parcels or clothing
- Budgeting assistance
- Information, advocacy and referrals

Please call the Centre for further information and to see if you are eligible 4772 2339

Funded by Department of Communities Housing and Digital Economy

Iris Clay Hostel

Iris Clay was born on Palm Island, an Aboriginal reserve off the coast of Queensland, near Townsville. Iris Clay Hostel honours a courageous Aboriginal woman who was a campaigner for her people's legal rights and argued strongly for more Aboriginal social services. Iris was also a Director of AHL from 1974 to 1976. Iris Clay passed away in 1979.

Phone: 4772 3649

Address: 261 - 269 Sturt Street, Townsville City 4810

Resident beds - 40

Accommodation:

18 residents' units (3 units with 1 single bed, the remainder units contain 2 or 3 single beds per unit) with attached bathroom.

Accessibility:

- Disabled toilets

Amenities

- Dining room
- Resident laundry
- TV lounge
- Recreation room
- BBQ area
- Onsite parking

Nearby facilities

- Townsville Magistrates Court
- The Strand
- Woolworth
- Coles
- Department of Housing
- Palm Island Community Company (PICC)
- Local legal services

Iris Clay - Tariff Rates – Effective 01-09-2022

UNEMPLOYED RESIDENT

Single rate – shared room \$36 per night

Single rate – sole occupancy \$52 per night

Partnered rate – both partners in-room
per person \$32 per night

EMPLOYED RESIDENT

Employed rate \$65 per night

CHILDREN

Children – 2 to 20 years of age accompanying a parent \$10 per night
per child

Infant – under 2 years of age No charge

TERTIARY STUDENTS

Tertiary Education Students \$30 per night per
student

AHL (Aboriginal Hostel Limited) tariff includes all meals.

AHL has a No Pay, No Stay policy and all room tariffs must be paid in advance.

Cockatoo Lodge Townsville

Supported Accommodation Share House

Phone: 07 4700 1312

Address: 11 Wotton St, Aitkenvale, Townsville Q 4814

Email: cockatoolodge@hotmail.com

SERVICES

Cockatoo Lodge is an Accredited Level 3 Supported Accommodation Facility.

DOMESTIC SERVICES

Cleaning - Bedrooms and common areas are cleaned by staff, and Residents are expected to maintain their personal living spaces.

Laundry & Linen - Assistance can be provided to residents with laundering of their clothing. Bedding linen is changed and made up with fresh linen each week or more frequently if required.

Cooking - All meals are prepared fresh each day in our kitchen and served to residents in the three dining areas.

Clerical Support - Residents can be provided with personal support for clerical requirements such as reading of mail or filling in forms.

Appointment Support - Staff can assist Residents with making appointments and booking in community support with their provider.

COMMUNITY AND SUPPORT GROUPS

We encourage residents to connect with community groups and organisations to access health care, mental health support, personal care, and employment opportunities, plus social and recreational activities. Together we can assist residents to live a full and healthy lifestyle.

HEALTH CARE & MEDICATIONS

Health Care - Assistance with appointment making and booking transport with their community access provider to ensure residents are supported to their appointments.

Medication Administration - If needed, assistance with medication management and administration is provided using quality controlled procedures by trained staff.

Apple Lodge

Address: 70 McIlwraith St, South Townsville, 4810, Queensland

Phone: 4772 1003

Alternative Phone Number: 0407 751 373

Email: cjrb@ozemail.com.au

Two separate accommodation locations. One for men & and one for women. Residents share the other facilities of their house- sitting areas, kitchen/dining, bathroom and toilet. Residents clean their own rooms, share in the cleaning of the common areas, and are responsible for their own conduct and must honor the house rules.

Sturt Lodge

Phone: 4771 6875

Address: 287 Sturt Street, Townsville

Accommodation in single rooms for men and women

NQDVRS - North Queensland Domestic Violence Resource Service

Phone: 4721 2888

Address: Metaway Arcade, 390 Flinders Street, Townsville City

NQDVRS provide a variety of programs to support those who have suffered from the effects of Domestic and Family Violence.

NQDVRS work closely with other women's services in Townsville such as The Women's Centre (North Queensland Combined Women's Services).

NQDVRS has links with a wide range of local and state services working in partnership to provide effective help for the people who use the service.

The Women's Centre

Address: 118 Charles Street, Aitkenvale (Cnr Charles and Nathan St)

Phone: (07) 4775 7555

Email: nqcws@thewomenscentre.org.au

The Women's Centre provide support and assistance in the following areas.

Sexual Assault Support Service (The Womens Centre)

The Sexual Assault Support Service is a free and confidential 24hr service to support you following a sexual assault. Crisis and ongoing counselling is available to those who have experienced or been impacted by sexual assault.

Self-referrals are accepted for women 15 years and above. The service is flexible and holistic within a safe environment.

Special interest and therapeutic support groups are offered throughout the year.

An outreach sexual assault counselling service is provided to

- Charters Towers
- Ingham
- Ayr
- Townsville Women's Correctional Centre

Women's Health (The Womens Centre)

The Women's Health Service provides free counselling in a space that is confidential, non-discriminatory, safe and accessible for women 15 years and above.

Formal and informal referrals are accepted for issues related to women's emotional and mental health which may include.

- Depression
- Anxiety
- Effects of trauma
- Domestic and family violence
- Relationship issues
- Eating disorders
- Pregnancy options
- Sexual identity issues
- Grief and loss

The Health Counsellor may provide:

- Health information and advocacy
- Referral to appropriate services
- Education and information to groups and services in the community

The Women's Health Service facilitates therapeutic groups and wellness activities on a regular basis at the centre.

Specialist Homelessness Service (The Womens Centre)

The homelessness service aims to provide support for women over 18 to transition out of homelessness into housing, or to provide support to prevent homelessness through providing emotional support and practical assistance to access and maintain housing. The homelessness service also provides support to women escaping domestic and family violence.

Activities for women to reduce social isolation and build community connections are provided.

A flexible service responding to the current needs of women and their children which includes service delivery within the women's centre, as well as mobile support.

Victims Assist Queensland

Has someone hurt you?

If someone intentionally hurts you, remember you are not alone—we can help you get back on track. The earlier you seek support, the sooner you will recover. Learn more about when you should ask for help.

Financial assistance

We may be able to pay for the things that will help you recover from the violent crime and its effects.

For example, counselling; medical and dental expenses; loss of earnings and safety needs.

Violence is never ok

It is not an acceptable part of a culture. We help Aboriginal and Torres Strait Islander victims of crime get advice, financial help, court support and legal services.

How we can help

We help Queensland's victims of crime after they experience violent crime or domestic and family violence. This may include helping you get financial help, and referring you to other agencies for emotional and other support.

Victims' rights

Find out your rights when interacting with us and how to make a complaint if you think you've been treated unfairly.

Court support

Our Victim Coordination Program can give you information about the court process or refer you to services that can support you in court or help writing an impact statement.

Contact us

Phone us on 1300 546 587 (business hours) or use our online form to ask us about:

- free or low-cost counselling and other victim support services in your area
- financial assistance and how to apply

Sharehouse Youth Programs Inc.**Phone:** (07) 4771 5346**Address:** 260 Ross River Road, Aitkenvale QLD 4814

Sharehouse Youth Programs has 20 units and houses in Townsville to provide crisis and transitional accommodation for young people (16-25). Through varying levels of case management, we will provide you with individual support to reach your goals in securing long term accommodation.

If you already have accommodation but are at risk of losing it, we can assist you with through mobile support.

Iona House (Young Women Shelter)**Address:** Confidential Address, KIRWAN, QLD, 4817**Phone:** 07 4773 6202

Iona House is specialist homelessness service that supports young women who are homeless or at risk of homelessness aged 16 to 21 years. Emotional, practical support and assistance is provided to access Centrelink benefits, address health concerns and to explore options for education training or employment. The young women are supported to develop their skills for independence and to transition to sustainable housing options.

TAIHS Youth Shelter

For all enquiries please call: 07 4724 3396

After Hours: 0419 632 088

Email: YSinfo@taihs.net.au

Provides crisis accommodation for all young people aged between 16-21 years of age with the possibility of assisting up to 25 years of age, no matter their circumstances or background, who are:

- currently homeless
- at risk of homelessness
- couch surfing
- sleeping rough
- constantly moving between friends and families homes

All young people residing at the Youth Shelter are supported and engaged in case management support, with case managers assisting them to get things back on track and access appropriate services.

Referrals are accepted from the young persons themselves, schools, other services e.g health organisations, education services, police, government organisations and family members.

Contact can be made via the details listed below and assistance can be provided to support through the referral process.

The Youth Shelter is 24 hour on call support to provide advocacy for each young person, and provide further assistance and information.

On weekend there are often arranged outings, which means the shelter may be unattended, a Youth Worker can always be reached by the landline number that has been diverted to a mobile phone.

The Youth Shelter is staffed 24 hours per day programs, allowing clients the opportunity to remain in the shelter throughout the day.

TAIHS Youth Shelter sometimes run day programs that include a various life skill development, centered around personal and social development in addition to real life transferable skills. External services will also hold workshops within the shelter during these times.

Please get in contact with the shelter for more information on the current day programs running.

Open Hours: Monday - Sunday 24/7

Queensland Youth Services

YHARS

Phone: (07) 4723 4213

The Youth Housing and Reintegration Service (YHARS) aims to reduce homelessness affecting young people under 21 years of age who are:

- Exiting, or transitioning from, the care of the Child Safety System
- Exiting care after being subject to statutory intervention (18-20 year olds)
- Transitioning to the community following a period of sentencing or remand in a Youth Detention Centre
- Homeless, at risk of homelessness or living in unsuitable or unsafe housing

Queensland Youth Services

Reconnect

Phone: (07) 4721 1948

Reconnect aims to prevent homelessness through early intervention with young people and their families to stabilise and improve their housing situation and increase a young person's level of engagement with family, education, training, employment, and their local community.

Queensland Youth Services

Project Overhaul

Phone: (07) 4410 9376

Project Overhaul is an early intervention program offering young people at risk of engaging in offending or anti-social behaviour with opportunities to reflect and work towards personal and professional development via vocational gateways, case management and support. This program aims to work with young people whose profile indicates a risk of engaging in offending or anti-social behaviour by intervening early and, where applicable, diverting participants from a path towards disengagement from society or the court system.

Queensland Youth Services

LEARN IT

Phone: (07) 4721 2134

LearnIT, our Learner Driver Mentor Program, is designed to assist learner drivers aged 25 years and under who do not have access to a suitable vehicle or supervisor with obtaining road safety skills and supervised driving hours in pursuit of their Provisional (P1) Licence.

LearnIT aims to assist those in need by putting safer drivers on the road while helping them on their path towards independence.

Queensland Youth Services

Young Parents Program

Phone: (07) 4410 9372

The Young Parents Program provides a range of services and support tailored to meet the needs of young parents, their partners, and their children.

Young parents can find refuge within this program, as it provides a friendly, non-judgemental space to make friends and have fun (for parents, partners and children alike), while offering activities and information that are valuable for all involved.

Queensland Youth Services

Strengthening Young Minds

Strengthening Young Minds aims to build the capacity of young people as they face adversity through theoretical and practical experiences focused on improving and prioritising youth mental health and wellbeing.

QYS - Queensland Youth Service

Reception phone: (07) 4771 3648

Email: reception@qys.org.au

HOURS OF OPERATION

- Mon-Thurs 8:30am - 5pm
- Fri 8:30am - 4:30pm

St Vincent de Paul Society Youth Homelessness Support

Youth Homeless Support mobile team works with young people aged 16-25 in Townsville and on the Sunshine Coast who are at risk of homelessness or already experiencing homelessness.

What does the service do?

Youth Homeless Support mobile team give young people the help they need to move toward their housing goals. This support includes helping young people with the first steps such as setting up a bank account or accessing Centrelink payments, if needed, so that they can successfully apply for private rental or public housing.

Who can access the service?

Our service is available to anyone aged 16-25 in the Townsville and Sunshine Coast areas requiring crisis accommodation, employment or training, financial aid, social support or other identified needs.

How can I find out more?

Talk to one of our support workers.

Phone: 1800 Vinnies (1800 846 643)

Email: Tvl.Homeless@svdpqld.org.au (Townsville)

Available: Monday – Friday 08.30am – 5.00pm.

TAIHS - Townsville Aboriginal and Torres Strait Islander Health Services

57-59 Gordon Street, Garbutt QLD

Main Clinic: (07) 4759 4000

Mums and Bubs: (07) 4759 4034

Mater Hospital Pimlico

21-37 Fulham Rd, Pimlico QLD

(07) 4727 4444

Townsville University Hospital

Address: 100 Angus Smith Dr, Douglas QLD 4814

Phone: (07) 4433 1111

Emergency Department: Open 24 hours

13HEALTH

If you're not sure if your medical condition is an emergency call 13HEALTH. 13HEALTH is a confidential phone service that provides health advice to Queenslanders. You can phone and talk to a registered nurse 24 hours a day, 7 days a week for the cost of a local call.

Phone: 13 43 25 84

Bubba Jabs

Phone: (07) 4433 9500

Bubba Jabs on Time is a state-wide immunisation initiative developed in collaboration with the Health Contact Centre (HCC).

Using reports drawn from the Australian Immunisation Register (AIR), the HCC follows up Aboriginal and Torres Strait Islander children under 5 years of age who are identified as overdue for their immunisations.

The follow-up activities include:

- contacting parents by phone, email, or letter
- contacting immunisation providers
- correcting of errors on AIR.

Kirwan Health Campus

Address: 138 Thuringowa Drive, Kirwan, 4817

The Kirwan Health Campus consists of four community health facilities which offers a range specialist services to the community.

- Kirwan Community Health Services
- Infant Management Parenting Skills Centre (IMPS)
- Child Development Service
- Midwifery Group Practice
- Oral Health Services
- Older Persons Community Services
- Adult Community Health
- Community Mental Health Services
- Aboriginal and Torres Strait Islander Health Program
- Mobile Women's Health Clinic
- Prosthetic and Orthotic Services
- Queensland Health Pathology Specimen Collection
- Genetic Counselling Service

Community Health

Ph: (07) 4433 9500

Oral Health Oral Health

Ph: (07) 4433 9900

Child Mental Health

Ph: (07) 4433 9004

Parklands Aged Care facility

Ph: (07) 4433 9100

Josephine Sailor Adolescent Inpatient Unit

Ph: (07) 4433 9700

Townsville Community Care and Acquired Brain Injury Unit

Ph: (07) 4433 9800 or (07) 4433 9830

Sexual Assault Response Team- Townsville Region

Phone: 07 47599 711

DV Connect

Phone: 1800 811 811

Homeless Hotline

Phone: 1800 474 753

Queensland Sexual Assault Helpline

Phone: 1800 010 120 Until 11.30pm

National Sexual Assault, Domestic Family Violence Counselling Service

Phone: 1800 737 732 - 1800 RESPECT

Kids helpline

Phone: 1800 55 1800

13YARN

If you, or someone you know, are feeling worried or no good, we encourage you to connect with 13YARN on 13 92 76 (24 hours/7 days) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.

Life Line

24/7 Crisis Support

We are a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services. We exist so that no person in Australia has to face their darkest moments alone.

DV Connect

Be heard. Be Safe. DVConnect is committed to helping any person in Queensland who is experiencing domestic, family or sexual violence.

24-hour Domestic Violence Helpline

Phone: 1800 811 811

1800RESPECT

Phone: 1800 737 732

24 hours, 7 days

Mensline

Phone: 1800 600 636

9am – midnight, 7 days

Womensline

Phone: 1800 811 811

24 hours, 7 days

Sexual Assault Helpline

Phone: 1800 010 120

7.30am – 11.30pm, 7 days

Suicide Prevention - 1300 659 467

Regional Intake Services

Phone: 1300 684 062

If you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm, you need to contact a Child Safety Services' Regional Intake Service.

Trained child protection workers talk to you about your concerns for the child. They will record information you provide and gather other information that may be helpful in assessing the situation. The worker will then decide the best way of responding to the information you have provided.

When you contact a Regional Intake Service to report your concerns, your details will be confidential and your identity, if provided, will be protected by law.

A Regional Intake Service receives information and child protection concerns from community members, government and non-government agencies during business hours (from 9am to 5pm Monday to Friday).

Child Safety After Hours Service Centre - Free call

Phone: 1800 177 135 (Queensland only).

Elder Abuse Helpline

Phone: 1300 651 192 (Queensland only)

Rest of Australia: (07) 3867 2525

Free, anonymous and confidential assistance,

Open: 9am–5pm, Monday to Friday.

This helpline is funded by the Queensland Government and operated by Uniting Care Community.

An experienced and trained operator will talk to you about your concerns and provide referrals to the relevant support services.

Police Link

Phone: 131 444

For all emergencies call Fire, Police or Ambulance Services

Phone: 000