THE HANDY GUIDE

FOR HOMELESS WOMEN IN BRISBANE

(including Ipswich, Logan and the Redlands)

2020-2021

v10.0

THE
LADY MUSGRAVE
TRUST

ABOUT THIS PUBLICATION

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The Handy Guide for Homeless Women in Brisbane (10th edition) provides vital support for women who are without shelter or at risk of becoming homeless. Details include:

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

This publication is a partnership between The Lady Musgrave Trust, the Forum Working Group, and organisations across South-East Queensland that provide services to women in need.

Noteworthy changes this edition:

- Providers Index replaces Calendar (based on feedback from users). If you know the name of a service, you can now look it up in the index to find the page/s they appear on.
- COVID-19 information
- Only minor edits to service providers reflecting impact of COVID-19, as many will resume 'normal' services in the future.
- Discounts for seniors and job seekers added to public transport

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Has the Guide been Handy for you?

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

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

Let us know!

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

Providers can update their information via our online form

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

v 10.0

⚠ ***Please note, COVID-19 is disrupting services.***
Many services are cancelled, with others scaled back.
Where possible, call ahead or check online to confirm.

EMERGENCY PHONE NUMBERS

Police, Fire, Ambulance **000**
13Health - 24-hour general health advice **13 43 25 84**
Poisons Helpline **13 11 26**

QLD Mental Health Access Line **1300 642 255**
Lifeline - crisis support, suicide prevention **13 11 14**
Kids Helpline **1800 551 800**
Beyondblue **1300 224 636**

DVConnect - domestic violence hotline **1800 811 811**
Sexual assault, domestic & family violence support **1800 737 732**

Gambling helpline **1800 858 858**
Alcohol & Drug Information Service **1800 177 833**

HOMELESS HOTLINE **1800 47 47 53**

Information about where you can find support, accommodation, meals or showers
Free call* - 24 hours a day, 7 days a week
CONFIDENTIAL
*Calls from mobiles are charged at applicable mobile provider rates

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

As homelessness reaches far beyond Brisbane into Regional Queensland, in April 2017, The Trust launched *The Handy Guide for Homeless Women in Regional Queensland* and the map-based online version of The Guide: thehandyguide.com.

This *Handy Guide* was made possible through the generous assistance of many organisations.

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

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

I also wish to thank the 2020 Forum Working Group for their support which includes representatives from:

- Centacare
- Department of Housing and Public Works
- QShelter
- Queensland Health
- Watson and Associates
- Zonta Queensland

Over the next 12 months 16,000 hard copies of the Brisbane Handy Guide will be distributed, with a PDF version available online: ladymusgravetrust.org.au/the-handy-guide/.

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

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

Patricia McCormack
President, The Lady Musgrave Trust

THE LADY MUSGRAVE TRUST

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COVID-19 PANDEMIC ⚠

This information is collated from the World Health Organisation, and the Federal & Queensland Governments to help explain the virus, and more importantly, to you protect you and your community.

Everyone is at risk of COVID-19; a highly infectious virus that has spread globally. This new strain of coronavirus (the same family as SARS and MERS) is still very new, and we are learning more about it daily.

COVID-19 can spread quickly—it only takes one person coming into a community with the sickness to put the whole community at risk.

Like previous pandemics (smallpox and tuberculosis) scientists are working on a vaccine to stop the virus, but even once developed, it will take time to distribute.

Symptoms

Everyone who gets COVID-19 experiences it a little differently, with varying levels of severity and symptoms. Most only develop mild illness and recover easily, many don't display any symptoms at all (asymptomatic), but some can develop severe sickness that affects the lungs.

Common symptoms include a **high fever and cough.**

Some people get a sore throat, shortness of breath, fatigue, aches and pains, headaches, runny / stuffy noses, loss of smell, loss of taste, nausea or vomiting, or a loss of appetite.

Am I At Risk?

Based on previous knowledge about coronaviruses, those most at risk of serious infection are:

- people with compromised immune systems (such as those with cancer)
- elderly people
- people with chronic medical conditions (such as asthma, diabetes and heart disease)
- Aboriginal and Torres Strait Islander peoples (as they have higher rates of chronic illness)
- smokers and those with problematic alcohol or other drug use

Stay Healthy and Stop the Spread

To help protect people most at risk, the QLD government is limiting the number of people who can gather in public, and are recommending social distancing.

We can all protect ourselves and others by washing our hands regularly (lathering your hands for 15-20 seconds), cover your coughs and sneezes (into your elbow), avoid touching your face, and by social distancing - staying 1.5 metres away from other people (two large steps).

You don't need to wear a face mask to protect yourself from contracting COVID-19 unless a doctor has told you, or you are caring someone who might have the virus.

Wearing gloves is also not recommended, as it actually contributes to the spreading of the virus. It is far healthier to wash your hands or use hand sanitiser.

Be kind to each other, and to those who are trying to help. Doctors, nurses, police, service providers and volunteers are all in the same boat as you, none want to catch the virus, and they are all working hard to help you.

Beware lies spread on social media or via gossip.
Get your news directly from the experts:

who.int/COVID-19 covid19.qld.gov.au australia.gov.au

If you have a sudden onset of any COVID-19 symptoms, call 13 43 25 84

SUPPORT CENTRES

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

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

Early intervention helps prevent situations getting too out of control.

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

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

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

Online Support

Lifeline **lifeline.org.au/get-help/service-finder 13 11 14**
Provides 24/7 crisis support and suicide prevention services. People seeking support can contact on 13 11 14 at any time or chat online from 7pm - midnight (Syd time) 7 days.

St Vincent de Paul Helpline **1800 846 643**
Mon-Fri 8:30am-4:30pm **qld.vinnies.org.au/services/housing**

Women's Infolink **qld.gov.au/community/women - 1800 177 577**
Queensland government guide to resources, information and links to services and organisations across the state relating to all aspects of life for women of all ages. Mon-Fri 8am-6pm

Brisbane Homeless Support Group **www.facebook.com/groups/203272480265341/**
An online version of the traditional drop-in concept, this Facebook Group provides information about services and support groups. Search “Brisbane Homeless Support Group” on Facebook.

⚠ Homeless Connect

~~May / June~~ and/or November **3403 8888**

A full-day event connecting the homeless and those at risk of homelessness with free services from business and community groups they would otherwise have difficult accessing. They occur three times every two years (twice one year, once the next).
A free bus is usually provided that loops through New Farm, Spring Hill, Fortitude Valley, West End and South Brisbane to take you to and from the day. Services usually include:

- Medical care by volunteer professionals: doctors, dentists, optometrists, podiatrists and massage therapists
- Immunisation delivered by Council's immunisation team
- Housing support
- Government services; e.g. how to obtain your birth certificate
- Personal grooming items; e.g. towels, face washers, toothbrushes, toothpaste, shampoo and deodorant
- Clothing for adults, children and babies - including shoes
- Bedding
- Non-perishable food items
- Haircuts by volunteer barbers and hairdressers
- Pet supplies; e.g. dog collars, dog blankets
- Childrens activities
- Entertainment
- Free BBQ breakfast
- Hot food throughout the day

Drop-in Centres

3rd Space (formerly 139 Club) **3254 1144**
505 Brunswick Street, Fortitude Valley **3rdspace.org.au**

A safe environment in inner-city Brisbane for people experiencing homelessness, or at risk of homelessness, to access a range of support services. Low-cost or free meals, shower, laundry, recreational facilities, lockers, toiletries, health clinic, family support and visiting services.
Daily 8:30am-4pm

Emmanuel City Mission (formerly Blind Eye) **0468 393 136**
19 Merivale Street, South Brisbane emmanuelcitymission.com

An over 18's sanctuary based on christian values with regular actives, basic facilities and services including free lunch daily, hair cuts Tue & Thu, ~~AA meets Thu lunch~~, laundry, showers, computers, pool table, ping pong, counselling, meaningful conversations and more. Daily 9am-1pm. Closed public holidays.

Clarence Street - Area 40 (Mater Young Adult Health Centre) **mater.org.au - 3163 8400**
36-40 Clarence Street, South Brisbane (see Clarence Street's full listing on page 57)

A safe place for young people 13 to 25 years who have problematic alcohol or other drug use to meet and participate in creative activities such as skateboard making, painting, screen printing, cooking, and playing music. Wed-Fri 10am-4pm.

The Exchange Neighbourhood Centre at Kelvin Grove **3175 9975**
81 Musk Avenue, Kelvin Grove communify.org.au/project/whats-on-at-the-exchange-kelvin-grove/

A community hub in Kelvin Grove Urban Village offering free access to telephone, computers & printers to help in job searching. With information, referral services, and group activities provided by Communify, drop in to find a free or low-cost class in computers, art, English conversation, parenting and much more. Mon-Fri 9am-5pm (times may vary).

Inala Youth Service **3372 2655**
12 Sittella Street, Inala

Provides transitional housing for single young people aged between 16 to 25 years old. We also have one property specifically for young families (a couple or single parent with one child) as well as a property specifically for LGBTQI young people. Externally supported case management to all residents. Mon-Fri 9am-5pm.

The Salvation Army - Brisbane Streetlevel Mission **3075 4120**
97 School Street, Spring Hill salvos.org.au/brisbanestreetlevel/

Drop-in space where everyone feels valued accepted and loved; provides meals, showers (with towels and toiletries), laundry, sanitary products, phones, computers and free wi-fi.

Breakfast, lunch and dinner provided on set days - details included in listing on page 26.

Free Salvos Legal Service 5pm-8pm every 4th Mon, also offer advocacy for people looking for housing. A physiotherapist visits fortnightly (Tues 9-11am - appointment required), and Centrelink on Mon 11am-12noon. Financial Assistance available by calling 1300 371 288.

If you are experiencing violence, ring

DVCONNECT WOMENSLINE **1800 811 811**

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

Assessment and Referral Services

Brisbane Youth Services (BYS) **3620 2400**
42 McLachlan Street, Fortitude Valley **brisyouth.org**

BYS youth workers assist young people to identify and achieve their goals, and access the necessary services, information and resources which might be helpful to them. A holistic approach is used when supporting young people to address their needs, including homelessness; financial, legal or relationship problems; or medical, psychological and substance use issues.

BDVS - Brisbane Domestic Violence Service **bdvs.org.au - 07 3217 2544**
24/7 free and confidential service for women, children, family members, same sex couples and others affected by domestic and family violence. Provides risk assessment, safety planning, court support, planned mobile outreach, case management, information and referrals to accommodation, emergency financial relief, support groups and legal advice.

(Homelessness Assessment and Referral Team) by Communify **3004 0100**
5 Green Square Close (cnr Alfred & Constance St), Fortitude Valley **communify.org.au/hart-4000/**
We believe that housing is a basic human right and will help people find the home that is right for them. Communify's assessment and referral team can provide:

- Direct referrals to emergency accommodation providers
- Referrals to and assistance with community and social housing: applications, support letters, bond loan and rental grant applications
- TICA checks
- Assistance to get housed and stay housed.
- Case coordination and support
- Help to find sustainable housing that is suitable for your needs

Telephone for an appointment.

Home For Good (formerly Brisbane Homelessness Service Collaborative - BHSC) **3036 4444**
Kurilpa Hall, 162 Boundary Street, West End **homeforgood.org.au**

If you're experiencing homelessness or at risk of experiencing homelessness, Home for Good can provide information and advice which may assist you to resolve the issue. Call (phones are answered daily 8am-5pm), email, or drop in to talk with us (priority is given to people who have appointments). Public Transport: Bus route 199 to West End. Nearest train is South Brisbane Station.

The Lodge Youth Support Service Inc. **3266 2155**
106 Peary Street, Northgate **facebook.com/thelodgeyss/**

A non-profit community organisation aiding up to five disadvantaged youth (both male and female) aged 16-25 years to break the homelessness cycle by helping them to: address their issues with trauma, isolation, family breakdown or poverty; to heal; acquire and maintain the resources for independent living; access education, employment and/or volunteering and to work towards their future goals - via 24 hour, fully-supported medium to long-term accommodation.

Open Doors **3257 7660**
5 Green Square Close, Fortitude Valley (enter via Constance Street) **opendoors.net.au**

For LGBT young people aged 12 to 18 who are homeless or at risk of homelessness, and their families.

Neighbourhood and Community Centres

Beaucare - Community Services **07 5541 4216**
44 Tina St, Beaudesert beaucare.org.au
Community hub promoting well-being through information and resources, self-help and support groups including emergency financial support, financial counselling, parenting skills, and youth support for 8-21 year olds.

Communify Queensland Incorporated **3510 2700**
180 Jubilee Terrace, Bardon communify.org.au
Independent community centre providing services and support options including mental health services, food relief pantry, aged & disability services, and family & individual support.
Information, referral, crisis counselling & advocacy support is available by appointment to assist people with difficult and stressful life experiences.
The Early Intervention Housing Service program provides support for people whose health is impacting on their housing situation and who may be struggling to sustain their tenancy.

Encircle Redcliffe Neighbourhood Centre **3284 3081**
1 Lamington Drive, Redcliffe facebook.com/EncircleRedcliffe
We provide emergency relief services such as free food parcels, family therapy and relationship counselling, seniors support, and confidential interviews to see how we can support you. We also have Homestay to support persons seeking accommodation. Mon-Fri 9am-3pm

Floresco Centre **3280 5670**
3 Wharf Street, Ipswich
The Floresco Centre provides a safe space for people who experience mental health concerns and their families and carers. Floresco helps people to learn how to deal with life challenges through group support, mutual support and self-help, personalised support and family & carer support.
Mon-Fri 9am-5pm

Footprints in Brisbane **3252 3488**
24 Light Street, Fortitude Valley footprintsinc.org.au
Provides a range of community-based supports for older people, those with disabilities and their carers, those with mental illness, the financially and socially disadvantaged, and people who are homeless in the inner-northern suburbs of Brisbane. Hours vary according to service.

Inala Community House **ich.org.au - 07 3372 7979**
35 Sittella St, Inala QLD 4077
Free Community Support Program provides accommodation referrals and settlement support. They can also organise programs and activities for community engagement. Phone or walk in Mon-Fri 8:30am-5pm.

Kingston East Neighbourhood Group Inc. (KENG) **3808 1684**
177 Meakin Road, Slacks Creek keng.org.au
KENG is a non-profit community-based organisation offering innovative, responsive support services to vulnerable community members. KENG provides targeted accommodation and support services to homeless individuals and families with complex needs in the Logan region.
Mon-Thu 9am-4:30pm & Fri 9am-2:30pm.

Logan East Community Neighbourhood Association (LECNA) **3808 4529**
53-57 Cinderella Dr, Springwood, Logan City lecna.org.au
Non-profit community that aims to relieve poverty and help the local community. Provides ER Emergency Relief (food for families in need) by appointment on Mon Tue & Wed mornings - Centrelink Income Statement & photo ID required. Also provides counselling (Tue & Thu), JP (Mon-Thu), mediation for families in conflict, STEP UP low interest loans, and NILS loans.

Mt Gravatt Community Centre mgcci.org.au - 3343 9833
1693 Logan Road, Upper Mount Gravatt Centre open Mon-Fri 9am-1pm
Servicing surrounding areas through counselling, referrals, activities, and assistance filling out forms. Emergency relief (food hampers) for those in immediate need: Tue & Thu by appointment.

New Farm Neighbourhood Centre newfarmneighbourhood.org - 3358 5600
967 Brunswick Street, New Farm Open Mon-Fri 9am-1pm. Closed Wed.
Services include laundry and shower facilities, use of community office facilities, open house, recreational activities, play group, coffee and company.

Nundah Neighbourhood Centre & Community Legal Service 3260 6820
14 Station Street, Nundah ncsgi.com.au
Information and referral services are provided over the phone, in person or via our website regarding emergency relief, housing, family and parenting issues, legal issues & local Nundah services. Mon-Thu 9am-4:30pm

Open Doors Reconnect Program 3257 7660
5 Green Square Close, Fortitude Valley (enter via Constance Street) opendoors.net.au
For LGBT youth aged 12 to 18 who are homeless or at risk of homelessness, and their families. This may include finding accommodation, providing mediation with parents, schools & other family members, and providing support in a housing emergency crisis. Drop-ins let you meet other young LGBT in a safe and friendly environment where everyone can be themselves without judgement or expectation.

Stepping Stone Clubhouse 3847 1058
9/61 Holdsworth Street, Coorparoo steppingstoneclubhouse.org.au
A membership-based group of people with a mental illness who are rebuilding their confidence, stamina, social and vocational skills in a mutually supportive environment.

West End Community House (WECH) (Community Plus+) 3217 2333
4 Norfolk Road, South Brisbane communityplus.org.au/west/
Provides support and resources to disadvantaged community members, including legal services, Centrelink support, health checks, training courses, social activities, and community breakfasts

Yeronga Community Centre (Community Plus+) 3848 2285
4 Norfolk Road, South Brisbane communityplus.org.au/yeronga/
Provides support, resources and referrals. Pre-packaged takeaway meals, food parcels and hygience parcels available. Open house Mon-Thu 8:30am-1:00pm

Zig Zag Young Women's Resource Centre 3843 1823
575 Old Cleveland Road, Camp Hill zigzag.org.au
Counselling and support to young women aged between 12 and 25 years who have experienced sexual assault or abuse at some stage in their lives. A resource library for any young woman, and medium-term accommodation for women aged from 16 to 25 years. Mon, Wed, Thu & Fri 9am-5pm, Tue 12.30pm-5pm

To help take the worry out of health concerns, call

13 HEALTH (13 43 25 84)

for confidential, qualified and supportive advice
QUALIFIED STAFF WILL GIVE YOU ADVICE
ON WHO TO TALK TO AND HOW QUICKLY YOU SHOULD DO IT
24 HOURS A DAY, SEVEN DAYS A WEEK

EMERGENCY & SHORT TERM HOUSING

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

Emergency & short-term housing offer rooms from one night to three months. Accommodation types vary by provider (share house / private room), as do eligibility criteria, costs, and waiting lists.

Some places listed are commercial with no wait times (e.g. hotels) but they also have standard rental fees, while others are subsidised and base rental on your income.

QHIP - Queensland Homelessness Information Platform

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

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

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

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

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

Emergency Accommodation State Government Links

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

Supported Accommodation (terminology)

Not to be confused with Level 3 Supported Accommodation, this term relates to having access to a support worker in addition to access to accommodation. As part of your agreement, your support worker will work with you on a regular basis to assist you in getting back on to your feet.

QSTARS (Queensland Statewide Tenant Advice and Referral Service)

qstars.org.au - 1300 744 263

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

Ask Izzy — askizzy.org.au

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

Safe Haven Community

safehavencommunity.com.au 1800 042 836

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

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

How it works

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

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

What Guests get

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

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

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

We expect our Guests be willing to;

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

HomeStay Support Service

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

Red Cross
redcross.org.au/get-help/community-services/homelessness-services 1800 733 276

Wesley Mission's Supporting Those at Risk of Homelessness (STARH) - Logan
wmq.org.au/services/youth-and-family-support/family-and-youth-housing/ 1300 865 306

Emergency & Short Term Housing for: Single Women (including those with children or pregnant - No adult males)

Anglicare - Homelessness services for women and families **3377 3111**
anglicaresq.org.au **Toowong Intake 3377 3110**
Offers temporary accommodation (for 25% of income) and support for single women (18 years and over), and young women (aged 16-25 years) who are pregnant and or parenting children under four years.

Bahloo Women's Youth Shelter, Woolloongabba **3391 2815**
Confidential shelter for women aged 16 – 25 years

DV Connect **1800 811 811**
Confidential refuges are safe places for women and their children who are unable to stay at home because of domestic or family violence. **dvconnect.org**

Joyce Wilding Hostel **3841 0718**
2371 Logan Road, Eight Mile Plains

Accommodation for single women and those with children. Meals and access to a range of health and social supports are also provided. Case manager on-site, please call for pricing and availability.

Pindari Women's Homeless Service - Salvation Army Resident Recovery Service **3832 1491**
28 Quarry Street, Spring Hill

Provides short to medium-term support for individuals living with mental illness to assist in breaking the cycle of moving through acute care, boarding house or hostel accommodation and homelessness. Ring ahead to do a phone interview. Intakes between 3pm and 7pm daily.

- $133 per week Newstart (includes breakfast only)
- $157.50 per week Pension (includes breakfast only)

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

Free independent advice for all Queensland tenants to help you know your rights & responsibilities:
Rent & Bond (increases, late payments & disputes)
Entry & Privacy (inspections, repairs and your rights to refuse entry)
What to do if you want to leave or if you've been served a *Notice to Leave*
How to terminate your rental due to excessive hardship from serious illness or loss of employment
Assistance to write a letter / fill in tenancy forms / attend or prepare for QCAT tenancy tribunal hearing
Mon-Fri 9am-5pm (til 7pm Tue & Wed)
QSTARS (Queensland Statewide Tenant Advice & Referral Service) is delivered by TQ (Tenants Queensland)

QSTARS.ORG.AU 1300 744 263

Emergency & Short Term Housing for: Singles, Couples & Families

Ashgrove Boarding House **0418 884 466**
309 Waterworks Road, Ashgrove

Medium-term housing for singles, couples, and small families where violence is not accepted. Close to Woolworth, Coles and Aldi. Bus stop at door with 10 minute ride to City centre. Fully furnished rooms with fridge and linen provided.

From $150 per week SINGLE, $230 per week DOUBLE

Avondale **3369 6565**
179 Musgrave Road, Red Hill

Accommodation for singles and couples aged 18 years and above. Single and double rooms available.

$175 per week SINGLE, $250 per week DOUBLE

Bowman Johnson Hostel **3844 2115**
5 Oxford Street, South Brisbane murriwatch.org.au/services/supported-accommodation/

Accommodation for singles and couples aged 18 years and above. Single and double rooms available. Meals provided.

$217 per week per person

Econolodge City Palms Brisbane **3252 1338**
39-55 Brunswick Street, Fortitude Valley citypalmsbrisbane.com.au

A Choice motel with pet-friendly rooms that accepts dogs (1 queen and 1 single bed).

Edgewater Guest House **3892 4761 or 3892 3817**
577 Ipswich Road, Annerley

From $170 per week SINGLE, $250 per week DOUBLE

Inala Family Accommodation and Support Service **3372 7188**
56 Poinsettia Street, Inala

Provides short to medium term crisis accommodation of 3-6 months for families with at least one child under 16. Also provides support, counselling, advocacy and referral.

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

Ipswich Housing & Support Services Inc **ihssi.org.au - 07 3816 1435**
14 South Station Rd, Booval

Emergency housing up to 13 weeks for single women and families, rent is calculated based on income. Emergency relief is also available, call Tuesday 9-10am to make an appointment to pick up on Wednesday. Relief is only available once every four months. Walk in or phone Monday, Wednesday, Thursday and Fri 9am-3pm; closed between 12 – 1pm.

Kingston East Neighbourhood Group (KENG) **3808 1684**
177 Meakin Road, Slacks Creek keng.org.au

Targeted accommodation and support services to homeless individuals and families experiencing multiple and complex needs in Logan. Mon-Thu 9am-4:30pm & Fri 9am-2:30pm.

Kyah House **3831 8423**
270 Boundary Street, Spring Hill

Small single rooms, strict rules.

Kyabra Housing Support Service **3373 9499**
Kyabra Street, Runcorn **kyabra.org**

Provides transitional supported accommodation and support for families, young people and individuals who are homeless or about to become homeless. Housing is provided on a short to medium-term basis with timeframes that reflect the needs of each individual situation.

Roma House **3434 7100**
535 Wickham Terrace, Spring Hill **sd.missionaustralia.com.au/263-roma-house**

Offering support and crisis accommodation. Requires a referral from either Homeless Hotline or HART 4000. These referrers will look at your suitability, determine vacancy status and complete an assessment.

Sherwood Neighbourhood Centre **3379 6963**
38 Thallon Street, Sherwood **sherwoodnc.org.au**

Short term emergency accommodation support, court support, living skills, plus basic items such as swags, and information about services are also offered based on client's needs.

Silky Oaks Children's Haven **3906 8888**
218 Manly Road, Manly West **silkyoaks.org.au**

Short-term supported accommodation for families with children in their care.

Mon-Fri 9am-5pm

The Salvation Army Brisbane North Supported Accommodation (BNSA) **Assessment 3350 3455**
32-54 Hayward St. Stafford **Service 3350 3880**
Support and temporary accommodation for families in need. Staff work to identify alternative supports and services and provide referrals. **salvos.org.au/stafford/community-centre/bnsa/**

The Salvation Army (Caboolture) **Assessment Line: 5495 4400**
80C King Street, Caboolture **Service Line: 5495 5448**

Temporary Supported Accommodation for Families.

The Salvation Army (Sunshine Coast) **Assessment Line: 5441 7307**
4-6 Maud Street, Nambour **Service Line: 5455 5137**

Temporary Supported Accommodation for Families. **salvos.org.au/noosa/community-services/**

Yumba Hostel **3844 3721**
55 Gray Road, West End **ahl.gov.au**

Accommodation for tertiary students and families. Meals included.

- $31 per night per adult, $11 per night per child
- $27 per night per adult couple

Emergency & Short Term Housing for: Under 25 Years (including those with children or pregnant)

Anglicare - Homelessness Services for Women and Families (Young Women's Program)
General enquiries 3377 3111
Toowong Intake 3377 3110

Temporary supported accommodation in a shared environment for women 16-25 years who are pregnant and/or parenting. Maximum of 2 children under 4 years.

BABI (Bayside Adolescent Boarding Inc) Youth & Family Service 3393 4176
34 Bay Terrace, Wynnum babi.org.au

Medium accommodation for individuals aged from 16 to 21 years (and for young parents under 25). Office open Mon-Thu 9am-5pm. Call for appointment.

Brisbane Youth Service 3620 2400
We assist vulnerable young people to find and maintain appropriate housing. brisyouth.org

Brisbane Youth Service Centre for Young Women and Young Families 3847 9633
5 Zillah Street, Stones Corner brisyouth.org/what-we-do/centre-young-women/

Individual and group support for young women and young families.

Caboolture Youth Shelter (Burpengary) ifys.com.au 5438 3000
Emergency accommodation for males or females aged 16 to 21 years. Phone referrals only.

Carinity Youth – Orana 3261 3969
144 Bald Hills Road, Bald Hills carinity.org.au/youth/orana

Provides up to three months of emergency and short-term accommodation for individuals aged from 16 to 19 years. A phone referral is essential.

Chameleon Housing chameleonyouthhousing.com.au - 0412 352 048
Support and crisis accommodation for youth and young parents 16 to 25 years-old in the Redcliffe region. Stays are based on your needs and suitability. Rent is based on income.

Clarence Street (part of the Mater Young Adult Health Centre) mater.org.au - 3163 8400
36-40 Clarence Street, South Brisbane

A free, 11-day live-in residential program for 13 to 18 years to safely withdraw from substances (individual rooms & 24hour staff support). Call the state-wide Triage and Referral Coordinator for a referral.

Elley Bennett Hostel 3151 8750
501 Brunswick Street, New Farm ahl.gov.au

Tertiary education accommodation for Indigenous students (non-indigenous taken if vacancies).

Goodna Youth Services 3818 1050
11 William Street, Goodna goodnayouthservices.org.au

Accommodation for youth and young parents aged between 16 and 25 years in postcodes 4300 & 4301. Providing emergency relief every Wednesday at 8.45am -lunch time (line up from 8am).

In-Sync Youth Housing, Cleveland 3286 8777 (office hours)
Transitional housing for individuals and single parents aged from 16 to 21 years.

The Lodge Youth Support Service Inc. **3266 2155**
106 Peary Street, Northgate facebook.com/thelodgeyss/
A living skills program that provides 24 hour, fully supported medium-term accommodation for homeless and disadvantaged young people aged from 16 to 25 years. More details p10.

Musgrave Park Hostel **3151 8740**
196 Boundary Street, West End ahl.gov.au
Tertiary education accommodation for Indigenous students.

Nathaniel House Crisis Shelter **3849 4038**
130 Camlet Street, Mount Gravatt East
Short term / overnight accommodation for 15 to 17 year-olds. Fees apply. Call for appointment.

North-West Youth Accommodation Service **3855 5233**
3/47 Blackwood Street, Mitchelton nwyas.org.au
For individuals aged from 16 to 25 years, single, couples and families (not crisis accommodation).

Sandgate House **3620 2406**
Transitional, supported accommodation in a share house environment for individuals aged 15 to 18 years with a willingness to develop life skills, have an income and/or the willingness to pay rent. No families or children.

Silky Oaks **3906 8888**
218 Manly Road, Manly West
Accommodation for women with children, boys must be under 13 years of age. Requires a telephone referral from a community-based organisation.

Youth Housing and Reintegration Services qld.gov.au/youth/family-social-support/
Elorac Place Community Centre, 11A Southampton Rd, Ellen Grove 3151 6666
YHARS caseworker can help eligible youth work out what services and support you need to sort out your housing situation and related needs. Help may involve finding education, training and job opportunities, accessing different accommodation options, develop skills and knowledge to help you stay in a place live by yourself, and accessing financial help to pay for goods or services to acheive long-term self-reliance.

Youth Housing Project (YHP) - Crisis Accommodation Program **3256 0241**
246 Sandgate Road, Albion yhp.org.au
Supported, unsupervised, medium-term accommodation for 16-21-year-old singles, couples, siblings, or those who are pregnant or parenting. Couples with a partner aged up to 25 years are housed under the condition that the partner accepts support and is willing to work with an individual YHP support worker. YHP does not offer crisis or emergency accommodation.

Zig Zag Young Women's Resource Centre **3843 1823**
575 Old Cleveland Road, Camp Hill zigzag.org.au
Medium-term accommodation for women aged from 16 to 25 years.

Zillmere Family Accommodation Program **3865 2880**
54 Handford Road, Zillmere necsg.org.au
Short to medium-term supported accommodation for families. Uses QHIP, doesn't have a waiting list.

Budget Short- to Long-Term Housing: Hotels, Caravan Parks & Backpacker Hostels

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

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

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

Acacia Inner City Inn **3832 1663**
413 Upper Edward Street, Brisbane Single rooms from $70

Amberley Caravan Park **5464 3388**
Cunningham Highway, Ipswich Permanent only, children allowed.

Annie's Shandon Inn **3831 8684**
405 Upper Edward Street, Brisbane anniesbrisbane.com

Short-term lodgings only. Includes breakfast. Single $79 / night, double/twin $89, extra person +$10 night.

Aquatic Gardens Caravan Park **3287 6474**
833-901 Beenleigh-Redland Bay Road, Carbrook Ring for cost. Short-term to permanent lodgings.

Ascot Budget Inn **1800 251 381 or 3268 2823**
143 Nudgee Road, Ascot ascotbudgetinn.com.au

Single rooms from $69 includes breakfast. Can accommodate one adult and two children from $89.

Aussie Gardens Caravan Park **3341 2554**
65 Holmead Road, Eight Mile Plains aussiegardenscaravanpark.com.au

Short-term and long-term up to 6 months. Bus stop at entrance, 15 min walk to Garden City

Avon Lodge **3839 4905**
9 Gregory Terrace, Spring Hill Single room from $190 / week + bond (minimum 4 week stay)

Banana Benders Backpackers **3367 1157**
118 Petrie Terrace, Petrie Terrace bananabenders.com

Dormitory room (sleeps 4) from $23 / night

Base Brisbane Uptown **1800 242 273 or 3238 5888**
466 George Street, Brisbane stayatbase.com/hostels/australia/brisbane/base-brisbane-uptown

Dormitory room (sleeps 14) from $21 / night, share room (six 6, females only) from $26.

Boondall Motel **3265 1722**
2092 Sandgate Road, Boondall boondallmotel.com.au

Families (up to 4 children) accommodated. Rooms from $100 a night (for 2 people, +$15 per extra people)

Bowen Terrace Accommodation **3254 0458**
365 Bowen Terrace, Brisbane bowenterrace.com.au

2 bed dorm room for women only - $39 a night. 4 bed mixed dorm room $30 a night.

Brisbane Backpackers' Resort **1800 626 452 or 3844 9956**
110 Vulture Street, West End brisbanebackpackers.com.au

Passport usually required. 6 bed dorm either mixed or female only from $28 / night.

Jacaranda Villas **0412 595 322**
33 Lagonda Street, Annerley Long-term rentals, very low availability

Snooze Inn **3620 4800**
383 St Pauls Terrace, Fortitude Valley snoozeinn.com.au

Single room from $79 a night, Family room sleeps max of 4 people from $139 a night.

Need A Safe Place To Stay While You Sort Things Out?

Stay in a private home for up to three months with

SAFE HAVEN COMMUNITY

Safe Haven people are happy to host you as their personal guest. During your stay, we offer support, guidance, information and resources to help you move on with your life.

18 000 HAVEN (1800 042 836)

safehavencommunity.com.au

Level 3 Supported Accommodation (Personal Care Service)

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

Angus House **3870 8743**
53-55 Bayliss Street, Toowong vvaa.org.au/angus.htm

Angus House provides short to medium-term accommodation for veterans (armed forces and police) and others homeless as a result of crisis, and for veterans needing specialist medical care or counselling.

Avalon Village **3343 2277**
712 Creek Road, Mount Gravatt avalonvillage.com.au

Provides support, safety and comfort for people facing life's challenges. Single or shared rooms, meals, 24 hour care,. access to support services.

Bayside Lodge **3348 4800**
20 Grace Street, Lota dependablecare.net.au

Low level accommodation for younger residents with mental health and disabilities, or disadvantaged members of the Community.

Clayfield House **3262 8273**
8 London Road, Clayfield clayfieldhouse.com.au

An affordable group home for adults living with physical and mental illness.

Colville Lodge **3844 1041 or 0499 887 084**
38 Colville Street, Highgate Hill 121care.org.au

A home for people with mental health conditions and intellectual disabilities. Providing 24/7 support, meals and medication management, with single and shared room accommodation.

Coorparoo Supported Lifestyle **3397 9679**
80 Lade Street, Coorparoo

Gracemere Ladies' Home **3262 8031**
567 Sandgate Road, Clayfield gracemereladieshome.com.au

Caters for ladies with psychiatric and physical disabilities & is family accredited.

Herston Lodge **3257 3488**
129 Butterfield Street, Herston

Short and long-term accommodation in single or shared rooms, meals and medication assistance for people who may have different life challenges including homelessness and mental health. 500m from Royal Brisbane Women's Hospital and major bus station, on-site doctor, podiatrist & hairdresser visits.

Montray Villa Hostel **3862 3900**
17 Bonney Avenue, Clayfield

Murray Lodge Supported Accommodation **3356 2461**
7 Murray Street, Wilston

Family run. Offers short- and long-term accommodation with meals, for those intellectually impaired and/or physically disabled, with a mental health history, or recovering from alcohol or substance abuse.

Pinjarra Lodge **3369 5909**
171 Kennedy Terrace, Paddington

Sheltered by Grace **3200 7145**
157 Old Logan Village Rd, Waterford **sbg.org.au**
By providing a safe and secure place of residence, we help people transform their lives. We do this through 24-hour onsite support and a full case-management program where our onsite Transformation Workers work one-on-one to come up with a plan to help you get your life back on track. Currently a 12 bed facility, is being expanded to 48 beds.

Tarampa Lodge **5426 8314**
449 Lowood and Minden Road, Tarampa (Lockyer Valley)

Single and shared room accommodation, meals, medication assistance, laundry, and cleaning. Facilities include a shopping bus, onsite kiosk, pool, and games room. We link residents to medical professionals.

Thornfield Cottages **3899 0095**
358 Richmond Road, Canon Hill **thornfieldcottages.com.au**

Independent or supported living with single resident rooms in various separate homes in the community

Willow House **3357 5474**
52 Chalk Street, Wooloowin **willowhouse.net.au**

A small, family-run home with single or shared rooms in a community environment. Large communal recreational areas and weekly outings. Home cooked meals and personal care. 8am-6pm daily.

Wilston Court **3356 3318**
2 Kedron Brook Road, Wilston **wilstoncourt.com.au**

A small, family run facility with capacity for up to 19 residents with an emphasis on inclusive care and wellbeing in a welcoming supportive environment for mental health clients.

Senior Share Houses

facebook.com/groups/409112492772554

A closed Facebook Group for seniors looking for affordable accommodation.

HOUSING SERVICES

RentConnect - Department of Housing and Public Works

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

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

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

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

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

Buranda Housing Service Centre Level 1, 221 Logan Road, Buranda	**3873 7700**
Chermside Housing Service Centre Level 3, 18 Banfield Street, Chermside	**3917 4600**
Fortitude Valley Housing Service Centre Green Square North Tower, 515 St Pauls Terrace, Fortitude Valley	**3034 6500**
Inala Housing Service Centre 14 Wirraway Parade, Inala	**3723 2000**
Ipswich Housing Service Centre Upper Ground Floor, ICON Tower, 117 Brisbane Street, Ipswich	**3437 6000**
Logan Housing Service Centre 11-13 Station Road, Woodridge	**3086 3700**
Moreton Bay Housing Service Centre Level 5, Caboolture Park Shopping Centre, 60-78 King Street, Caboolture	**5432 0700**

Non-Profit Housing Companies

These not-for-profit organisations provide access to affordable housing for low or below-average incomes, via programs including Community Rent Scheme (CRS), Long Term Community Housing (LTCH), Community Managed Studio Units (CMSU), & the National Rental Affordability Scheme (NRAS) - check if you are eligible for NRAS nras.hpw.qld.gov.au/check-eligibility.

The three main options include:

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

BHC, Spring Hill	**bhcl.com.au - 3307 3000**
Bric Housing Company, Spring Hill	**bric.org.au - 3230 5555**
Churches of Christ Housing Services, Brisbane	**carehousingservices.com.au - 3327 1674**
Compass Housing, East Brisbane	**compasshousing.org -1300 333 733**
Horizon Housing Company, Robina	**horizonhousing.com.au** - 1300 133 027
INCH Housing, Mitchelton	**inchhousing.org.au - 1300 780 296**
Ipswich Housing & Support Services	**ihssi.org.au - 3816 1435**
Jacaranda Housing, Rocklea	**jacarandahousing.com.au - 3392 8848**
Mangrove Housing, Wynnum	**mangrovehousing.com.au - 3893 3299**

FOOD AND WELFARE

Emergency Relief

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

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

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

All opening hours and services are subject to change, but are current as of June 2020.

The Ecumenical Coffee Brigade (ECB) release monthly updates on inner city free food locations.

⚠ *Please note, COVID-19 is disrupting services. Please call ahead to confirm.*

Icon Guide

What services / essentials you can get

- Clothing
- Education course / classes
- Financial assistance
- Food van / café
- Food parcels
- Haircuts
- Petrol voucher for vehicles
- Pharmaceutical / prescription assistance
- Sanitary items
- Vouchers (Food, travel)

What you need to bring

- Current lease, and rental forms 11 or 12 for proof of eviction or tenancy issues
- ID with current address, Concession Card, or recent Centrelink income statement
- Referral from either Centrelink or a community agency required
- Ring for appointment
- Reside in the catchment area
- Utility accounts required for financial assistance

Restrictions

- Female only
- Non-English speaking
- Time constraints on assistance (e.g. monthly, quarterly, annually)
- Under 25 years

What they offer on-site

- Computers available
- Day bed
- Furniture available
- Housing services (life skills to emergency short-term accommodation support)
- Laundry services
- Legal services
- Lockers available
- Mail Collection service
- Medical services
- Phone charging available
- Recreational activities
- Showers
- Support services (domestic violence, family support)
- Telephone available
- TV / Netflix room available

Food and Welfare - Inner City

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
3rd Space (formerly 139 Club) 505 Brunswick St Fortitude Valley Phone: 3254 1144 3rdspace.org.au	Open daily 9am-4pm 9-10am porridge 10-12:30pm Soup Café closes midday	· Free porridge, soup, and very low cost snacks, meals & drinks. · Support services Mon to Fri (assistance with housing, rehabilitation, family support, domestic violence, other) · Medical & legal visiting services · Food parcels · Emergency clothing · Free showers, towels & toiletries provided · Laundromat · Mail collection service available · Day bed · Activities program. · Visitor facilities include pool table, computers, Netflix room and library. · Lockers · Hair cuts on some Sundays	**INNER CITY** Must reside in the catchment area for financial assistance, clothing and food parcels
Emmanuel City Mission (formerly Blind Eye) 19 Merivale St South Brisbane Phone: 0468 387 828 emmanuelcitymission.com	Daily 9am-1pm (hot drinks) 9am cold breakfast 11am lunch Mon, Wed & Sun 5:30pm hot meal (provided by Fishers of Men) Closed on public holidays	· Limited food assistance (canned goods) · Free showers · Washing machine & dryer · Clothing · Hair cuts some Tue & Thu · Facilities include pool table, ping pong, computers · Alcoholic Anonymous (AA) Meetings Thursday Lunchtime	**INNER CITY** 200 metres from the Go Between Bridge Phone during opening hours only
Brisbane Streetlevel Mission (Salvation Army) 97 School St Spring Hill Phone: 3075 4120 salvos.org.au/brisbanestreetlevel/	Mon-Tue: 9am-2pm Thu: 3-9pm Ist Sun of the Month: Roast lunch 12.30pm 4th Mon of the Month: 5pm dinner, with access to free Legal service 5-8pm	· Meals (Mon, Tue 9:30 breakfast & 12pm lunch; Thu 6pm dinner) · Sanitary products · Recreational activities · Life skills group · Computers & free wi-fi · Phones · Shower · Laundry · Visiting services (Centrelink, Physiotherapist)	**INNER CITY** Services are drop in and hangout Financial Assistance is only available by calling 1300 371 288
Brisbane Youth Service 42 McLachlan St Fortitude Valley 4006 Phone: 3620 2400 brisyouth.org	Mon - Fri 9am-4pm Wed 1pm-4pm Either ring or present for assistance	· Travel · Food vouchers	**INNER CITY** Assistance for youth under 25 years

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Clarence Street 36-40 Clarence St South Brisbane mater.org.au	Drop-In Wed-Fri 10am-4pm	• A service for young people 13 to 25 years who identify as having problematic alcohol or other drug use • Lunch, hot drinks, fresh fruit • Shower • Laundry • Computers • Recreational activities • Locker	**INNER CITY**
Food For Life 226 Brunswick St Fortitude Valley foodforlife.org.au	Mon-Fri 11:30am-12pm then 1:30-5pm	• Free vegetarian meals for the disadvantaged, meals can be purchased for small donation by others • Food prepared at Govinda's restaurant	**INNER CITY**
Footprints in Brisbane 105 Commercial Rd Newstead Phone: 3252 3488 footprintsinc.org.au	Wed 8.30am-1.30pm	• Showers • Laundry facilities • Recreational activities • Visiting services (Doctor and nurse, Centrelink, Tenancy) • Tea and coffee	**INNER CITY**
St Vincent de Paul 365 Boundary St Spring Hill Phone: 3831 2701 vinnies.org.au	Mon - Fri 9am-2pm	• Food & food vouchers • Clothing • Furniture • Utility bills • Some financial assistance	**INNER CITY**
Trinity Centre Welfare Pantry 9 Church St Fortitude Valley Phone: 07 3852 1635 trinityvalley.org.au/pantry	Tue-Fri 12-3pm	• Food assistance (dry goods, canned goods, frozen meals) • Thu 12pm-3pm Limited financial assistance (rent, utilities) and script prescription assistance (on presentation of appropriate documentation) is available.	**INNER CITY**
Wesley Mission Emergency Relief Hub 316 St Paul's Terrace Fortitude Valley Phone: 3216 1579 wmq.org.au	Mon - Fri 10am-12pm 1-3pm No appointments required for food hamper support or medical prescriptions	• Food parcels • Sandwiches, fruit, water • Help with prescriptions up to $35/year	**INNER CITY** You need proof of low income (health care card or pension card; or a bank statement or payslip; or a refugee card or other proof of low income) and proof of identity,
Communify / The Pantry 180 Jubilee Terrace Bardon Phone: 3510 2700 communify.org.au	Mon and Thu 10am-12pm No appointment necessary	• Fresh produce • Bread • Grocery items • Supermarket vouchers	**INNER WESTERN SUBURBS** Must be on Centrelink Inner north & Inner west of Brisbane NO RENT ASSISTANCE

Food and Welfare - Ipswich

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Harvest Rain 50 Coal Rd Chuwar Phone: 3812 0207	Wed 9am-12pm Thu 9am-3:30pm · Phone to make appointment on the day	· Located at Tivoli Drive-In · Food assistance · Utilities and rent assistance when funding available	**IPSWICH** Bring a current Centrelink Income Statement and I.D.
Ipswich Assist 20 Limestone St Ipswich Phone: 3413 1070 ipswichassist.org.au	Tue 9am-3pm Ring Mon 9am-4pm to make a Tue appointment	· Food parcels · Bills · Petrol · Practical advice on budgeting	**IPSWICH** Bring I.D
Ipswich Foodbarn Community Compassion Ministries 1 Darling St East, Woodend, Ipswich Phone: 3496 1514 facebook.com/IpswichFoodbarn/	Mon-Fri 9am-3pm	· Food parcels $30 (for members - $5 joining fee) · facebook.com/IpswichFoodbarn/ · Check Facebook to confirm when free bread, fruit and vegetables are available.	**IPSWICH** Bring I.D and Centrelink Reference Number (CRN)
Ipswich Housing & Support Services 14 South Station Rd Booval, Ipswich Phone: 3816 1435 ihssi.org.au	Wed from 9am Appointments by phone only - call Tue between 9-10am	· Food · Utilities · Telstra · Rent Assistance · Pharmacy · Travel	**IPSWICH** Assistance offered every four months Rent Assistance - Must produce a current lease / rental ledger / Remedy Breach with the Landords or Real Estate agents details & current address
Riverview Neighbourhood House 138 Old Ipswich Rd Riverview Q 4303 Phone: 3816 2111 riverviewcc.org.au	Fri 10am-1pm	· Food vouchers · Utilities	**IPSWICH** Need to provide 2 forms of ID with an address *Suburbs covered:* Riverview Dinmore Collingwood Park Redbank Plains

Food and Welfare - Northern Suburbs / Redcliffe

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
The Breakfast Club Redcliffe CWA Hall ~ 189 Redcliffe Parade **Day Centre** 2/508 Oxley Ave, Redcliffe Phone: 0467 811 380 thebreakfastclubredcliffe.weebly.com	Daily Support (CWA Hall): Mon, Wed & Fri Breakfast 6-7:30am Tue & Thu Dinner 4-4:30pm Day Centre: Tue & Thu 9am-1:30pm	· Food parcels (pre-packaged, non-perishable) · Breakfast, dinner, snacks, drinks · Sanitary items · Supplies for rough sleeping · Assistance with forms and referrals · Mail Collection service · Internet access · Phone charging	**REDCLIFFE** Weekly services at CWA Hall: · Orange Sky Laundry & Showers · QuIHN Health Care · Hairdresser (fortnighly visit by Jack Reed Foundation) · Centrelink
Encircle Redcliffe Neighbourhood Centre 1 Lamington Drive, Redcliffe Phone: 3284 3081 facebook.com/EncircleRedcliffe	Mon - Fri 9am-3pm Visiting services: Mon: Centrelink Mon: Salvos Financial Counselling Tue: QuIHN	· Food parcels (pre-packaged, non-perishable) · Sanitary items · Clothing · Support services (domestic violence, family support) · Legal services Visiting external services include: · Alcoholic Anonymous (AA) · Suicide Prevention Program	**REDCLIFFE** As many visiting services require referrals, and others are only for those on the Redcliffe Peninsula, please call to clarify.
Harvest Food Assist 53 Telegraph Rd, Bald Hills Phone: 3261 4555 facebook.com/harvestfoodassist/	Thu 12:30pm Appointment only - phone first	· Emergency food parcels free of charge to people in need (non-perishable items)	**NORTHERN SUBURBS**
Loaves & Fishes Shop 2/8 Torrens Rd, Caboolture Phone: 07 5495 5240 loavesandfishes.org.au	Mon - Fri 8am-3:30pm Sat 8.30am-12pm	· Food Parcels containing goods to the approx value of $250 for a cost of $60 (for administrative fees).	**CABOOLTURE** No healthcare card required, EFTPOS accepted
Nexus Care 151 Flockton St Everton Park 3353 7230 nexuscare.com.au	Mon, Tue, Thu 10am-4.30pm for food parcels Emergency Relief 10am-12pm Phone for an appointment first	· Food parcels - $7.00 for 3 months (3 months on / 3 months off) · Prescriptions · Utilities · Fuel Vouchers · Rent Assistance	**NORTHERN SUBURBS** Chermside West, Brighton, Nudgee, Airport, The Gap, Ferny Grove, Jindalee, Chelmer
Sandgate Uniting Church 116 Board St Deagon Phone: 3869 0277 sandgate.unitingchurch.org.au	Fri 9am-12pm	· Emergency relief welfare · Food assistance (small parcels - tinned food only)	**NORTHERN SUBURBS** *For immediate areas only:* Sandgate, Deagon, Shorncliffe and Brighton

Food and Welfare - Southern Suburbs

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Belong (Formerly Acacia Ridge Community Support) 21 Hanify St Acacia Ridge Phone: 3277 4893 belong.org.au	Mon=Fri 9am-2.pm	· Emergency financial relief - appointments twice a week · Bills · Food vouchers · The Food Co-op has affordable groceries for low-income earners Mon-Thu 9.30-11.30am ($4 Annual membership) · Community garden · Free English classes · Weekly playgroup for children up to 5 years & their carers at C&K Moorooka, Bloomfield St	**SOUTHERN SUBURBS** Brisbane's Southside ranging from Moorooka southwards to Larapinta, from Inala eastwards to Eight Mile Plains, and now into Logan & the Scenic Rim. See website or ask for list of suburbs.
Centacare Community Connections 29 Beauvardia St Cannon Hill Phone: 1300 236 822 centacarebrisbane.net.au	Mon, Tue, Wed, Thu 9am-3:30pm Appointment only	· Food parcels	**SOUTH-EASTERN SUBURBS** *Only applicable to:* East Brisbane to Tingalpa region and across to Carina.
Goodna Anglican Welfare 73 Alice St Goodna Phone: 3818 0945	Tue: 9am-12pm In recess during school holidays	· Financial assistance · Food parcels · Food vouchers · Clothing	**SOUTHERN SUBURBS**
Goodna Youth Services 11 William St Goodna Phone: 3818 1050 goodnayouthservices.org.au	Wed mornings Emergency relief (ER) line up from 8am (first in first served)	· Youth aged 12 - 21 years · ER: Food vouchers · ER: Scripts · ER: Clothes vouchers to Lifeline · Access to showers and laundry · Health and hygiene products · Telephone for job searching · Assistance with budgeting · Support plans to work out your future	**SOUTHERN SUBURBS** Bring Centrelink income statement no older than 2 days ID with current address *Suburbs covered:* 4300 4301
Hands of Hope Unidus Community Centre, 204 Sherbrooke Rd Willawong Phone: 3714 0300 handsofhope.org.au	Tue-Thu 10am-2pm	· Food parcels (fresh food) - the Salt & Light program · Free English classes - fortnightly on Mon 7-8:30pm. Limited spaces Email info@handsofhope.org.au · Christmas Hampers	**SOUTHERN SUBURBS** *Catchment area:* Willawong. Acacia Ridge, Algester,. Archerfield, Forest Lake, Inala, Richlands, Rocklea

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Kyabra Community Association Inc Kyabra St Runcorn Phone: 3373 9499 kyabra.org	Mon - Fri 9am-4.30pm Ring for an appointment	• Telephone • Electricity • Food vouchers • Rent assistance	**SOUTHERN SUBURBS** *Catchment area:* Acacia Ridge Calamvale Mt Gravatt Rochedale Sunnybank Salisbury
Mt Gravatt Community Centre 1693 Logan Rd Mt Gravatt Phone: 3343 9833 mgcci.org.au	Centre open Mon-Fri 9am-1pm Tue & Thu Emergency Relief by appointment	• Food hamper emergency relief - call for appointment (Bring current Centrelink income statement & Concession card & proof of address) • Utility bills emergency relief - call for appointment. including electricity, gas, water, Telstra landline phone (bring statements which must be overdue)	**SOUTHERN SUBURBS** *Suburbs covered:* Annerley, Carina, Carindale, Coorparoo, Eight Mile Plains, Greenslopes, Holland Park, Holland Park West, Mansfield, Mt Gravatt, Mt Gravatt East, Moorooka, Sunnybank, Tarragindi, Upper Mt Gravatt, Wishart
Pantry Assist Annerley Church of Christ 459 Annerley Rd Phone: 3892 2568 annerleycofc.org.au	Tue: 10am-12pm	• Affordable food	**INNER SOUTHERN SUBURBS**
Sherwood Neighbourhood Centre Inc 38 Thallon St Sherwood Phone: 3379 6963 sherwoodnc.org.au	Wed 9:30am-12noon Appointment Only	• Housing Service • Food Assistance • Thrift Shop onsite	**SOUTH WESTERN SUBURBS** *Suburbs covered:* Chapel Hill, Chelmer, Corinda, Fig Tree Pocket, Graceville, Indooroopilly, Jamboree Heights, Jindalee, Kenmore, Kenmore Hills, Middle Park, Moggill, Mt Ommaney, Riverhills, Seventeen Miles Rocks, Sherwood, Sinnamon Park, Westlake

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Tautoko Crew 234 Gowan Rd Runcorn 4109 Phone: 0455 561 234	Parcels can be picked up or delivered upon request to those who have no access to a vehicle	· Free Food parcels · Care packages	**SOUTHERN SUBURBS**
Vietnamese Community in Australia 2709 Ipswich Rd Darra Phone: 3375 6036 vcaqld.org.au	Mon - Fri 9am-2pm Ring for an appointment	· Food vouchers · Utilities · Rent (if facing eviction - bring eviction notice)	**SOUTH WESTERN SUBURBS** Bring Centrelink income statement *Suburbs covered:* Darra, Sumner Park, Durack, Richlands, Oxley, Forest Lake, Wacol, Goodna, Collingwood Park, Redbank, Camira, Gailes, Riverview, Redbank Plains, Springfield, Springfield Lakes

MEALS ON WHEELS

Anyone can refer a client to Meals on Wheels - even yourself.
There are no waiting lists, and absolutely no contracts.

If you are 65+ (or indigenous 50+) contact My Aged Care on 1800 200 422 as you may be eligible to receive a small subsidy.

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

qmow.org | 1300 90 97 90

Food and Welfare - Women's Immigrant Support

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Immigrant Women's Support Service Phone: 3846 3490 iwss.org.au	Mon-Fri 9am-4pm	· Food vouchers · Bills	Male or female in financial distress - prefer non-English speaking background

Food and Welfare - Redlands / Bayside

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Good Shepherd Emergency Relief 77 Charlotte St Wynnum lutheranservices.org.au	Mon 9am-11:30pm (Due to limited capacity, early arrival is recommended.)	Crisis care in the form of: • Food • Prescriptions (PBS only) • Phone/travel vouchers (based on availability) • and referrals to other services based on your needs.	**BAYSIDE** For people living in the Bayside suburbs who are unable to meet the essential needs of their families
Intenciti Church 287 Preston Rd Wynnum West Phone: 3396 4286 intenciti.church	Mon-Thu 10am-3pm (Please call first)	• Food relief parcels, administration fee of $20 • Life skills courses	**BAYSIDE** For people living in the Bayside suburbs who are unable to meet the essential needs of their families
Redland Community Centre 29 Loraine St Capalaba Phone: 3245 2117 redlandcommunity centre.org	Mon, Tue, Thu & Fri 10am-2pm	• Food parcels (packaged & fresh) • Hygiene packs (feminine, toiletries) • New Home Starter packs • Homeless packs • Bill payment (gas, electricity, phone) • Pharmacy • Crisis Counselling	**REDLANDS** For people living in the Redlands
Redland Community Centre - ER Food Relief 238 Bay Terrace Wynnum Phone: 3245 2117 Bay Island Community Hub Macleay Island Phone: 3409 4722 redlandcommunity centre.org	Wynnum Thu 9:30am-2.30pm Macleay Island: Tue 9:30am-2.30pm	• Food assistance	**BAYSIDE / MACLEAY ISLAND** For people living in the Bayside suburbs and on Macleay Island
The Rock Family & Community Support Food Link 563 Redland Bay Rd Capalaba Phone: 3823 3576 facs.org.au	Tue, Thu, Fri 9am-2pm	• Food parcels - $40 (for processing) valued in excess of $100.00 (depending on your choice of food). Order online. • Struggling to make ends meet? Make an appointment for a free budgeting assistance session	**REDLANDS**

Food and Welfare - Logan

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Adra Community Centre 31 Station Rd Woodridge Phone: 3290 3011 adralogan.org.au	Mon-Thu 9am-3.30pm Fri 9am-1.30pm Closed daily for lunch 11.45am-12.15pm	· Food Parcels: 3 free in a financial year, 3 months apart (purchase for $5 to $25) · 2nd hand shop: clothing, furniture · Financial Assistance (by appointment only - call 9am Mon) for rent arrears, prescriptions · Telstra vouchers (when available)	Concession card or photo ID *Suburbs covered:* Woodridge, Slacks Creek, Kingston, Beenleigh, Mt Warren Park, Beaudesert .
Beenleigh Uniting Church 32-50 Mt Warren Blvd Mt Warren Park Phone: 3807 597	Tue 9:30-11am Appointments essential 2 forms of ID required	· Food vouchers · Telstra vouchers · Emergency relief for electricity, fuel and rent	Beenleigh, Ormeau, Pimpama, Jacobs Well, Cedar Creek, Holmview, Mt Warren Park, Upper Coomera, Logan Village, Tambourine Village (not Yarrabilba or Eagleby)
Anglicare: St Marks Church 41 Winnetts Rd, Daisy Hill Phone: 3808 2696 logananglican.com.au	Mon-Fri 9am-12pm Appointments: Tue & Thu	· Food parcels & vouchers (Mon-Fri, when available) · Telstra vouchers · Baby bundles · DV bundles (crockery & linen) · Financial assistance by appointment only: utility bills, rent arrears, prescriptions	**LOGAN** .
Café Edge 61 George St, Beenleigh Phone: 3807 3257	Mon-Sat 6:30-9am	· Free breakfast and takeaway lunch available from 6:30-9am · Showers and other services (op shop and a hairdresser)	Community café run by On The Edge with all profits going back to the community
Fishers of Men 753 Underwood Rd Rochedale Sth Phone: 3341 0160 fishersofmen.org.au	Tue 10am-4pm Wed 10am-8:30pm Thu 11am-3pm Fri 1-4pm Sun 2-8:30pm	· Food Parcels · Furniture relief Wed and Sun nights we provide food, clothing, blankets, referrals and a Christian service	**LOGAN**
Keystone Centre (Lutheran Services) 100 Railway Pde, Woodridge Phone: 07 3209 1466 lutheranservices.org.au	Fri 9am-11.30pm First come, first served	· Food and travel vouchers (when available) · Photo ID and concession card required	**LOGAN** Bethania, Waterford, Waterford West, Edens Landing, Holmview, Loganlea and Loganholme
Lighthouse Care 17 Monte-Khoury Dr Loganholme 3806 0639 3/20 Central Crt, Hillcrest (07) 3800 8200 lighthousecare.org.au	Mon - Fri 9am-5pm Sat 9am-12pm Hillcrest closed Sat	· Low cost groceries · EG: $25 trolley · Free fruit and vegetables with purchase (varies)	All welcome
Loaves & Fishes 26 Monte St, Slacks Creek Phone: 3808 5713 loavesandfishes.org.au	Mon - Fri 8am-3pm	· Food Parcels containing goods to the approx value of $250 for a cost of $60 (for administrative fees).	**LOGAN** No healthcare card required, EFTPOS accepted

CONTACT INFO	AVAILABILITY	SERVICES	OTHER INFO
Logan East Community Centre 53-57 Cinderella Dr, Springwood Phone 3808 4529 lecna.org.au	Mon-Wed 9-11am	• Free food parcels • When available: food, Go Cards, petrol & Telstra vouchers • Rent – Real Estate only with Form 11 or a Form 12 • Overdue Utility bills – electricity or gas • Pharmacy	Loganlea,Marsden, Rochedale South, Slacks Creek, Tanah Merah, Underwood, Woodridge Springwood down to Loganholme, Shailer Park to Carbrook, Logan Central down to Crestmead
MultiLink 38 Blackwood Rd, Logan Central Phone: 3412 7177 multilink.org.au	Tue & Thu 10am-3pm Appointment only (call Mon-Fri 8.30am-5pm)	• Financial & material assistance • Emergency Relief is available ONCE in a 6 month period • Driving lessons and education • Food parcels • Vouchers (when available): food, fuel, telstra	**LOGAN** Logan City and Beaudesert areas
YFS (Logan) 376 Kingston Rd Slacks Creek 4127 Phone: 3826 1500 yfs.org.au	Mon-Fri 8.30am-4:30pm	Multiple free services including Crisis Accommodation, Mental health, Legal, Money Smart, Disability, Youth, Substance Addiction, Domestic Violence programs. • Food parcels • Rent arrears	**LOGAN** Private rental only (not DOH) Must have a Form 11 or Form 12

Suspended Coffees

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

Beenleigh	Cafe Edge	61 George St
Brisbane	Cartel Coffee	102 Adelaide St
Brisbane	Cartel Coffee	63 George St
Brisbane	Cartel Coffee	82 Ann St
Brisbane	Crema Bar	Myer Centre
Deception Bay	Zesty Lemon	2/6 Bayview Tce
Goodna	The Meeting Place	27 Smiths Rd
Kelvin Grove	Cost Price Cafe	Marshall Park
Nundah	Espresso Train	46 Station St
Paddington	Tall Short Cafe	3/244 Given Tce
Sandgate	Mug Shots Espresso	107 Brighton Rd
Taigum	Sandgate Hawks	120 Lemke Rd
Wavell Heights	The Baristorian	165 Main Ave
West End	Plenty	284 Montague Rd
Wynnum	Little Gnome	66 Florence St
Laidley	Community Grounds Cafe	129 Patrick St

Vans and Kitchens

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

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

Information has been sourced from individual providers and the VAKS website. For schedule changes contact the Provider directly (where available), visit **vaks.com.au**, or call the Homeless Hotline on **1800 47 47 53**.

The Ecumenical Coffee Brigade (ECB) release monthly updates on inner city free food locations.

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

Listings are sorted by Suburb / Day / Time

Contact details for multiple time / location providers:

Access Street Van - **3349 4555** - accessstreetvans.com.au

DigiAsk (Churches of Christ) provides free Wi-Fi, access to computers, phone charging and assistance accessing Centrelink and MyGov websites facebook.com/cofcqld

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

Ecumenical Coffee Brigade - **3831 8219** - facebook.com/coffeebrigade.org.au

Footprints in the Park - **0432 990 323** - facebook.com/footprintsinthepark

Helping Hands Queensland - facebook.com/Helping-Hands-Queensland-203436416724006

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

Day / Time	Location	Food / Service	Provider	Type
Annerley				
Tue 9:00am	Church of Christ, 459 Annerley Rd	Snacks & Drinks Wi-Fi / phone charging	Rosies: Brisbane Branch DigiAsk	Kitchen
Aspley				
Sun 12pm (1st of the month)	Rotary Park, Cnr Graham Rd & Gympie Rd	BBQ/Sausage sizzle & drinks	Rosies - Brisbane North Branch	Van
Mon 5:30 (every 2nd Mon)	Rotary Park, Cnr Gympie Rd and Graham Rd	BBQ Dinner	Street Light	Van
Tue 5.30pm	Aspley Rotary Park, Cnr Gympie Rd and Graham Rd	BBQ	Nudgee College BBQ	Van
Thu 11am	Aspley Rotary Park, Cnr Gympie Rd and Graham Rd	Drinks, Biscuits & Sausage Sizzle (mobile health with Nurse)	Drug Arm MOSHPIT	Van

Day / Time	Location	Food / Service	Provider	Type
Beenleigh				
Thu 6:30pm	Beenleigh Train Station (Woolworths side)	BBQ (if not raining), toiletries, blankets etc	Nightlight facebook.com/nightlightoutreach/	Van
Thu & Sat 7pm	Beenleigh Railway Station, Alamein St	Drinks and Snacks	Rosies - Beenleigh Branch	Van
Bowen Hills				
Mon & Wed 7:30pm	Jeays St Community Centre (in front of the Red Cross Building)	Drinks and Biscuits	Drug Arm SOS (Street Outreach Service)	Van
Fri 8:15pm	Jeays St	Hot Pies & Hot Coffee	Access Street Van	Van
Brisbane - Inner City				
Mon, Wed, Fri & Sat 7:30pm, Sun 7pm	Emma Miller Place, Little Roma St	Hot Drinks	Rosies - Brisbane City Branch	Van
Mon, Sat & Sun 7pm	Emma Miller Place, Little Roma St	3 course vegetarian meal	Vital Connection	Van
Tue & Fri 6:30pm; Sun 5:30pm	Emma Miller Place, Little Roma St	Meals, non-perishable snack packs and sanitary items.	Brothers In Need	Van
Tue & Thu 6:30pm	City Hall Basement, 64 Adelaide St	Sit down Hot Meal. + Medical and other services depending on date	Red Cross Youth Night Cafe: for 12 - 25 years old ONLY	Kitchen
Wed 7pm	Turbot St off ramp (Cnr Roma and Turbot Sts)	Sandwiches and drinks	St Mary's Coptic Orthodox Church Outreach	Van
Fri & Sat 7:30pm	Emma Miller Place, Little Roma St	Drinks and Biscuits	Drug Arm SOS (Street Outreach Service)	Van
Sat 11:30am	Cnr Ann & Creek St	2 course hot meal	St Andrew's Uniting Church	Kitchen
Caboolture				
Fri 8pm	Outside Caboolture Train Station, 5 James St	Snacks and Drinks	Rosies - Caboolture Branch	Van
Deception Bay				
Tue 6pm	Shop 4, 681 Deception Bay Rd	Hot Meals	Bethel House of Hope	Van
Eagleby				
Sat 7-8.30am (every 2nd Sat)	Cecil Park, 168 Fryer Rd	Sausage Sizzle, hot drinks	The Movement (search Facebook for “the movement brisbane”)	Kitchen
Ellen Grove / Southern Suburbs				
Mon 4pm	Carole Park State School Hall, Waterford Rd	Dinner	A Touch of Compassion.	Kitchen

Day / Time	Location	Food / Service	Provider	Type
Fortitude Valley				
Public Holidays 1pm	316 St Pauls Tce (Wesley)	Lunch	Community Canteen at Brisbane Relief Hub	Kitchen
Daily 6:30am	Kemp Place, Ivory St (opposite Fire Station) / Harrison Lane	Sandwiches, fruit & hot drinks	Ecumenical Coffee Brigade	Van
Daily 8.30am-2pm	3rd Space Café, 505 Brunswick St	Free porridge, soup & snacks + very low cost menu.	3rd Space (formerly 139 Club)	Kitchen
Daily 11:30am-12pm, 1:30-5pm	226 Brunswick St	Vegetarian meals by Govinda's restaurant	Food for Life (a Hare Krishna meal outlet)	Kitchen
Sun 1pm	316 St Pauls Tce (Wesley)	Lunch	Community Canteen at Brisbane Relief Hub	Kitchen
Mon 6:30pm	316 St Pauls Tce (Wesley)	Dinner	Community Canteen at Brisbane Relief Hub	Kitchen
Mon 4pm	Jeays Street Park	Meals	Valley Hearts	Van
Tue 6:45am	Kemp Place (opposite Fire Station)	BBQ	Nudgee College BBQ	Van
Wed 7pm	316 St Pauls Tce	3 course meal	Wesley Mission Queensland: Brisbane Relief Hub	Kitchen
Wed & Fri 6:30am	Kemp Place, Ivory St, Opposite Fire Station, Fortitude Valley 4006 Map	BBQ breakfast of sausages, bacon and eggs	Jimmies Brekkie Van	Van
Thu 8:15pm	Warrie St	Hot Pies & Hot Coffee	Access Street Van	Van
Fri 5:30pm (every 2nd Fri)	Ivory St (opposite Fire Station) / Harrison Lane	Drinks and snacks + BBQ	Valley Outreach	Van
Fri 5:30pm (every 2nd Fri)	Cnr Albert St and Wickham Tce (opposite Urban Hotel)	Drinks and snacks + BBQ	Valley Outreach	Van
Fri 8:45pm	Fortitude Valley Train Station, Brunswick St	Hot Pies & Hot Coffee	Access Street Van	Van
Fri 9:30pm	Pindari, 28 Quarry St (carpark driveway opposite Pindari)	Drinks and Biscuits	Drug Arm SOS (Street Outreach Service)	Van
Sat 5pm	Kemp Place	Hearty homemade meals	Dig In	Van
Goodna				
Fri 4pm (1st & 3rd Fri of the month)	PJ Galligan Park, Dowden St	BBQ	Footprints in the Park	Van
Fri 5:30pm	Diggers Rest (Cnr Church and Queens St)	BBQ	Footprints in the Park	Van

Day / Time	Location	Food / Service	Provider	Type
Herston				
Wed 7pm, Thu 7:30pm & Fri 7:15pm	Herston Lodge, 129 Butterfield St	Hot Pies & Hot Coffee	Access Street Van	Van
Inala				
Tue, Wed & Thu 3pm during school term	1 Wonga St	Up to 25 years of age. Afternoon tea, food relief, clothing, sport, craft & activities	Inala Youth Service: The Hut	Kitchen
Wed & Thu 12pm during school holidays	1 Wonga St	Up to 25 years of age. Afternoon tea, food relief, clothing, sport, craft & activities	Inala Youth Service: The Hut	Kitchen
Ipswich				
Tue 7:30pm	CWA Girls Hostel St	Food and Drinks	Helping Hands Queensland	Van
Tue 7pm	Denmark Guest House, 40 Waghorn St	Food and Drinks	Helping Hands Queensland	Van
Tue 8pm	Lilliput Caring, 68 Chermside Road, Newtown	Food and Drinks	Helping Hands Queensland	Van
Wed 5:30pm	Queens Park	BBQ	Footprints in the Park	Van
Wed 4:30-6:30pm, Thu 5-7pm	Queens Park	Hot Drinks	Rosies - Ipswich Branch	Van
Fri 7-9pm	Cnr Ipswich Mall & Brisbane St	Hot Drinks	Rosies - Ipswich Branch	Van
Kelvin Grove				
Fri 11am-2pm	The King's Table Soup Kitchen, New Hope Church, 46 Kelvin Grove Rd	Lunch followed by desserts and coffee	New Hope Care	Van
Kangaroo Point				
Daily 7am	Annie St (just outside Holman St Ferry Terminal)	Sandwiches, fruit & hot drinks	Ecumenical Coffee Brigade	Van
Leichhardt (Ipswich)				
Fri 5pm	Birrell Street Park, Birrell St and Crosshill St	BBQ	Footprints in the Park	Van

Day / Time	Location	Food / Service	Provider	Type
Logan				
Wed & Fri 7pm	Peoples Place Park (Car Park), Cnr Station Rd & Wembley Rd	Hot Drinks	Rosies Youth Mission	Van
Mansfield				
Sun 11:30am	6/10 Aminya St	Sunday Lunch at Mansfield Centre	Access Street Van	Kitchen
Marsden				
Tue 6pm	Marsden Park Shopping Centre, 57-77 Chambers Flat Rd	Pre-packed meals, drinks, dessert, food parcels, and blessings.	A Touch of Compassion.	Kitchen
Mitchelton				
Wed 7:30am	Sid Loder Park, 3 Gizerah St	BBQ breakfast, juice, tea & coffee	Keith's Community Breakfast	Van
Newstead				
Wed 8:30am-1:30pm	105 Commercial Rd	Lunch for the cost of a gold coin	Footprints in Brisbane	Kitchen
Nundah				
Mon & Wed 7-9pm	Nundah Activity Centre car park, Cnr Duke & Jenner Sts	Snacks and Drinks	Rosies - Brisbane North Branch	Van
Redcliffe				
Mon, Wed & Fri 6am	CWA Hall, 189 Redcliffe Parade	Breakfast	The Breakfast Club Redcliffe	Kitchen
Tue & Thu 4pm	CWA Hall, 189 Redcliffe Parade	Dinner	The Breakfast Club Redcliffe	Kitchen
Fri 4:30pm (2nd & 4th Fri of the month)	Humpybong Creek (enter off Merideth St via Oxley Ave)	Meal	Redcliffe Hands Of Hope	Van

Free Haircut ✂ Redcliffe

The Jack Reed Foundation provides free haircuts for the homeless in Redcliffe.

jackreedfoundation.com or facebook.com/jackreedfoundation/

Rochedale South				
Sun & Wed 6pm	753 Underwood Rd Bus pick-ups from inner Brisbane (locations and times): • River Tce in front of café: 4:45 pm • 3rd Space: 4:50 pm • Pindari: 5 pm • Wickham Tce, (opp Roma House): 5:15 pm • Ozcare: 5:25pm	Hot meal, desert, take-away meals, food parcels, clothes and blankets are available, as well as a Christian service.	Fishers of Men	Bus pick-up to Kitchen

Day / Time	Location	Food / Service	Provider	Type
Sandgate / Brighton				
Tue 7:30am (only during school term)	Decker Park,18 Twenty-Fifth Avenue	BBQ Breakfast	Paddies Van (St. Patrick's College)	Van
Wed 4:30pm (only during school term)	Sandgate Community Centre, 153 Rainbow St	BBQ Dinner	Paddies Van (St. Patrick's College)	Van
Fri 5:30pm (2nd & 4th Fri of the month)	Sandgate Community Centre, 153 Rainbow St	Hot nutritious meal	Manna from Heaven Sandgate.	Kitchen
Sat 5:30 (every 2nd Sat, alternating with St Vinnies)	Einbunpin Lagoon Park, Cnr of Brighton Rd and Keogh St	BBQ Dinner	Paddies Van (St. Patrick's College)	Van
Sat 6pm (every 2nd Sat, alternating with Paddies Van)	Memorial Park	Various	St Vinnies	Van
South Brisbane				
Mon, Tues, Wed & Thur 9am	4 Norfolk Rd	Community Connection	West End Community House	Kitchen
Tue, Wed, Thu & Sat 12pm	19 Merivale St	Hot lunch	Emmanuel City Mission (formerly Blind Eye)	Kitchen
Tue 7:30pm	Ozcare Men's Hostel, 48 Peel St	Hot Pies & Hot Coffee	Access Street Van	Van
Tue & Thu 7pm	Musgrave Park, Russell St	Food & Drinks	Rosies - Brisbane City Branch	Van
Wed 12noon	Musgrave Park, 121 Cordelia St	Hot Pies & Hot Coffee	Access Street Van	Van

NO MONEY TO MAKE A CALL?
DIAL "1800 REVERSE"
1800 738 37 73
The Person You Are Calling Will Be Asked To Accept The Charges

Day / Time	Location	Food / Service	Provider	Type
Spring Hill				
Daily 7am	Wickham Park, Cnr Wickham Tce and Albert St, (opposite Brisbane Private Hospital)	BBQ	Eddies Morning Van	Van
Daily 7:30am	Top of Wickham Park (Cnr of Albert St & Wickham Tce)	Sandwiches, fruit & hot drinks	Ecumenical Coffee Brigade	Van
Mon 12:30pm	Boarding Houses, Cnr Gregory Tce and Boundary St	Drink and Biscuits (mobile health with GP & Nurse)	Drug Arm MOSHPIT	Van
Mon 9:30pm	Pindari, 28 Quarry St (carpark driveway opposite Pindari)	Drinks and Biscuits	Drug Arm SOS (Street Outreach Service)	Van
Mon, Wed, Fri & Sat 8pm	Boarding Houses, Cnr Gregory Tce and Boundary St	Drinks and Biscuits	Drug Arm SOS (Street Outreach Service)	Van
Mon & Thu 6pm	Carpark, Quarry St (opposite Pindari Hospital)	Hot food & Drinks	Loaves & Fishes Street Meet	Van
Tue 8am (during school terms)	43 St Pauls Tce	Morning Cuppa	St Pauls Presbyterian Church	Kitchen
Wed 7:30pm	127 Boundary St	Hot Pies & Hot Coffee	Access Street Van	Van
Wed 10:30am, Thu 7:45pm	Cnr Boundary St & Gregory Tce	Hot Pies & Hot Coffee	Access Street Van	Van
Wed 9:45am & 8pm, Thu 7pm, Fri 7:45pm	Pindari Men's Hostel, 28 Quarry St	Hot Pies & Hot Coffee	Access Street Van	Van
Fri 3pm (4th Fri of the month)	43 St Pauls Tce	Sausage Sizzle	St Pauls Presbyterian Church	Kitchen

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

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

1800 177 833

Day / Time	Location	Food / Service	Provider	Type
West End				
Daily 8am	Riverside Drive (West End Boat Ramp car park)	Sandwiches, fruit & hot drinks	Ecumenical Coffee Brigade	Van
Sun 5:30pm	APSL Hall, 174 Boundary St	Home Cooked Meal	West End Christian Fellowship	Kitchen
Mon, Wed, Fri & Sat 8pm	Cnr Boundary Rd and Russell St (Behind Chicken Shop), West End	Drinks and Biscuits	Drug Arm SOS (Street Outreach Service)	Van
Wed 11:30am	Murray Country Project, Cnr Boundary Rd & Russell St	Hot Pies & Hot Coffee	Access Street Van	Van
Wed 3pm	West End Community Park (Small Park), 155 Boundary St	Grocery items (fruit, vegetables, rice, pasta, canned food etc), sometimes hot food, sandwiches, Frozen dinners..	Community Friends	Van
Wed 5:30pm (except between Christmas & New Year)	Boat Ramp Parking Bay, Riverside Drive	Hamburgers & Cold Drinks	MATES BBQ, Marist College	Van
Fri 9:30am	Small Park / AAA Kiosk, Boundary St	Drink and Biscuits (mobile health with Nurse)	Drug Arm MOSHPIT	Van
Fri 10:25am	Westend Marketplace, Montague Rd and Jane St	Drink and Biscuits (mobile health with GP & Nurse)	Drug Arm MOSHPIT	Van
Wilston				
Thu 8:15pm	Murray Lodge, 7 Murray St	Hot Pies & Hot Coffee	Access Street Van	Van
Woodridge				
Thu 6pm	Cnr Ewing and Wembley Rd	Hot meal, drinks & desert. Clothing, care products, blankets	Touch of Hope	Van
Sat 9am	Police Park, Logan Gardens	Hot Breakfast	Hope Within Reach	Van
Wynnum				
Mon 9am	St Peter's Anglican Church, 77 Charlotte St	BBQ (most weeks) Snacks & Drinks	Safe by the Bay & Rosies - Wynnum	Van
Wed, Fri & Sun 7pm	Cnr Charlitte St and Tingal Rd	Snacks & Drinks	Rosies - Wynnum Branch	Van
Yeronga				
Fri 12:15am – 1:15pm	Brigadoon Boarding House, 119 Park Rd	Snacks & Drinks	Rosies - Brisbane City Branch	Van

Laundry, Showers and Outreach Services

One Voice onevoice.org.au/mobile-showers/

Provides free showers from mobile van.

Location	Day & Time	Address
Bowen Hills	Mon 6-8am	Jeays St Park
Brisbane	Tue-Fri 8:30am-10:30am	Emma Millar Place, Roma St
Logan Central	Tue 9-11pm Sat 6-8am	ADRA Community Centre, 31 Station Rd

Orange Sky - Laundry and Showers orangeskylaundry.com.au - 3062 4811

Free clothes washing and / or showering services from their mobile vans

Location	Day & Time	Address	Type
Bowen Hills	Tue 4:30-6:30pm Thu 9:30-11am	Red Cross Community Centre / Valley Hearts, 12 Jeays St	Laundry ~~& Showers~~
Brisbane	Thu 7-9pm	Emma Millar Place, Roma St	Laundry
Caboolture	Sat 4-6pm	Caboolture Community Action Group, 6 Bertha St	Laundry
Fortitude Valley	Fri 1-3:30pm	3rd Space, 505 Brunswick St	Laundry
Redcliffe	Tue9-11am	Redcliffe Breakfast Club, 508 Oxley Rd	Laundry
Spring Hill	Mon & Thu 6:30-8:30am	Wickham Park, 309 Wickham Tce	Laundry & Showers

Stand Up / Step Out (SUSO) by Footprints in Brisbane footprintsinc.org.au 3252 3488

Provides free showers, laundering, wifi and phone charging. Staff can provide support & referrals to outreach services like mental health, accommodation and community care services.

Location	Day & Time	Address	
Capalaba	Tue & Thu 5-7pm	Redland Community Centre, 29 Loraine St	
Clontarf	Fri 8am-11:30am	Pelican Park, Hornibrook Esp	
Wynnum	Mon 9am-12pm	St Peter's Anglican Church, 77 Charlotte St	*Fortnightly

Drop-In Centres

Free or low cost services. See the Centre's full details in their Food & Welfare listing, pages 25-34

Location	Day & Time	Address	Type
Beenleigh	Mon-Sat 6:30-9am	Café Edge, 61 George St	Showers
Fortitude Valley	Daily 8.30am-3.30pm	3rd Space, 505 Brunswick St	Laundry & Showers
Goodna	Wed mornings	Goodna Youth Services, 11 William St	Laundry & Showers
Newstead	Wed 8.30am-1.30pm	Footprints in Brisbane, 105 Commercial Rd	Laundry & Showers
South Brisbane	Tue, Wed, Thu & Sat 9am-3pm	Emmanuel City Mission (formely Blind Eye), 19 Merivale St	Laundry & Showers
Spring Hill	Mon-Tue: 9am-2pm Thu: 3-9pm	Brisbane Streetlevel Mission (Salvation Army), 97 School St	Showers

Centrelink / Medicare Offices

Help in an emergency - Crisis Payment and Special Benefit - Mon-Fri 8am-5 pm **132 850**
Phone self service - Access your account by phone - 24 hours a day **136 240**
Recorded information about our payments and services - 24 hours a day **132 468**

Find out more about Commonwealth Government financial assistance programs and other services. Offices are marked whether they have Centrelink (C) or Medicare (M) on-site staff assistance.

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

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

Beenleigh	Stockyard Lane	M-F 8:30am-4:30pm	C	M
Browns Plains	75-87 Grand Plaza Dr	M-F 8:30am-4:30pm	C	
Caboolture	20-22 George St	M-F 8:30am-4:30pm	C	M
Capalaba	42 Redland Bay Rd	M-F 8:30am-4:30pm	C	M
Carindale (Medicare)	Shop 1025 LG, Westfield Carindale	M-F 9am-5pm		M
Chermside	18 Banfield St	M-F 8:30am-4:30pm	C	M
Cleveland	159 Bloomfield St	M-F 8:30am-4:30pm	C	M
Deception Bay	Cnr Maine Tce & Bay Ave	M-F 8:30am-4:30pm	C	M
Fortitude Valley	435 St Pauls Tce	M-F 8:30am-4:30pm	C	
Goodna	1 William St	M-F 8:30am-4:30pm	C	M
Inala	14 Wirraway Parade	M-F 8:30am-4:30pm	C	M
Ipswich	78 East St	M-F 8:30am-4:30pm	C	M
Macleay Island Access Point	Cnr Southsea Tce & High Central Rd	M-F 9am-3pm		
Margate	279-287 Oxley Ave	M-F 8:30am-4:30pm	C	M
Mitchelton	55 Osborne Rd	M-F 8:30am-4:30pm	C	M
Mount Gravatt	57 Sanders St, Upper Mt Gravatt	M-F 8:30am-4:30pm	C	M
Nundah	1283 Sandgate Rd	M-F 8:30am-4:30pm	C	M
Sth Brisbane	36 Annerley Rd, Woolloongabba	M-F 8:30am-4:30pm	C	
Stones Corner	Corner Logan Rd & Cornwall Sts	M-F 8:30am-4:30pm	C	
Stradbroke Island Agent	100 East Coast Rd, Dunwich	M-F 8:30am-2:30pm		
Strathpine	242 Gympie Rd	M-F 8:30am-4:30pm	C	M
Toowong	17-19 Lissner St	M-F 8:30am-4:30pm	C	M
Woodridge	21 Station Rd	M-F 8:30am-4:30pm	C	M
Wynnum	89 Tingal Rd	M-F 8:30am-4:30pm	C	M

HEALTH

13 HEALTH (13 43 25 84)

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

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

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

Emergency Choices

emergencychoices.org.au

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

Sanitary Products

Share The Dignity - PinkBox sharethedignity.com.au

#Pinkbox Vending Machines dispense a FREE pack of 6 tampons & 2 pads - View on Google Maps

Alderley Child Safety Service Centre	Lvl 2, 467 Enoggera Rd, Alderley
3rd Space (formerly 139 Club)	505 Brunswick Street, Fortitude Valley
Dept of Child Safety, Youth & Women	Child Safety Services, Lvl 1, 328 Gympie Rd, Strathpine
Emmanuel City Mission (formerly Blind Eye)	19 Merivale Street, South Brisbane
Inala Indigenous Heath Service	37 Wirraway Parade, Inala
Ipswich Housing and Support Services Inc	14 South Station Road, Booval
McDonalds Family Restaurant	256 Telegraph Road, Bracken Ridge
North East Community Support Group Inc	54 Handford Road, Zillmere
QLD Youth & Families Support Services	11 William St, Goodna
Redland Community Centre	29 Loraine St, Capalaba
Yulu Burri Ba Capalaba	Shop 2 & 3, 1 Finucane Rd, Capalaba

Brisbane Period Project nhcollective.org.au/the-period-project/

Provide sanitary products, help and support to women, non-binary and trans men in need.

3rd Space (formerly 139 Club)	505 Brunswick Street, Fortitude Valley
Mangrove Housing	For tenants across Wynnum and Bayside
Multilink	38 Blackwood Road, Logan Central
Orange Sky Laundry and Showers	Mobile services - see full list of locations on page 44
Sunny Street	Mobile health van based in Buderim - see details page 48
Touch of Hope (Street Van feeds)	Wed 6pm Mitchell Park, Southport Thu 6pm Cnr Ewing and Wembley Rd, Woodridge
Trinity Centre Welfare Pantry	141 Brookes Street, Fortitude Valley

Bulk Billing Healthcare

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

To find GPs that bulk bill with no additional charge:

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

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

Gundu Pa, Wynnum-Manly Community Health Centre (Primary Care) **3213 7800**
20 New Lindum Rd, Wynnum

24 hour Primary Care centre to treat minor injuries and illnesses

Inclusive Health Clinic
3013 6050
Shop 2, 15 Hope St, South Brisbane
inclusivehealthclinic.org.au

Bulk-billed, comprehensive general medical (GP), women's health, pregnancy care, vaccinations and skins checks for those in circumstances that affect their ability to access healthcare. Mon-Fri 8am-4pm

Ozcare GP Clinic
3028 4361
48 Peel Street, South Brisbane

While Ozcare is a men's hostel there is a Bulk Billing GP clinic on the premises available to both women and men (not a service for children).

NATIONAL IMMUNISATION HOTLINE

1800 671 811

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

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

Mobile Healthcare

Remember, in a medical emergency you should call an ambulance on 000.

Street Doctor **facebook.com/pg/streetdoctoraustralia - 3297 9666**

A mobile medical health service provides a visible, easily accessible, confidential and bulk-billing primary health care service for homeless people in Brisbane and Logan surrounding suburbs.

Location	Day & Time	Address
Beenleigh	Mon 6pm-8pm	178 Main St
Beenleigh	Sat 6:30pm-8:30pm	Beenleigh Train Station
Brisbane	Sun & Mon 7pm-9pm	Cnr Roma and Turbot St (Little Roma Street car park)
Brisbane	Tue 6pm-8pm	Emma Miller Place, Little Roma St
Brisbane	Wed 7pm-10pm	Turbot St (under the bridge)
Brisbane	Thu 7pm-9pm	Turbot St (under the bridge)
Eight Mile Plains	Tue 6:45pm-8:45pm	Opal House, 2371 Logan Rd
Goodna	Sat 5:30pm-8:30pm	Church St
Ipswich	Fri 5pm-8pm	Queens Park
Kingston	Mon 7pm-9pm	254 Jacaranda Ave
Logan	Sat 7pm-9pm	Peoples Place Park (Car Park), Cnr Station Road & Wembley Rd
New Farm	Sun 6:30pm - 8:30pm	967 Brunswick St
Rochedale South	Wed & Thu 6pm-8pm	Fishers of Men, 753 Underwood Rd
Waterford	Fri 6:30pm-8:30pm	Shelter by Grace, 157 Old Logan Rd

Street To Home **3036 4444**

An assertive outreach team comprising a Registered Nurse and a Support & Advocacy Worker that provides health and housing support around Brisbane Metropolitan Area for individuals or families sleeping rough. Please call 3036 4444 if you need support, information or medical assistance. Daily 6am-1am.

Sunny Street **sunnystreet.org - 0433 392 549**

A doctor and nursing mobile outreach unit providing primary healthcare and complex coordination services for homeless and vulnerable individuals and families.

Location	Day & Time	Address
Virtual Clinics	Tue & Thu 4:30-7pm	vcc.healthdirect.org.au/t/sunnystreet/join
Fortitude Valley	Wed 6.30-8.00pm	Wesley Mission, 316 St Paul's Tce

Drug ARM MOSHPIT Van 1300 656 800 **/ Anglicare SQ** 1300 610 610 **drugarm.com.au**

Cancelled during COVID-19 - call for assistance.

An Anglicare SQ health nurse and a Drug Arm outreach worker provide information / assistance on Centrelink, community options, and homeless health outreach.

~~Location~~	~~Day & Time~~	~~Address~~
~~Spring Hill~~	~~Mon 12:30pm-1:30pm~~	~~Boarding Houses, Cnr Gregory Tce and Boundary St~~
~~Aspley~~	~~Thu 11am-2pm~~	~~Aspley Rotary Park, Cnr Gympie Rd and Graham Rd~~
~~West End~~	~~Fri 9:30am-10:15am~~	~~Small Park / AAA Kiosk, Boundary St~~
~~West End~~	~~Fri 10:30am-11am~~	~~West End Marketplace, Montague Rd and Jane St~~

Womens Health

Breast Screen Queensland **13 20 50**
147-163 Charlotte Street, Brisbane

Brisbane Sexual Health Clinic, Biala City Community Centre **3837 5611**
Floor 1, 270 Roma Street, Brisbane

The Sexual Health and HIV Service provides specialist HIV care and services for people with complex sexual health needs. For most services a referral from your General Practitioner (GP) will be required, but a doctor referral is NOT required for:

- HIV post-exposure prophylaxis (PEP) which is available to anyone likely to have been exposed to HIV within the previous 72 hours. Contact the clinic immediately if you require this service
- HIV testing clinic sessions

Children by Choice **3357 5377**
237 Lutwyche Road, Windsor **childrenbychoice.org.au**

A safe space to talk about sexual and reproductive health choices. Supportive, non-judgemental, all options pregnancy counselling with financial assistance for contraception and abortion access.

We are a pro-choice, all options service, and will support you no matter what your decision is.

Mon-Fri 9:30am-4.30pm

Community Health Centres
See contact details on page 59 for the following CHCs which provide breast screening.

- Browns Plains
- Inala
- Ipswich
- Redland
- Wynnum

Pregnancy Counselling Link **1800 777 690**

Relationships Australia **1300 364 277**

TRUE Relationship & Reproductive Health **3250 0240**
230 Lutwyche Road, Windsor

Young Parents' Program **3357 9944**
119 Stafford Road, Kedron

Support group for young pregnant or parenting women.

Sexual Assault, Domestic & Family Violence, Elder Abuse Support

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

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

Royal Brisbane and Women's Hospital Sexual Assault Service **3646 5207**
Cnr Butterfield St and Bowen Bridge Rd, Herston
24/7 medical support via RBWH Emergency Dept. Follow-up counselling services and support.

1800 RESPECT **1800respect.org.au - 1800 737 732**
24/7 sexual assault and domestic violence support. Explain and connect you with services

Abortion Grief Australia **abortiongrief.asn.au - 1300 363 550**
At present understood to be a type of post traumatic stress disorder (PTSD), abortion grief/ trauma tends to (but not always) have a delayed onset of months or even years, that presents as either self-destructive behaviours, relationship problems and replacement pregnancies.

BDVS - Brisbane Domestic Violence Service **bdvs.org.au - 07 3217 2544**
24/7 free and confidential service for women, children, family members, same sex couples and others affected by domestic and family violence. Provides risk assessment, safety planning, court support, planned mobile outreach, case management, information and referrals to accommodation, emergency financial relief, support groups and legal advice.

BRISSC (Brisbane Rape and Incest Survivors Support Centre) **brissc.org.au - 3391 0004**
Free telephone and in-person support and counselling services to women over 15 years who have experienced sexual violence at any time in their lives. Mon-Fri 9am-1pm

Centre Against Sexual Violence **casv.org.au - 3808 3299**
5/13–21 Mayes Avenue, Logan Central
Free, appointment-based, face-to-face confidential counselling for women 12 years and over who have experienced recent, past and/or childhood sexual assault.

Domestic Violence Prevention Centre Beenleigh **domesticviolence.com.au - 3807 9922**
A Specialist domestic violence service that supports women and children who have experienced or are experiencing domestic and family violence. We are a free, confidential service based in Beenleigh and can assist women with safety planning, information, referrals and face to face and phone based counselling support.

Domestic Violence Action Centre (DVAC) **dvac.org.au - 07 3816 3000**
Free service for women and their children experiencing domestic and family violence. Services include crisis support, counselling, safety planning, court support, information, advice and referrals. They also provide a service against sexual violence for individuals 14 years and over, which includes counselling, support, information and advice. Phone M-F 9-5 for an appointment

DV Connect **dvconnect.org/womensline/help-for-you-2/ - 1800 811 811**
Our confidential refuges are safe places for women and their children who are unable to stay at home because of domestic or family violence.

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

EAPU - Elder Abuse Prevention Unit **eapu.com.au - 1300 651 192**
For anyone who experiences, witnesses or suspects elder abuse. Provides confidential support, exploration of the issue, information and referrals with some phone advocacy. Callers may remain anonymous. Service by UnitingCare Community. Mon-Fri 9am-5pm

Immigrant Women's Support Service iwss.org.au - 3846 3490
Free confidential, practical and emotional support to immigrant and refugee women from non-English speaking backgrounds and their children who have experienced domestic and/or sexual violence

Murrigunyah Family & Cultural Healing Centre murrigunyah.org.au - 3290 4254
2 Burrigan Street (Cnr Ewing Road), Woodridge

A community based sexual assault support service run by Aboriginal & Torres Strait Islander women of Logan City. We work from a holistic and cultural perspective supporting the social, emotional & spiritual interests of Aboriginal & Torres Strait Islander clients and families.

Relationships Australia relationships.org.au - 1300 364 277
Individual and relationship counselling, Gambling Help Program, Victims Counselling and Support Service. Some costs are involved. Appointment required.

14 Brisbane St, Ipswich Mon-Fri 9-5 (Tue Wed til 9)

Sexual Assault Helpline dvconnect.org/sexual-assault-helpline-2/ - 1800 010 120
A sensitive, non-judgmental service; listening to your story to identify the best advice and support for you

Sisters Inside - Sexual Assault Counselling & Support Service sistersinside.com.au 1800 003 242

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

Women's House - Shelta womenshouse.org.au/womens-house-shelta/ - 3391 0005
15 Morrisey Street, Woolloongabba

Practical and emotional support over the phone or by appointment for and their children who are escaping domestic and family violence. Mon-Fri 9:30am-4:30pm

WWILD wwild.org.au - 3262 9877
For people with intellectual or learning disabilities who have experienced sexual abuse, or have been victims of crime. This may involve talking to the person about their options, explaining the police and court process, and supporting them to make their own choices/decisions

Victims of Crime Counselling and Support Service vcss.org.au - 1300 139 703
Free telephone counselling, information, advice & referral for those impacted by crime: victims, families & friends of victims, and witnesses. Also offer face to face counselling, assistance with Victim Impact Statements, and web chat.

WAVSS (Working Against Violence Support Service) wavss.org **Logan** 3808 5566 **Redlands** 3286 7766
Whether you are experiencing a crisis, want talk to someone, or are unsure of where to go, you are welcome to come in or give us a call. Our open door policy means we will listen attentively and non-judgementally, and provide information to empower you to make your own decisions about what is best for you, with full consideration for protection needs for children.

Zig Zag Young Women's Resource Centre zigzag.org.au - 3843 1823
Short, medium or long term counselling and support for young women aged 12 - 25 who have experienced sexual assault.

General Health Services

Medicare General Enquiries **13 20 11**

Community Health Centres - Diabetes
See contact details on page 59 for the following CHCs which provide diabetic health services

- Beenleigh
- Caboolture
- Eight Mile Plains
- North Lakes
- Browns Plains
- Chermside
- Logan
- North West

Diabetes Australia (Queensland) **3506 0999 or 1800 177 055**
29 Finchley Street, Milton

Q Life - LGBTI Support Services **qlife.org.au 1800 184 527**
Counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI). Asking for help and support can take many forms. Sometimes it's about counselling, but for many it's a welcoming conversation, a chat about the news, or a place to go to read about mental health at your own pace. Phone support is available daily 3pm-12am (midnight).

Hepatitis Queensland **1800 437 222**

National Continence Helpline **1800 330 066**
Mon-Fri 8am-8pm

Child and Youth Health

Brisbane Youth Service **3620 2400**
42 McLachlan Street, Fortitude Valley
Offers a free health clinic for young people 12-25 years old

Community Health Centres
See contact details on page 59 for these CHCs which provide health services for children & youth

- Goodna
- Ipswich
- Nundah
- Pine Rivers

Coorparoo Community Child Health Service **3847 0902**
236 Old Cleveland Road, Coorparoo

Kids Helpline **kidshelpline.com.au - 1800 55 1800**
Free and confidential 24/7 counselling service for those aged 5 to 25 for all kinds of things, from drugs and alcohol to friendships and relationships, family issues, bullying, gender identity, sexuality, mental health, feeling sad or upset, or because they feel unsafe.

Child and Youth Services

Family and Child Connect **familychildconnect.org.au - 133 264**
Free help with a range of family and parenting challenges by talking with you about your situation and working out the type of support you might find helpful. From managing your child's behaviour, building better family relationships, stopping any violence at home, budgeting and managing money to alcohol, drug or gambling problems and even housing and health care.

Child Safety Service Centre **csyw.qld.gov.au - 1800 177 135**
The Qld Government's Department of Child Safety, Youth and Women aims to ensure children and young people are safe - it is their responsibility to protect them from harm. They know that caring for children is a big job, but there is support available for parents and carers.. They can help you prevent abuse from happening, and are there to help those who have been harmed.

Dental Services

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

There are a number of public dental services around Brisbane. If you require urgent or routine public dental treatment, please call the Oral Health Hub. Staff will make an appointment at the location most convenient for you.

Oral Health (Queensland Health) 1300 300 850

Community Health Centres 1300 300 850

See contact details on page 59 for the following CHCs which provide Dental services.

- Beaudesert
- Beenleigh
- Browns Plains
- Caboolture
- Herston
- Inala
- Indooroopilly
- Ipswich (dental)
- Logan
- Logan Central
- Pine Rivers
- QEII Hospital
- Redcliffe
- Redland
- Sandgate
- South Brisbane Dental Hospital
- Stafford
- Woolloongabba
- Wynnum
- Yeronga

Disability Services

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

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

Able Australia Services - Queensland ableaustralia.org.au **- 1300 225 369**

Provides disability services and community support to help adults live the life they choose.
7 Jacaranda St, East Ipswich

Anglicare - Homelessness Service for Women and Families (Alina) 3377 3111

Toowong Intake - 3377 3110

Provides outreach support in two program areas:

- Single women with an intellectual disability who are experiencing or at risk of homelessness.
- Families headed by a parent with intellectual disability experiencing or are at risk of homelessness.

THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

The NDIS provides support such as personal care, community access, therapy services and essential equipment for people with a disability.
You may be eligible to be a participant in the NDIS if you have a life-long condition that substantially reduces your ability to participate in activities, or perform tasks, without assistance from other people or technology - or you can't participate effectively even with assistance.

If you are a person with disability and want to join the NDIS, you need to meet the access requirements.
Contact the NDIS for full details.

NDIS.GOV.AU 1800 800 110

Indigenous Health

Culturally appropriate, bulk billing, primary health services including GP Services, dental and oral health, child, family & maternal health, diabetes treatment and education, aged care, mental health, alcohol and other drug services, social and emotional well-being, youth, and specialty services.

- Preventative health checks
- Chronic disease screening, management and ongoing care
- Care coordination for clients with complex care needs
- Mums and bubs services including antenatal care for pregnant women and their families, post-natal care in the clinic or home, and early childhood screening and development services

Transport can be provided for people who are older, mobility impaired or mother/child.

Most services open between 8:30am-4:30pm and are closed weekends. Call ahead to check times.

Please make sure you bring along your Medicare, health care, pension and/or DVA card with you.

Location	Name	Address	Phone
Acacia Ridge	Acacia Ridge Clinic (only for Murri School children and their families)	1277 Beaudesert Rd	3029 6502
Browns Plains	Browns Plains Clinic	20-24 Commerce Dr	3239 5300
Caboolture	Caboolture	3 James St	5428 5855
Capalaba	Capalaba Clinic	Shop 2&3/ 1 Finucane Rd	3900 7800
Deception Bay	Deception Bay Clinic	675 Deception Bay Rd	3049 2299
Dunwich	Dunwich Clinic	16 Dickson Way	3409 9596
Eagleby	Jimbelunga Nursing Centre	259 River Hills Rd	3807 0655
Goodna	Goodna Clinic	13 Church St	3436 9600
Inala	Inala Indigenous Health Service (also known as Southern Queensland Centre of Excellence in Aboriginal and Torres Strait Islander Primary Health Care)	37 Wirraway Pde, Inala	3101 4222
Ipswich	Ipswich Clinic	27 Roderick St	3810 3000
Laidley	Laidley Clinic	2/235 Patrick St	5465 3541
Logan	Logan Medical & Dental Clinic	41 Station Rd	3240 8940 / 3240 8951 or Dental: 3029 6518
Loganlea	Loganlea Clinic	Unit 4, 653 Kingston Rd	3239 5355
Margate	Margate	322 Oxley Ave	3480 8100
Morayfield	Morayfield Clinic	10-20 Walkers Rd	5429 1000
Northgate	Northgate Clinic	313 Melton Rd	3240 8903
Salisbury	Salisbury Mums & Bubs Hub	96 Blomfield St	3274 5700
Strathpine	Strathpine Clinic	6/199 Gympie Rd	3897 0500

Waterford West	Child & Family Centre	6 Glenda St	3239 5381
Woodridge	Logan Mums & Bubs	5 Charles Ave	3029 6527
Woolloongabba	ATSICHS Youth Service	55 Annerley Rd	3240 8970
Woolloongabba	Child & Family Services	55 Annerley Rd	3240 8900
Woolloongabba	Woolloongabba Medical & Dental Clinic	55 Annerley Rd	3240 8924 / 3240 8953 or Dental: 3240 8922
Wynnum	Wynnum Clinic	85 Edith St	3164 5800

Gallang Place Aboriginal and Torres Strait Islander Corporation **3899 5041**
Level 2, 57 Southgate Avenue, Cannon Hill **gallangplace.org.au**

Gallang is a word from the Jagera nation and means 'healing'. We provide a range of counselling, advocacy and support services that can help you live a healthier and happier life. Our counsellors can help with many issues and concerns that you may face – having a deep respect for your rights, culture, history and your community.

We can offer counselling, advocacy and support to help with:

- family conflict and violence
- managing anger and frustration
- feelings of grief, loss and Trauma
- dealing with sexual, emotion or physical abuse
- drug and alcohol problems
- health, nutrition and wellbeing
- home and school issues
- problems with police and government agencies
- many more problems.

Addiction Services: Drugs, Alcohol & Gambling

Alcohol and Drug Information Service (ADIS) **1800 177 833**
24/7 anonymous alcohol and drug support telephone service providing information, crisis counselling, detox and rehab services, and referral for anyone with concerns related to their own or someone else's use of alcohol or other drugs. ADIS is an opportunity to discuss your situation with someone who understands and can help.

Addiction Services Academic Clinical Unit (ACU) **1300 64 22 55 (1300 MH CALL)**
Homeless Health Outreach Team (HHOT)
Queensland's public health system's local providers of services for those experiencing homelessness, mental health issues and substance misuse issues. Services include opiate replacement services (including methadone and buprenorphine programs), outpatient withdrawal services, relapse prevention, needle and syringe program, Indigenous alcohol and drug outreach, and outreach clinics.

Alcoholics Anonymous Helpline **aa.org.au - 1300 22 22 22**
Support is available 10am-10pm daily. Information on women's only groups is also available.

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

Biala Harm Reduction Centre **3837 5613**
270 Roma Street, Brisbane

A free and confidential Needle and Syringe Program, open 7am-11pm daily for vein care, safe injecting advice, and safe disposal facilities. An after hours injecting equipment vending machine is available. A free clinic service runs Mon-Fri 8.30am-4pm, with general alcohol and drug assessments, and referrals to detox (hospital or outpatient), counselling services, and/or opiate treatment program.

Clarence Street (part of the Mater Young Adult Health Centre) **mater.org.au - 3163 8400**
36-40 Clarence Street, South Brisbane

A free, confidential service supporting young people aged 13 to 25 (including those with children or pregnant) to make positive changes to their alcohol and other drug use. Programs include:

- A residential program for 13 to 18 years to safely withdraw from substances
- A community team providing specialist youth work to individual young people aged 13 to 25 years
- A day program offering onsite vocational training, therapeutic group work, recreational activities, and support to prepare for work (for young people aged 13 to 25 years)

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

Community Health Centres
See contact details on page 59 for the CHCs which provide Alcohol, Drug & Addiction services.

- Caboolture
- Chermside
- Logan (Mental Health
- Woolloongabba

DRUG-ARM **drugarm.com.au - 3620 8880**
473 Annerley Road, Annerley

A range of free programs ranging from support groups, face-to-face counselling, the mobile medical MOSHPIT van, and comprehensive care coordination for people who need more support.

Family Drug Support Australia **fds.org.au - 1300 368 186**
Support Line for families experiencing the drug use of a loved one - in a caring, non-religious and non judgemental environment. FDS is primarily made up of volunteers who have experienced first hand the trauma and chaos of having family members with drug dependency. They have travelled the same road.

Gambling Helpline (GHL) **gamblinghelponline.org.au - 1800 858 858**
Free, 24/7 general contact (information, referral, advice) and crisis line service. Anyone calling the service will speak directly and immediately to a qualified professional. From this point of contact, a booking can be made with Gambling Help Service Counsellor, and/or Gambling Help Service Financial Counsellor. Both of those services are also free and unlimited.

Kids Helpline **kidshelpline.com.au - 1800 55 1800**
24/7 confidential and free phone and online counselling for youth aged 5 to 25. Young people contact us about all kinds of things, from drugs and alcohol to friendships and relationships, family issues, bullying, gender identity, sexuality, mental health, feeling sad or upset, body issues, or because they're feeling unsafe. There's no issue too big or too small that we can't support you with. We're here to help.

OzCare Drug & Alcohol Residential Recovery Service **ozcare.org.au - 3028 9194**
Offer a variable length program -help you recover from addiction to drugs or alcohol. Lucinda House, Taringa is a woman-only location, and costs $175 per week, which can be paid by Centrepay.

QuIHN (Queensland Injectors Health Network) **quihn.org - 3620 8111**
1 Hamilton Place, Bowen Hills

Non-government harm reduction health service provider for illicit drug users. A Needle and Syringe Program operates Mon-Fri 8:30am-4:30pm, with a Bulk Billing GP open Tue-Fri (appointment required).

Quitline **quitnow.gov.au - 13 78 48**
Daily 7am-10pm confidential, free phone service for people who want to quit smoking.

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

Relationships Australia **relationships.org.au - 1300 364 277**
Individual and relationship counselling, Gambling Help Program, Victims Counselling and Support Service. Some costs are involved. Appointment required.

14 Brisbane St, Ipswich Mon-Fri 9-5 (Tue Wed til 9)

Teen Challenge Queensland **teenchallengeqld.org.au - 3422 1500**
Residential rehabilitation program in Toowoomba helping young women aged 16-35 to overcome addiction, abuse and other life-controlling problems, giving them a second chance at life.

Victims of Crime Counselling and Support Service **vcss.org.au - 1300 139 703**
Free counselling for those impacted by crime: victims, families & friends of victims, and witnesses.

Mental Health

Queensland Mental Health Access Line (1300 MH CALL) **1300 64 22 55**
A confidential mental health telephone triage service - support, information, advice and referral 24/7 to link you to the nearest Queensland Public Mental Health service.

Royal Brisbane & Women's Hospital Psychiatric Emergency Centre **3646 7256 - A/H 1300 64 22 55**
A social worker specialising in homelessness issues is available in the Emergency Department, Mon-Fri 8am-4.30pm, however this is a 24-hour/7-day service. There is no need to phone ahead.

Lifeline **13 11 14**
24/7 confidential crisis support service with trained volunteers who will listen, provide support and referrals for those experiencing a personal crisis. You don't need to face your problems alone.

Beyond Blue **1300 22 4636**
24/7 confidential telephone support service for those suffering anxiety or depression. We all have bad days. Talk with a trained mental health professional for advice and support.

Community Health Centres
See contact details on page 59 for the following CHCs which provide mental health services

- Beenleigh
- Browns Plains
- Goodna
- Inala
- Logan (Mental Health)
- North West
- Nundah
- Pine Rivers
- Redcliffe
- Woolloongabba
- Wynnum

Floresco Centre - 3 Wharf Street, Ipswich **3280 5670**
A safe space for people experiencing mental health concerns, their families and carers. Learn how to deal with life challenges through personalised or group support and self-help.

The Eating Issues Centre **eatingissuescentre.org.au - 3844 6055**
Individual counselling, therapeutic groups, peer support and referrals for people with eating issues such as anorexia, bulimia and compulsive eating. 89 Sherwood Road, Toowong

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

Caboolture Suite 38, The Lakes Centre, 8-24 King St	07 5428 1599 - Mon-Fri 8:30am-4:30pm
Capalaba 1/29-37 Moreton Bay Rd	1300 851 274 - Mon Tue Thu Fri 9am-5pm; Wed 9am-7pm
Inala PCYC Inala, 37 Swallow St	07 3727 5000 - Mon Wed Fri 9am-5pm; Tue Thu 9am-7pm
Ipswich 26 East St	07 3280 7900 - Mon 9am-8pm; Tue-Fri Thu 9am-5pm
Meadowbrook 260 Loganlea Rd	07 3804 4200 - Mon Wed Fri 9am-5pm; Tue Thu 9am-7pm
Nundah 1264 Sandgate Rd	07 3370 3900 - Mon Tue Fri 9am-5pm; Wed Thu 9am-7pm
Redcliffe Units 5-7, 457 Oxley Ave	07 3897 1897 - Mon Tue Fri 8:30am-5pm; Wed Thu 9:30am-6pm
Taringa 5 Moorak St	07 3870 7405 - Mon Tue Fri 9am-5pm; Wed Thu 10am-6pm
Woolloongabba 182 Logan Rd	07 3249 2222 - Mon Thu Fri 9am-5pm; Tue Wed 9am-7pm

Mental Health Association **3620 8821 or 3620 8800**
A non-government organisation offering a support, information and referral service.
473 Annerley Road, Annerley

Mental Health Homeless Health Outreach Team (HHOT) **3834 1673**
162 Alfred Street, Fortitude Valley

Provides a service for people who are homeless and experiencing mental health and/or substance abuse issues within a 5km radius of the CBD. Mon-Fri 6:30am-9pm Sat-Sun 8am-9pm

MindSpot **mindspot.org.au**
Free treatment courses for people with stress, worry, anxiety, low mood and depression. Learn proven skills to manage your emotional wellbeing and improve your quality of life

MoodGym **moodgym.com.au**
Free and confidential, this interactive self-help online guide helps you to learn and practise skills to prevent and manage symptoms of depression and anxiety. Access any time, at your own pace.

Sane sane.org - **1800 187 263**
A small team who provide information, advice and referrals to help adults living with complex mental illnesses as well as those involved in their care. Mon-Fri 10am-10pm AEST

Suicide Prevention Pathways suicidepreventionpathways.org.au - **1800 008 255**
The Talk Suicide Support Team help explore pathways to hope by coordinating appropriate care, addressing practical issues and providing emotional support (over 15 years) Mon-Fri 9am-4.30pm

Community Health Centres

Wynnum-Manly is the only CHC with Primary Care: 24 hour treatment for minor injuries and illness.

All other Community Health Centres vary in their offerings, but usually offer a range of family health and support services - most by appointment only. Some specialise in specific fields (e.g. Corinda). For advice on which health centre may help you or your family's needs contact 13 HEALTH (13 43 25 84).

Location	Address	Phone	Main Services
Beenleigh	10-17 Mt Warren Blvd, Mt Warren Park	3827 9811	Dental, Diabetes, Mental Health
Brighton	449 Hornibrook Hwy	3631 7400	*Speciality in Rehabilitation and transition*
Browns Plains	Middle Rd and Wineglass Dr, Hillcrest	3412 3100	Breast Screening, Dental, Diabetes, Mental Health
Caboolture	Caboolture Hospital campus, McKean St	5433 8300	Alcohol and Drug Service, Dental, Diabetes
Chermside	490 Hamilton Rd, Chermside	3139 4633	Alcohol and Drug Service, Diabetes
Corinda	2 Clara St	3710 2201	*Speciality in Palliative Care*
Eight Mile Plains	51 McKechnie Dr	3156 9400	Diabetes
Goodna	81 Queen St	3818 4800	Child Health, Mental Health
Inala	64 Wirraway Pde, Inala	3275 5333	Breast Screening, Dental, Mental Health
Ipswich	21 Bell St	3817 2444	Breast Screening, Child, Mental, Sexual Health
Ipswich (dental)	Cr Gordon St & Limestone St	1300 300 850	*Speciality in Dental*
Logan	97-103 Wembley Rd	3290 8900	Dental, Diabetes, Sexual Health
Logan (Mental Health)	51 Wembley Rd	3089 4000	Mental Health. *Addiction Services*
North Lakes Health Precinct	9 Endeavour Blvd	3049 1200	Diabetes, Palliative Care
North West	49-59 Corrigan St, Keperra	3335 8888	Diabetes, Mental Health
Nundah	10 Nellie St	3146 2300	Children under 8, Hearing, Mental Health
Pine Rivers	568 Gympie Rd, Strathpine	3817 6333	Child, Dental, Mental, Sexual Health
Redcliffe	181 Anzac Ave, Kippa-Ring	3897 6300	Mental, Sexual Health, Rehabilitation
Redland	3 Weippin St, Cleveland	3488 4222	Breast Screening, Dental
Woolloongabba	228 Logan Rd	1800 177 833	Dental, Mental Health. *Addiction Services*
Wynnum-Manly	Gundu Pa, 20 New Lindum Rd, Wynnum	3213 7800	Primary Care, Breast Screening, Dental, Mental Health, Physiotherapy

Public Hospitals

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

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

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

Location	Name	Address	Phone	Who
Caboolture	Caboolture Hospital	87-129 Mckean St	5433 8888	
Chermside	The Prince Charles Hospital	549 Rode Rd	3139 4000	
Cleveland	Redland Hospital	21 Weippin St	3488 3111	
Coopers Plains	Queen Elizabeth II Jubilee Hospital	Cnr Kessels and Troughton Rd	3182 6111	
Herston	Royal Brisbane and Women's Hospital	Cnr Butterfield St and Bowen Bridge Rd	3646 8111	Maternity + General
Ipswich	Ipswich Hospital	Chelmsford Ave	3810 1111	
Meadowbrook	Logan Hospital	Cnr Armstrong and Loganlea Rd	3299 8899	
North Stradbroke Island	Marie Rose Centre	36 Oxley Pde, Dunwich	3409 9059	
Redcliffe	Redcliffe Hospital	108 Anzac Ave	3883 7777	
South Brisbane	Lady Cilento Children's Hospital	501 Stanley St	3068 1111	Under 18 years
South Brisbane	Mater Hospital Brisbane	27 Raymond Tce	3163 8111	
South Brisbane	Mater Mother's Hospital	43 Raymond Tce	3163 8111	Maternity
Woolloongabba	Princess Alexandra Hospital	199 Ipswich Rd	3176 2111	

LEGAL ASSISTANCE

Caxton Legal Centre **3214 6333**
1 Manning Street, South Brisbane **caxton.org.au**

Free legal help for people who are disadvantaged or on a low income. We can assist with legal problems such as family law, domestic violence, criminal law, car accidents, traffic offences, SPER debts, victims of crime, loans between friends and more. Our social work service can provide short-term counselling, court support, information and referrals. Call Mon-Fri 9am-4.30pm to make an appointment.

Community Legal Centres Queensland **3392 0092**
(formerly QAILS: Queensland Association of Independent Legal Services) **communitylegalqld.org.au**

There are 33 Community Legal Centres throughout Queensland, which provide an initial consultation on most matters of law to any member of the community free of charge. Available services include:

- Child protection and support
- Domestic Violence
- Seniors Legal and Support Service (SLASS)
- Refugee and Immigration Legal Service Incorporated (**RAILS - rails.org.au**)
- Lesbian Gay Bisexual Trans Intersex Legal Service Incorporated
- Tenants Queensland
- Prisoners' Legal Service

Homeless Persons' Legal Clinic (HPLC) by LawRight **lawright.org.au - 3846 6317**
(formerly QPILCH)

Advice and legal representation to people experiencing or at risk of homelessness, in areas including:

- relationships - domestic violence, child protection, divorce and separation
- money troubles - debts, unpaid fines (SPER, SDR, CCV)
- housing and tenancy - eviction notices, tenancy bond return
- employment and training - fair conditions, unfair dismissal, training fee payment
- crime - if you are in due in Court, have Notice to Appear, or outstanding Warrants
- Centrelink and the Public Trustee - review arrangements

LawRight also provide telephone and written advice for issues arising under the Mental Health Act; e.g. Treatment Authorities (TA), Examination Authorities (EA), ECT applications, and your rights.

Call to find the location and time that best suits you (some locations are only available to residents)

Fortitude Valley	Brisbane Youth Service, 42 McLachlan St	Appointment	Mon 1pm - 3pm
West End	Micah Projects, 162 Boundary St	Drop-In & Appointment	Tue 10am-11.30am
New Farm	New Farm Neighbourhood Centre, 967 Brunswick St	Drop-In & Appointment	Tue 10am-11.30am (every 2nd)
South Brisbane	OzCare, 48 Peel St	Residents Only	Thu 9am-10am (every 2nd)
Fortitude Valley	3rd Space, 505 Brunswick St	Drop-In	Thu 9am-11am
Spring Hill	Roma House, 535 Wickham Tce	Residents Only	Thu 9:30am-11.30am

Legal Aid Queensland legalaid.qld.gov.au - 1300 65 11 88

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

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

Brisbane (Head Office), 44 Herschel St	Caboolture, 42 King St
Inala, 20 Wirraway Pde	Ipswich, 117 Brisbane St
Maroochydore, M1 Building, Duporth Ave	Woodridge, Cnr Ewing Rd and Carmody St

Queensland Ombudsman ombudsman.qld.gov.au - 3005 7000
Commonwealth Ombudsman ombudsman.gov.au - 1300 362 072

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

Refugee and Immigration Legal Service 3846 9300
Level 1, 170 Boundary Street, West End rails.org.au

Provide free legal advice, assistance and community education. Family law advice is provided every 2nd Friday from 9am-3:30p.m - call to make an appointment.

Women's Legal Service 1800 WLS WLS (1800 957 957)
8 Ponsonby Street, Annerley wlsq.org.au

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

Mon-Fri 9am – 3pm

Youth Legal Advice Hotline 1800 LAQ LAQ (1800 527 527)

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

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

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

Indigenous Legal Services

ATSILS - Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd **1800 012 255**
Level 5, 183 North Quay, Brisbane **atsils.org.au**

Our legal assistance services provided in criminal, civil and family law matters involve:

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

ATSILS also provides 24 hour legal representation and advice on criminal matters for Aboriginal and Torres Strait Islander people.

Our Civil Law Practice provides a highly diverse range of services – with many regional variations (for example, depending upon what other specialist service providers might also be available in the region in question). Indeed, the range of services is so wide, that we would encourage potential clients to contact their local office of our Organisation to discuss their options with our staff. Assistance can vary from "simple" legal advice through to minor assistances (such as filling in forms or drafting letters) to casework assistance (such as helping draft wills or legal representation at contested hearings).

Brisbane (Head Office)	Level 5, 183 North Quay	3025 3888
Beenleigh	Suite 3B, Post Office Plaza, 20 Main St	3804 5033
Ipswich	45 Ellenborough Street	3812 2772
Maroochydore	Suite 11 Level 2, Ocean Central, 2 Ocean St	5452 7633
Strathpine	Shop 6a, 424 Gympie Rd	3205 1253
Cleveland (Satellite Office)	69 Haggup Street	3025 3888

Legal Aid Queensland Indigenous Information Line **1300 650 143**
Indigenous Queenslanders can access Legal Aid's information and advice services for free, without needing to meet our financial eligibility test. If you need a lawyer to represent you, you will need to apply for Legal Aid. See the listings on the previous page regarding Legal Aid's services.

Centrelink Problems

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

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

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

Floresco Centre **3280 5670**
3 Wharf Street, Ipswich

Floresco is a multi-agency service providing a 'one stop shop' for people between the ages of 18-64 with mental health issues. Those experiencing problems with Centrelink can talk with a Centrelink consultant on Tuesdays. The Centre is open Mon-Fri 8:30am-4:30pm

Budgeting Problems

National Debt Helpline (NDH) **ndh.org.au - 1800 007 007**

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

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

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

The Salvation Army Moneycare Financial Counselling **3075 4130**

MoneySmart **moneysmart.gov.au**

Free, independent advice and tools to help you manage your money, reduce your debt, build your savings, and plan your future with guidance on budgeting and banking. An Australian Government-backed initiative led by the Australian Securities and Investment Commission (ASIC).

Uniting Care Community Financial First Aid **1800 007 007**

Debts and Fines

State Penalties Enforcement Registry (SPER) **1300 365 635**

Getting your ID

If you are applying for any government housing or for allowances you will require a form of Type A identification like a driver's licence, an 18+ card, birth certificate or passport. If you do not have any of these, the Queensland Government has a handy step-by-step guide to follow:

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

The full guide: qld.gov.au/housing/programs-support/legal-justice-support/housing-support

Tenancy and Housing Problems

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

Residential Tenancies Authority (RTA) **rta.qld.gov.au - 1300 366 311**
The state government statutory authority that provides tenancy information and support, dispute resolution, and bond management for anyone renting a house, unit, share house, room, caravan or houseboat. Advice and information is available for every stage of tenancy, from choosing a property to contracts, bond and rental, ending a tenancy and bond return. Mon-Fri 8:30am -5pm

QSTARS (Queensland Statewide Tenant Advice and Referral Service) **1300 744 263**
delivered by TQ (Tenants Queensland) **qstars.org.au**

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

QSTARS can assist you with:

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

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

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 1300 881 665 Mon-Fri 9am-5pm to organise your enrolment. Voting is compulsary for all Queenslanders over 18. If you don't vote, you may receive a fine ($133.45 as of 1 July 2019).

Victims of Crime

If you are a victim of crime, report it!

Crime Stoppers to provide information to help solve a crime that has already happened **1800 333 000**

Policelink to report a non-urgent incident (crime has already happened); **131 444**
or call your local police station...

Fortitude Valley Station - Cnr Brookes St & Wickham St (24 hours)	3737 5757
Brunswick Street Mall - Police Beat Shopfront (24 hours)	3131 1200
Brisbane City Police - Charlotte St (24 hours)	3258 2582
Roma Street Station (24 hours)	3364 3010

Victim Assist **qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime - 1300 546 587**
Information and counselling for victims and their families. Financial assistance is available to assist with their physical and psychological recovery from the crime (if it can be proven that an act of violence caused your injury, you don't need to go through the court system to access financial assistance).

COMMUNITY AND SPECIALIST SERVICES

Children, Family and Relationships

Better Relationships (Anglicare SQ Counselling and Education Services) **1300 114 397**
221 Logan Road, Buranda & 408 Gympie Road, Strathpine **betterrelationships.org.au**

A range of programs to support you, your children, and family. Offices open Mon-Fri 9am-5pm

Family and relationships counselling	Post-separation parenting	Children and teenager/adolescent issues
Couples counselling	Divorce & separation	Alcohol and other drugs
Parenting	Domestic violence	Sexual abuse

Centacare Family and Relationship Services **1300 236 822**
58 Morgan Street, Fortitude Valley **centacarebrisbane.net.au**

Qualified social sciences counsellors with practical experience in family and relationship counselling.

Relationship Education	Healthy relationships	Family Dispute Resolution
Family violence responses and prevention	Child-inclusive consultations	Supporting children in conflict there Is conflict in the family

Family Relationships Advice Line **familyrelationships.gov.au - 1800 050 321**
Helping families stay together by strengthening family relationships, assisting families through separation, and providing Information on parenting arrangements after separation. Mon-Fri 8am-8pm, Sat 10am-4pm

Floresco Centre **3280 5670**
3 Wharf Street, Ipswich

A safe space for those with mental health concerns, and their families and carers. Group support and self-help, personalised support and family and carer support. Mon-Fri 8:30am-4:30pm

Home for Good **homeforgood.org.au - 3036 4444**
Uses a holistic approach that recognises housing, health, social isolation, employment, education and income are all interconnected, and that a solution requires an integrated approach.

Kids Helpline **kidshelpline.com.au - 1800 55 1800**
24/7 confidential and free phone and online counselling for youth aged 5 to 25. There's no issue too big or too small that we can't support you with. We're here to help.

Kingston East Neighbourhood Group Inc. (KENG) **3808 1684**
177 Meakin Road, Slacks Creek **keng.org.au**

Offers early intervention/prevention programs for families under stress, and connection to parenting/childcare programs for those experiencing homelessness in the Logan region. Mon-Thu 9am-4:30pm and Fri 9am-2:30pm

Parentline **parentline.com.au - 1300 30 1300**
Parenting is a tough gig! While rewarding, it can also be puzzling, difficult and frustrating. If you're struggling, we're here for you. Daily 8am-10pm (webchat til 9pm)

Relationships Australia **raq.org.au - 1300 364 277**
Family support services, including counselling and support services for those affected by domestic and family violence. They also assist mothers to focus on and support your child(ren) through family separation, and provide a similar service for children whose parents are separated. Mon-Fri 8am-8pm, Sat 10am-4pm

The School Project **theschoolproject.org.au**
Provides children displaced by domestic violence with essentials for their schooling & homework.

Sisters Inside **3844 5066**
326 Montague Road, West End **sistersinside.com.au**
An independent community-based organisation which provides various support programs for women in the criminal justice system and their families.

Zig-Zag Young Women's Resource Centre **3843 1823**
575 Old Cleveland Road, Camp Hill **zigzag.org.au**
Counselling and support to young women aged between 12 and 25 years who have experienced sexual assault or abuse at some stage in their lives.

Child Care

Finding affordable child care can be a challenge, especially when your needs vary. Try to make as many enquiries online or by phone first, as this will save you time and travelling.

Child Care Finder (Australian Government service) **childcarefinder.gov.au**
Simply enter your address for complete list of nearby childcare centres, including vacancies.

Starting Blocks **startingblocks.gov.au - 1800 670 305**
Government website to find nearby child care and compare ratings (the 7 quality areas of the National Quality Standard). All listings include phone and email contacts. The site also has tips on starting child care or preschool, and what can be done at home to encourage your child's learning and development.

Australian Childcare Alliance Queensland **3808 2366 / Outside Brisbane: 1300 365 325**
An industry support group for privately-owned long day care, while not serving parents directly, can show member centres near you: **qld.childcarealliance.org.au/parents/find-a-member-service**
They also list the standards member centres are expected to adhere to and accreditation details.

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

Local Community Groups
Check local community groups for regular get-togethers - e.g. Belong run Wed playgroups at C&K Moorooka during school terms for up to 5 years & their carers for a gold coin donation.

Child Support (Department of Human Services) **humanservices.gov.au/individuals/child-support**
Enquiry Line / applications / changes in circumstances (Mon-Fri 8:30am-4:45pm) **13 12 72**
Child Support payment hotline (Mon-Fri 8:30am-4:45pm) **1800 241 272**

Child Care Subsidy (CCS) **education.gov.au/ChildCarePackage**
The new Child Care Subsidy (CCS) has replaced the Child Care Benefit (CCB) and Child Care Rebate (CCR). This means-tested subsidy (based on income assessment, parent activity test, and type of child care) is paid directly to child care providers.

Parents who received CCB or CCR do not automatically receive CCS (you may not get any subsidy), so you must complete a Child Care Subsidy assessment using your Centrelink account through **my.gov.au**.

Seniors' Information and Support Services

Senior's Legal and Support Service **3214 6333**
caxton.org.au/how-we-can-help/seniors-legal-and-support-service/

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

Seniors Connect facebook.com/groups/1590650011231482/
A closed group for mature age people to connect with each other. To share stories. To share information. To share experience. To inspire each other to try new things. And just perhaps to make new friends.

Seniors Enquiry Line seniorsenquiryline.com.au - 1300 135 500
Information and referral service on how to protect yourself from scams; where to find concessions, social activities, household assistance, retirement accommodation; how best to deal with financial and legal matters; information on health, education, transport and many other issues. Seniors Enquiry Line is here to answer any question no matter how big or small - even if it is just to check a phone number. It could be more important than you think!

Elder Abuse Prevention Unit eapu.com.au - 1300 651 192
If you are in immediate danger, call the police on 000. Call EAPU for help if you are experiencing:

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

Grandparents Information Line (Seniors Enquiry Line) grandparentsqld.com.au - 1300 135 500
Website with information, respite and support to grandparents raising grandchildren.

My Aged Care myagedcare.gov.au - 1800 200 422
The start point to access Australian Government funded services for those over 65. Information about the types of aged care services available, how to assess your eligibility, providers in your area, costs you may need to pay.

Seniors' Card and concessions seniors-concessions.services.qld.gov.au - 13 74 68
Provides access to cheaper public transport, discounts and rebates. For ages 60+.

Social Activities

GOLD (Brisbane City Council's Growing Older and Living Dangerously) provides free or low-cost activities like balance & stretching exercises, putt putt golf and Bliss yoga. Booking on 3403 8888. brisbane.qld.gov.au/whats-on/events-listed-type/sports-recreation-programs/growing-older-living-dangerously

50 or 60 and Better offer exercise and activities from card playing to morning teas, tai chi to craft making, so you can enjoy an active, healthy and social lifestyle.

Acacia Ridge 50 and Better (Inala Community House) - 29 Chardean St — ich.org.au - 3277 0632
Cannon Hill 60 and Better - 958 Wynnum Rd — 60andbetter.wordpress.com - 3395 5844
Inala Skylarkers' 60 and Better Program, 20 Skylark St — ich.org.au - 33372 1711
South Brisbane (GOC Care) - 36 Browning St — goccare.com.au/aged-care/60s-better/ - 3249 1010
Wynnum 60 and Better Program - 105 Florence St — wynnum60andbetter.org.au - 3348 6306
Heart Foundation Walking runs regular walking groups — walking.heartfoundation.org.au - 13 11 12
Older Womens Network have weekly or monthly meetings for members — ownqld.net.au - 3358 2301

Immigrant Women's Services

Immigrant Women's Support Service — **iwss.org.au - 3846 3490**
Free confidential, practical and emotional support to immigrant and refugee women from non-English speaking backgrounds and their children who have experienced domestic and/or sexual violence

Refugee and Immigration Legal Service — **3846 9300**
Level 1, 170 Boundary Street, West End — **rails.org.au**

Provide free legal advice, assistance and community education. Family law advice is provided every 2nd Friday from 9am-3:30p.m - call to make an appointment.

Animals in Crisis

RSPCA (Royal Society for the Prevention of Cruelty to Animals) — **rspcaqld.org.au**
139 Wacol Station Road, Wacol (Adoption centre open daily 10am-6pm)
6 Hooper St, West Ipswich (Adoption centre open daily 10am-5pm)

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

RSPCA Ambulance — **1300 852 188**
Cruelty Complaints & Animal Emergencies (including wildlife) — **1300 264 625**
Lost & Found — **1300 363 736**

Pets in the Park — **facebook.com/petsintheparkbrisbane/**
Free monthly pet health clinics in Spring Hill by volunteer veterinarians and veterinary nurses.

1st Sunday of every month from 11:30am-1pm at the Salvation Army, 97 School Street, Spring Hill

Support Services for Carers

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

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

Carer Gateway carergateway.gov.au - 1800 422 737
Easy-to-understand practical information on available services, possible payment options and respite care. An interactive service finder connects you to local support. Mon-Fri 8am-6pm

Blue Care bluecare.org.au - 1300 107 753
Respite and education programs to assist with managing the needs of the person you care for.

Carers Australia QLD carersqld.com.au - 1800 242 636
Information and Advisory Service, in-person / telephone & online counselling, support groups, and referrals to other support structures - all provided by local branches. Mon-Fri 9am-5pm

Centacare – Community Services centacarebrisbane.net.au - 1800 337 552
Those caring for a family member with a disability can access up to six free counselling sessions

Floresco Centre 3280 5670
3 Wharf Street, Ipswich

Floresco Centre works with carers at home and in the community, through group support, mutual support and self-help. Mon-Fri 8:30am-4:30pm

OZcare ozcare.org.au - 1800 692 273
OZCare's aged care and dementia care respite service can come to your home and take care of the person you care for, while you have a break. Available during the day and overnight, they can be scheduled as one-off's or ongoing. Our experienced carers can assist you with a range of tasks, including meal preparation and cooking, cleaning, washing up, and other domestic chores, transport and outings in the community, personal care such as showering and dressing, and playing games and doing craft.

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

Are You a Carer in Crisis and in Need of Respite?

Commonwealth Respite and Carelink Centres (CRCCs) link you to respite care and other support that match your needs and circumstances, and the needs of the people you care for.

The national network of CRCCs assists carers with options to take a break through short-term and emergency respite, and even regular respite to reduce the need for unplanned and emergency respite.

CRCCs provide free and confidential information about carer support services in your local area.

1800 052 222 Mon-Fri 9am-5pm

1800 059 059 for emergency respite support outside standard business hours

EMPLOYMENT

Employment Plus (The Salvation Army) **employmentplus.com.au - 13 61 23**
Over 20 locations across the Brisbane / SEQ region, provide job seekers with access to specialised training, work experience and a range of support services. As a not-for-profit organisation, any surplus made is directed back into social programs – providing relief to the underprivileged.

Epic Assist **epicassist.org - 13 37 42**
Helps people with disability find and maintain employment with a personalised service and mental health support. Offices across Brisbane.

Life Communities (a department of Life Church) **lifecommunities.com.au - 3719 3177**
Women in Hospitality and Women in Business (Cert II) courses provide nationally recognised training, skills and confidence to successfully enter the workforce. Free 12 week course in Salisbury. Also run Youth Job Club (15-19 years), a 14 week Cert II Work & Vocational pathways course.

MAX Employment - Disability Employment Services
des.maxsolutions.com.au - 1800 625 350
Connect you with the support and training you need to find the work you want. Their service is all about understanding you and your goals to find a provider that suits your needs. Max Employment continue to assist both you and your employer once you get a job to help you have the best chance of success.

Mission Australia **missionaustralia.com.au**
Runs a variety of programs to help people find and keep a job.

Ostara Australia **3250 4500**
Ground Fl, Suite 2, 282 Wickham Street, Fortitude Valley **ostara.org.au**

Fully Government-funded services for people disadvantaged through age, health, disability or cultural background to find and keep sustainable employment. Specific training, health and living needs are tailored for you via one-on-one consultation. Ostara Australia also works with welfare and community organisations to assist you with addressing any personal barriers you may be facing, so you can enjoy the benefits of working as soon as possible.

Sarina Russo Job Access **sarinarusso.com - 13 15 59**
Over 20 locations across the Brisbane / SEQ region and provides assistance with gaining employment, training and non vocational assistance

Dress for Success (managed by Suited To Success) **3216 1969**
2/47 Anderson Street, Fortitude Valley **suitedtosuccess.org**

Provides a free job interview outfit and personalised styling to help you get the job you're applying for - and once employment has been secured, you can return for a second complimentary outfit.

If you are applying for a job and have nothing appropriate to wear, book in for a styling session.

They also can provide free Remote Styling with their experienced volunteer stylist via video-conferencing for those unable to physically attend their Brisbane boutique (perfect for job seekers in rural or regional Queensland. The session will include advice on interview presentation and selection of interview appropriate outfits, which includes clothing, accessories, shoes and toiletries bag.

They also provide a number of training programs for all ages to help you overcome barriers to employment, improve your confidence and employability.

Call Mon-Fri 9am-3pm or enquire online.

FACILITIES

Public Libraries

= free wifi

Brisbane libraries (except State Library) **3403 8888** - **library.brisbane.qld.gov.au**

State Library of Queensland	South Bank - slq.qld.gov.au - 3840 7666
Annerley Library	450 Ipswich Rd
Ashgrove Library	87 Amarina Ave
Banyo Library	284 St Vincents Rd
Bracken Ridge Library	Corner of Bracken & Barrett Streets
Brisbane Square Library	266 George St
Bulimba Library	Corner of Riding Rd & Oxford Streets
Carina Library	Corner of Mayfield Rd & Nyrang St
Carindale Library	Carindale Shopping Centre, Creek Rd
Chermside Library	375 Hamilton Rd
Coopers Plains Library	107 Orange Grove Rd
Corinda Library	641 Oxley Rd
Everton Park Library	561 South Pine Rd
Fairfield Library	Fairfield Gardens Shopping Centre, 180 Fairfield Rd
Garden City Library	Garden City, Cnr Logan & Kessels Rds
Grange Library	79 Evelyn Rd
Hamilton Library	Corner of Racecourse Rd & Rossiter Pde
Holland Park Library	81 Seville Rd
Inala Library	Inala Civic Centre, Corsair Ave
Indooroopilly Library	Indooroopilly Shoppingtown, 322 Moggill Rd
Kenmore Library	Kenmore Village, 9 Brookfield Rd
Mitchelton Library	37 Heliopolis Parade
Mt Coot-tha Library	Brisbane Botanic Gardens, 152 Mt Coot-tha Rd
Mt Gravatt Library	8 Creek Rd
Mt Ommaney Library	Mt Ommaney Shopping Centre, 171 Dandenong Rd
New Farm Library	135 Sydney St
Nundah Library	1 Bage St
Sandgate Library	Seymour St
Stones Corner Library	280 Logan Rd
Sunnybank Hills Library	Sunnybank Hills Shopping Centre, Cnr Compton Rd & Calam Rds
Toowong Library	Toowong Village Shopping Centre, 9 Sherwood Rd
West End Library	178-180 Boundary St
Wynnum Library	145 Florence St
Zillmere Library	Cnr of Jennings St & Zillmere Rds

Ipswich libraries **ipswichlibraries.com.au**

Ipswich Central Library	40 South St, Ipswich 07 3810 6815
Redbank Plains Library	Moreton Ave, Redbank Plains 07 3810 6887
Redbank Plaza Branch Library	Redbank Plaza Shopping Centre, 1 Collingwood Dv 07 4130 4620
Springfield Central Library	Cnr Main St & Sirius Dr, Springfield Central 07 3810 8144

Moreton Bay **moretonbay.qld.gov.au/libraries/Home**

Caboolture Library	Caboolture Hub, 4 Hasking St, Caboolture 07 5433 2000
Albany Creek Library	16 Ferguson St, Albany Creek 07 3264 5267
Arana Hills Library	63 Cobbity Crescent, Arana Hills 07 3351 3401
Bribie Island Library	1 Welsby Pde,Bongaree Bribie Island 07 3408 1388
Burpengary Library	121 Station Rd, Burpengary 07 3888 5366
Deception Bay Library	9 Bayview Tce, Deception Bay 07 3203 1094
North Lakes Library	10 The Corso, North Lakes 07 3480 9900
Redcliffe Library	476 Oxley Ave, Redcliffe 07 3283 0311
Strathpine Library	1 Station Rd, Strathpine 07 3480 6698
Woodford Library	1 Elizabeth St, Woodford 07 5496 1136

Redlands libraries **redland.qld.gov.au/info/20157/libraries**

Cleveland Library	Cnr Bloomfield & Middle Sts, Cleveland 07 3829 8576
Amity Point Library	Ballow St, North Stradbroke Island 07 3409 7029
Capalaba Library	Capalaba Place,14 Noeleen St, Capalaba 07 3843 8012
Dunwich Library	Ballow Rd, Dunwich 07 3409 9529
Point Lookout Library	Point Lookout Community Hall, East Coast Rd 07 3409 8036
Russell Island Library	22 High St, Russell Island 07 3409 1684
Victoria Point Library	Lakeside Shopping Centre, 7-15 Bunker Rd Victoria Point 07 3884 4000

Logan **loganlibraries.org**

Beenleigh Library	Crete St, Beenleigh 07 3412 4136
Greenbank Library	145-167 Teviot Rd, Greenbank 07 3297 5158
Jimboomba Library	18-24 Honora St, Jimboomba 07 3412 4190
Logan Central Library	26 Wilbur St, Logan Central 07 3412 4106
Logan Hyperdome Library	66-70 Mandew St, Shailer Park 07 3412 4120
Logan North Library	Cnr Sports Dr & Springwood Rd, Underwood 07 3412 4142
Logan Village Library	Wharf St, Logan Village 07 5546 8478
Logan West Library	69 Grand Plaza Dr, Browns Plains 07 3412 4160
Marsden Library	35 Chambers Flat Rd, Marsden 07 3412 4838

Public Toilets

This list comes from **toiletmap.gov.au** which has more locations, and more details including specific opening times. Visit the site, type in your address to see amenities near you.

24 Hour · Shopping Centre · Camping Ground · Showers
Daylight hours · Train station · Baby Change · Sanitary Disposal
Park / Public Area · Petrol station · Drinking Water · Sharps disposal

Auchenflower	Dunmore Park	Roy Street	
Brisbane City	Alice Street Information Booth	Alice Street	
Brisbane City	Myer Centre	91 Queen Street	
Brisbane City	Post Office Square	Queen Street	
Brisbane City	Queen Street Mall Public Toilets	Cnr Queen & Albert Sts	
Brisbane City	QueensPlaza	226 Queen Street	
Brisbane City	Roma St Parklands	1 Parkland Boulevard	
East Brisbane	Heath Park	Hilton Street	
East Brisbane	Mowbray Park	Lytton Road	
Kangaroo Point	C.T. White Park	Thornton Street	
Kangaroo Point	Captain John Burke Park	Holman Street	
Kangaroo Point	Kangaroo Point Cliffs Park (lower car park)	Ellis Street	
Kangaroo Point	Kangaroo Point Cliffs Park (Upper)	River Terrace	
Kangaroo Point	Raymond Park	Baines Street	
Milton	Frew Park	Frew Park	
Milton	Milton Park	Nerida Lane	
New Farm	New Farm Park (Brunswick Street)	Brunswick Street	
New Farm	New Farm Park (Dixon Street)	Dixon Street	

New Farm	New Farm Park (Playground)	Off Brunswick Street	
Paddington	Gregory Park	Baroona Road	
South Brisbane	Musgrave Park	Edmondstone Street	
Spring Hill	Cathedral Square	Turbot Street	
West End	Davies Park	Riverside Dr	

Ipswich

Ipswich	Riverheart Parkland	Roseberry Pde	
Dinmore	Dinmore Railway Station	Mason St	
Barellan Point	Joseph Brady Park	Riverside Ave	
Benarkin	Scott St	Scott St	
Blackbutt	Hart St	Hart St	
Booval	Caltex Booval	180 Brisbane Rd	
Brassall	Battye Park	Pine Mountain Rd	
Brassall	Brassall Shopping Centre	60 Hunter St	
Bundamba	Bundamba Memorial Park	Brisbane Rd	
Cherry Creek	Clancy's Campground	Benarkin State Forest	
Churchill	Lobley Park	Warwick Rd	
Chuwar	Mt Crosby Sportsground	Allawah Rd	
Colinton	Emu Creek	Glenhowden Rd	
Dundas	Cedar Flats	Mount Glorious Rd	
East Ipswich	East Ipswich Honour Playground	Joyce St	
Fernvale	Fernvale Memorial Park	Brisbane Valley Hwy	
Harlin	Harlin Rest Area	Brisbane Valley Hwy	
Karalee	Riverside Park	Diamantina Circle	
Karana Downs	Kookaburra Park - West	Whyalla Court	
Kholo	Lake Manchester Day Use Area	Lake Manchester Rd	
Linville	Ditchman Park	George St	
Moore	Stanley Gates Park	Cnr D'Aguilar Hwy & Eskdale St	
Newtown	Cameron Park	Easton St	
North Ipswich	Cribb Park	Fitzgibbon St	
One Mile	Leichhardt Park	Old Toowoomba Rd	
Peak Crossing	Peak Mountain View Park	Ipswich-Boonah Rd	
Silkstone	BP Silkstone	134 Blackstone Rd	
Thagoona	Calendonian Park	Kanandah Court	
Walloon	Henry Lawson Bicentennial Park	533Karrabin-Rosewood Rd	
Yamanto	Stallard Park	Debbing Creek Rd	

Free Public Transport

Brisbane City Council provide three free public transport options in the inner-city: the City Loop and Spring Hill Loop bus services and the CityHopper ferry.

The City Loop (Red sign posts / red bus) runs every 10 mins clockwise (Route 40) and anti-clockwise (Route 50) around the CBD - Mon-Fri between 7am and 6pm.

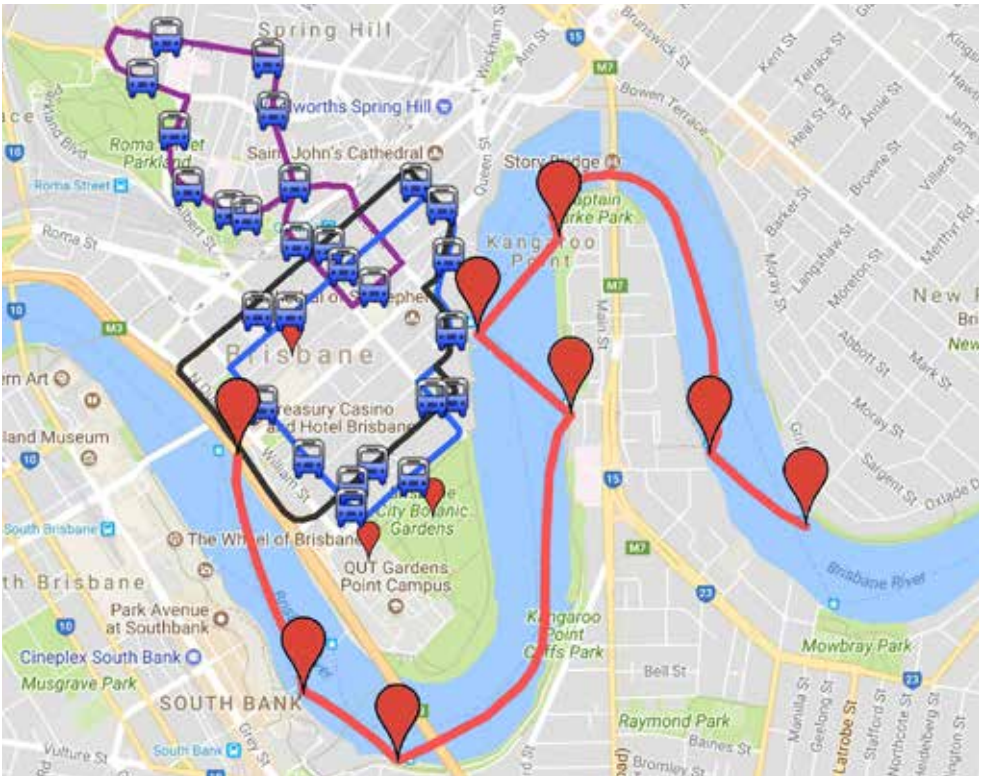
The Spring Hill Loop (Route 30 - Yellow sign posts / yellow bus) runs every 10 min in peak hours and every 20 mins in off peak, looping the CBD and Spring Hill - Mon-Fri from 6am-7pm

CityHopper Ferry travels every 30 mins (daily 6am-midnight), between North Quay, South Bank 3, Maritime Museum, Thornton St, Eagle St Pier, Holman St, Dockside and Sydney St terminals.

Job seekers with a CRN can receive 50% off using their go card. See details on how to update your account online: **translink.com.au/tickets-and-fares/concessions/job-seekers**

Those with TransLink senior go card or Seniors Card +go cards can access BCC bus, CityCat and ferry for free during off-peak times. Call 13 7468 or visit the QLD government site to organise your card. **qld.gov.au/seniors/legal-finance-concessions/seniors-card**

For more information on these and for paid public transport, contact Translink on **13 12 30**, visit the Brisbane Visitor Information in the old Regent (167 Queen Street Mall), or use Translink's online planning tool **translink.com.au**



Free Entertainment & Wi-Fi

Free Wi-Fi
Public Wi-Fi is being embraced by local councils, with Brisbane and Ipswich providing coverage in numerous parks, on public transport and public places. Also found in libraries and at information booths, take advantage of these offerings without having to use your own data. All provisions have their own terms and conditions (download limits etc), but don't require login.

Many shopping centres also promote free wi-fi without login.

City Libraries
A wide range of services from book clubs, reading programs, computer training, events and workshops for adults and children, from basic internet skills workshops to story time for children, English conversation groups, weaving circles, and movie screenings. Brisbae have a bi-monthly *What's On* guide or visit brisbane.qld.gov.au/facilities-recreation/libraries/events

Brisbane City Council Live
Regular free events, concerts, art exhibitions, classes, workshops and more. To check upcoming events, pick up the quarterly *Live* brochure from libraries or information centres brisbane.qld.gov.au/whats-on

Brisbane Powerhouse Arts 3358 8600
119 Lamington Street, New Farm (continuation of James Street) brisbanepowerhouse.org

Regularly changing events from stand up comedy to live music and art exhibitions.

Brisbane Visitor Information Centres (Visit Brisbane)
Information and brochures about Brisbane and surrounds including free entertainment and public transport, and Brisbane City Council guides *Live* and *What's On.* Their website also has many great ideas on free entertainment: visitbrisbane.com.au/things-to-do/fun-for-free

- Brisbane Visitor Information and Booking Centre, The Regent, 167 Queen Street Mall, Brisbane
- Caboolture Visitor Information Centre, BP Travel Centre, Bruce Highway, Burpengary
- Hyperdome Visitor Information Centre, Cnr Pacific Highway and Bryants Rd, Loganholme
- Ipswich Visitor Information Centre, Queens Park, 14 Queen Victoria Parade, Ipswich
- Pine Rivers Visitor Information Centre, Pine Rivers Park, Gympie Rd, Strathpine
- Redcliffe Central Visitor Information Centre, Redcliffe Parade, Redcliffe
- Redcliffe Visitor Information Centre, Pelican Park, Hornibrook Esplanade, Clontarf
- Redlands Visitor Information Centre, 17 Runnymede Rd, Capalaba
- South Bank Visitor Centre, Stanley Street Plaza, South Bank Parklands
- Wynnum Manly Tourism & Visitor Information Centre, William Gunn Jetty, 1 Wyvernleigh Cres, Manly

Museum of Brisbane (MoB) 3339 0800
Level 3, Brisbane City Hall, 64 Adelaide Street, Brisbane museumofbrisbane.com.au

Part of the living history of the city, examining how Brisbane and its people change over time and how our individual and collective stories reveal our character and create our identity.

Park Exercise Equipment
More than 90 BCC parks have equipment, providing an opportunity to get fit outdoors for free. Each park is different, ranging from simple, static equipment for chin-ups, sit-ups and step-ups, to new interactive and movable equipment with cardio and resistance features (similar to indoor fitness equipment) such as rowing and stepping machines. Many pieces of equipment have instructions for use.

brisbane.qld.gov.au/facilities-recreation/sports-leisure/exercise-equipment-parks

Queensland Art Gallery (QAG) and Gallery of Modern Art (GOMA) **3840 7303**
Stanley Place, South Bank **qagoma.qld.gov.au**

Between the Victoria and Kurilpa Bridges, these galleries have free entry to most exhibitions, screenings and programs (except for special events). The Children's Art Centre is always free. Daily 10am-5pm.

Queensland Museum **3840 7555**
Corner of Grey and Melbourne Streets, South Bank, South Brisbane **qm.qld.gov.au**

A museum of natural history, cultural heritage, science and human achievement that tells the changing story of Queensland via permanent and changing exhibitions, early childhood activities and entertaining holiday activities. Entry is free (charges apply to special events and exhibitions). Children under 16 years old must be accompanied by an adult (18+). Daily 9:30am-5pm.

South Bank **3156 6366**
Grey St, South Bank, South Brisbane **visitsouthbank.com.au**

Open 5am -midnight daily, South Bank is best known for Streets Beach, Australia's only inner-city, man-made beach. Free to use and patrolled by qualified lifeguards. Nearby is Aquativity, a fun and interactive water-play park for children and families, also patrolled by lifeguards (call to check times they patrol).

The parklands feature many bike and walking tracks, including the kilometre-long Arbour and the Rainforest walk which edges onto the peaceful Nepalese Pagoda.

Down the other end, near the City Hopper ferry terminal, the Epicurious Garden is a working community edible garden. Chat with volunteers (7-11.30am Tue-Thu) and learn about inner-city gardening. 7am-2pm Tue - Thu free produce from the garden's harvest cart is handed out on a first-come, first-served basis.

State Library of Queensland **3840 7666**
Cultural Centre, Stanley Place, South Bank **slq.qld.gov.au**

Aside from books, maps, photographs, newspapers, audio and video collections, the library hosts exhibitions and other major events – festivals, workshop and talk series, open days and children's holiday programs. Free WI-Fi. Free entry. Mon-Thu 10am-8pm, Fri - Sun 10am-5pm

Lockers and Storage

3rd Space (formerly 139 Club) **3254 1144**
505 Brunswick Street, Fortitude Valley **3rdspace.org.au**

Various size lockers available. Cost: $10 for 3 months contract. $5 fine if you lose the key. For security, lockers may be opened and searched at anytime.

Do you need Emergency Relief?

Salvation Army Financial Assistance

If you find yourself in crisis and are in need material or financial assistance, please call the Salvos Emergency Relief assessment team Mon-Fri 9am-5pm.

Please note: no assessment is done on-the-spot at any SalvosConnect community centre.

1300 371 288

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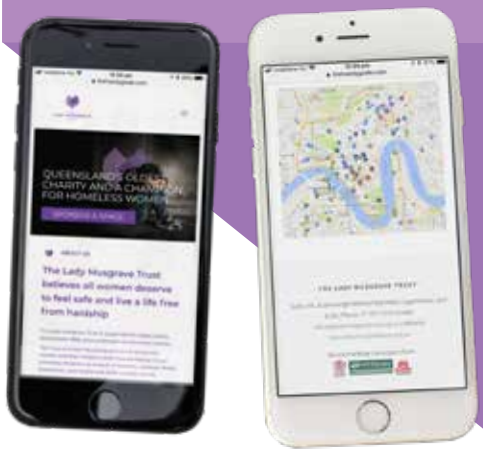

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