



# Support Services

in the Brisbane area for:

- emergencies
- financial counselling
- housing issues
- the aged and people with a disability
- counselling and advocacy
- health issues

This is a basic list of services.

If you do not see what you need, make further enquiries as there are many more services available.

**EMERGENCY SUPPORT** (e.g. suicide prevention, food, housing, bills)

<b>Suicide call-back service</b>	24-hour free phone + online counselling + support for anyone affected by suicide, including people who are feeling suicidal	1300 659 467
<b>DV Connect</b>	24-hour telephone counselling and referral service	1800 811 811 (women's line) 1800 600 636 (men's line)
<b>Sexual Assault Helpline</b>	24-hour telephone counselling/support service for people who have experienced sexual assault	1800 010 120
<b>Lifeline</b>	Counselling for individuals, families and children, group programs and financial counselling; Australia-wide, 24-hour phone counselling	13 11 14
<b>QLife</b>	Telephone and online counselling line for LGBTI community	1800 184 527
<b>Kids Helpline</b>	Kids Helpline is a free, 24-hour counselling service for young people aged 5 to 25 years. Counselling is offered by phone, email and over the web	1800 551 800
<b>3<sup>rd</sup> Space (formerly 139 Club)</b>	Counselling, support, medical care, emergency relief, laundry facilities, postal address and mobile support	3254 1144 505 Brunswick Street, Fortitude Valley
<b>Lifeline Brisbane Client Service</b>	Crisis and emergency accommodation, financial counselling and budgeting, general support services and counselling, general welfare and support services	3250 1900 117 Gipps Street, Fortitude Valley
<b>Salvation Army Brisbane Street Level Mission</b>	Emergency relief	3852 4438 or 1300 371 288 398 St Pauls Terrace, Fortitude Valley
<b>Centrelink</b>	Social security, employment service and social work	13 62 40; multilingual 13 12 02; disability 13 27 17; employment 13 20 50; families 13 61 50; older Australians 13 23 00
<b>Wesley Mission Brisbane Relief Hub</b>	Emergency relief – call first	3216 1579 316 St Pauls Terrace, Fortitude Valley
<b>Trinity Pantry</b>	Food parcel – call first	3852 1635 9 Church Street, Fortitude Valley
<b>St Vincent De Paul Family Support Centre</b>	Food, furniture and emergency relief – call first	3010 1000 10 Merivale St, South Brisbane

<b>VAKS: Vans and Kitchens</b>	Tells the when, where, what and who of a van or kitchen (e.g. soup kitchens and hot drinks for free or low prices)	www.vaks.com.au
<b>Hospitals</b>	Access to medical treatment and mental health support 24/7	Contact your nearest hospital or 000 if an emergency
<b>FINANCIAL COUNSELLING</b>		
<b>National Debt Hotline</b>	Free financial counselling and advocacy support regarding debt issues Monday to Friday 9:30 am to 4:30 pm	1800 007 007
<b>HOUSING ASSISTANCE</b>		
<b>Homeless Hotline</b>	Referrals for crises accommodation and other services such as meals, showers and clothing	1800 474 753
<b>Department of Housing Housing and Homelessness services</b>	Provides housing assistance through government and community-managed properties	1300 880 882
<b>Micah Projects</b>	Information, support, outreach, health care, employment assistance and recreational activities – call first	3036 4444 174 Boundary Street, West End
<b>Hart 4000</b>	Housing advocacy and support, crisis accommodation. TICA checks. For people who are experiencing or are at risk of homelessness	3004 0100 1/5 Green Square Close, Fortitude Valley
<b>Brisbane Youth Service</b>	Housing and emergency support for 12 to 25 year olds	3620 2400 42 McLachlan Street, Fortitude Valley
<b>Ozcare St Vincent's Hostel (Men)</b>	Men's hostel, provides emergency supported accommodation	3028 4350 48 Peel St, South Brisbane
<b>Pindari Women's Service</b>	Women's crisis accommodation	3832 6073 28 Quarry St, Spring Hill
<b>Pindari Men's Services</b>	Men's crisis accommodation	3832 1491 28 Quarry St, Spring Hill
<b>Brisbane Aboriginal and Torres Strait Islander Community Controlled Housing Authority (BATSICCHA)</b>	Community-controlled housing assistance for Aboriginal and Torres Strait Islander people experiencing homelessness	3328 8548 Level 2, 55 Russell Street, South Brisbane

## AGED & DISABILITY SUPPORT

<b>Amparo Advocacy</b>	Advocacy support for people from a non-English speaking background with a disability, who are being treated unfairly, abused or discriminated against	3369 2500 9 Chippendall Street, Milton
<b>Aged and Disability Advocacy (ADA) Australia</b>	Information, education and support regarding rights and responsibilities when receiving an aged care or community care service	1800 818 338 121 Copperfield Street, Geebung
<b>Speaking Up for You</b>	Supports people with disability through individual advocacy to address injustices and make a positive and sustainable difference to their lives	3255 1244 Unit F2, The Precinct 12 Browning Street, West End
<b>National Disability Insurance Agency (NDIA)</b>	Information about NDIS	1800 800 110
<b>Elder Abuse Prevention Unit (EAPU)</b>	Queensland-wide resources and referrals for those experiencing elder abuse	1300 651 192
<b>Carers Qld</b>	Carer advisory service for information, support and referral advice to help you in your caring role	1800 292 636 15 Abbott Street, Camp Hill
<b>Commonwealth Carer Respite Centre Brisbane</b>	Providing respite care and other support appropriate to carers' needs and circumstances, and the needs of the people they care for	1800 059 059 21 Jaybel Street, Salisbury
<b>People With Disability Australia</b>	Advocacy support for people with a disability	1800 422 015
<b>My Aged Care</b>	National helpline to access aged care services	1800 200 422
<b>Dementia Support Australia</b>	Support for those with dementia and their carers (24/7 support)	1800 139 794

COUNSELLING & ADVOCACY SUPPORT IN THE COMMUNITY		
<b>Basic Rights Queensland</b>	Provides advice, advocacy and free legal services to people experiencing problems with Social Security or Disability Discrimination, and help with Centrelink advocacy	1800 358 511
<b>Brisbane Domestic Violence Service</b>	Free and confidential service for people who are affected by domestic violence	3217 2544
<b>Brisbane Rape and Incest Survivors Support Centre (BRISSC)</b>	Support service for women who are affected by sexual violence	3391 0004 15 Morrissey St, Woolloongabba
<b>Immigrant Women's Support Service (IWSS)</b>	Provides emotional and practical support for women from culturally diverse backgrounds who have experienced domestic violence or sexual assault	3846 3490
<b>Multicultural Development Australia (MDA)</b>	MDA work with refugees, people seeking asylum, migrants and international students to achieve best settlement outcomes. Services include the Humanitarian Settlement Program, Status Resolution Support Program and Welcome Hubs	3337 5400 28 Dibley St, Woolloongabba
<b>Queensland Program of Assistance to Survivors of Torture and Trauma (QPASST)</b>	QPASST provides flexible and culturally sensitive services to promote the health and wellbeing of people who have been tortured or who have suffered refugee-related trauma prior to migrating to Australia	3391 6677 28 Dibley St, Woolloongabba
<b>Kummara Indigenous Family Care</b>	Family support to enhance Indigenous family wellbeing through referral, advocacy and training. Play group, drop-in spaces and outreach support	3846 5654 221 Boundary St, West End
<b>Gallang Place</b>	Counselling and support for Aboriginal and Torres Strait Islanders	3899 5041 57 Southgate Ave, Cannon Hill
<b>Sisters Inside</b>	Prison release assistance, early intervention program and family support	3844 5066 326 Montague Rd, West End
<b>Diverse Voices</b>	Focuses on the wellbeing of the lesbian, gay, bisexual, transgender and intersex communities through operation of the gay line, the lesbian line and peer telephone counselling service; open 7 days from 3 pm until midnight	1800 184 527
<b>Harmony Place</b>	Multicultural mental health service and community centre	3848 1600 30 Shottery Street, Yeronga
<b>Youth Advocacy Centre</b>	Legal and welfare assistance to young people 18 years and under in Brisbane	3356 1002 196 Newmarket Road, Wilston

HEALTH ASSISTANCE		
<b>Princess Alexandra Hospital</b>	Mental health unit and community mental health, available 24/7	1300 642 255 or 000 Princess Alexandra Hospital, Buranda
<b>Aboriginal and Torres Strait Islander Community Health</b>	Community health clinic, medical services in mental health, dental, children's and maternal health. Access to allied health professionals; bulk-billed	3240 8924 55 Annerley Rd, Woolloongabba
<b>Palliative Care Helpline</b>	Information and emotional counselling support to individuals affected by life-limiting or terminal illnesses	1800 772 273 27 Cartwright Street, Windsor
<b>Queensland Transcultural Mental Health Clinic</b>	Culturally sensitive mental health support for culturally and linguistically diverse clients	3317 1234 1800 188 189
<b>Biala Community Health Centre</b>	Provides alcohol and drug treatments, health and counselling services. Needle and syringe program 24 hrs/365 days a year	1800 177 833 270 Roma St, Brisbane
<b>Queensland AIDS Council (QuAC)</b>	Support service in many areas of LGBTI health and wellbeing as well as Seniors Community Visitors service and LGBTI legal service	3017 1777 30 Helen Street, Newstead
<b>Queensland Injectors Help Network (QuiHN)</b>	Needle exchange program, peer support groups, referrals and general health support	3620 8111 1 Hamilton Place, Bowen Hills