



Moreton Bay Regional Council

Homelessness and Housing Services Guide

UPDATED 2020

ABOUT THIS GUIDE

The Moreton Bay Homelessness and Housing Services Guide has been developed by Moreton Bay Regional Council in collaboration with the Moreton Bay Homelessness and Housing Network; a group of organisations that provide services to support people experiencing or who are at risk of homelessness.

The guide provides information about services available in the Moreton Bay region to support people who are homeless, at risk of homelessness or who require assistance to sustain their tenancies.

**To access this directory online please visit:
www.moretonbay.qld.gov.au**

Please note: The information included in this guide was correct at the time of going to press; however, services are subject to change or withdrawal at any time. The online version of this guide will be updated periodically to ensure it remains as accurate as possible. Inclusion or exclusion of services does not reflect endorsement. Moreton Bay Regional Council disclaims liability for any loss, costs or damages as a result of engagement with any of the services included in this guide.

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EMERGENCY RELIEF

Salvation Army

Call emergency relief team on **1300 371 288** to be directed to nearest SalvosConnect community centre, where people can pick up a pre-approved help package.

There are 7 Salvos Stores in Moreton Bay (Brendale, Lawnton, Kallangur, Redcliffe, Rothwell, Burpengary and Morayfield). Visit website to find store addresses:

Website: www.salvosstores.com.au/stores

St Vincent de Paul Society

Provide vouchers for food and goods, and can assist people pay for utility bills and unexpected expenses.

Call **1800 VINNIES (1800 846 643)** and enter postcode to be directed to nearest Helpline.

There are 6 Vinnies shops in Moreton Bay (Arana Hills, Albany Creek, Lawnton x 2, Margate, Bribie Island - Woorim). Visit website for store addresses:

Website: www.vinnies.org.au/page/Shops/QLD

Lifeline

Lifeline Shops sell donated goods, like clothing, books, furniture and bric-a-brac.

There are 7 Lifeline stores in Moreton Bay (Albany Creek, Brendale, Bribie Island - Bellara, Margate Beach and Margate, North Lakes and Strathpine). Visit website for stores addresses:

Website: www.unitingcareqld.com.au/lifeline/shops

EMERGENCY RELIEF

After Dark Saints

Family run group providing assistance to **homeless people only** on the Redcliffe Peninsula 6 nights a week (6pm to 9pm).

Provide hot meals, hot and cold drinks, snack and breakfast packs, clothing, blankets, sanitary items, mechanical assistance, housing application assistance, mental health assistance and other services.

Call 24/7 if need anything - **0478 149 028**

Website: www.afterdarksaints.com.au

Global Care Bribie Island

- Offer low cost food parcels
- Free emergency food relief
- Free cooked meals for takeaway
- Free tea, coffee & snacks takeaway
- Free spiritual care & support - self referral
- Caring people whom people can chat with

Global Care Bribie Island food assist opening hours:
Wednesday & Thursday - 11am to 12.30pm.

Emergency food relief and other support can be accessed 7 days a week by calling **07 3408 0429**.

Address: 7/1 Toorbul Lane, Bongaree, QLD 4507

Facebook: www.facebook.com/pages/category/Nonprofit-Organization/Global-Care-Bribie-Island-452294868230163

EMERGENCY RELIEF

Deception Bay Baptist Church

Offer welfare parcels of long life and care items for those in need.

Opening hours are Wednesday - Thursday from 9am to 12pm.

Call the office on **07 3204 1311** for availability.

Address: 69 Maine Terrace, Deception Bay, QLD 4508

Website: www.mycommunitydirectory.com.au/Queensland/Moreton_Bay/Religion___Philosophy/Churches_and_Places_of_Worship/82853/214019/Deception_Bay_Baptist_Church

The Lakes Anglican Church

Offer emergency non-perishable items to people in need living in North Lakes, Griffin, Mango Hill, Dakabin, Murrumba Downs and Kallangur.

Monday, Wednesday and Friday between 10am - 12pm.

Call **0449 895 559** to arrange a time to visit.

Address: 22 Halpine Drive, Mango Hill, QLD 4509

Facebook: www.facebook.com/thelakesfoodpantry

EMERGENCY RELIEF

Lighthouse Centre Deception Bay

Food help available. Call **07 3204 0143**.

Address: 8 Summer Street, Deception Bay, QLD 4508

Facebook: www.facebook.com/pages/category/Church/Lighthouse-Centre-Deception-Bay-1272787279510650

Tucker Box Ministeries - Clontarf Beach Baptist Church

Practical outreach to those in need, serving the Redcliffe Peninsula 3 times a week.

Pelican Park Boat Ramp, Clontarf

Friday Dinner - 5.30pm to 7pm

Tuesday Breakfast - 6am to 7.30am

Thursday Breakfast - 6am to 7.30am

Address: 147-149 Elizabeth Ave, Clontarf, QLD 4019

Website: <https://clontarfbaptist.org/ministries/tucker-box>

ACCOMMODATION PROVIDERS

Bric Housing

Bric Housing provides affordable and secure housing solutions for those in the community who might be disadvantaged. We assist our tenants to sustain their tenancy and where possible achieve independence within the mainstream housing market.

Eligibility: Approved Department of Housing application.

Service Areas: Spring Hill to Caboolture, including Redcliffe Peninsula.

Cost: Income based rent.

Referral: Department of Housing or support services.

Opening Hours: Monday to Friday, 9am to 5pm.

Address: Level 1, 56 Little Edward Street, Spring Hill, QLD 4000

Telephone: 07 3230 5555

Email: info@bric.org.au

Website: www.bric.org.au

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ACCOMMODATION PROVIDERS

Notes:

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ACCOMMODATION PROVIDERS

Churches of Christ Housing Services

Service Description:

Seniors Long-Term Community Housing (LTCH), Bongaree, Bribie Island - A mix of 170 one & two bedroom units for seniors (over 55).

Crisis Family Accommodation, Bray Park and Pine Rivers – Temporary supported accommodation. Three properties in Bray Park and two in Pine Rivers. Suitable for families. Unfurnished.

Affordable Living, Kallangur – A mix of 50 one, two & three bedroom units and townhouses. Privately owned, non-funded affordable housing model – discounted market rents.

Eligibility:

Seniors LTCH - Standard eligibility conditions for social/community housing apply including income and asset tests and residency.

Crisis Family Accommodation – Qld residents at immediate risk of homelessness; must be willing to engage in support and case management planning to transition to longer term housing solutions. Prioritised for families with children.

Affordable Living – Singles, couples, families, sharers. Income and asset tests apply. Income to rent affordability must be within 30%.

Cost:

Seniors LTCH - Rents are 25% of income. Residents may be eligible for Commonwealth Rent Assistance (CRA).

Crisis Family Accommodation – As for LTCH.

Affordable Living - Rents are set to be affordable for low-med income earners / key workers. Residents may be eligible for CRA.

ACCOMMODATION PROVIDERS

Churches of Christ Housing Services (continued)

Service Areas:

- Bongaree, Bribie Island
- Bray Park
- Pine Rivers
- Kallangur

Referral:

Seniors Long-Term Community Housing (LTCH), Bongaree, Bribie Island - Referrals received directly from the Department of Housing and Public Works (DHPW). Applicants must be registered with DHPW.

Crisis Family Accommodation, Bray Park and Pine Rivers – Applicants presenting to a homelessness service agency can be assessed and referred for vacancies via the Queensland Homelessness Information Platform (QHIP), or by contacting the Homeless Helpline.

Affordable Living, Kallangur – Private rental applications for advertised vacancies through real estate advertising websites; Referrals not required.

Opening Hours: By appointment only.

Address: Head Office - 41 Brookfield Road, Kenmore, QLD 4069

Telephone: 07 3327 1674

Email: housingservices@cofcqld.com.au

Website: www.carehousingservices.com.au

ACCOMMODATION PROVIDERS

Coast2Bay Housing Group

Service Description:

Coast2Bay delivers Community and Affordable Housing programs to the Moreton Bay Region and has nearly 500 dwellings in the region.

Longer Term Housing - this program provides housing options for people on low incomes, who have complex needs and are on the Common Housing Register managed by the DHPW. Portfolio includes detached houses, townhouses and units in 1-4 bedroom configurations.

Community Rent Scheme – this program provides medium term transitional housing for people on the Common Housing Register, who have low incomes and are experiencing challenges, making the secure housing market difficult. This program assists people to transition back into the community and secure market housing. Portfolio includes a diverse range of housing forms.

Disability Housing (Mental Health) – 14 share houses for tenants recovering from mental health challenges. Support services are provided by partner organisations.

Eligibility:

All prospective tenants for Community Housing need to have an approved housing application with the Department of Housing.

All Prospective tenants for NRAS need to be registered with NRAS.

ACCOMMODATION PROVIDERS

Coast2Bay Housing Group (continued)

Service Areas: Moreton Bay Region including Redcliffe Peninsula.

Referral: Community Housing referrals are received by the Department of Housing.

Opening Hours:

Monday, Tuesday, Thursday & Friday, 9am to 4pm.

Wednesdays Closed.

Address: Suite 8, 42-44 King Street, Caboolture, QLD 4510

Telephone: 1300 796 716

Email: admin@coast2bayhousing.com.au

Website: www.coast2bay.com.au

ACCOMMODATION PROVIDERS

Housing Service Centre - Queensland Department of Housing and Public Works

Service Description:

- Social Housing delivery, including tenancy and property management.
- Private Rental Assistance, such as bond loans and Rental Grants.
- Referral pathway for Community Housing Providers offering transitional housing, longer term housing and affordable housing options.

Eligibility:

Australian citizenship or permanent residency, Queensland residency, income and asset limits apply.

Service Areas: Moreton Bay Local Government Area.

Cost: No cost for service and referrals. Public Housing rental charges are determined by household income.

Referral: Housing Applications can be submitted in person, by mail or email.

Opening Hours: Monday to Friday, 8.30am to 4.30pm.

Address: Level 5, Caboolture Square Shopping Centre,
60-78 King Street, Caboolture, QLD 4510

Telephone: 07 5432 0700

Email: moretonbayhsc@hpw.qld.gov.au

Website: www.qld.gov.au/housing

ACCOMMODATION PROVIDERS

Supported Accommodation Caboolture (Families) The Salvation Army

Service Description:

The Salvation Army Supported Accommodation Caboolture provides temporary supported accommodation for families who are experiencing homelessness and / or who are at risk of homelessness.

Eligibility: Families experiencing homelessness, or who are at risk of homelessness.

Service Areas: Caboolture and surrounding areas.

Cost: No cost for service referrals. Once accommodated, rental charges are determined by household income.

Referral: Via Upfront Intervention Team (UIT) on 07 5495 4400.

Opening Hours: Monday to Friday, 8.30am to 4.30pm.

Address: Unit C, 80 King Street, Caboolture, QLD 4510

Telephone: Service Line 07 5495 3700
Assessment Line 07 5495 4400

Website: www.salvationarmy.org.au

ACCOMMODATION PROVIDERS

Mindle Bygul Aboriginal Corporation

Service Description:

Mindle Bygul Aboriginal Corporation works daily to support the aspirations and needs of First Nation Peoples of the Moreton Bay Region. Our projects change so feel free to make enquiries into how we may assist you or your clients. Services include but are not limited to:

Housing Officer: Case management for First Nation Peoples experiencing housing vulnerability, assisted referrals, rent relief, grocery relief, electricity relief, budgeting support.

Child and Family Networker: works to build connections between First Nation Peoples and mainstream service providers. Able to provide intensive case management, referral support, cultural support, network meetings and participation in steering groups.

Parenting Courses: Aboriginal specific and relevant parenting courses that work to build family strength and capacity.

KidzMatter2: Trauma and recovery counselling for children and the non-offending parent. This counselling is about strengthening attachment and providing recovery skills for those children and their families that have been affected by domestic and family violence.

Youth Worker: Our Youth Worker walks with Young Peoples that are experiencing vulnerability and may have challenging behaviors. This program revolves around culture and respect for others.

Confirmation of Aboriginality: This is a fee for service program that provides First Nation Peoples with Confirmation of Aboriginality. Please note that this process takes approximately one month and has a \$25 cost involved.

ACCOMMODATION PROVIDERS

Mindle Bygul Aboriginal Corporation (continued)

Service Description:

All services require an appointment, in the first instance contact our office on 07 3293 0232

Eligibility: First Nation Peoples and parents of First Nation Children are eligible for any or all our services.

Service Areas: Moreton Bay Region.

Cost: Free.

Referral: First Nation Peoples may self-refer or alternatively you may refer your clients through to one of our programs.

Opening Hours: Monday to Friday, 8.30am to 3pm.

Address: 5 Bisschop Street, Deception Bay, QLD 4508

Telephone: 07 3293 0232

Email: Projectmanager.mindlebygul@gmail.com
Mbachousing.covid19@gmail.com
Manager.mindlebygul@gmail.com

Website: www.mindlebygul.org.au

ACCOMMODATION PROVIDERS

Umpi Korumba Corporation for Housing

Service Description:

Umpi Korumba Corporation for Housing provides three major service delivery areas:

- Social Housing in Zillmere and surrounding suburbs and support services to local Aboriginal Torres Strait Islander families. Long Term Community Housing (LTCH) eligibility guidelines in accordance with the Department of Housing and Public Works.
- Crisis Accommodation Program services for Aboriginal Torres Strait Islander families supported by funding from Social Housing System (SHS / SAAP).
- Outreach Services to the community by way of support to sustain tenancies and referrals specialist agencies (government and non-government) for the well-being of families.

Mutually agreed case management support is provided for families in a range of property types and service delivery.

The majority of properties are three or four-bedroom family houses, but there is some limited flexibility to provide properties that may better suit the housing needs of smaller households eligibility conditions apply, there are application processes for both programs.

ACCOMMODATION PROVIDERS

Umpi Korumba Corporation for Housing (continued)

Eligibility: Aboriginal or Torres Strait Islander families who are homeless or at risk of becoming homeless and are unable to access private or public housing and require a level of individualized support to re-develop self-reliance and independence.

Service Areas: Umpi Korumba operate within the boundaries of the Turrabul country including suburbs from Stafford area, up to and including Pine Rivers and Redcliffe / Deception Bay areas.

Cost: Tenants in both the Crisis and Long Term programs must pay rent for accommodation and water usage.

Referral: <https://umpikorumba.com.au/our-services/applying-for-community-housing-eligibility/>

Opening Hours: Monday to Thursday, 9am to 4pm.
Friday, 9am to 12noon.

Address: 74 Handford Rd, Zillmere, QLD 4034

Telephone: 07 3865 7955 after hours 0417 778 269

Email: reception@umpikorumba.com.au

Website: <https://umpikorumba.com.au>

ACCOMMODATION SUPPORT

Assistance with Care and Housing (ACH) Oz Care

Service Description:

If you are an older person on a low income who is homeless or at risk of homelessness the ACH program can help you find the right accommodation for your needs. This can include finding housing through the private rental market or applying for affordable social housing options.

Services include:

- Help to find suitable housing.
- Providing transport to view properties.
- Assistance with paperwork required to apply for a tenancy or social housing.
- Understanding the requirements of a new tenancy and access to loans.
- Assistance with arrangements to relocate.
- Providing links to assist you to retain the new tenancy where required.

The range of support includes:

- Case management.
- Investigating alternative housing options.
- Advocacy.
- Liaison and referral to health, community care, welfare and social support services.
- Assistance to maintain or build local support networks.

ACCOMMODATION SUPPORT

Assistance with Care and Housing (ACH) Oz Care (continued)

Eligibility: ACH services are available to you if you are:

- Homeless or at risk of homelessness.
- Unable to access transport of the internet.
- Over 65 years old, or over 45 for Aboriginal and Torres Strait Islander people.

Service Areas: Brisbane North.

Cost: There is no cost for the ACH service, as it is funded by the Australian Government's Department of Social Services.

Referral: Online referral on the Ozcare website accepts referrals from all community, health and medical services. Referrals can also be made by contacting My Aged Care if 65 or over.

Opening Hours: Monday to Friday, 8am to 4.30pm.

**Address: 113 Kittyhawk Drive, Chermside, QLD 4032
5 Endeavour Boulevard, North Lakes, QLD 4509**

Telephone: 1800 692 273

Email: Housingprogram.northlakes@ozcare.org.au

Website: www.ozcare.org.au

ACCOMMODATION SUPPORT

Moreton Bay Rent Connect Queensland Government

Service Description:

Helping Queenslanders to find, secure and sustain a home to rent in the private market. Helps people who are able to manage a tenancy but who are struggling to access the private rental market due to non-financial barriers, such as:

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

Working together with clients to identify what type of assistance they may need and can include information on:

- How to find a suitable rental home.
- How the rental application process works.
- Preparing a rental application and organising paperwork.
- How to make a good impression on applications.
- Accessing financial assistance offered by the Department of Housing and Public Works, such as a bond loan or rental grant.
- Linking clients to community services and real estate agents.
- Assisting capable tenants to overcome short-term tenancy problems and strengthening their skills to maintain their private rental home.

ACCOMMODATION SUPPORT

Moreton Bay Rent Connect Queensland Government (continued)

Eligibility: To receive one-on-one assistance from RentConnect, a client needs to:

- Meet income requirements for eligibility or be leaving social housing.
- Be facing non-financial barriers to renting in the private market and be able to successfully manage a private rental tenancy.

Service Areas: Moreton Bay Local Government Area.

Cost: Not applicable.

Referral: To make an appointment contact a RentConnect Officer.

Opening Hours: Monday to Friday, 8.30am to 4.30pm.

Address: Level 5, Caboolture Square Shopping Centre,
60-78 King Street, Caboolture, QLD 4510

Telephone: 07 5432 0700

Email: HHSRCMoreton@hpw.qld.gov.au

Website: www.qld.gov.au/housing/renting/rent-assistance/rentconnect

HOMELESS SERVICES

Full Circle Projects

Service Description:

Mobile Outreach for Homelessness and people at risk of homelessness in the Moreton Bay area including Strathpine, Caboolture, Morayfield, Redcliffe, Bribie Island and Deception Bay.

Case management for sustaining tenancies.

Eligibility: Must be in the Moreton Bay Regional Council catchment.

Service Areas: As above.

Cost: Free.

Referral: Self-referral via website. Referral from any service or agency.

Opening Hours: Tuesday to Friday, 10am to 6pm.
Saturday, 10am to 6pm.

Telephone: 0411 329 035

Email: fullcircleprojectsinc@gmail.com

Website: www.fcpinc.org

HOMELESS SERVICES

Orange Sky Australia

Service Description:

Orange Sky Australia provides a platform for every day Australians to connect through a regular laundry and shower service. The focus is on creating a safe, positive and supportive environment for people who are too often ignored or who feel disconnected from the community. Our volunteers are not social workers or experts on homelessness – they are empathetic listeners and great conversationalists.

Eligibility: Individuals who are experiencing homelessness, sleeping rough or couch surfing.

Service Areas: For up to date service schedules visit:
www.orangesky.org.au/locations

Cost: Free.

Referral: Self-referral, service agency.

Opening Hours: For up to date service schedules visit:
www.orangesky.org.au/locations

Telephone: 07 3067 5800

Email: info@orangesky.org.au

Website: www.orangesky.org.au

HOMELESS SERVICES

Stand Up Step Out (SUSO)

Service Description:

The Stand Up Step Out program (affectionately referred to as SUSO) is an initiative providing mobile outreach support and services in a re-purposed council bus. The service targets vulnerable people currently experiencing homelessness and social / financial hardship in the outer suburbs of Brisbane. The project provides ongoing flexible outreach support through provision for showers, laundry and connection and in doing so building meaningful relationships for long-term community impact.

Service Areas: Lawnton and Clontarf (Moreton Bay Region).

Cost: Free.

Referral: On site.

Opening Hours: Check our social media pages for the most up to date schedule - **Facebook:** www.facebook.com/SUSOstandupstepout

Telephone: 07 3252 3488

Email: suso@footprintsinc.org.au

Website: www.footprintsinc.org.au/homelessness

HOMELESS SERVICES

The Breakfast Club Redcliffe Inc.

Service Description:

The Breakfast Club is a food provider assisting the homeless and those in need. We provide free community meals 5 days a week. Our crisis hub operates 2 days a week and provides emergency food hampers and support to the homeless and those in need. Our outreach service operates 2 nights per week connecting with the homeless on the streets.

Eligibility: Anyone in need.

Opening Hours:

Free community meals -

Breakfast: Monday, Wednesday & Friday, 7am to 8am.

Dinner: Tuesday & Thursday, 4.30pm to 5.30pm.

Breakfast Club Hub -

Tuesday & Thursday, 9am to 1.30pm.

Outreach -

Wednesday & Sunday, 5.30pm to 7.30pm.

Address:

The Breakfast Club Hub – 2/508 Oxley Ave, Redcliffe, QLD 4020

Breakfast Club Meal services (free community meals) – Pensioners Hall, cnr Portwood & Oxley Ave, Redcliffe, QLD 4020

Telephone: 0467 811 380

Email: info@thebreakfastclubredcliffe.org.au

Website: www.facebook.com/theBreakfastClubRedcliffe

TENANCY SUPPORT

Encircle Homestay

Service Description:

The aim of the Homestay program is to build client capacity to prevent and reduce the risk of homelessness.

Homestay Case Management Support is a partnership between the client and case workers, where together the underlying issues putting housing at risk can be addressed. These may include:

- Rent or mortgage arrears, Property maintenance issues, Hassles/disputes with neighbours, Money problems, Family relationship issues, Physical and mental health concerns, Problematic drug and alcohol use, Gambling, Loss of employment, Domestic and family violence.

Eligibility: 18+. Has identified issues sustaining a tenancy / received notices of breach in regards to the tenancy.

Service Areas: Redcliffe and surrounding areas, Pine Rivers.

Cost: Free.

Referral: Self-referral or via other services including your housing provider.

Opening Hours: Monday to Friday, 8am to 4.30pm.

Address: Pine Rivers Neighbourhood Centre
865 Gympie Road, Lawnton, QLD 4501

Redcliffe Neighbourhood Centre
1 Lamington Drive, Redcliffe, QLD 4020

Telephone: Pine Rivers: 07 3881 3500
Redcliffe: 07 3284 3081

Website: www.encircle.org.au

TENANCY SUPPORT

Enhance Care Inc. - Tenant Advice Service

Service Description:

Free tenant advice and advocacy for people who are at risk of homelessness or having difficulty sustaining a tenancy as well as having problems with their tenancy.

Assistance with QCAT applications and responses relating to tenancy matters.

Assistance with having names removed from TICA if unjustly listed.

Eligibility: Any tenant or person who is homeless or at risk of homelessness.

Service Areas: Moreton Bay Region.

Cost: Free.

Referral: Referral through QSTARS HUB - 1300 744 263 or by direct referral by network agencies.

Opening Hours: Telephone advice line -
Monday to Friday, 9am to 5pm.

Telephone: 07 5432 3374

Website: www.enhance.org.au or
www.tenancyadvice.org.au

TENANCY SUPPORT

Keys to Early Intervention in Homelessness Service (KEIHS) - Kyabra Community Association

Service Description:

- KEIHS is a voluntary service that provides early intervention to support individuals and families who are at risk of becoming homeless to sustain their current tenancy.
- Support is provided from a strengths-based and case management framework.
- KEIHS case workers provide support through, advocacy with Department Housing and Public Works, real estate agents, private landlords and social housing organisations. Referral to other services such as health, Centrelink, financial counselling, Q-Stars, Rent Connect, RTA and QCAT. KEIHS also provide information in relation to sustaining a tenancy.

Eligibility: Individuals and families must have:

- A current sustainable tenancy.
- Be at risk of becoming homeless.
- Must have a current lease.
- Must not be currently homeless.

Service Areas / Contact: Caboolture - 0448 413 141
Deception Bay - 0448 413 110

Referral: Self-referral or referral from another organisation (with client consent).

Opening Hours: Monday to Friday, by appointment only.

Telephone: 07 5441 3837 (Head Office, Nambour)

Email: keihs@kyabra.org

TENANCY SUPPORT

QSTARS (Queensland Statewide Tenant Advice and Referral Service)

Service Description:

Information and referral - to assist callers to access information regarding their renting rights and responsibilities, and information to sustaining tenancies. This includes factsheets, and a website (other information products being developed).

Individual advice and assistance - personalised advice and assistance about tenancy rights and available related services.

Expert advice and professional support - specialist advice on tenancy rights and personalised support to exercise tenancy rights.

Eligibility: Queensland tenants.

Service Areas: Queensland (state-wide).

Cost: Free.

Referral: Call Advice Line 1300 744 263.

Opening Hours: Monday to Friday, 9am to 5pm (extended hours on Tuesday and Wednesday until 7pm).

Telephone: 1300 744 263

Website: <https://qstars.org.au>

TENANCY SUPPORT

Tenancy Skills Institute

Tenancy Skills Institute delivers the Skillsets for Successful Tenancies - Dollars and Sense course. This is a free, competency-based course, available as a Face-to-Face course, or as a self-paced online course.

Students will learn how to be successful tenants through the following Modules: Communication, Rights and Responsibilities, Cleaning and Household Finances. A Real Estate Industry Guest Speaker provides students with insight into successful tenancies from a Property Manager’s perspective.

The course will assist students how to be successful tenants and will improve their chances of gaining and sustaining a rental property.

Eligibility: 16 years and over; Legally allowed to live in Australia; Currently residing in Queensland.

Service Areas: State-wide.

Cost: Free.

Referral: Online enrolments—see website.

Opening Hours: Monday to Friday, 9am to 4.30pm.

Website: www.tenancyskills.com.au

TENANCY SUPPORT

Notes:

Notes section with horizontal dotted lines for writing.

COMMUNITY PROGRAMS

Caboolture Community Action Inc.

Service Description:

Food relief: Hot Breakfast, food hampers, lunch and take away dinner (during Covid-19).

Referrals, housing support, advocacy, crisis support, court support, household goods and furniture as available.

Eligibility: Referral, unemployed, low income.

Service Areas: Caboolture and surrounds.

Cost: Free.

Referral: Referrals, Drop in Centre.

Opening Hours:

Monday to Friday, 8am to 4pm.

Saturday, 2pm to 6pm.

Sunday, 5.30pm to 8pm. Dinner. This service is provided by a local church, and ensures community have access to food seven days per week.

Address: 23 Hayes Street, Caboolture, QLD 4510

Telephone: 07 5309 4122 and 0401 378 291

Email: office@caboolturecommunityaction.com

Website: www.caboolturecommunityaction.com

COMMUNITY PROGRAMS

Deception Bay Neighbourhood Centre

Service Description:

The Deception Bay Neighbourhood Centre is a community hub offering a range of services, activities and initiatives. The Centre offers several internal programs, have external providers operate out of the Centre and staff can make referrals to specialised services.

Services include:

- Emergency Relief.
- Financial Resilience Program.
- Counselling.
- Outreach Families Program.
- Training and Job Preparation.
- Courses and Workshops.

Eligibility: Residing in the local or surrounding area.

Service Areas: Each program is funded for different catchment areas. The Centre has a no wrong door policy; if cannot provide a service, will refer to services that can.

Cost: Free.

Referral: Drop in, Referral, Appointment via phone.

Opening Hours: Monday to Friday, 9.30am to 2.30pm.

Address: 24 Endeavour Street, Deception Bay, QLD 4508

Telephone: 07 3204 2022

Email: info@dbnc.org.au

Website: www.dbnc.org.au

COMMUNITY PROGRAMS

Reclink Australia

Service Description:

Reclink provides targeted and accessible sport, arts, recreation, social, training and employment programs for some of the communities most vulnerable and marginalised target groups. The primary focus of the organisation is social inclusion and promoting physical and psychological wellbeing for people experiencing disadvantage.

The organisation also operates a program called Street Games which aims to activate parks and public space and reduce anti-social behaviours.

Eligibility: For our structured sport and recreation initiatives people need to be referred by an agency that is a member of the Reclink network. Organisation membership is \$130 annually. This entitles anyone connected with that agency to access to any Reclink programs. Street Games is a free public program. Our training and employment programs have more in depth eligibility criteria. Please call for details.

Service Areas: Logan to Bundaberg.

Cost: Most programs are free or very low cost.

Referral: Agencies need to initiate contact.

Opening Hours: Monday to Saturday usually 9am to 6pm.

Some activities do occur outside of normal hours.

Address: 1-11 Toovey St, Caboolture, QLD 4510

Telephone: 07 5498 9276

Website: www.reclink.org

COMMUNITY PROGRAMS

Women's Legal Service Caboolture Office

Service Description:

The Women's Legal Service offers assistance to women with respect to Domestic Violence, Family Law and Sexual Violence including:

- Separation.
- Divorce.
- Domestic Violence Protection Orders.
- Child Protection.
- Parenting arrangements.
- Child Support.
- Family law property matters.
- Sexual assault counselling notes privilege.

Eligibility: Women throughout Queensland seeking legal advice in relation to family law and domestic violence matters.

Service Areas: Statewide (Queensland).

Cost: Services are free to eligible clients.

Referral: Via Statewide helpline number 1800 957 957.

Opening Hours: Monday to Friday, 9am to 3pm.

Telephone: 1800 957 957

Website: www.wlsq.org.au

HEALTH & WELLBEING

Community and Oral Health - Oral Health Services

Service Description:

Hospital and Health services offer a standard range of oral health services including:

- Diagnostic services (including x-rays and check-ups).
- Preventative and early intervention services.
- Individual oral health education.
- Fillings.
- Tooth removal and minor oral surgery.
- Making new or repairing existing dentures.
- Root filling of front teeth.
- Emergency care to relieve pain.
- Specialist services also available by referral only.

Eligibility: Adults can access **FREE** publicly funded dental care if they meet the following criteria:

- Qld resident eligible for Medicare.
- Receiving benefits from a concession card.
- Dental emergencies.
- Refugee and Asylum Seekers.

General dental care and emergency dental care available **FREE** of charge for children and young people who meet following criteria:

- Qld residents or attend Qld school and eligible for Medicare **AND**
- Aged 4 and over and not completed Year 10 **OR** Eligible for Medicare Child Dental Benefits Scheme.
- Hold or be a dependent on a valid Centrelink concession card.

HEALTH & WELLBEING

Community and Oral Health - Oral Health Services (continued)

Service Areas: Children's Oral Health Services - Queensland Children's Hospital and Oral Health Centre, Herston.

Child and Adolescent Oral Health Services - Fixed and mobile clinics throughout Metro North.

General Practice Oral Health Services - Woodford, Caboolture, Redcliffe, Sandgate and Pine Rivers.

Oral Health Centre and Specialist Services - Oral Health Centre, Herston.

Cost: Oral health services provided at no charge to eligible clients. Transport to / from appointments not included.

Referral: Ring the Call Centre to arrange an appointment.

Opening Hours: Monday to Friday, 8am to 5pm.

Telephone: Statewide call centre 1300 300 850

Email: mnohs_directorate@health.qld.gov.au or mnohs-call-centre@health.qld.gov.au

Website: www.health.qld.gov.au/oralhealth/services

HEALTH & WELLBEING

Living and Learning Centre, Neami National

Service Description:

The Living and Learning Centre offers up to six-months of one-on-one support that can assist you make positive changes to your mental health and wellbeing, which includes: Wellbeing Coaching, Care Coordination and Psychotherapies.

Group programs run at the Living and Learning Centre that can help you to build confidence, gain independence and develop skills.

Eligibility: 18 years and over; residing in Pine Rivers area; mental health concerns.

Service Areas: Pine Rivers, or willing to travel to Strathpine for access.

Cost: Free.

Referral: Self-referral, GP, family member or friend, other health services, NGO and Government services, police services.

Opening Hours: Monday to Friday, 8.30am to 5pm. (except Public Holidays); Some evening groups.

Address: 7/327 Gympie Road, Strathpine, QLD, 4500

Telephone: 07 3493 6780

Email: livingandlearningcentre@neaminational.org.au

Website: www.neaminational.org.au

HEALTH & WELLBEING

Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS)

Service Description: MATSICHS is a member of the Institute of Urban Indigenous Health, which leads the planning, development and delivery of comprehensive primary health care services to the Aboriginal and Torres Strait Islander population of SE Queensland. We deliver comprehensive primary health care services across the lifespan to approximately 12,500 patients across the Moreton Bay Region.

Eligibility: Aboriginal and Torres Strait Islander people.

Service Areas: Moreton Bay Region.

Cost: Nil. **Referral:** Self-referral

Address, Opening Hours and Telephone:

Caboolture: 3-5 James Street, Caboolture, QLD 4510
Mon to Fri 8am to 5pm. **Tel: 07 5428 5855.**

Morayfield: 10 Walkers Road, Morayfield, QLD 4506
Mon, Tue, Wed & Fri 8am to 5pm, Thu 8.30am to 7pm.
Tel: 07 5429 1000.

Deception Bay: 3/675 Deception Bay Rd, Deception Bay, QLD 4508.
Mon, Tue & Thu 8am to 5pm, Wed 8.30am to 7pm,
Fri 8.30am to 4.30pm, Sat 8.30am to 1pm.
Tel: 07 3884 1999.

Margate: 322 Oxley Avenue, Margate, QLD 4019
Mon to Thu 8am to 5pm, Fri 8am to 4pm
Tel: 07 3480 8100.

Strathpine: 6/199 Gympie Road, Strathpine, QLD 4500
Mon to Fri, 8am to 5pm. **Tel: 07 3897 0500.**

Website: www.moretonatsichs.org.au

HEALTH & WELLBEING

Micah Projects: Caboolture Young Mothers For Young Women

Service Description:

To assist young pregnant and parenting women in Caboolture Region who may be experiencing complex challenges. Program would assist women to have:

- Access to healthcare during pregnancy-birth.
- Access options to obtain long-term accommodation / housing.
- Create safe and healthy relationships as a family through practical assistance / education / support.
- Access to full range of financial benefits with Centrelink support.
- Access to education, employment and training.
- Understand needs of children I early childhood.
- Access to early childhood education and childcare / support children to be school ready.
- Access to social connection with other young women through mother's group.

Eligibility:

1. Young women under 21 years old.
2. Pregnant or parenting women.
3. Living in 'Northern end' of Moreton Bay Region (Caboolture and surrounds).
4. Consents for referral to program / can self-refer.

HEALTH & WELLBEING

Micah Projects: Caboolture Young Mothers For Young Women (continued)

Service Areas:

Caboolture and surrounds (including Morayfield, Elimbah, Naranga, Woodford / D'Aguilar, Upper Caboolture, Wamuran, Beachmere, Bribie Island, Burpengary and Kilcoy).

Cost: Free.

Referral: Caboolture Hospital / Other government agencies, community agencies, self-referral.

Address: 19 Morayfield Road, Caboolture South, QLD 4510

Opening Hours: Monday to Friday, 9am to 5pm.

Telephone: 07 5495 7270

Email: caboolturemyw@micahprojects.org.au

Website: www.micahprojects.org.au

HEALTH & WELLBEING

Queensland Injectors Health Network (QuiHN)

Service Description:

Provides a range of services to people who use drugs and/or have mental health issues, including GP clinic and nursing services, Needle and Syringe Program (NSP), Hepatitis C program, Counselling, Group Work, Case Management.

Also provide counselling outreach in Redcliffe, and Caboolture.

Nurse outreach program provides nursing services, health referrals and brief interventions in the Moreton Bay Region, including venues in Redcliffe, Deception Bay and Lawnton areas. This program is not a drug and alcohol based program but provides a health service to vulnerable populations in the area who may not otherwise seek out medical support.

Eligibility:

- 18+.
- Reside in the catchment area.
- Have drug and alcohol use or support someone who does.
- No drug and alcohol use necessary for the nurse outreach program.

HEALTH & WELLBEING

Queensland Injectors Health Network (QuiHN) (continued)

Service Areas:

GPs/nurses/NSP and counselling in Greater Brisbane from the Bowen Hills Office.

Counselling Outreach in Redcliffe, Caboolture.

Nurse Outreach Program Redcliffe, Deception Bay, Lawnton venues.

Cost: Free.

Referral: Self Referral or a referral from any other service. Just call 07 3620 8111.

Opening Hours: Monday to Friday, 9am to 7pm.

Nurse outreach bus has a varied roster around several venues in the Moreton Bay area.

Address: 1 Hamilton Place, Bowen Hills, QLD 4006

Telephone: 07 3620 8111

Email: quihn@quihn.org

Website: www.quihn.org

HEALTH & WELLBEING

Recovery, Wellness and Housing Service (Footprints)

Service Description:

The Recovery, Wellness and Housing Service (RWHS) provides flexible, including community-based supports for people experiencing mental health challenges.

RWHS support is aligned with an individuals' mental health recovery journey for up to 12 months including:

- Build strategies for self-management of physical and mental health wellbeing.
- Housing Advocacy Support.
- Develop independent living skills and establish and maintain tenancy in their community of choice.
- Attend social groups and community based activities.
- Referrals and coordination of community support to meet people's independent living needs.
- Assistance with NDIS application.

Eligibility:

- Aged 18 years and over.
- Experiencing mental health issues.
- Accessing or recently accessed (last 3 months) Queensland Health Mental health Services.
- Living in boarding houses, supported accommodation and crisis accommodation.

HEALTH & WELLBEING

Recovery, Wellness and Housing Service (Footprints) (continued)

Service Areas:

Caboolture and Redcliffe Hospital and Community Mental Health Services.

Cost: Free.

Referral: By Metro North Hospital and Health Services.

Opening Hours: Monday to Friday, 8am to 4.30pm.

Address: 24 Light Street, Fortitude Valley, QLD 4000

Telephone: 07 3252 3488

Email: RHWS@footprints.org.au

Website: www.footprintsinc.org.au

HEALTH & WELLBEING

Relationships Australia

Service Description:

Elder Mediation Support Service (free) - empowers older persons (over 65 or Aboriginal and Torres Strait Islanders over 50) to plan for the future and make important decisions.

The Gambling Help Service (free) - assists people to respond to problems associated with gambling.

Victims Counselling and Support Service (free) - counselling and support service for Qld residents personally affected by crime (directly or indirectly).

National Redress Scheme - provides acknowledgement and support to people who experienced institutional child sexual abuse.

Relationships Counselling service equips individuals, couples & families with strategies to deal with everyday life issues.

Eligibility: Differs depending on the program.

HEALTH & WELLBEING

Relationships Australia (continued)

Service Areas: Moreton Bay Region.

Cost: Most services are free.
Counselling - \$75 p/h, \$35 concession (please contact if fees would prohibit engagement).

Referral: Call central intake numbers or visit website and complete an enquiry.

Address: Ground Floor Suite 2, Morayfield Health Hub,
19-31 Dickson Road, Morayfield, QLD 4506

Telephone:

General - 1300 364 227 (Monday to Friday, 8.30am to 5pm).

Gambling Helpline - 1800 858 858 (24 hours).

Victims of Crime Support Service - 1300 139 703 (24 hours).

Redress Scheme - 1800 552 127 (Monday to Friday, 8am to 8pm and Saturday, 10am to 4pm).

Website: www.raq.org.au

HEALTH & WELLBEING

Stride Hub Caboolture

Service Description:

Stride Hub is a service in the Redcliffe / Caboolture region of South East Queensland providing a 'one stop shop' for people over the age of 18 living with moderate to severe mental health issues and their carers and family members.

Participants can access a range of community mental health support services; clinical mental health services, and assistance to connect with other services in the community such as employment and housing services, as well as drug and alcohol services.

Stride Hub works with individuals, families and carers, at home and in the community, through group support, mutual support and self-help, personalised support and carer support, to provide tailored and holistic support to allow them to lead functional and fulfilling lives.

Services provided include:

- Mental Health Support Workers.
- Care Coordination— help people at risk of losing a tenancy or those needing to secure any form of housing.
- Psychotherapies.
- Group support.
- Connection with other services.

HEALTH & WELLBEING

Stride Hub Caboolture (continued)

Eligibility: Aged 18 years and over and with a diagnosable severe or severe and complex mental illness (episodic or persistent).

People receiving psychosocial support from an NDIS package or Queensland Health funded NGO provider are not eligible for psychosocial support through the hubs.

Service Areas: Redcliffe/Caboolture region.

Cost: Free for people not on the NDIS.

Referral:

GPs can make a referral through HealthPathways:

<https://brisbanenorth.communityhealthpathways.org>

Or service providers can make a referral through the redicase:

<https://phnbnws.redicase.com.au/#!/referral/create>

Opening Hours: Monday to Friday, 8.30am to 5pm.

Address: Level 1/21 Pettigrew St, Caboolture, QLD 4510

Telephone: 07 4593 0500

Email: stridehub.caboolture@stride.com.au

Website: www.stride.com.au

YOUTH SERVICES

ARROS (part of Community Living Program)

Service Description:

ARROS works with young people with a disability who are homeless or at risk. We currently run the following programs:

Transition and Post Care Support: holistic outreach support to young people transitioning from care.

NDIS supports: holistic outreach support service for young people with an NDIS plan.

Transition to Employment: supporting young people transitioning from child safety or youth justice to work towards employment related goals, e.g. education, skills building, jobs.

Counselling: Therapists available to support people using NDIS funds, or Medicare with a Mental Health Care Plan. Individual counselling plus therapeutic groups.

Eligibility: Young people 15 – 25 years with a cognitive disability who are homeless or at risk of homelessness.

Service Areas: Brisbane North, up to Caboolture.

Cost: Free.

Referral: Self referral for most programs. Contact the service for information.

Opening Hours: Monday to Friday, 9am to 5pm.

Address: 23 Nundah Street, Nundah, QLD 4012

Telephone: 07 3266 3788

Email: arros@communityliving.org.au

Website: www.communityliving.org.au

YOUTH SERVICES

BEROS (Community Living Association & Micah Projects)

Service Description:

BEROS works with young people who are in the care of child safety who are on short or long term child protection orders and are identified as self-placing.

BEROS provides a 24/7 support response to young people who self-place which includes:

- Case management Monday to Friday, 9am to 5pm.
- Overnight support: sleeps up to 2 young people for 2 consecutive nights.
- Street to home: after hours outreach support.

Eligibility:

- 12-18 years old.
- Child protection order must be short or long term.
- Eligible service centres: North Coast - Redcliffe, Strathpine, Caboolture, Morayfield.
- Must be self-placing with no open placement.

Service Areas: Moreton Region Geographical area.

Cost: Free.

Address: Shelter address is confidential.

Referral / Telephone: Monday to Friday, 9am to 5pm to Team Leader on **0447 385 199**. After 5pm to midnight (7 nights/week) **07 3036 4444** BEROS street to home.

Website: www.communityliving.org.au

YOUTH SERVICES

YOUTH SERVICES

Chameleon Regional Community Housing and Accommodation and Welfare Association

Service Description:

Young people’s share house 16 to 25 years. Young people must self-refer on 07 3284 4805.

Transitional Housing for young families 18 to 25 years with small children in their care. Clients must self-refer on 07 3284 4805.

Eligibility: See above.

Service Areas: Kippa-Ring and surrounding area.

Cost: 25% of income.

Referral: 07 3284 4805 (9am to 5pm). Please note clients must self-refer.

Opening Hours: Monday to Sunday 9am to 8pm.

Address: 13 Dorall Street, Kippa Ring, QLD 4020

Telephone: 07 3284 4805

Email: youthworkers@optusnet.com.au

Website: www.chameleonyouthhousing.com.au

Notes:

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YOUTH SERVICES

Intercept Youth and Family Service

Service Description:

Intercept is a not-for-profit community organisation that provides early intervention and prevention services for young people and their families in the Moreton Bay region.

Whether you are having trouble at school, coping with homelessness, living independently, want to access education options or deal with mental health or disability we are there for you.

Our teams cover family support, early intervention youth homelessness program, mental health outreach support, disability services, support services for young people in care, alternative education and training, and high school-based youth support.

Intercept runs seven separate programs.

Eligibility:

- Live in the Moreton Bay Region.
- Aged 12–18 years.
- Parent and young person consent to the service.
- Parent and adolescent conflict.
- Risk of homelessness.
- Willingness to reconnect with family.

YOUTH SERVICES

Intercept Youth and Family Service (continued)

Service Areas:

- Bribie Island, Beachmere.
- Caboolture, Caboolture South, Bellmere, Upper Caboolture.
- Donnybrook, Rocksberg, Toorbul.
- Burpengary, Burpengary East, Narangba, Rothwell.
- Redcliffe, Clontarf, Scarborough, Kippa Ring, Newport, Margate, Woody Point.

Cost: Free.

Referral: Young person, Family, Agency, Internal, School.

Opening Hours: Monday to Friday, 9am to 5pm (no crisis support).

Address: 1/11-13 Bertha Street, Caboolture, QLD 4510

Telephone: 07 5428 1684

Email: intercept@lutheranservices.org.au

Website: www.lutheranservices.org.au/youth-and-family/our-locations/intercept-at-caboolture/

YOUTH SERVICES

Integrated Family Youth Service Ltd (IFYS) - Caboolture Youth Shelter

Service Description:

The IFYS Caboolture Youth Shelter is funded by the Department of Housing and Public Works.

IFYS provide crisis accommodation for single young people aged 16-25 yrs who are homeless or at risk of homelessness. Whilst residing at the shelter, young people will be supported to achieve their personal goals and work towards finding and maintaining safe and stable housing options.

Eligibility: Aged 16-25 years and homeless or at risk of homelessness.

Service Areas: Moreton Bay Local Government Area.

Cost: Accommodation costs are assessed on individual circumstances.

Referral: Young people can make a referral by calling 07 3888 9355 seven days a week or the Homeless Hotline.

Address: Shelter address is confidential.

Opening Hours: 24 hours, 7 days.

Telephone: 07 3888 9355

Email: caboolture@ifys.com.au

Website: www.ifys.com.au

YOUTH SERVICES

Integrated Family and Youth Service Ltd (IFYS) - Transitional Housing Program

Service Description:

Short-term housing for young people and their children between the ages of 16-25 years.

Eligibility: Between the ages of 16-25 years.

Service Areas: Mostly Sunshine Coast with some properties in the Caboolture area.

Cost: Rent is calculated on a percentage of the family's income.

Referral:

QHIP assessment - Monday to Friday on 07 5438 3000.

Opening Hours: Monday to Friday, 8.30am to 4.30pm.

Address: 108 Parker Street, Maroochydore, QLD 4558

Telephone: 07 5438 3000

Website: www.ifys.com.au

YOUTH SERVICES

Youth Advocacy Centre Inc.

Service Description:

Youth Advocacy Centre (YAC) is a community, legal and welfare service for young people. Programs include:

- **Youth Accommodation Support Services (YASS)**, based in Caboolture) - providing mobile support (including case support work) to young people who are homeless or at risk of homelessness
- **Youth Court Assist Program (YCAP)** - providing brief intervention for young people who are attending Children's Court at Caboolture (Wednesday), Pine Rivers (Thursday) or Redcliffe (Friday).
- **Bribie Island Outreach Project** - providing opportunity for young people on Bribie Island to engage with support, and connect with Elders, volunteers, support workers and other community members.
- **Legal information** about the law, court processes and their rights.
- **Legal advice and representation** in court for youth justice and sometimes child protection matters.

Eligibility:

- **Youth Support (YASS)** - 16-25 years living in Caboolture / Morayfield / Bribie / Redcliffe area who are homeless or at risk of homelessness.
- **Brisbane Youth Support Service (YASS)** - 16-19 years living in The Hills District (e.g. Ferny Hills, Everton Hills) who are homeless or at risk of homelessness
- **Court Support (YCAP)** - young people 10-18 years of age
- **Legal information talks, advice and representation** - young people 10-18 years of age

YOUTH SERVICES

Youth Advocacy Centre Inc. (continued)

Service Areas: Moreton Bay areas.

Cost: Free.

Referral: Email details to Kristine and Shannon

Address: **110 Morayfield Road, Caboolture South, QLD 4510.**
Contact should be made by phone as staff are mobile and office is used for admin only.

Opening Hours:

Office Hours: Monday to Friday, 9am to 5pm.

Outreach on Bribie Project: Tuesday, 12pm to 2pm and Thursday, 3pm to 5pm.

Telephone:

YAC Office - 07 3356 1002

Shannon - 0426 858 479 (Monday to Thursday)

Kristine - 0426 858 217 (Tuesday to Friday)

Email:

shan@yac.net.au

Kristine@yac.net.au

Lee-anne@yac.net.au

Website: www.yac.net.au

HELPLINES

Homeless Hotline Queensland Government

Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness.

This is a confidential service that can provide information about where people can find support, accommodation, meals or showers.

Telephone:

1800 474 753 - Free call (24 hours a day, 7 days a week)

Website: www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld

Lifeline

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services.

Telephone:

Call 13 11 14 (24 hrs a day) - calls from mobiles are free.

Chat Available - 7pm to Midnight (AEST) 7 days.

Lifeline Text - 0477 13 11 14 (6pm to Midnight AEST) 7 days.

Website: www.lifeline.org.au

HELPLINES

Suicide Call Back Service

Suicide Call Back Service is an Australia-wide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

Telephone:

1300 659 467 (24 hours a day) 7 days.

Online and Video chat also available (simple registration required).

Website: www.suicidecallbackservice.org.au

Mensline

MensLine Australia is a telephone and online counselling service for men with emotional health and relationship concerns.

Telephone:

1300 78 99 78 (24 hours a day) 7 days.

Online and Video chat also available (simple registration required).

Website: www.mensline.org.au

Kids Helpline

Kids Helpline is a free, private and confidential 24/7 phone and online counselling service for young people in Australia aged 5 to 25.

Telephone:

1800 55 1800 (Anytime) - Free call.

WebChat Counselling also available.

Website: www.kidshelpline.com.au

HELPLINES

Beyond Blue

The Beyond Blue Support Service provides advice and support via telephone 24/7 (call 1300 22 4636), and daily web chat (between 3pm–12am).

Telephone:

1300 22 4636 (24 hours/7 days).

Online chat available - 3pm to Midnight (AEDST).

Website: www.beyondblue.org.au

Headspace

eheadspace provides free online and telephone support and counselling to young people 12-25 and their families and friends.

Telephone:

1800 650 890 - 9am to 1am (Melbourne time) 7 days a week for a one-on-one chat.

Online chat also available.

Website: <https://headspace.org.au/eheadspace>

HELPLINES & COMMUNITY DIRECTORIES

Ask Izzy

Ask Izzy helps people who are homeless or at risk of becoming homeless find the services they need, right now and nearby. The site lists over 350,000 services across Australia.

Website: www.askizzy.org.au

Moreton Bay Community Directory

The directory provides up-to-date information for community organisations who provide services in the Moreton Bay Region.

Website: www.mycommunitydirectory.com.au/Queensland/Moreton_Bay



Moreton Bay Regional Council

PO Box 159
Caboolture QLD 4510

(07) 3205 0555
moretonbay.qld.gov.au

