

Townsville Mental Health Services Directory



The *Community Information Centre Townsville* provides this directory as a source of information.

The Directory is intended to enable users to easily locate and connect with Mental Health Services locally. It focuses on not-for-profit and government organisations that provide mental health services in Townsville. It does not include private practitioners or providers of these services.

We understand that people who use mental health services often have a range of complex needs for which they may require support from other types of services. This Directory is not an exhaustive list of those related services, although there are existing directories that can be utilised to provide links to a broader range of services (e.g. domestic violence, housing) beyond the scope of this Directory.

Contact the Community Information Centre for FREE information and referral to other services not listed here:

Community Information Centre Townsville Inc

Northtown, 280 Flinders St Townsville

Phone 4727 9730

Email cic@townsville.qld.gov.au

Facebook <https://www.facebook.com/CICTownsville>

Web: <https://www.cictownsville.com.au>

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Abbreviations used in the Directory:

ATODS - Alcohol, Tobacco & Other Drugs Services

JCU - James Cook University

MHSG - Mental Health Service Group

TAIHS - Townsville Aboriginal & Islander Health Services

Mental Health First Aid

Mental Health First Aid is the help provided to a person developing a mental health problem or who is having a mental health crisis. First aid is given until professional treatment is received or until the crisis resolves. The aims of Mental Health First Aid are to:

1. Preserve life where a person may be in danger to themselves or others
2. Provide help to prevent the mental health problem developing into a more serious state
3. Promote recovery of good mental health
4. Provide comfort to a person suffering a mental illness

Mental Health First Aid ACTION PLAN



- A**pproach, assess and assist with any crisis
- L**isten and communicate non-judgmentally
- G**ive support and information
- E**ncourage appropriate professional help
- E**ncourage other supports

VISIT www.mhfa.com.au FOR INFORMATION ON COURSES

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Immediate Crisis

In a life threatening situation call **000** police, fire, ambulance.

1300 MH CALL (1300 642 255)

24 hours a day, 7 days a week

Advice . Referrals . Crisis . Support

Around-the-clock mental health support and crisis intervention. Allows consumers of mental health services who may be in crisis access to a mental health clinician at any time of the day or night. Partners in mental health care service provision and others who provide services for mental health consumers are also able to phone this number for advice and support in accessing the most appropriate service as well as for crisis intervention.

Kids Helpline

1800 551 800 24hrs/7days

www.kidshelpline.com.au

Free, private and confidential telephone and online counselling service for young people aged 5-25 years.

Lifeline

13 11 14 24hrs/7 days

www.lifeline.org.au

Telephone counselling. Online one-on-one crisis support chat available 7pm - 12midnight 7 days.

Suicide Call Back Service

1300 659 467 24hrs/7days

enquiries@ontheline.org.au

www.suicidecallbackservice.org.au

Telephone counselling for people 18 yrs and over who are suicidal, caring for someone who is suicidal or bereaved by suicide.

100 Angus Smith Dr Douglas
4433 1111

www.health.qld.gov.au/townsville

Public hospital incorporating specialist services, clinics, allied health services, outreach services, accident and emergency department.

TAIHS Youth Support Service

12 Turnbull St Garbutt

4729 4800 TYSSinfo@taihs.net.au

24hr safe place for youth aged 12-18 years, intoxicated from volatile substances.

Assessment Services

Adolescent Inpatient Unit & Day Service - MHS

Kirwan Health Campus 4433 9700
www.health.qld.gov.au/townsville
An 8 bed unit dedicated to the provision of mental health care to adolescents aged 12-18 and their families.

Adult Acute Mental Inpatient Unit - MHS

Townsville Hospital 4433 3000
A 36 bed acute inpatient service for people experiencing serious episodes of mental illness and who cannot be adequately supported in the community environment.

Child & Youth Mental Health Service - MHS

Kirwan Health Campus 4433 9004
Offers assessment and therapeutic services for children and young people aged 0-18 years and their families.

Homeless Health Outreach Team (HHOT) - MHS

Cambridge St Facility 4433 9480
Provides comprehensive assessment, care coordination and clinical intervention for homeless persons in the community who are experiencing mental illness.

NQ Adolescent Forensic Mental Health Service - MHS

Kirwan Health Campus 4433 9004
www.health.qld.gov.au/townsville
Support for young people who are involved with the juvenile justice system or who are at risk of involvement, to access mental health services.

Health Service - MHS

Cambridge St Facility 4433 9480
Provides a consultation liaison service to assist with the assessment and management of mental health consumers who either have committed, are alleged to have committed, or at risk of committing an offence, or re-offending.

Older Persons Mental Health Service - MHS

Kirwan Health Campus 4433 9568
Assessment and treatment services for the different and varying needs of older people with mental illness.

Palm Island Mental Health Services - MHS

Joyce Palmer Health Service
4752 5100
Assessment and treatment for indigenous patients and their families/carers in both inpatient and outpatient areas.

Young Peoples Early Intervention Team - MHS

Kirwan Health Campus 4799 9004
Assessment, treatment and support for young people aged 15-24 with first presentation of psychosis.

families.

Act for Kids

Western Campus, JCU
4755 8777

welcomenq@actforkids.com.au
www.actforkids.com.au

Provides free therapy services for children and young people who have experienced harm and abuse, and their families.

Centacare North Queensland

1300 672 273

410 Ross River Rd, Cranbrook
8.30am - 5pm Mon - Thurs
8.30am - 4.30pm Fri

frc@centacarenq.org.au
www.centacarenq.org.au

Provides a range of support programs for family and the community.

Gambling Help Service - Centacare

1300 672 273 9am - 5pm Mon - Fri
Ross River Road & Killara Street
www.centacarenq.org.au

Carers Queensland

210 Ross River Rd Aitkenvale
4725 8853 www.carersqld.asn.au
9am - 5pm Mon-Fri

Counselling, support and information for carers.

CORES Wellbeing Counselling Service

0427 455 313

coresqld@kentishrc.com.au

Private and confidential counselling service (available Burdekin area only) specialising in, but not limited to, suicidal feelings, grief and loss, family issues and separation.

Evolve Therapeutic Services -

MHSGKirwan Health Campus
4433 9004

Therapeutic interventions for children/ young people on interim or finalised child protection orders in out-of-home care, with severe and complex mental health needs.

JCU Psychology Clinic

4781 4706

8.30am - 4.30pm Mon - Fri
psychclinic@jcu.edu.au

Offers specialised clinical services, including cognitive assessment and therapeutic intervention.

Northern Australia Primary Health Limited Mental Health Services

4799 1799

8.30am - 5.00pm Mon - Fri

Free counselling for people with mild to moderate mental health issues who are 12 years and above; low income, debt or money problems; pregnant women, women in the first year after birth, or after infant/foetus loss regardless of income; and all Aboriginal and Torres Strait Islander people regardless of income. GP referral.

Open Arms- Veterans & Families Counselling

340 Ross River Rd Cranbrook
1800 011 046 24hrs

8.30am - 5pm Mon - Fri

A free and confidential counselling service for veterans of all conflicts and peace-keeping missions and their

Relationships Australia

745 Riverway Dr Thuringowa Central
1300 364 277 8.030am-5.00pm Mon-
Fri 10am - 4pm Sat
generalenquiries@raq.org.au
www.raq.org.au
Provides a range of programs including
counselling services.

Womens Centre

50-52 Patrick St Aitkenvale
4775 7555 9am - 4.45pm Mon, Tues,
Thurs, Fri & 9am - 12.30pm Wed
nqcws@thewomenscentre.org.au
www.thewomenscentre.org.au
A safe place for women incorporating
support services and counselling.

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Private Mental Health Clinicians

There are a range of other mental health clinicians who provide counselling services either with or without a Medicare rebate. Discuss with your GP, or search online, the APS or telephone directory.

Community Services & Information

Al-Anon Family Groups - Cleveland District

PO Box 827 Aitkenvale 4814
1300 252 666

www.al-anon.org.au

Helps families of problem drinkers through weekly group meetings.

Alateen Cleveland District

1300 252 666 / 4779 8289

www.al-anon.org.au

Offers help and support to anyone aged 13-19 who feels their personal life has been affected by close contact with a problem drinker.

Lives Lived Well

1300 727 957

8.30am - 4.30pm Mon - Fri

townsville@liveslivedwell.org.au

www.liveslivedwell.org.au

Offers free individual and family counselling, mental health support, group work and education for those having difficulties with addiction.

Alcohol, Tobacco & Other Drugs Services (ATODS) - MHSG

North Ward Health Campus, 35 Gregory St North Ward 4433 9600

Provides information, clinical assessment, counselling, treatment and referral for individuals, groups and families with a range of alcohol and other drug related problems.

Aims to address issues associated with depression and anxiety. Web Chat available 3pm-12am, 7 days a week.

Child & Adolescent Support Program Access Service (CASPAS) - UnitingCare Community

59-69 Patrick St, Aitkenvale

1300 096 203 / 4775 9100

8.30am - 4.30pm Mon - Fri

caspas.tsv@uccpmmunity.org.au

www.uccommunity.org.au

A program for children who have a parent with a psychiatric disability. Aims to enhance and support a lifestyle as enjoyed by others in the community.

Community Visitor Program - Office of the Public Guardian

1300 653 187

www.publicguardian.qld.gov.au

communityvisitor@publicguardian.qld.gov.au

A community visitor is someone appointed to visit the residence of an adult with impaired capacity or a mental or intellectual impairment and help them understand their rights.

CORES - Community Response to Eliminating Suicide

0427 455 313 www.cores.org.au

coresqld@kentishrc.com.au

Holds free, one day suicide intervention training.

Beyond Blue

1300 224 636 www.beyondblue.org.au

Community Services & Information

Dads in Distress

1300 853 437 9am - 5pm Mon - Fri
enquiries@dadsindistress.asn.au
www.dadsindistress.asn.au

Provides early intervention, peer support and referral pathways network for separated parents at risk of experiencing increased social and parenting isolation.

Eating Disorders Association Inc

3077 7320 9am - 4pm Mon - Thurs
admin@eda.org.au www.eda.org.au

An information, education, support and referral service for people with eating disorders, their families, carers and health professionals.

Flexi Queensland

14 - 16 Ross St Ayr
1800 210 637

9am - 4pm Mon - Fri
admin@flexiqld.com www.flexiqld.com
Supports children and adults with a disability, individuals experiencing mental illness, and those who are ageing in a wide range of life areas - along with the parents/ carers and families.

Gam-Anon

QLD: 0467 655 799
garsoqi@live.com.au

Support for those struggling with gambling addiction. Approximately 130 local meetings held across Australia.

Grace Cottage - The Salvation Army

4721 0151 8.30am - 4.30pm Mon - Fri
www.salvos.org.au/northqld

A service for women in addiction, in recovery from addiction, or who know people affected by addiction. Provides counselling, support and residential rehabilitation.

Headspace Townsville

Townsville Youth Hub
2/14 Sporting Dr Thuringowa
4799 1799 8.30am - 5pm Mon - Fri
headspace@naphl.com.au
www.headspace.org.au/townsville

A free and confidential service for young people aged 12-25 years seeking help or advice about their physical or mental health concerns. Provides GP consultations, therapeutic interventions, counselling, support and group programs.

Kith & Kin Association Limited

123 Ingham Rd, Townsville
4722 0101
www.kithandkin.com.au

9am - 5pm Mon - Fri
Offers activities and lifestyle programs for people with a disability or mental illness.

Community Services & Information

Kirwan Community Care Team

59 Cambridge Street, Vincent
1300 642 255 / 4433 9480

Provides a range of assessment and treatment services. Aims to support people with severe mental health disorder and associated disability.

Life Education (Townsville & District) Committee Inc

Level 1 Hermit Park Business Centre
134 Charters Towers Rd Hermit Park
4772 3391 9am - 5pm Mon, Tues, Thurs
townsville@lifeeducation.org.au
www.lifeeducation.org/state/queensland
Educates young people on the effects that drugs, alcohol and other substances have on the workings of the human body.

Mental Health and Wellbeing

Townsville Intercultural Centre
155 Nathan St Aitkenvale
4772 4800 9am - 5pm Mon - Thurs
9am - 2.30pm Fri
admin@townsvilleic.com.au
www.townsvilleic.com.au

Aims to reduce the stigma surrounding mental illness by providing education to people from diverse cultural and linguistic backgrounds and improving their access to mainstream mental health services.

Mental Health Legal Service - Qld Advocacy Inc., Brisbane

3844 4200 9am - 5pm Mon - Fri
qai@qai.org.au www.qai.org.au
Provides legal advice and representation to individuals receiving involuntary treatment for mental illness.

Selectability

59a Cambridge Street Vincent

4725 3664

townsville@selectability.com.au
www.selectability.com.au

Aims to assist anyone with a mental health concern including family and carers. Provides advice, information, referral and a range of programs and support groups.

Mens Health - Health Insite

info@malehealth.org.au
www.malehealth.org.au
Information on a variety of men's health issues including mental health.

Multicultural Mental Health Service - MHSO

59 Cambridge St Vincent
4433 9480
Responsible for facilitating culturally responsive mental health care to consumers and their families from culturally and linguistically diverse (CALD) backgrounds.

Narcotics Anonymous

4755 2489 www.na.org.au
A non-profit fellowship of recovering addicts. Holds regular support meetings.

North Ward Community Care Team

Cambridge Street Facility, 59 Cambridge Street, Vincent
1300 642 255/4433 9600
Provides a range of assessment and treatment services. Aims to support people with severe mental health disorder and associated disability.

Community Services & Information

Ozcare Personal Helpers & Mentors Program

53 Mooney St, Gulliver
1800 692 273 47295380

Rdats.townsville@ozcare.org.au
www.ozcare.org.au

Recovery focused support for people whose lives are affected by a mental illness to achieve their goals and link into the community.

Ozcare Residential Drug & Alcohol Treatment Service

82 Hammond Way Kelso
1800 692 273 9am - 4.00pm Mon - Fri

rdats.townsville@ozcare.org.au
www.ozcare.org.au

A 16 bed rehabilitation centre for men and women with drug and/or alcohol dependency, followed by a residential rehabilitation program.

Perinatal Mental Health Service

Cambridge St Facility
59 Cambridge St Vincent
1300 642 255

Provides multidisciplinary assessment, collaborative treatment and evidence based clinical interventions for women, infants and their families in the perinatal period and during infancy.

Service

Cambridge St Health Campus
59 Cambridge St Vincent
0429 621 764 8.30am-4.30pm Mon - Fri

www.health.qld.gov.au/qhvss
karen.harris@health.qld.gov.au

A free, confidential service that provides information, advocacy, counselling and support to victims and their families or others who have been harmed or affected by an offence of mentally ill offenders.

Queensland Transcultural Mental Health Centre

1800 188 189 8.30am - 5pm Mon - Fri
qtmhc@health.qld.gov.au

Provides consultation regarding mental health issues. Can engage bilingual/bicultural professionals to work with clients on mental health related issues.

SANE Australia Helpline

1800 187 263 9am - 5pm Mon - Fri
helpline@sane.org www.sane.org

Helps people affected by mental illness by providing information, support and referrals via phone, email and online chat..

Secure Mental Health Rehabilitation Unit - MHSU

Townsville Hospital
4433 3880

www.health.qld.gov.au/townsville
Accommodation for 21 consumers, providing a secure, structured environment for rehabilitation.

Community Services & Information

Stagpole Street Drug and Alcohol Rehabilitation Unit

7-9 Stagpole St West End
4771 5655 8.00am - 4.30pm Mon - Fri
www.bluecare.org.au

Inpatient rehabilitation for people who suffer from drug and/or alcohol problems and who want to recover from their addiction. Residential care and detox unit.

Supported Options in Lifestyle & Access Services Inc (SOLAS)

10 Cummins Street
4724 6800 8.30am- 4.30pm Mon - Fri
administration@solas.org.au
www.solas.org.au

SOLAS is a community based organisation delivering personalised wellbeing and mental health services and committed to working with people to achieve a life of choice, purpose, meaning and citizenship.

Townsville Aboriginal & Torres Strait Islander Corporation for Health Services (TAIHS)

57-59 Gorden St Garbutt
4759 4000 8am - 6pm Mon - Fri
1800 082 447

Health care service that is culturally appropriate to the Indigenous community. Provides a range of services including mental health, counselling and allied services.

Townsville Community Care and Acquired Brain Injury Unit - MHSG

Kirwan Health Campus

138 Thuringowa Drive Kirwan
4433 9800

A 34 bed residential facility with a recovery model that focuses on a return to community living and community inclusion.

Townsville Hospital & Health Service - MHSG Care Coordination Model

59-B Cambridge St Vincent
4433 8144

www.health.qld.gov.au/Townsville/IMHS/imhs-service-integration.asp

The Care Coordination Model emphasises the need for cross-sector collaboration between Government agencies, non-government organisation and the private sector in providing support services to individuals with severe mental illness and complex care needs.

Townsville Recovery Services - The Salvation Army

John Melton Black Dr, Garbutt
4772 3607 8am-4.00pm
trs@salvationarmy.org.au
[https://salvos.org.au/contact-us/find he salvos-near-your place/](https://salvos.org.au/contact-us/find-he-salvos-near-your-place/)

A case managed, residential rehabilitation program for men and women over 18 years seeking recovery from addiction to alcohol, other drugs and gambling dependency.

Notes

Notes

Introducing *Mi Networks*

Do you have a question about mental illness?
Are you looking for support in your local community
but don't know where to find it?

Our experienced mental health workers can provide
you with up-to-date and relevant information about
mental health concerns and connect you with a broad
range of services in your local area.

Please phone **1800 985 944** or visit the *Mi Networks*
website at **www.minetworks.org.au**.

If you or someone you know or care for is living with
mental illness, **support is available**.

The greatest challenge can be knowing where to start.
Phone *Mi Networks* today.



Mi Networks is an initiative of the Mental Illness Fellowship of Australia

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