

# 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](mailto:cic@townsville.qld.gov.au)

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

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

Updated September 2021

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](http://www.mhfa.com.au) FOR INFORMATION ON COURSES

# Contents

<b>Immediate Crisis</b> .....	1
<b>Assessment Services</b> .....	2
<b>Counselling Services</b> .....	3 - 4
<b>Community Services &amp; Information</b> .....	5 - 9

## 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](http://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](http://www.lifeline.org.au)

Telephone counselling. Online one-on-one crisis support chat available 24/7.

### **Suicide Call Back Service**

1300 659 467 24hrs/7days

[enquiries@ontheline.org.au](mailto:enquiries@ontheline.org.au)

[www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

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

### **The Townsville Hospital**

100 Angus Smith Dr Douglas

4433 1111

[www.health.qld.gov.au/townsville](http://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**

10-16 Peel St, Garbutt

47594028

Provides general youth support services including information, referral, advice and case management.

### **TAIHS Youth Shelter**

#### **Homelessness Service**

39 Ralston Street West End

4724 3396

0419 632 088

[YSinfo@taihs.net.au](mailto:YSinfo@taihs.net.au)

24hr safe place for youth aged 16-21 years, intoxicated from volatile substances.

## Assessment Services

### **Adolescent Inpatient Unit & Day Service - MHSG**

Kirwan Health Campus 4433 9700  
[www.health.qld.gov.au/townsville](http://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 - MHSG**

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 - MHSG**

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) - MHSG**

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 - MHSG**

Kirwan Health Campus 4433 9004

[www.health.qld.gov.au/townsville](http://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.

### **NQ Community Forensic Mental Health Service - MHSG**

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 - MHSG**

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 - MHSG**

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 - MHSG**

Kirwan Health Campus 4433 9004

Assessment, treatment and support for young people aged 15-24 with first presentation of psychosis.

### **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

### **Evolve Therapeutic Services -**

**MHSG** Kirwan 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 families.

### **Inspire Clubhouse Mental Health Group Activity support**

159 Kings Rd Pimlico  
4725 3664 9am - 4pm Mon - Fri  
inspire@selectability.com.au  
Support for community members living with mental health, in learning day to living skills in a group environment.

### **Relationships Australia**

745 Riverway Dr Thuringowa Central  
1300 364 277

8.30am-5.00pm Mon, Tues, Thu

8.30am-7.30pm Wed

8.30-6pm-Fri

generalenquiries@raq.org.au

www.raq.org.au

Provides a range of programs including counselling services.

### **The Women's Centre**

118 Charles 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.

### **See also:**

- **Alcohol, Tobacco & Other Drugs Services (ATODS)** - Page 5
- **Gambling Help Service - Centacare** - Page 6
- **Grace Cottage - The Salvation Army** - Page 6
- **Headspace** - Page 6
- **Kirwan Community Care Team** - Page 7
- **Lives Lived Well** - Page 5
- **Mental Illness Fellowship North Queensland Inc** - Page 7
- **North Ward Community Care Team** - Page 7
- **Queensland Health Victim Support Service** - Page 8
- **Townsville Aboriginal & Torres Strait Islander Corporation of Health Services Ltd (TAIHS)** - Page 9

### **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](http://www.al-anon.org.au)

Offers help and hope to friends and families of alcoholics, whether the alcoholic is still drinking or not.

### **Alateen Cleveland District**

1300 252 666

[www.al-anon.org.au](http://www.al-anon.org.au)

Is a fellowship of young people whose lives have been affected by alcoholism in a family member or close friend

### **Lives Lived Well**

1300 727 957

8.30am - 4.30pm Mon - Fri

[townsville@liveslivedwell.org.au](mailto:townsville@liveslivedwell.org.au)

[www.liveslivedwell.org.au](http://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.

### **Beyond Blue**

1300 224 636 [www.beyondblue.org.au](http://www.beyondblue.org.au)

Aims to address issues associated with depression and anxiety. 24/7

Web Chat

available 3pm-12am, 7 days a week.

### **ASPIRE -**

#### **UnitingCare Community**

59-69 Patrick St, Aitkenvale

1300 096 203 / 4775 9100

[aspire.TSV@uccommunity.org.au](mailto:aspire.TSV@uccommunity.org.au)

Aspire is a community based therapeutic youth service that works with young people aged 8-21 years to support and empower them to achieve their goals

### **Community Visitor Program - Office of the Public Guardian**

1300 653 187

[www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au)

[publicguardian@publicguardian.qld.gov.au](mailto:publicguardian@publicguardian.qld.gov.au)

Community visitors visit adults with impaired decision-making capacity living at "visitable sites" with level 3 accreditation. Community visitors are there to advocate for these adults to ensure their human rights are protected and promoted.

### **CORES - Community Response to Eliminating Suicide**

0427 455 313

[www.cores.org.au](http://www.cores.org.au)

[coresqld@kentishrc.com.au](mailto:coresqld@kentishrc.com.au)

[www.facebook.com/CORESQueensland](https://www.facebook.com/CORESQueensland)

Holds free, one day suicide intervention training.

## Community Services & Information

### **Dads in Distress**

1300 853 437 9am - 5pm Mon - Fri  
helpline@parentsbeyondbreakup.com  
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.

### **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, Tue, Thu, Fri

8.30am—8pm Wed

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.

### **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.

## Community Services & Information

### **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 substanc-  
es 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 stigma surrounding  
mental illness through education for  
people from diverse cultural and linguis-  
tic backgrounds and improve 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 representa-  
tion to individuals receiving involuntary  
treatment for mental illness.

### **Selectability**

59a Cambridge Street Vincent  
4725 3664  
townsville@selectability.com.au  
www.selectability.com.au  
Assists anyone with mental health con-  
cerns including family and  
carers through advice, information,  
referral, programs and support groups.

### **Australian Men's Shed Association Mens Health – 'Spanner in the Works?' program**

[www.malehealth.org.au](http://www.malehealth.org.au)  
Information on a variety of men's health  
issues including mental health. Find a  
Men's Shed near you: [https://  
mensshed.org/find-a-shed/](https://mensshed.org/find-a-shed/)

### **Multicultural Mental Health Service - MHSG**

59 Cambridge St Vincent  
4433 9480  
Community mental health care for indi-  
viduals and families from culturally and  
linguistically diverse 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 Cam-  
bridge 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

## **North Ward & Kirwan Community Care Teams - MHS**

1300 642 255

Short, medium & long term services including individual treatment programs, family interventions, therapy, psychology services, psychiatric outpatient clinics and case management.

## **St Vincents Residential Drug & Alcohol Treatment Service**

82 Hammond Way Kelso

4729 5380

8am - 4.00pm Mon - Fri

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.

## **St Vincent de Paul—Maria House**

1800 846 643

Specialist Homelessness Service that provides crisis supported accommodation and associated support services for women and their children.

## **Queensland Health Victim Support Service**

Cambridge St Health Campus

59 Cambridge St Vincent

0429 621 764 8.30am-4.30pm Mon - Fri

[www.health.qld.gov.au/qhvss](http://www.health.qld.gov.au/qhvss)

[karen.harris@health.qld.gov.au](mailto: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](mailto: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 10am—10pm Mon - Fri

[helpline@sane.org](mailto:helpline@sane.org) [www.sane.org](http://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 - MHS**

Townsville Hospital

4433 3880

[www.health.qld.gov.au/townsville](http://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  
4722 7130 8.00am - 4.30pm Mon - Fri  
[www.bluecare.org.au](http://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, Hyde Park  
4721 2850 8.30am- 4.30pm Mon - Fri  
[administration@solas.org.au](mailto:administration@solas.org.au)  
[www.solas.org.au](http://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**

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 - MHS Care Coordination Model**

59-B Cambridge St Vincent  
4433 8144  
[www.health.qld.gov.au/Townsville/IMHS/imhs-service-integration.asp](http://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](mailto:trs@salvationarmy.org.au)  
<https://salvos.org.au/contact-us/find-the-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](http://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**