

TOWNSVILLE COMMUNITY SUPPORT SERVICES

This booklet includes contact information for the following Community Support Services:

- ◆ Accommodation
- ◆ Budgeting
- ◆ Domestic Violence
- ◆ Emergency Relief
- ◆ Counselling
- ◆ Legal Advice / Advocacy
- ◆ Neighbourhood Support
- ◆ Seniors
- ◆ Victims of Crime Support



SUPPORTED BY



40 YEARS SERVING THE COMMUNITY

ACKNOWLEDGMENTS

The Community Information Centre Townsville Inc. (CIC) acknowledges with appreciation and thanks:

The team of volunteers without whom this information could not be updated each year.

The Townsville City Council for their generous annual sponsorship and the provision of premises which allows the CIC to operate its services.

DISCLAIMER

Whilst every care has been taken to ensure that the information contained herein is as accurate as possible, the Community Information Centre Townsville Inc. takes no responsibility for any errors, omissions or other mistakes and specifically denies any liability whatsoever for any damages resulting to any individuals or groups or organisations resulting from errors, omissions or other mistakes.

We apologise for any errors. If an error or omission is detected, please contact the Community Information Centre Townsville Inc. on 07 4727 9730 or cic@townsville.qld.gov.au.

Inclusion in this directory does not indicate that the CIC recommends these services. The CIC relies on organisations to provide accurate information about the services provided.

Community Information Centre Townsville Inc
Northtown, 280 Flinders Street Townsville
PO Box 1314 Townsville 4810
4727 9730
cic@townsville.qld.gov.au
www.cictownsville.com.au

www.facebook.com/CICTownsville

Updated May 2022

Accommodation:

Althea Projects

Ph: 4779 3332

Level 5/11 Fleming St, Aitkenvale

Drop In Centre

46-48 Morehead St, Sth Townsville

Ph: 4772 2339

Wee Care

Emergency 24-hour accommodation for families and children in crisis.

Ph: 4772 4499

TAIHS - Crisis Accommodation

Phone: 4725 8481

14-16 Camp Street Mundingburra

Short term emergency accommodation for men and women.

FEAT (Family Emergency Accommodation Townsville)

Ph: 4772 1450 / 4772 2686

9 Carlton Street, Kirwan

Provide a range of housing and support services to families who are either homeless or at risk of homelessness.

Flora House Women's Shelter Yumba Meta Ltd.

Ph: 4723 5611

Unit 2/565 Ross River Rd, Kirwan

Crisis accommodation for Aboriginal and Torres Strait Islander women and children experiencing domestic violence.

Homelessness Service Hub – Red Cross

Ph: 4795 2980

266 Ross River Road, Townsville

Supports vulnerable people experiencing, or at risk of homelessness. Facilitates access to accommodation only.

Iona House Young Women's Shelter

Ph: 4773 6202

Crisis accommodation for young women 16-21 years who are homeless or at risk of becoming homeless. Provides a safe and secure environment to learn independent living skills.

Iris Clay Hostel

Ph: 3151 8720 or 4772 3649

261-269 Sturt Street, Townsville

Transient accommodation for indigenous people aged 12 to 25 years and families. 3 month limit on stays.

St Vincent de Paul - Maria House

Ph: 1800 846 643

53 Mooney Street, Gulliver

Short term accommodation for homeless women and their children. Referrals by phone, walk-ins or on-line referral.

St Vincent de Paul -Townsville Homeless Men's Hostel

Ph: 4441 1500

10 Blackwood Street, Townsville

For men 18+

Temporary accommodation/meals and support in finding permanent accommodation.

Palm Island Community Company - Women's Shelter

Ph: 4791 4012

Mango Avenue, Palm Island
Short term accommodation and support (up to 3 months) for women and children experiencing domestic violence.

Seras Womens Shelter

Ph: 1800 811 811 / 4721 2888

Crisis accommodation for women and children experiencing domestic violence.

Share House Youth Program

Ph: 4771 5346

Enq: 260 Ross River Rd, Aitkenvale
Provides crisis and medium-term accommodation support for young people aged 16-25yrs who are homeless or at risk of becoming homeless. **Also has Outreach Program.**

TAIHS Youth Shelter

39 Ralston Street, West End

Ph: 4724 3396

Temporary accommodation for young people 16-21 yrs Primarily Aboriginal and Torres Strait Islander.

Womens Centre - NQ Combined Women's Services

Ph: 4775 7555

118 Charles St, Aitkenvale
Specialist homeless service for women and children.

Budgeting:

Financial Information Service – Centrelink

Cnr Hervey Range Rd & Kern Bros Dr,
Thuringowa Central

Ph: 13 23 00

Helps people make informed decisions about investment and financial issues for their current and future needs.

ICAN Financial Counselling

Unit 2/95 Denham Street, Townsville

Ph: 1800 369 878 / 4417 1900

Indigenous Consumer Assistance Network Unis a free and confidential service open to anyone with a financial problem or seeking general advice on dealing with debts or learning about saving.

Salvation Army Moneycare

Ph: 4755 4716

A free service through a financial counsellor or financial capabilities officer.

Uniting Care Community

Ph: 1800 007 007

Financial counselling

Counselling:

Centacare North Queensland – Gambling Help Service

Ph: 1300 672 273 or 1800 858 858
410 Ross River Road, Cranbrook
Provides assistance, counselling and support to individuals and families experiencing the harmful effects of gambling.

Headspace Townsville

Ph: 4799 1799
Townsville Youth Hub, 2/14 Sporting Drive, Thuringowa Central, Thuringowa
A free and confidential service for young people aged 12 – 25years seeking help or advice about their physical or mental health concerns.

Lifeline 24 hour Crisis Counselling

Ph: 13 11 14

Pregnancy Counselling Link

Ph: 1800 777 690
Provides telephone and face-to-face counselling for women, their partners and families on any concern relating to pregnancy, adoption or abortion and any pregnancy loss including abortion.

Suicide Call Back Service

Ph: 1300 659 467
A nationwide service providing 24/7 telephone counselling to people 18 years and over who are suicidal, caring for someone who is suicidal or for people bereaved by suicide.

Domestic Violence:

DV Connect Helpline

Womensline 1800 811 811
(24 hours, 7 days)

Mensline 1800 600 636
(9am to 12 midnight, 7 days)

North Queensland Domestic Violence Resource Service

1st Floor, Metway Arcade, 390 Flinders Street, Townsville
Ph: 4721 2888

Provides direct support services and enhances the safety of anyone involved in domestic violence.

Queensland Indigenous Family Violence Legal Service (QIFVLS)

Level 2/61-73 Sturt St, Townsville
Ph: 1800 887 700 / 47210600
Email: help@qifvls.com.au

A free legal service for Aboriginal and/or Torres Strait Islander people affected by family violence and/or sexual assault in Queensland.

Seras Womens Shelter

Ph: 1800 811 811 / 4721 2888
Crisis accommodation for women and children experiencing domestic violence. Safety, support, information and assistance.

Emergency Relief:

Adventist Development and Relief Agency (ADRA) Australia

Ph: 0401 945 937
127 Francis Street, West End
Food parcels for families in crisis.

Friday 7am -10.30am

Ph: 0401 945 937
Community Pantry provides as available, bread, fresh produce and some pantry items to concession card holders or those experiencing hardship.

Althea's Community Hub

Ph: 4772 2339 46-48 Morehead St,
South Townsville

***Phone ahead for Assessment**

Mon—Fri

Central City Mission— Uniting Church

Ph: 4771 2584 (Please phone first)
73 Wills Street, Townsville
Food parcels available office hours.
Mon, Tues and Thurs
9am– 2pm by Appointment

Northreach Baptist Church

PH: 47232371 (Please phone first)
38 Canterbury Rd, Kirwan
Provision of food parcels.
Thursdays 9:30 – 11:00am

Nth Townsville Community Hub

Ph: 4751 6511
52 Palm Drive, Deeragun
Emergency Relief food parcels.
Mon - Fri 9am—3.30pm

St Vincent de Paul Society

Ph: 1800 846 643 & Choose
**Option 1 to put in your Postcode
& then #Key to connect to your
local office**

Mon—Fri Provision of food parcels,
clothing and furniture by appoint-
ment.

Salvation Army - Salvos Connect

Ph: 1300 371 288
12 Madden Street, Aitkenvale
Wed-Thurs 10am—12:00noon
49 - 61 Beck Drive, Condon
Mon-Tues 9:30am—12:00noon
Assessment by phone
Mon-Fri 9-5pm 1300 371 288

Wee Care (Althea Projects)

Ph: 4772 4499
9 First Street, Railway Estate
Provision of finance, food, school
supplies and uniforms **for families
with children. By appointment.**

Legal/Advocacy:

Aboriginal & Torres Strait Islander Legal Service Ltd.

Ph: 4722 5111

Level 2/143 Walker Street, Townsville
Provides legal aid to Aboriginal and
Torres Strait Islanders in criminal,
civil and family matters.

Aboriginal & Torres Strait Islander Womens Legal Service

Ph: 1800 082 600 / 4721 6007

Provides legal services to Aboriginal
and Torres Strait Islander women
and to parents and care givers of
Aboriginal and Torres Strait Islander
children.

Aged & Disability Advocacy Inc (ADA)

1800 818 338

PO Box 245 Thuringowa Central
Provides support, information and
education to enable people to
understand and exercise their rights
and responsibilities and to resolve
their aged care and community care
issues.

Independent Advocacy NQ

Ph: 1800 887 688 / 4725 2505

2/179-181 Ross River Rd Mundingburra
Provides advocacy support to
individuals with a disability to stand
with and for vulnerable people with
disability through vigorous,
independent advocacy.

Legal Advice Clinic

Ph: 4774 0144

Community Gro - Upper Ross
Community Centre
1/43 Allambie Lane, Rasmussen

Provides free legal information,
advice and referral to residents.
Tuesday afternoons by appointment.

Legal Aid

Ph: 1300 651 188 /47585300

Level 3 Northtown, 280 Flinders St
Provides legal information, advice
and representation to financially and
socially disadvantaged people in the
areas of criminal and family law.

Seniors Legal and Support Service

Ph: 4721 5511

2/181 Sturt Street, Townsville
Provides free legal advice
for seniors experiencing, witnessing
or concerned about elder abuse,
mistreatment or financial exploitation.

Townsville Community Law

Ph: 4721 5511

2/181 Sturt Street, Townsville
Legal advice and referral.

Townsville Community Justice Group

Ph: 0401 780 016

Block D7 235 Fulham Rd Vincent
Provide monitoring, advocacy,
referral and reporting services for
mainly indigenous clients in the
Magistrates Court.

Volunteer Court Support

Ph: 0418 785 823

Magistrates Court 31 Walker Street
Offers information to all attending
Magistrates Court (including
defendants and their families, victims
and witnesses) enabling them to
negotiate their court experience with
greater confidence.

Welfare Rights Service – Townsville Community Legal Service ((TCLS)

Ph: 4721 5511

2/181 Sturt Street, Townsville
Offers advice, advocacy and
casework for people with appeals
against decisions of Government
Departments such as Centrelink.

Neighbourhood Support:

Emergency - 000

Police, Ambulance, Fire

Police Link 131 444

Non Urgent Property Crime

Qld Fire & Emergency

Level 1, 101 Sturt St, Townsville

Ph: 4796 9023 **Emergency: 000**

State Emergency Service

21-25 Green St, West End

Ph: 132 500

Seniors:

Aged Care Complaints Commissioner

GPO Box 9819 Brisbane Q 4000

Ph: 1800 951 822

www.agedcarequality.gov.au

Free service seeking to resolve
complaints and conduct
investigations into health, safety and/
or welfare of people receiving
residential aged care and community
care packages.

Centrelink

Ph: 13 23 00

Cnr Hervey Range Rd & Kern Bros
Dr, Thuringowa Central
Information on Finance, Age
Pension, Pensioner Concession
Cards and Commonwealth Seniors
Health Care Card.

Comlink Australia Townsville

1/442 Woolcock St, Garbutt

Ph: 1300 761 011

Provides low cost transport for peo-
ple over 65.

Elder Abuse Prevention Unit

Ph: 1300 651 192 Helpline

Free state-wide confidential
telephone information, support and
referral service. Callers may remain
anonymous.

Meals on Wheels – St Andrews

14 – 16 Rendle Street, Aitkenvale

Ph: 4728 1204

Provides meals to the aged and frail.

My Aged Care

Ph: 1800 200 422

Provides the community with access to government and non-government information and services to assist them navigate aged care services.

Seniors Enquiry Line

Ph: 1300 135 500

Information and referral service for Queensland seniors, their families, friends and carers.

Seniors Legal and Support Service

2/181 Sturt Street, Townsville

Ph: 4721 5511

Provides fee legal advice and support for seniors experiencing, witnessing or concerned about elder abuse, mistreatment or financial exploitation.

Aged & Disability Advocacy Inc (ADA)

1800 818 338

PO Box 245 Thuringowa Central

Provides support, information and education to enable people to understand and exercise their rights and responsibilities and to resolve their aged care and community care issues.

Victims of Crime:

Qld Health Victim Support Service

Ph: 1800 208 005

59 Cambridge St, Vincent

Free service for victims of mentally ill offenders. Provides information,

advocacy, counselling and support to victims and their families and others harmed or affected by an offence.

Qld Homicide Victim Support Group

Ph: 1800 774 744

In partnership with families, friends and other agencies, provides support to victims of homicide led by the experiences of other victims.

Victim Assist Queensland

Ph: 1300 546 587

Townsville Court House, Level 1/31

Walker Street, Townsville

Links clients to support services and may assist with costs associated with acts of violence to assist recovery.

Victims Counselling and Support Service (VCSS)

Ph: 1300 139 703

Assists people who have been affected by crime to manage the situation as best they can and to provide a range of counselling and support services. Provides a 24 hour telephone referral and information service and a range of free counselling and support services.



Informs ~ Assists ~ Connects

COMMUNITY INFORMATION CENTRE

The Community Information Centre is a community based not-for-profit organisation that has two permanent part time staff and boasts a pool of talented volunteers. The Centre has been providing information to Townsville residents for 40 years. The CIC is an important and valuable service in the Townsville region as we provide a telephone information and referral service, compile and publish numerous resource and information guides such as the Townsville Community Resource Directory, the Townsville Recreation Directory, Arts e-Bulletin, Active Living For Older Adults, Halls and Venues for Hire, New Residents Guide & pack.

Browse our online publications:

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

Arts E-bulletin – monthly news from the arts & cultural Community

Community Directory – over 1900 entries including community, government, arts, sports, clubs & cultural organisations in Townsville

Learning Townsville Directory - this directory features information on a wide range of training initiatives, organisations and community groups that offer training products and information.

Halls & Venues Directory— A listing of halls and venues for hire in the Townsville area

Recreation Directory—A directory of sporting and recreational organisations in the Townsville area.

Creative and Performing Arts Registry—*a directory for creative individuals, businesses and organisations in the Townsville area to promote their services*

Townsville Mental Health Services Directory

Pop in to the Centre and have a look at our publications and brochures including:

Townsville Community Resource Directory

Information for New Residents packs (free)

Brochures on many of the activities and major services available in Townsville (free)

Townsville Recreation Directory

Contact us for your community information needs.

Community Information Centre Townsville Inc

Phone: 4727 9730

Email: cic@townsville.qld.gov.au

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