



# **TOWNSVILLE SERVICE DIRECTORY**

## **CHRISTMAS & NEW YEAR 2025/26**

Your guide to community service support  
and closures over the Christmas & New  
Year period.

# SERVICES OPEN ON PUBLIC HOLIDAYS

Service	Christmas/New Year Opening Info	Additional Information
<b>EMERGENCY RESPONSE</b>		
<b>DV Connect – Womensline</b> 1800 811 811	No closure	Available 24hrs, 7 days
<b>DV Connect – Mensline</b> 1800 600 636	No closure	Available 9am - midnight, 7 days
<b>Sexual Assault Helpline</b> 1800 010 120	No closure	Available 7.30am - 11.30pm, 7 days
<b>Sexual Crimes Unit (Police)</b> 07 4759 9743	No closure	Service as usual
<b>MENTAL HEALTH</b>		
<b>13 MH Call</b> 1300 642 255	No closure	Available 24hrs, 7 days
<b>Medicare Mental Health</b> 1800 595 212	Public Hols - 12pm to 8.30pm	Weekends and PH 12pm - 8.30pm; M-F 8.30am-5pm.
<b>Child Youth Mental Health</b> 07 4433 9004	No closure	Based at Tsv University Hospital
<b>Beyond Blue</b> 1300 224 636	No closure	Available 24hrs, 7 days
<b>INFO, GENERAL SUPPORT &amp; LEGAL</b>		
<b>Lifeline</b> 13 11 14, Text: 0477 131 114, Chat online @ <a href="https://lifeline.org.au/crisis-chat">lifeline.org.au/crisis-chat</a>	No closure	Calls re-routed to another part of the country to help maintain privacy. Xmas holiday toolkit online
<b>Kid's Helpline</b> 1800 551 800	No closure	24/7 web counselling & 24/7 My Circle
<b>Parentline</b> 1300 301 300	No closure	6am - midnight, 7 days
<b>ADIS</b> 1800 177 833	No closure	24hrs, 7 days. Drug & alcohol info, counselling & referrals
<b>Red Cross – After Hours Outreach</b> 1800 474 753	No closure	Call Homeless Hotline to be referred to After Hours Outreach.
<b>Survivors of Suicide Bereavement Support Association</b>	No closure	Ray & Dona: 0407 490 965 or Geoff & Lowell: 0438 604 744
<b>Policelink</b> 13 14 44	No closure	Online reporting most efficient
<b>FAMILIES</b>		
<b>Althea Projects – Wee Care</b> 07 4772 4499	No closure	Service as usual

## ACCOMMODATION SERVICES

<b>Homeless Hotline Qld</b> 1800 474 753	No closure	Available 24hrs, 7 days
<b>St Vincent De Paul Homeless Hostel (Men)</b> 07 4441 1500	No closure	Very full. Call each day for availability
<b>AHL Iris Clay Hostel</b> 07 3151 8720	No closure	Service as usual
<b>Iona House</b> 0437 734 141	No closure	May not be able to house new people dependent on availability, but can take calls and help referring elsewhere if necessary
<b>Ronald McDonald House</b> 07 47 755 600	No closure	Skeleton staff. Service as usual

## WOMEN

### 1800 RESPECT

1800 737 732, Text: 0458 737 732, chat online @ 1800respect.org.au	No closure	Service as usual
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## YOUTH

<b>Headspace – Hotline</b> 1800 650 890	No closure	Service as usual
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<b>Townsville Youth Foyer</b> 0439 289 322	No closure	Limited staff
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## FIRST NATIONS

<b>13 YARN</b> 13 92 76	No closure	Available 24hrs, 7 days. First nations support line (a service of Lifeline).
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<b>TAIHS – Lighthouse</b> 07 4729 4800 / 0488 536 558	No closure	Service as usual
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<b>Youth Shelter</b> 07 4412 4140	No closure	Service as usual
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<b>Tonky Logan Hostel</b> 07 3151 8770	No closure	Call between 8.30am - 5pm or email <a href="mailto:tlogan.hostel@ahl.gov.au">tlogan.hostel@ahl.gov.au</a>
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<b>Murri Watch</b> 0431 282 820 (Patrol) - 0477 869 795 (Co-ordinator)	No closure	Service as usual 1300 692 824
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## DEFENCE

<b>Open Arms</b> 1800 011 046	No closure	Phone Line only.
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<b>RSL Qld</b> 07 4759 9500	Closed Christmas Day only	Service as usual
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<b>Wounded Heroes Australia</b> 1300 532 112	No closure	Crisis line available 24/7 all days of the year
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## HEALTH

<b>13 HEALTH</b> 13 43 25 84	No closure	Available 24hrs, 7 days
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## SERVICES CLOSED ON PUBLIC HOLIDAYS

Service	Christmas/New Year Opening Info	Additional Information
<b>EMERGENCY RESPONSE</b>		
<b>Child Safety After Hours</b> 1800 177 135	Closed Public Holidays only	Service as usual upon opening. 24hrs, 7 days. Brisbane based
<b>MENTAL HEALTH</b>		
<b>Selectability</b> 07 4724 6800	Closed Public Holidays only	Service as usual upon opening
<b>Crisis Response Service –</b> Mental Health Services Group 07 4433 9480	Closed Public Holidays only	Service as usual upon opening
<b>NEAMI Women's Health &amp; Wellbeing</b> 4766 8415	No closure	Reducing intake numbers during 24.12.25 – 04.12.25
<b>Standby Support After Suicide Phone Support</b> 1300 727 247	Closed Public Holidays only	Phone service as usual. Office closed
<b>ACCOMMODATION SERVICES</b>		
<b>Red Cross Homeless Hub</b> 07 4795 2980 or 07 3333 8722	Closed Public Holidays only	Service as usual upon opening
<b>QSTARS</b> (Statewide Tenant Advice Referral Service) 1300 744 263	Closed Public Holidays only	Service as usual upon opening
<b>INFO, GENERAL SUPPORT &amp; LEGAL</b>		
<b>Community Flyer</b> 07 4774 5497	Closed Public Holidays only	Diverts to Brisbane office if local line isn't answered
<b>ConnectCare Service</b> 1800 574 066	Closed Public Holidays + 2.01.2026	Case management and counselling support for victims of non-violent property crime. Service as usual upon opening.
<b>Lotus Place</b> 07 4722 8100	Closed Public Holidays only	Service as usual upon opening
<b>FAMILIES</b>		
<b>Act for Kids</b> 07 4755 8777	Closed Public Holidays only	Service as usual upon opening
<b>Churches of Christ</b> 07 4771 8888	Closed Public Holidays only	Service as usual upon opening
<b>Family &amp; Child Connect</b> 13 32 64	Closed Public Holidays only	Service as usual upon opening
<b>Mercy Community Services</b> 13 32 34	Closed Public Holidays only	Service as usual upon opening

<b>The Salvation Army</b> 13 72 58	Closed Public Holidays only	Service as usual upon opening
<b>WOMEN</b>		
<b>DVNQ</b> 07 4721 2888	Closed Public Holidays only	Service as usual upon opening
<b>FIRST NATIONS</b>		
<b>Wadda Mooli Space – Hospital Emergency Dep’t</b> 07 4433 3912	Closed Wednesdays & Thursdays (includes PH)	Down a clinician. Open M, T, F, S & S only. 12pm - 8.15pm. Call before presenting or go to ED and ask for Wadda Mooli Space
<b>TAIHS Health Service (Gordon St)</b> 07 4759 4000 / 1800 082 447	Closed Public Hols & two half days	Half days – open 8am – 12pm 24.12.25 & 31.12.25
<b>Youth Health Promotions (Deadly Choices)</b> 07 4759 4054 / 07 4759 4000	Closed Public Hols & two half days	Half days – open 8am – 12pm 24.12.25 & 31.12.25
<b>Family Wellbeing Program &amp; Yamani Meta</b> 07 4431 1458(Family Wellbeing) 07 4759 4039 (Yamani Meta)	Closed Public Hols & two half days	Half days – open 8am – 10pm 24.12.25 & 31.12.25
<b>Foster &amp; Kinship Services</b> 07 4431 1433	Closed Public Holidays only	Service as usual upon opening
<b>Family Participation Program</b> 07 4431 1460	Closed Public Holidays only	Service as usual upon opening
<b>Mums &amp; Bubs Clinic</b> 07 4759 4034	Public Hols & two half days	Half days – open 8am – 12pm 24.12.25 & 31.12.25
<b>Social &amp; Emotional Wellbeing Service</b> 07 4759 4037 / 07 4759 4000	Public Hols & two half days	Half days – open 8am – 10pm 24.12.25 & 31.12.25
<b>Yumba Meta</b> 07 4723 5611	Closed Public Holidays only	Service as usual upon opening
<b>Rev. Charles Harris Diversionary Centre</b> 07 4723 5611	Closed Public Holidays only	Service as usual upon opening
<b>DISABILITY</b>		
<b>Feroscare</b> 1300 986 970	Closed Public Holidays only	Service as usual upon opening
<b>Disability Gateway</b> 1800 643 787	Closed Public Holidays only	Service as usual upon opening. 8am to 8pm Monday to Friday
<b>Rights in Action</b> 1800 887 688	Closed Public Holidays + Christmas Eve (24.12.25)	Service as usual upon opening
<b>Selectability Townsville &amp; Selectability House</b> 07 4724 6800	Closed Public Holidays only	Service as usual upon opening
<b>HEALTH</b>		
<b>QuiHN</b> 4735 8828	Closed Public Holidays only	Open 10am-2pm on 27/12, 30/12, 31/12
<b>Lives Lived Well</b> 1300 727 957	Closed Public Holidays only	24/7 Alcohol and Drug Info Service 1800 177 833 available

## MULTICULTURAL

**QPASST**  
07 3391 6677

Closed Public Holidays only

Service as usual upon opening

# SERVICE CLOSURE DATES

Service	Christmas/New Year Opening Info	Additional Information
<b>EMERGENCY RESPONSE</b>		
<b>Sexual Assault Support Service (Women's Centre)</b> 07 4775 7555	24.12.25 - 02.01.26	Service as usual upon opening
<b>Tsv University Hospital (Sexual Assault Response)</b> 07 4433 1111	25.12.25 - 04.01.26	Service as usual upon opening
<b>Child Safety Service Centre - Townsville</b> 07 4796 6400	25.12.25 - 02.01.26	Service as usual upon opening
<b>MENTAL HEALTH</b>		
<b>Bikeshed (Selectability)</b> 07 4724 6800	19.12.25 – 05.01.26	Service as usual upon opening
<b>Clubhouse (Kings Road)</b> 07 4724 6800	22.12.25 - 05.01.26	Service as usual upon opening
<b>ACCOMMODATION SERVICES</b>		
<b>Townsville Housing Service Centre</b> 07 47 248 500	24.12.25-02.01.26	Service as usual upon opening.
<b>Family Emergency Accommodation Townsville</b> 07 4772 1450	25.12.25 – 04.01.26	Service as usual upon opening.
<b>INFO, GENERAL SUPPORT &amp; LEGAL</b>		
<b>Althea Projects - Head Office</b> 07 4779 3332	2pm 24.12.25 - 8.30am 05.01.26	Service as usual upon opening.
<b>Althea Projects - Community Hub</b> 07 4772 2339	2pm 24.12.25 - 8.30am 05.01.26	Service as usual upon opening.
<b>iCan Financial Counselling</b> 1800 369 878	12pm 23.12.25 – 8am 05.01.26	Call National Debt Helpline 1800 007 007. Service as usual upon opening
<b>Legal Aid Qld – Tsv Office</b> 07 4758 5300	2pm 24.12.25 - 8.30am 05.01.26	Closure includes Legal Information Line and all Legal Aid Programs
<b>Townsville Community Information Centre</b> 07 4727 9730	19.12.25 – 12.01.26	Service as usual upon opening.
<b>Townsville Community Law</b> 07 4721 5511	19.12.25 - 05.01.26	Service as usual upon opening.
<b>Services Australia</b> 13 24 68 <a href="http://www.servicesaustralia.gov.au/">www.servicesaustralia.gov.au/</a>	25th, 26th, 29th Dec & 1st Jan	Service as usual upon opening.

<b>Orange Sky</b> 07 3067 5800	24.12.25 - 02.01.26	Laundry services as usual upon opening.
<b>FAMILIES</b>		
<b>54 Reasons</b> 07 4773 0400	24.12.25 – 04.01.26	Service as usual upon opening.
<b>Althea Projects - Foster &amp; Kinship Care</b> 07 4779 3332	2pm 24.12.25 - 8.30am 05.01.26	Service as usual upon opening.
<b>Centacare</b> 1300 672 273	1pm 24.12.25 – 04.01.26	Service as usual upon opening.
<b>Community Gro - Rasmussen &amp; Garbutt</b> 07 4774 0144	12pm 24.12.25 – 04.01.26	Service as usual upon opening.
<b>NOTCH</b> 07 4751 6511	12pm 24.12.25 - 06.01.26	Food relief still available (pantry items only at the moment) until closure.
<b>Kookaburra Kids</b> 1300 566 525	25.12.25 – 04.01.26	Service as usual upon opening.
<b>Relationships Australia</b> 1300 364 277	25.12.25 – 04.01.26	Service as usual upon opening.
<b>Uniting Care</b> 1300 096 203	2pm 24.12.25 – 04.01.26	Service as usual upon opening.
<b>Shine for Kids</b> 07 4225 2165	20.12.25 – 04.01.26	Service as usual upon opening.
<b>The Smith Family</b> 0428 414 133	20.12.25 – 04.01.26	Service as usual upon opening.
<b>WOMEN</b>		
<b>NQ Women's Legal Service</b> 07 4772 5400	1pm 19.12.25 - 05.01.26	Option 3 for Townsville. Service as usual upon opening.
<b>Sisters Inside</b> 07 4772 4445	17.12.25 - 05.01.26	Service as usual upon opening.
<b>Women's Centre</b> 07 4775 7555	24.12.25 - 02.01.26	Service as usual upon opening.
<b>YOUTH</b>		
<b>Mission Australia - Sustaining Young Tenancies Program</b> 0437 837 437	24.12.25 - 05.01.26	Redirected to the Townsville Youth Foyer
<b>Qld Youth Services</b> 07 4771 3648	24.12.25 - 05.01.26	Redirected to an after hours number
<b>Sharehouse</b> 07 4771 5346	12pm 24.12.25 - 05.01.26	Service as usual upon opening
<b>Headspace – Townsville Hub</b> 07 4799 1799	12pm 24.12.25 - 05.01.26	Service as usual upon opening

FIRST NATIONS		
<b>First Nations Women's Legal Service</b> 1800 082 600 / 07 4721 6007	3.30pm 19.01.25 – 05.01.26	Service as usual upon opening
DEFENCE		
<b>Defence Member &amp; Family Support</b> 1800 624 608	25.12.25 – 05.01.26	Phone line 1800 624 608 is available 24/7 during this time
<b>Mates 4 Mates</b> 07 4771 9600	25.12.25 – 05.01.26	People encouraged to call Open Arms or Lifeline during the shutdown period
HEALTH		
<b>ATODS</b> 07 4433 9600	25.12.25 – 02.01.26	24/7 Alcohol and Drug Info Service 1800 177 833 available
<b>Qld Council for LGBTI Health</b> 07 4453 2209	Drop in centre closed 22.12.25 – 05.01.26	Phone line 1800 429 298 is available 8am-4pm Mon-Fri outside of PH
<b>Salvation Army Recovery Services</b> 07 4772 3607	Detox units closed 24.12.25 – 04.01.26	Rehab centre open, but not taking on new clients between 24.12.25 – 04.01.26
MULTICULTURAL		
<b>Tsv Multicultural Support Group</b> 07 4775 1588	22.12.25 – 05.01.26	Service as usual upon opening
SENIORS		
<b>ADA Australia</b> 1800 700 600	12pm 24.12.25 - 05.01.26	The Aged Care Advocacy Line 1800 700 600 will be available outside of Public Holidays.
FOOD		
<b>ADRA Food Pantry</b> 0401 945 937	12pm, 24.12.25 - 06.01.26	Pantry re-opens Fri 09.01.26 7-10am
<b>Meals on Wheels</b> 07 4728 1204	Public Holidays + 02.01.26	Won't get messages on public holidays as phones will be off.

Disclaimer: This document has been compiled as a collaboration by staff and volunteers at the Community Information Centre and Mercy Community Services. The organisations are committed to providing accurate information to the public based on the best information available at the time of publishing. We do not provide any guarantees, and assume no legal liability or responsibility for the accuracy, currency or completeness of the information. If an error or omission is identified, please contact the Community Information Centre Team at [admin@cictownsville.com.au](mailto:admin@cictownsville.com.au)