

# Resource Manual

FOR THOSE EXPERIENCING FINANCIAL  
HARDSHIP IN BRISBANE NORTH



This booklet includes information about emergency relief, food, finance, housing, legal assistance, mental health support and other services.

It is intended to help you locate assistance in times of financial hardship or stress.

To update any information or report any discrepancies, please contact Colleen Kelly via her mobile on 0410 432 643 or email [Colleen.Kelly@brisbane.qld.gov.au](mailto:Colleen.Kelly@brisbane.qld.gov.au)

*This guide was updated by Gillian Kehoul in October 2022.*

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# EMERGENCY RELIEF



## Anglicare

**Emergency Relief:** Anglicare’s emergency relief program operates out of the Stafford office. Appointments must be booked and are currently scheduled on Wednesdays (but may change in future so confirm appointment days on offer when making a booking).

*Eligibility* Eligibility criteria would apply, upon assessment

*Address* 6 Barra St, Stafford 4053

*Phone* 1300 114 397

*Email* [MHFW@anglicaresq.org.au](mailto:MHFW@anglicaresq.org.au)

*Website* <https://anglicaresq.org.au/your-well-being/emergency-relief-program/>



## Aspleycare

**Emergency Relief:** Aspleycare is a Parish based group who volunteer to serve the local community by responding to the needs of people in a Christian, neighbourly and practical way. Aspleycare through its funding-raising programs, donations and monies funded by the Federal Government, provides an Emergency Relief program that assist vulnerable people on Brisbane's Northside. Emergency Relief is offered to those in need, e.g., Food parcels, assistance with some bills, medical prescriptions (PBS) and referrals to other support services.

*Eligibility* Aspleycare has a core area covering 31 suburbs on Brisbane’s Northside. Please ring to see if you are eligible to receive assistance.

*Address* 479 Robinson Road, Aspley 4034.

*Phone* (07) 3862 7145

*Email* [secretary@aspleycare.org.au](mailto:secretary@aspleycare.org.au)

*Website* [aspleycare.org.au](http://aspleycare.org.au)

*Service Hours* Monday-Friday 10.00am to 1.30pm



## Communify Bardon Centre

**Emergency Relief:** Communify offer emergency relief through the North West Community Hub. Relief includes access to food and petrol. Yearly limits apply. Contact centre for further information.

<i>Eligibility</i>	Eligibility differs across different services.
<i>Address</i>	180 Jubilee Terrace, Bardon 4065
<i>Phone</i>	(07) 3510 2700
<i>Email</i>	<a href="mailto:admin@communify.org.au">admin@communify.org.au</a>
<i>Website</i>	<a href="http://www.communify.org.au/">http://www.communify.org.au/</a>
<i>Office Hours</i>	9am – 5pm every Monday, Wednesday, Thursday & Friday
<i>Emergency Relief Drop In</i>	9am – 2.30pm every Tuesday



## Communify New Farm Centre

**Emergency Relief:** Communify offer emergency relief through the New Farm Community Hub. This hub offers services to those on the Northside. Relief includes access to food assistance (Monday mornings) and financial assistance including no interest loans. Please call first to request a hamper.

<i>Eligibility</i>	Eligibility differs across different services. Contact centre for further information.
<i>Address</i>	967 Brunswick St, New Farm QLD 4005
<i>Phone</i>	(07) 3510 2700
<i>Email</i>	<a href="mailto:admin@communify.org.au">admin@communify.org.au</a>
<i>Website</i>	<a href="https://communify.org.au/new-farm-neighbourhood-centre/">https://communify.org.au/new-farm-neighbourhood-centre/</a>
<i>Office Hours</i>	9am-1pm, Monday, Tuesday, Thursday, Friday
<i>Emergency Relief Drop In</i>	Monday morning



## Immigrant Women's Support Service

**Emergency relief:** Assistance to escape from domestic violence situations, support in relation to recent sexual assault, access to crisis accommodation and urgent legal advice. Emergency relief can include financial resources to assist in crisis. Such resources can facilitate access to medical care, maintaining tenancy, payment of utility bills, and access to culturally appropriate food through vouchers.

IWSS has interpreters from a diverse range of backgrounds.

*Eligibility* Women and their children from non-English speaking backgrounds who have or are experiencing domestic and/or sexual violence

*Phone* (07) 3846 3490 (intake line)

*Email* [mail@iwss.org.au](mailto:mail@iwss.org.au)

*Website* [www.iwss.org.au](http://www.iwss.org.au)  
[www.iwss.org.au/iwss-referral-form-2/](http://www.iwss.org.au/iwss-referral-form-2/)

*Service Hours* Monday-Friday 9am-4pm



## Nexus Care

**Emergency relief:** Funded by the Department of Social Services, Nexus Care can provide emergency relief in the form of vouchers for medication and transport, and in some cases may be able to assist with the payment of essential bills such as electricity. Eligible individuals must live in suburbs in Brisbane North or Brisbane West and be identified as currently in crisis. Appointments must be booked over phone or email.

*Eligibility* Must live in catchment area. Face to face appointment is required for assessment.

*Address* **Location 1.** 151 Flockton Street, Everton Park 4053

**Location 2.** 37 Brighton Rd, Sandgate 4017

*Phone* (07) 3353 7230

*Email* [info@nexuscare.com.au](mailto:info@nexuscare.com.au)

*Website* [www.nexuscare.com.au/emergency-relief](http://www.nexuscare.com.au/emergency-relief)

*Office Hours* Monday, Tuesday and Thursday 10am-4pm (Everton Park)

Thursday 10:30am - 3:30pm (Sandgate)

*ER* Monday, Tuesday & Thursday 10am-12pm (Everton Park)

*Appointment* Thursday 12pm-2:30pm (Sandgate)

*Hours*





## Red Cross Migration Hub

**Emergency relief:** Asylum seekers or temporary migrants experiencing financial hardship who are unable to access any other services may be able to access assistance to meet immediate needs by contacting the Migration Support Programs for an appointment. Funding for emergency relief is limited and requires an assessment including provision of bank statements and proof of visa.

*Eligibility* Eligibility criteria apply, must call and make an appointment  
*Address* Humanity Place, 49 Park Road, Milton 4064  
*Phone* 1800 733 276  
*Website* www. <https://www.redcross.org.au/migration/Emergency-Relief/>  
*Email* Via website link  
*Hub Hours* Monday-Friday 9:30am-4pm



## St. Vincent de Paul Society

**Emergency relief:** The Spring Hill Support Centre can provide emergency relief to people experiencing homelessness or at risk of experiencing homelessness. They can also provide emergency relief through home visitations. They can support individuals through advice, food parcels or vouchers, clothing vouchers and other material support. Additional support can include budgeting, possible financial assistance, information and advocacy. The Support Centre can take referrals from other organisations. Phone the Helpline to book an appointment or gain support information about assistance available in your area.

*Eligibility* Eligibility criteria apply  
*Address* 365 Boundary Street, Spring Hill 4000  
*Phone* (07) 3853 8600  
*Vinnies Helpline* 1800 846 643  
*Email* [springhillsc@svdpqld.org.au](mailto:springhillsc@svdpqld.org.au)  
*Website* [www.vinnies.org.au](http://www.vinnies.org.au)  
*Service Hours* Monday-Friday 9am-1.30pm



## The Salvation Army

**Emergency relief:** Salvos Connect is how we support those in need and it is open here at our church on Fridays between 10am and 12pm only. All people requiring emergency assistance will **need to first call** the assessment line before approaching any Centre. Other Salvos centres open at different times, so please enquire about these over the phone when you call. Any other date changes or closures will be reported through to the assessment line.

<i>Eligibility</i>	Determined over the phone by an assessor
<i>Address</i>	The Salvation Army North Brisbane Church, cnr Handford & Roghan Rds, Taigum 4018
<i>Phone</i>	1300 371 288
<i>Hours</i>	Friday 10am-12pm
<i>Website</i>	<a href="http://www.salvationarmy.org.au/nbc/need-help/">www.salvationarmy.org.au/nbc/need-help/</a>



## Trinity Centre Pantry

**Emergency Relief:** This service provides food relief Wednesday to Friday with food parcels and frozen meals. On Thursdays, limited financial assistance is available with rent, utilities, pharmaceutical scripts (some PBS items only). *\*Please note during the month of January the Pantry is only open on a Thursday*

<i>Eligibility</i>	No Appointment required. Please bring ID, pension card or Centrelink Card. Proof of bills required for financial aid. Waiting period before you can use the service again.
<i>Location</i>	141 Brookes Street, Fortitude Valley 4006
<i>Hours</i>	Wednesday to Friday 11am-2pm Thursday - <i>Financial Relief</i> 11am-2pm
<i>Email</i>	<a href="mailto:admin@trinityvalley.org.au">admin@trinityvalley.org.au</a>
<i>Website</i>	<a href="https://www.trinityvalley.org.au/pantry">https://www.trinityvalley.org.au/pantry</a>
<i>Phone</i>	(07) 3852 1635



## Wesley Mission

**Emergency Relief:** We offer drop in emergency relief in the form of food parcels and “limited” medical scripts. Required for access is one proof of low income using one of the following: *healthcare card, pension card, bank statement*. Only one proof per family group is required. \*Also required is a proof of I.D which can be one photo I.D or two non-photo I. D’s. Please contact if you have any questions about eligibility.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	316 St Pauls Terrace, Fortitude Valley 4006
<i>Phone</i>	(07) 3216 1579
<i>Email</i>	contactus@wmq.org.au
<i>Website</i>	<a href="http://www.wmq.org.au">www.wmq.org.au</a>
<i>Drop-In Hours</i>	Monday – Friday 9:30am- 12:00pm, 1:00pm-3:30pm

# FINANCE

## Experiencing Financial Hardship

**Financial Hardship:** Banks, utility providers and other similar services may have specialised teams to work with people experiencing financial hardship. When contacting these organisations mention that you are experiencing 'hardship' and would like to discuss this further. Most major utility providers have a list of triggers that ensure that staff are able to identify clients who are at risk of financial hardship. Most organisations will be able to assist through offering lower interest rates, renegotiating repayments and extending payment deadlines. For further information contact relevant service providers.



## Australian Competition & Consumer Commission (ACCC)

**Finance:** The ACCC website offers a range of information regarding topics such as dealing with debt collectors, how to make a complaint, fuel price cycles to help people save on fuel costs, and link to services that can assist with debt. There is also a scam watch website run by the ACCC that gives tips on how to identify types of scams and how to protect yourself from scams. Additionally, it offers information specific to older Australians, Aboriginal and Torres Strait Islander people and other non-English speaking people.

*Phone*            1300 302 502 (Info centre – Monday-Friday 9am-5pm AEST)  
                         1300 303 143 (Indigenous Infoline)

*Website*        [www.accc.gov.au](http://www.accc.gov.au)  
                         [www.scamwatch.gov.au](http://www.scamwatch.gov.au)



ASIC

## Australian Securities and Investments Commission (ASIC)

**Finance:** The ASIC MoneySmart website provides free, independent guidance to develop consumer and financial literacy. Information available relates to paying off multiple credit cards, completing a financial checklist (for people going through divorce/separation), looking after your finances when you are caring for family or friends, planning a budget, calculating the cost of owning a pet, negotiating with your utility provider, dealing with problems paying your mortgage, 'do it yourself credit repair' to correct your credit report, the pros and cons of debt agreements, finding services that can help in an emergency. The website has specific information for under 25's, over 55's, and Aboriginal and Torres Strait Islander people. MoneySmart also has several apps to help you with money management.

<i>Phone</i>	1300 300 630 (Infoline)
<i>Email</i>	<a href="mailto:feedback@moneysmart.gov.au">feedback@moneysmart.gov.au</a>
<i>Website</i>	<a href="http://www.moneysmart.gov.au">www.moneysmart.gov.au</a> <a href="http://www.asic.gov.au">www.asic.gov.au</a>
<i>Service Hours</i>	Monday-Friday 8:30am-5pm

# FINANCIAL RELIEF, COUNSELLING AND PROGRAMS



## Christians Against Poverty

**Financial Counselling:** CAP provides free assistance with money and debt advice to assist students, singles and families who are struggling with unmanageable debt in order to help them gain better control over their financial situations and become debt free. This service includes in-home visits, budget solutions, simple repayment options, advocacy and negotiations, insolvency services, long-term support. Call the national helpline (1300 227 000) to make an appointment with your local coach.

<i>Eligibility</i>	Assessed on a case-by-case basis and depending on what service you require
<i>Phone</i>	1300 227 000 (Helpline) 1300 303 929 (General enquiries)
<i>Email</i>	Online contact form available at <a href="https://capaust.org/contact-us/">https://capaust.org/contact-us/</a>
<i>Website</i>	<a href="http://www.capaust.org">www.capaust.org</a>



## Encircle

**Financial counselling:** They run a NIL's scheme Ideal for White Goods, Education Expenses, Beds and Furniture, Essential Health Equipment or Emergency House Repairs. A financial counsellor works at the Lawnton office part time, please call to make an appointment.

<i>Eligibility</i>	Eligibility criteria apply
<i>Phone</i>	(07) 3889 0063 (Lawnton office -Pine Rivers Neighbourhood Centre)
<i>Email</i>	<a href="mailto:encircle@encircle.org.au">encircle@encircle.org.au</a>
<i>Website</i>	<a href="http://www.encircle.org.au">www.encircle.org.au</a>
<i>Facebook</i>	<a href="https://www.facebook.com/EncircleLtd">https://www.facebook.com/EncircleLtd</a>



## Financial Counsellor's Association of Queensland (FCAQ)

**Financial counselling:** FCAQ is a peak body that represents financial counsellors across Queensland. The website can locate free and accessible financial counselling and paralegal service to low income or disadvantaged consumers. Counsellors can assist with information about your rights and responsibilities and advocacy to creditors. FCAQ have information on their website about what financial counselling is, and links to find a financial counsellor in your area.

*Phone:* (07) 4051 1224 (Main Office in Cairns)

*Email:* From their website: [www.fcaq.com.au/contact-us](http://www.fcaq.com.au/contact-us)

*Website* [www.fcaq.com.au](http://www.fcaq.com.au)



## Good Shepherd Microfinance

**Financial counselling:** Good Shepherd Microfinance provide the Queensland Financial Resilience Program that supports the following: building financial literacy to better manage finances; understanding safe credit and how to avoid predatory lending that can turn financial hardship into a long-term cycle; and access to our No Interest Loans (See NILS section).

Through funding provided by the Queensland Government, Good Shepherd now offers a local service committed to providing support to individuals and families to engage with and improve their financial wellbeing and resilience. Our Financial Resilience workers are available to you across 20 locations. You can read more about the program and how to access it here:

*Website* <https://goodshep.org.au/services/queensland-resilience-program/>

*Phone* 1300 006 616

*Hours* 9am-5pm



## Nab

**Financial hardship assistance:** Nab has partnered with the Uniting Caring program which offers assistance to customers experiencing financial and non-financial hardship. The programs include counselling services, recreating/creating loan repayments that are suitable for individuals experiencing hardship and a Family Violence Assistance Grant. The Family Violence Assistance Grant offers financial support to women leaving DV situations. The support can include setting up individual accounts and supporting independent financial freedom, safety planning and in some cases a grant.

*Phone* 1800 701 599

*Website* <https://www.nab.com.au/help-support/financial-hardship>

*Office Hours* Monday-Friday 8:00am – 8pm  
Saturdays 9am – 1pm



## National Debt Helpline

**Financial counselling:** The National Debt Helpline offers information on its website to assist with debt problems, debt solutions and financial counselling, and links to other useful websites. This service is provided by Uniting Care.

The Helpline also offers free telephone counselling and advice. When calling the Helpline, it is best to have all relevant documents ready.

*Phone* 1800 007 007

*Website* [www.ndh.org.au](http://www.ndh.org.au)

*Office Hours* Monday-Friday 9:30am-4:30pm





## Picabeen Community Centre

**Financial counselling:** Free tax help is available from August to October each year to help with completing tax on time. Call for current information and to book a one-hour appointment for consultation. Picabeen also offers No Interest Loan Schemes.

<i>Eligibility</i>	Varies across programs
<i>Address</i>	22 Hoben Street, Mitchelton 4053
<i>Phone</i>	(07) 3354 2555 (07) 3354 1103
<i>Email</i>	<a href="mailto:info@picabeen.org.au">info@picabeen.org.au</a>
<i>Website</i>	<a href="http://www.picabeen.org.au">www.picabeen.org.au</a>
<i>Office Hours</i>	Monday-Friday 9am-12pm



## St. Vincent de Paul Society

**Financial counselling:** We provide a range of financial support services on a one-on-one basis for people seeking assistance from the local area. As well as providing vouchers for food and goods, we can help people pay for utility bills and unexpected expenses, and, in some states, we provide access to special loans schemes as well as financial literacy programs for individuals and families to help them formulate realistic budgets and stick to them.

**Home Energy Management Service:** Home Energy Management Service offers advice and advocacy for clients seeking assistance with their energy accounts across South East Queensland.

**Back to School and Study Fund:** financial support to school age children and adults returning to study to assist with education related expenses such as course fees, transport, computers and equipment. *\*\*Please note that applications close each year on Sept 30.*

<i>Eligibility</i>	Case by case basis, please call or visit the centre to be assessed.
<i>Address</i>	365 Boundary Street, Spring Hill 4000
<i>Phone</i>	1800 846 643 (Helpline)
<i>Email</i>	springhillsc@svdpqld.org.au (Spring Hill Support Centre)
<i>Website</i>	<a href="http://www.vinnies.org.au">www.vinnies.org.au</a>
<i>Service Hours</i>	Monday-Friday 9am-1.30pm (Spring Hill Support Centre)



## The Salvation Army

**Financial counselling:** Moneycare provides free and confidential financial counselling at three locations and over the phone if not in the local area. Financial counsellor analyses and assesses the financial situation, provides information regarding credit and debt issues, and can develop a plan to improve the situation. 'You're the Boss' app also offers financial advice and resources on money management. They also provide a NIL's scheme.

*Moneycare* 27-29 Lawnton Pocket Rd, Lawnton 4501

*Pine Rivers* Phone: (13) 0022 1993

Mobile: 0407 973 590

*Moneycare* 1 Lamington St, Redcliffe 4020

*Redcliffe* Mobile: 0407 973 590

*Moneycare* 97 School Street, Spring Hill 4000

*Spring Hill* Phone: (07) 3075 4130

Mobile: 0428 440 837

*Eligibility* Eligibility criteria apply

*Phone* North Brisbane Corps: (07) 3865 1088

*Email* nbcsalvos@salvationarmy.org.au (North Brisbane Corps)

*Website* www.salvos.org.au

*Service Hours* Monday-Friday 9am-5pm



## The Smith Family

**Finance: Saver Plus** is a free 10-month financial education and matched savings program. The matched funds can be used to pay for educational expenses such as TAFE/VET fees, apprenticeship-related clothing and equipment, school uniforms, iPads, computers, stationery, textbooks, music/sport lessons, and school camps and excursions and much more. Saver Plus is delivered in QLD by The Smith Family in partnership with the Commonwealth Government and The Brotherhood of St Laurence and ANZ.

*Eligibility*

**Must have all of the following:**

- A Health Care Card, Pensioner Concession Card AND an eligible Centrelink payment\*
- Be in school yourself OR have a child in school (can be starting school next year)
- Have regular income from work (either yourself or your partner)\*
- Be 18+ years old

\*Please note: Many types of income and Centrelink payments are eligible, see the **Saver Plus terms and conditions** for more information

*Phone*

1300 610 355

*Email*

[saverplus@bsl.org.au](mailto:saverplus@bsl.org.au)

*Website*

<https://www.bsl.org.au/services/saving-and-managing-money/saver-plus/>

**Student2Student:** Matches Yr. 3-8 students who are behind in their reading with an older, high school aged student that supports and encourages them with their reading. The student2student program runs for 18 weeks and takes place between April – October.

*Eligibility*

Eligibility criteria apply

*Phone*

1300 326 459

*Email*

[tsfmktg@thesmithfamily.com.au](mailto:tsfmktg@thesmithfamily.com.au)

[s2sqld@thesmithfamily.com.au](mailto:s2sqld@thesmithfamily.com.au)

*Website*

[www.thesmithfamily.com.au](http://www.thesmithfamily.com.au)



## Uniting Care- National Debt Hotline

**Financial Counselling:** Provides free, independent and confidential financial counselling. The service helps to empower individuals by providing information about their rights and responsibilities in relation to their credit and debt problems.

<i>Eligibility</i>	Anyone with credit and debit problems
<i>Phone via</i>	1800 007 007 (National Debt Hotline)
<i>Email:</i>	<a href="mailto:ndh@ucommunity.org.au">ndh@ucommunity.org.au</a>
<i>Website 1:</i>	<a href="http://www.ndh.org.au">www.ndh.org.au</a> (offers a chat function and general enquiry link online)
<i>Website 2:</i>	<a href="http://www.unitingcareqld.com.au">www.unitingcareqld.com.au</a>
<i>Address</i>	Level, 1, 766 Gympie Rd, Chermside QLD 4032
<i>Office hours</i>	Monday- Friday, 9.30am-4.30pm



## Wesley Mission

**Financial Counselling:** The financial resilience counselling service involves advice on managing your budget, financial skills training and further support through advocacy. Please call to book an appointment Monday – Friday.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	316 St Pauls Terrace, Fortitude Valley 4006
<i>Phone</i>	<a href="tel:0732161579">07 3216 1579</a>
<i>Email</i>	<a href="mailto:contactus@wmq.org.au">contactus@wmq.org.au</a>
<i>Website</i>	<a href="http://www.wmq.org.au">www.wmq.org.au</a>
<i>Opening Hours</i>	Monday – Friday 9:30am – 12:00pm, 1:00pm – 3:30pm

# FOOD – Parcels & Pantry Access

## Local Food Parcels:

Weekday	Suburb	Provider	Time	Location
<b>Monday</b>	<b>Aspley</b>	Aspleycare	10am – 1:30pm	479 Robinson Road, Aspley 4034
	<b>Chermside</b>	Chermside Kedron Community Church	9am – 2.30pm	Cnr Gympie Rd & Rode Rd, Chermside 4032
	<b>Deagon</b>	Sandgate Uniting Church	9am – 12pm	116 Board St, Deagon 4017
	<b>Everton Park</b>	Nexus Care	10am- 4pm	151 Flockton St, Everton Park 4053
	<b>Fortitude Valley</b>	Wesley Mission	9:30am – 12pm 1:00pm – 3:30pm	316 St Pauls Terrace, Fortitude Valley 4006
	<b>Mitchelton</b>	Picabeen Community Centre	9am – 4pm	22 Hoben Street, Mitchelton 4053
	<b>New Farm</b>	Communityfy	9am-12am	967 Brunswick St, New Farm 4005
	<b>Nundah</b>	Compassion 4 Community	4pm (when stock available)	15 Jenner Street, Nundah, 4012
	<b>Stafford Heights</b>	Stafford Heights Baptist Church	9am – 2pm	268 Appleby Rd. Stafford Heights, 4035
	<b>Zillmere</b>	Zillmere Community Centre	9am – 3pm	54 Hanford Rd, Zillmere 4034
<b>Tuesday</b>	<b>Aspley</b>	Aspleycare	10am-1.30pm	479 Robinson Road, Aspley 4034
	<b>Bardon</b>	Community	9am-2.30pm	180 Jubilee Tce, Bardon 4065
	<b>Chermside</b>	All Saints Chermside	10am-1pm	501 Hamilton Rd Chermside 4032
	<b>Chermside</b>	Chermside Kedron Community Church	9am-2pm	Cnr Gympie Rd & Rode Rd, Chermside 4032
	<b>City</b>	Brothers In Need	6pm – 7pm	109 Roma Street, City, 4000
	<b>Deagon</b>	Sandgate Uniting Church	9am – 12pm	116 Board St, Deagon, 4017

	<b>Everton Park</b>	My Church	9am – 4pm	36 Baden Powell Street, Everton Park, 4053
	<b>Everton Park</b>	Nexus Care	10am – 4pm	151 Flockton St, Everton Park, 4053
	<b>Fortitude Valley</b>	Wesley Mission	9:30am – 12pm 1:00pm – 3:30pm	316 St Pauls Terrace, Fortitude Valley, 4006
	<b>Mitchelton</b>	Picabeen Community Centre	9am – 4pm	22 Hoben Street, Mitchelton, 4053
	<b>Nundah</b>	Northside Connect	10am-12pm	14 Station St, Nundah, 4012
	<b>Sandgate</b>	Sandbag Community Centre	9am – 2pm	153 Rainbow Street, Sandgate 4017
	<b>Stafford Heights</b>	Stafford Heights Baptist Church	9am – 2pm	268 Appleby Rd. Stafford Heights, 4035
	<b>Zillmere</b>	Zillmere Community Centre	9am – 3pm	54 Hanford Rd, Zillmere, 4034
<b>Wednesday</b>	<b>Aspley</b>	Aspleycare	10am-1:30pm	479 Robinson Rd, Aspley, 4034
	<b>Chermside</b>	All Saints Chermside	10am-1pm	501 Hamilton Rd, Chermside, 4032
	<b>Chermside</b>	Burnie Brae	10am-1pm	60 Kuran St, Chermside, 4032
	<b>Deagon</b>	Sandgate Uniting Church	9am-12pm	116 Board St, Deagon, 4017
	<b>Everton Park</b>	My Church	9am – 4pm	36 Baden Powell Street, Everton Park, 4053
	<b>Fortitude Valley</b>	Trinity Centre Pantry	11am-2pm	141 Brookes St, Fortitude Valley, 4006
	<b>Fortitude Valley</b>	Wesley Mission	9:30am – 12pm 1:00pm – 3:30pm	316 St Pauls Terrace, Fortitude Valley, 4006
	<b>Mitchelton</b>	Picabeen Community Centre	9am – 4pm	22 Hoben Street, Mitchelton, 4053
	<b>Nundah</b>	Compassion 4 Community	4pm (when stock available)	15 Jenner Street, Nundah 4012
	<b>Sandgate</b>	Sandbag Community Centre	9am – 2pm	153 Rainbow St, Sandgate, 4017

	<b>Stafford Heights</b>	Stafford Heights Baptist Church	9am – 2pm	268 Appleby Rd. Stafford Heights, 4035
	<b>Zillmere</b>	Zillmere Community Centre	9am – 3pm	54 Hanford Rd, Zillmere, 4034
<b>Thursday</b>	<b>Aspley</b>	Aspleycare	10am-1:30pm	479 Robinson Road, Aspley 4034
	<b>Chermside</b>	All Saints Chermside	10am-1pm	501 Hamilton Rd, Chermside, 4032
	<b>Chermside</b>	Burnie Brae	10am-1pm	60 Kuran St, Chermside, 4032
	<b>Deagon</b>	Sandgate Uniting Church	9am-12pm	116 Board St, Deagon, 4017
	<b>Everton Park</b>	My Church	9am – 4pm	36 Baden Powell Street, Everton Park, 4053
	<b>Everton Park</b>	Nexus Care	10am-4pm	151 Flockton St, Everton Park, 4053
	<b>Fortitude Valley</b>	Trinity Centre Pantry	11am-2pm	141 Brookes St, Fortitude Valley, 4006
	<b>Fortitude Valley</b>	Wesley Mission	9:30am – 12pm 1:00pm – 3:30pm	316 St Pauls Terrace, Fortitude Valley, 4006
	<b>Mitchelton</b>	Picabeen Community Centre	9am – 4pm	22 Hoben Street, Mitchelton, 4053
	<b>Sandgate</b>	Sandbag Community Centre	9am-3pm	153, Rainbow St, Sandgate, 4017
	<b>Sandgate</b>	Nexus Care	10.30-3.30	37 Brighton Road, Sandgate, 4017
	<b>Stafford Heights</b>	Stafford Heights Baptist Church	9am – 2pm	268 Appleby Rd. Stafford Heights, 4035
	<b>Zillmere</b>	Zillmere Community Centre	9am – 3pm	54 Hanford Rd, Zillmere, 4034
<b>Friday</b>	<b>Aspley</b>	Aspleycare	10am-1:30pm	479 Robinson Rad, Aspley, 4034
	<b>Chermside</b>	All Saints Chermside	10am-1pm	501 Hamilton Rd, Chermside, 4034
	<b>Chermside</b>	Burnie Brae	10am-1pm	60 Kuran St, Chermside, 4032

	<b>Chermside</b>	Chermside Kedron Community Church	9am-2pm	Cnr Gympie Rd & Rode Rd, Chermside, 4032
	<b>Everton Park</b>	My Church	9am – 2pm	36 Baden Powell Street, Everton Park, 4053
	<b>Fortitude Valley</b>	Trinity Centre Pantry	11am-2pm	141 Brookes St, Fortitude Valley, 4006
	<b>Fortitude Valley</b>	Wesley Mission	9:30am – 12pm 1:00pm – 3:30pm	316 St Pauls Terrace, Fortitude Valley, 4006
	<b>Nundah</b>	Compassion 4 Community	4pm (when stock available)	15 Jenner Street, Nundah, 4012
	<b>Mitchelton</b>	Picabeen Community Centre	9am – 4pm	22 Hoben Street, Mitchelton, 4053
	<b>Sandgate</b>	Sandbag Community Centre	9am – 3pm	153 Rainbow Street, Sandgate 4017
	<b>Deagon</b>	Sandgate Uniting Church	9am-12pm	116 Board St, Deagon, 4017
<b>Saturday</b>	<b>City</b>	Brothers In Need	6pm – 7pm	109 Roma Street, City, 4000
	<b>Everton Park</b>	My Church	9am – 12pm	36 Baden Powell Street, Everton Park, 4053

*Please refer to the service providers listed below for more information about the food parcels.*





## All Saints Chermside – Chermside Anglican Church

**Food:** We offer manna, balm and time (WOMBAT). Food parcels are available from our Parish Pantry for anyone who is struggling within the community, you do not have to be local to access. Please bring I.D and if possible, have an email or phone number for contacting purposes. Please bring a shopping bag to carry the food in. We have food hampers of long-life food tins, long life milk and cereal. We often have fresh fruit, vegetables and bread too from Second Bite and Oz Harvest. However, the amount of supply varies week to week.

<i>Eligibility</i>	Open to anyone struggling
<i>Address</i>	501 Hamilton Rd, Chermside 4032
<i>Phone</i>	(07) 3359 2062 (07) 3359 2012 – Emergency Relief
<i>Email</i>	<a href="mailto:office@allsaintschermside.org.au">office@allsaintschermside.org.au</a>
<i>Website</i>	<a href="http://www.allsaintschermside.org.au/">www.allsaintschermside.org.au/</a> <a href="http://www.allsaintschermside.org.au/emergency-relief">www.allsaintschermside.org.au/emergency-relief</a>
<i>Service Times</i>	Tuesday, Wednesday & Friday 10am – 1pm



**ASPLEY CARE**

479 Robinson Road Aspley Qld 4034  
Phone: 07 3862 7145 Fax: 07 3862 7854

## Aspleycare

**Emergency relief:** Aspleycare is a Parish based group who volunteer to serve the local community by responding to the needs of people in a Christian, neighbourly and practical way. Aspleycare through its funding-raising programs, donations and monies funded by the Federal Government, provides an Emergency Relief program that assist vulnerable people on Brisbane's Northside. Emergency Relief is offered to those in need, e.g., Food parcels/vouchers, assistance with some bills, medical prescriptions (PBS) and referrals to other support services.

<i>Eligibility</i>	Aspleycare has a core area covering 31 suburbs on Brisbane's Northside. Please ring to see if you are eligible to receive assistance.
<i>Address</i>	479 Robinson Road, Aspley 4034
<i>Phone</i>	(07) 3862 7145
<i>Email</i>	<a href="mailto:secretary@aspleycare.org.au">secretary@aspleycare.org.au</a>
<i>Website</i>	<a href="http://aspleycare.org.au">http://aspleycare.org.au</a>
<i>Service Hours</i>	Monday-Friday 10am-1.30pm



## Burnie Brae – Project Pantry Food Support Program

**Food:** Project Pantry is a hamper collection program. Each month, individuals can **pay \$15** to receive one food hamper along with one coffee or tea voucher to use at Café Connect. Individuals must call the contact number to register, book and confirm pick-up of the hamper. Hamper pick-up times are Wednesday, Thursday and Fridays from 10am-1pm.

<i>Eligibility</i>	Seniors on an aged pension and individuals receiving a disability support pension living in the catchment area
<i>Address</i>	60 Kuran Street, Chermside 4032
<i>Phone</i>	Enquiries through reception on: (07) 3624 2110
<i>Email</i>	<a href="mailto:reception@burniebrae.org.au">reception@burniebrae.org.au</a>
<i>Website</i>	<a href="http://www.burniebrae.org.au/services/help-in-your-home/project-pantry-food-support-program/">www.burniebrae.org.au/services/help-in-your-home/project-pantry-food-support-program/</a>
<i>Office Hours</i>	Monday-Friday 8am-4pm



## Brothers In Need

**Food:** Emergency relief is available for individuals and families experiencing homelessness. Aid includes non-perishable food parcels, hot food and male & female hygiene packs & sanitary essentials.

<i>Eligibility</i>	No eligibility criteria
<i>Address</i>	109 Roma Street
<i>Phone</i>	1300 007 433
<i>Email</i>	<a href="mailto:info@brothersinneed.org.au">info@brothersinneed.org.au</a>
<i>Website</i>	<a href="http://www.brothersinneed.org.au">www.brothersinneed.org.au</a>
<i>Service Hours</i>	Tuesday + Saturday 6pm-7pm



## Chermside Kedron Community Church

**Food:** Chermside Kedron Community Church (CKCC), Part of The Uniting Church in Australia, provides free emergency pantry food packages every Monday, Tuesday and Friday mornings. People are allowed one package/month. New recipients need to fill in necessary paperwork.

**Thrift Store:** Grapples Thrift Shop onsite at CKCC provides affordable clothes and household goods. Grapples Thrift Shop is open Wednesday, Thursday and Friday 9am - 2:30pm and Saturday 9am-12:30pm. Subject to availability, emergency vouchers may be issued to those eligible from the office and can be issued Thursday and Friday mornings.

**Pastoral Care:** Our team of ministers are available to provide pastoral care.

<i>Eligibility</i>	Local Residents
<i>Address</i>	Cnr Gympie Rd & Rode Rd, Chermside 4032
<i>Phone</i>	(07) 3350 4302
<i>Email</i>	<a href="mailto:office@ckcc.org.au">office@ckcc.org.au</a>
<i>Service Hours</i>	Mon-Fri 9am-2pm



## Communify

**Food:** Communify Pantry is a food bank that occurs weekly for local members of the community who require assistance. Pantry offers free fresh fruit, vegetables and bread. Pantry is run on Tuesdays between 9am - 2.30pm. Speak with staff to check your eligibility, and for more information on other Community services.

<i>Eligibility</i>	Resident of inner North/West of Brisbane, bring HealthCare or Pension Card
<i>Address</i>	180 Jubilee Terrace, Bardon 4065
<i>Phone</i>	(07) 3510 2700
<i>Email</i>	<a href="mailto:admin@communify.org.au">admin@communify.org.au</a>
<i>Website</i>	<a href="http://communify.org.au/the-pantry/">communify.org.au/the-pantry/</a>



## Compassion 4 Community

**Food:** Food parcels on request with a choice from the pantry. Monday, Wednesday and Friday delivery. Pick up after 4pm.

*Eligibility* For struggling families

*Address* 15 Jenner Street, Nundah 4012

*Phone* 0404 262 703

*Email* [compassion4community@yahoo.com](mailto:compassion4community@yahoo.com)

*Website* <https://www.facebook.com/Compassion4Community/>



## My Church Brisbane

**Food:** Reach Out Community and Family Care has a small shop that sells low-cost food parcels of grocery and personal items. To receive fruits and vegetables, single parcels are a minimum of \$20 and family parcels are \$40.

*Address* 36 Baden Powell Street, Everton Park 4053.

*Phone* (07) 3355 7444

*Email* [info@mychurchbrisbane.com](mailto:info@mychurchbrisbane.com)

*Website* [www.mychurchbrisbane.com/my-charity](http://www.mychurchbrisbane.com/my-charity)  
[www.facebook.com/reachoutcommunityandfamilycare](https://www.facebook.com/reachoutcommunityandfamilycare)

*Shop Hours* Tuesday-Thursday 9am-4pm, Friday 9am – 2pm & Saturday 9am-12pm.



## Nexus Care

**Food:** Created by a nutritionist, the Fresh Start food parcels are available to anyone experiencing hardship. Each parcel includes quality, nutritious, non-perishable items, a selection of fresh fruit and vegetables, meat, bread and dairy products. A Fresh Start Program membership entitles any household to six (6) parcels within a calendar year, with a minimum of one (1) month between each parcel collection. Each time you collect your food parcel, a contribution of \$5 is required. Parcels are available for collection during open hours, no appointment needed.

**Eligibility** Anyone experiencing hardship or distress (no appointment is required – walk in during program hours)

**Address** **Location 1.** 151 Flockton Street, Everton Park 4053 (Car Park 8)  
**Location 2.** 37 Brighton Rd, Sandgate 4017

**Phone** (07) 3353 7230

**Email** [info@nexuscare.com.au](mailto:info@nexuscare.com.au)

**Website** [www.nexuscare.com.au](http://www.nexuscare.com.au)

**Office Hours** Monday, Tuesday & Thursday 10am-4pm (Everton Park)  
Thursday 10:30am - 3:30pm (Sandgate)



## Northside Connect & Community Legal Service

**Food:** We have a fresh fruit and vegetable handout once a week from 10am on Tuesday mornings. To register for a hamper, please call the centre after 9am Monday. Northside Connect can also provide referrals to services regarding emergency relief, housing, family and parenting issues, legal, and local Nundah services. Information and referral services can be accessed between 9am-4pm Monday to Thursday over the phone, in person or on their website.

**Address** 14 Station Street, Nundah 4012

**Phone** (07) 3260 6820

**Email** [admin@northsideconnect.org.au](mailto:admin@northsideconnect.org.au)

**Website** <https://www.facebook.com/Northside-Connect-658994620794556/>



## Picabeen Community Centre

**Food:** A limited food pantry is available for members of the local community who are experiencing financial hardship. Contact the centre for current information.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	22 Hoben Street, Mitchelton 4053
<i>Phone</i>	(07) 3354 2555 (07) 3354 1103
<i>Email</i>	Through website: <a href="http://www.picabeen.org.au/contact/">www.picabeen.org.au/contact/</a>
<i>Website</i>	<a href="http://www.picabeen.org.au">www.picabeen.org.au</a>
<i>Office Hours</i>	Monday-Thursday 9am-4pm



## SANDBAG Inc. - Sandgate Community Centre

**Food hamper:** Food parcels are available during opening hours. These are limited and comprised of non-perishables, as they rely on community donations. People can drop into the Sandgate Community Centre and receive one parcel per month.

**Bag a Bargain:** On Wednesdays from 12pm, residents of 4017 and surrounding suburbs can fill a bag of vegetables, fruit and bread for a gold coin donation.

<i>Eligibility</i>	We request proof of residence in 4017 or surrounding suburbs to access food parcels but can also provide referrals to other services for people who live outside the catchment area.
<i>Address</i>	153 Rainbow Street, Sandgate 4017
<i>Phone</i>	(07) 3869 3244
<i>Email</i>	<a href="mailto:admin@sandbag.org.au">admin@sandbag.org.au</a>
<i>Website</i>	<a href="http://www.sandbag.org.au">www.sandbag.org.au</a>
<i>Service hours</i>	Tuesday-Friday 9am-3pm



## Sandgate Uniting Church

**Food:** Sandgate Uniting Church provides free food packages consisting of canned food to those who live in Sandgate, Deagon, Shorncliffe and Brighton. Packages can be collected Monday to Friday from 9am-12pm. The service is to be used once every three months.

*Eligibility* Requires proof of Centrelink payments and residential address

*Address* 116 Board St, Deagon 4017

*Phone* (07) 3869 0277

*Email* [office@sandgateuc.org.au](mailto:office@sandgateuc.org.au)

*Website* [www.sandgate.unitingchurch.org.au](http://www.sandgate.unitingchurch.org.au)

*Service Hours* Monday-Friday 9am-12pm.



## Stafford Heights Baptist Church

**Food:** Stafford Heights Baptist Church provides crisis care food hampers for individuals and families in need. The hampers are made up of tin and packaged food and long-life milk. A register is kept of who has been assisted.

*Eligibility* Case by case basis

*Address* 268 Appleby Rd. Stafford Heights, QLD 4053

*Phone* (07) 3359 6855

*Email* [admin@shbc.org.au](mailto:admin@shbc.org.au)

*Website* <https://www.shbc.org.au>

*Service Hours* Monday – Thursday 9am – 2pm



## Wesley Mission

**Food:** We offer drop in emergency relief in the form of food parcels and “limited” medical scripts that require the following 2 forms of proof to access:

**Proof of low income:** Can use one of the following options: *healthcare card, pension card, bank statement.*

**Proof of I.D:** Can use one photo I.D or two non-photo I.D.s (\*Only one proof per family group is required). Please contact us if you have any questions about eligibility.

**Eligibility** Eligibility criteria apply

**Address** 316 St Pauls Terrace, Fortitude Valley 4006

**Phone** (07) 3216 1579

**Email** [contactus@wmq.org.au](mailto:contactus@wmq.org.au)

**Website** [www.wmq.org.au](http://www.wmq.org.au)

**Drop-In Hours** Monday – Friday 9:30am – 12:00pm, 1:00pm – 3:30pm



## Zillmere Community Centre

**Food:** ZCC provides food parcels for people in need within the catchment area. Food parcels are subject to eligibility criteria and other conditions. Call reception on (07) 3865 2880 for more information.

Zillmere Community Centre (ZCC) is a locally based organisation that provides individual and community support and offers a place of welcome, acceptance and inclusion for all. Community members can access information and advice, a range of practical support, group activities, and meeting spaces at the ZCC.

Zillmere Family Accommodation Program (ZFAP) and Zillmere Young Peoples Support Service (ZYPSS) also operate from the Zillmere Community Centre.

**Eligibility** Food parcels - a current CRN and mobile phone no are required.

**Address** 54 Handford Road, Zillmere 4034

**Phone** (07) 3865 2880

**Email** [enquiries@necsg.org.au](mailto:enquiries@necsg.org.au)

**Facebook** [www.facebook.com/necsg](http://www.facebook.com/necsg)

**Website** [www.necsg.org.au](http://www.necsg.org.au)

**Service Hours** Monday-Thursday 9am-3pm



# FOOD – Community Meals

## Community Meals:

Days	Suburb	Provider	Time	Location
<b>Monday</b>	<b>Carseldine</b>	Streetlight – Bridgeman Baptist Church	5:30pm – 6:30pm Second servings 5:50pm	1526 Gympie Rd, Carseldine QLD 4034 – Aspley Rotary Park
	<b>Chermside</b>	All Saints Chermside Soup Kitchen (Dinner)	Arrive at 5:30pm for a 6pm start	Parish Hall, 501 Hamilton Rd, Chermside, 4032
	<b>Fortitude Valley</b>	Wesley Mission (Dinner)	6:30pm – 7:15pm Two course meal	316 St Pauls Terrace, Fortitude Valley, 4006
	<b>Nundah</b>	Compassion 4 Community	5pm-6pm	15 Jenner St, Nundah, 4012
		Rosie’s Friends on the Street	7pm – 9pm	15 Jenner St, Nundah, 4012
	<b>Redcliffe</b>	The Breakfast Club (Breakfast)	7am-8am	Pensioner Hall, Cnr Portwood St & Oxley Ave, Redcliffe, 4020
	<b>Sandgate</b>	Paddy’s Van	3:30pm – 4:30pm During school term.	Sandgate Community Centre 153 Rainbow St, Sandgate, 4017
<b>Tuesday</b>	<b>Brisbane CBD</b>	Red Cross Youth Café (Dinner)	6:30pm-8:30pm	Basement of Brisbane City Hall, 64 Adelaide Street, Brisbane
	<b>Mitchelton</b>	Picabeen BBQ Lunch	12pm-1pm	22 Hoben Street, Mitchelton, 4053
	<b>Nundah</b>	Northside Connect	11am-12:30pm Last Tuesday of the Month	14 Station Street, Nundah, 4012
	<b>Redcliffe</b>	The Breakfast Club (Dinner)	4:30pm-5:30pm	Pensioner Hall, Cnr Portwood St & Oxley Ave, Redcliffe, 4020

<b>Wednesday</b>	<b>Chermside</b>	All Saints Chermside Soup Kitchen (Dinner)	Arrive at 5:30pm for a 6:00pm start. Every 3 <sup>rd</sup> Wednesday of the Month	Parish Hall, 501 Hamilton Rd, Chermside, 4032
	<b>Fortitude Valley</b>	Wesley Mission 3 Course Community Meal (Dinner)	6:20pm Check In 6:45 Dine In	Brisbane Relief Hub, 316 St Pauls Terrace, Fortitude Valley, 4006
	<b>Mitchelton</b>	Keith's Community Breakfast	8am-10am	Fenwick Park, Samford Rd, Mitchelton 4053
	<b>Nundah</b>	Compassion 4 Community	5pm-6pm	15 Jenner St, Nundah 4012
Rosie's Friends on the Street		7pm-9pm	15 Jenner St, Nundah 4012	
	<b>Redcliffe</b>	The Breakfast Club (Breakfast)	7am – 8am	Pensioner Hall, Cnr Portwood St & Oxley Ave, Redcliffe, 4020
	<b>Sandgate</b>	Community Café Two course meal, Gold Coin Donation	12pm-1:30pm 2 <sup>nd</sup> and 4 <sup>th</sup> Wednesday of each month	Sandgate Community Centre, 153 Rainbow St, Sandgate 4107
<b>Thursday</b>	<b>Aspley</b>	Drug Arm MOSHPIT Sausage Sizzle Lunch	11am-1pm	Brisbane North Rental Village, Aspley 4034
	<b>Brisbane CBD</b>	Red Cross Youth Café (Dinner)	6:30pm-8:30pm	Basement of Brisbane City Hall, 64 Adelaide Street, Brisbane
	<b>Nundah</b>	Northside Connect Gold Coin Donation	11:30am-1pm	14 Station St, Nundah 4012
	<b>Redcliffe</b>	The Breakfast Club (Dinner)	4:30pm – 5:30pm	Pensioner Hall, Cnr Portwood St & Oxley Ave, Redcliffe 4020
<b>Friday</b>	<b>Redcliffe</b>	The Breakfast Club (Breakfast)	7am-8am	Pensioner Hall, Cnr Portwood St & Oxley Ave, Redcliffe 4020
	<b>Sandgate</b>	Manna from Heaven Sandgate Inc. (Hot Meal)	5:30pm onwards 2 <sup>nd</sup> and 4 <sup>th</sup> Friday of each month	Sandgate Community Centre, 153 Rainbow St, Sandgate 4107

	<b>Sandgate</b>	Paddy's Van	5:00pm – 6:00pm  Every 2 <sup>nd</sup> week of school term.	Einbunpin Lagoon Park, 70 Brighton Rd, Sandgate
<b>Sunday</b>	<b>Aspley</b>	Rosie's Friends on the Street	12pm 1 <sup>st</sup> Sunday of each month	Rotary Park, Cnr Gympie Rd & Graham Rd, Aspley 4034
	<b>Fortitude Valley</b>	Wesley Mission	1pm – 1:45pm	316 St Pauls Terrace, Fortitude Valley 4006

Please refer to the service providers listed below for more information about community meals.



## All Saints Chermside – Chermside Anglican Church

**Food: Soup Kitchen** – serves every Monday and Wednesday night, a nutritious meal from 5:30pm in the Parish Hall (free of charge but donations accepted).

The *501 Lunch Club* occurs every third Wednesday of each month at 11:30am and costs \$10.

*Eligibility* Open to all

*Address* 501 Hamilton Rd, Chermside 4032

*Phone* (07) 3359 2062

(07) 3359 2012 – Emergency Relief

*Email* [office@allsaintschermside.org.au](mailto:office@allsaintschermside.org.au)

*Website* [www.allsaintschermside.org.au/](http://www.allsaintschermside.org.au/)



## Compassion 4 Community

**Food:** Compassion 4 Community run a community meal service from Aurous (Previously known as Nundah Activity Centre) which provides a community dinner for a gold coin donation on Monday, Wednesdays and Fridays. The community dinner includes a three-course meal and there are no eligibility requirements.

*Address*            15 Jenner Street, Nundah 4012

*Phone*             0404 262 703

*Email*              [compassion4community@yahoo.com](mailto:compassion4community@yahoo.com)

*Website*          <https://www.facebook.com/Compassion4Community/>



## Northside Connect & Community Legal Service

**Food:** During Fruit and Veg Handout on Tuesdays, we have a BBQ morning tea and lunch. All are welcome from 10am. The Northside Connect can also provide referrals to services regarding emergency relief, housing, family and parenting issues, legal, and local Nundah services. Information and referral services can be accessed between 9am-4pm Monday to Thursday over the phone, in person or on our website.

*Address*            14 Station Street, Nundah 4012

*Phone*             (07) 3260 6820

*Email*              [admin@northsideconnect.org.au](mailto:admin@northsideconnect.org.au)

*Website*          <https://www.facebook.com/Northside-Connect-658994620794556/>



## Paddy's Van - St. Patrick's College, Shorncliffe

**Meals:** During the school term only (weeks 2-9) The Paddy's Van provides free lunch and breakfast BBQs at:

- Sandgate Community Centre 153 Rainbow St, Sandgate 4017 – Mondays 3:30pm – 4:30pm

On Saturdays Paddy's Van provides a free BBQ dinner at:

Redcliffe Breakfast Club, Pensioners Hall, Cnr Portwood St and Oxley Ave, Redcliffe, 5:00pm-6:00pm on every second weekend of the school terms (end of Week 2, 4, 6, and 8), (*this is cancelled during wet weather*).

**Phone** 0413 107 683

**Website** Paddy's van Facebook page [www.stpatricks.qld.edu.au/faith-in-action/solidarity/paddys-van](http://www.stpatricks.qld.edu.au/faith-in-action/solidarity/paddys-van)



## Red Cross Youth Night Café

**Meals:** Red Cross Youth Night Café offers hot meals for young people aged 12-25. This service operates every Tuesday and Thursday from 6:30pm until 8:30pm. Young people can also access WIFI, service information, support and hygiene products as well as clothing.

**Eligibility** Photo ID may need to be shown for access

**Address** Basement of Brisbane City Hall, 64 Adelaide Street, Brisbane

**Phone** (07) 3367 7222

**Email** [nightcafe@redcross.org.au](mailto:nightcafe@redcross.org.au)

**Website** <http://facebook.com/NightCafeOnline>



## SANDBAG Inc. - Sandgate Community Centre

**Meals:** The Sandbag Community café is open to community members to have a lunch together, and when appropriate, access other supports and information. Lunch is held from 12pm-1pm on every 2<sup>nd</sup> and 4<sup>th</sup> Wednesday of each month. People are able to drop in – no need to RSVP. During the school term, St Patrick’s College distribute meals from 3:30pm on Mondays. Cooked meals are offered during opening hours when available. Additionally, every second and fourth Friday from 5pm-7pm Manna from Heaven is offered. There are no costs associated with these services.

*Address* 153 Rainbow Street, Sandgate 4017

*Phone* (07) 3869 3244

*Email* [admin@sandbag.org.au](mailto:admin@sandbag.org.au)

*Website* [www.sandbag.org.au](http://www.sandbag.org.au)

*Service Hours* Tuesday-Friday 9am-3pm

## STREETLIGHT

### Streetlight – Bridgeman Baptist Church

**Food:** Streetlight turns up every Monday night (rain, hail, shine or COVID-19) at the Rotary Park in Carseldine to provide hope to any member of the community who needs it. We offer a hot beverage, a delicious and nutritious meal, and a listening ear along with other necessities like bread/bread rolls, clothing, blankets/sleeping bags, emergency hampers and prayer.

*Eligibility* All are welcome

*Address* 1526 Gympie Rd, Carseldine QLD 4034 – Aspley Rotary Park

*Email* [streetlight@bridgeman.org.au](mailto:streetlight@bridgeman.org.au)

*Website* <https://www.bridgeman.org.au/streetlight>

*Service Hours* 5pm – 6:30pm - second servings start at 5:50pm



## The Breakfast Club

**Food:** The Breakfast Club is run mostly by an amazing team of volunteers and is totally community driven. We use the funds raised through donations and fundraising to purchase food and supplies to assist those in need and to cover running costs like fuel and insurance.

*Eligibility*

*Address* Pensioner's Hall, cnr Portwood St & Oxley Ave, Redcliffe, QLD, 4020

*Phone* 0467 811 380

*Email* Via online form: <https://thebreakfastclubredcliffe.org.au/contact/>

*Website* <https://thebreakfastclubredcliffe.org.au/>



## Vans and Kitchens (VAKS)

**Food:** VAKS is a community service website that lists the days and times of vans and kitchens offering food, drink and social contact in Brisbane either for free or low cost. You can search on their website by area, day of the week, or time of the day to find providers that suit your needs.

*Email* [info@vaks.com.au](mailto:info@vaks.com.au)

*Website* <https://www.vaks.org.au> (and enter suburb or postcode you are searching)



## Wesley Mission

**Food:** Our community meals occur three times across the week: a two-course lunch on *Sunday* from 1pm to 1.45pm; *Monday* two course meal from 6.30pm to 7.15pm and a three-course *Wednesday* evening dinner, dine in check ins start at 6.20pm for a 6.45pm service whilst takeaway starts approx. 6.30pm. We also do most public holidays.

*Eligibility* Eligibility criteria apply

*Address* 316 St Pauls Terrace, Fortitude Valley 4006

*Phone* [0407 120 742](tel:0407120742)

*Email* [kristyna@communitycanteen.com.au](mailto:kristyna@communitycanteen.com.au)

*Website* <https://communitycanteen.com.au/>

# FOOD & HEALTH OUTREACH VANS



## All Saints Chermside – Chermside Anglican Church

**Food & Outreach:** Offers free tea, coffee and toast between 8am-10am on weekdays from a van that operates out of the Church carpark. On Friday and Saturday nights between 5pm and 7.30pm, the van also sells curries from Micmanna Foods to help raise funds to support the poor. Costs: \$10 for a regular curry; or \$5 for a small curry and idly (rice cakes).

*Eligibility* Open to all

*Address* 501 Hamilton Rd, Chermside 4032

*Phone* 0490 370 211

*Email* [micmannafoods@gmail.com](mailto:micmannafoods@gmail.com)

*Website* [www.allsaintschermside.org.au/](http://www.allsaintschermside.org.au/)



## Coptic Church

**Food & Outreach:** The Uplift Street Service, which is a ministry of the Virgin Mary Coptic Orthodox Church, serve hot takeaway meals every Wednesday night from 7:00pm until 8:00pm under the Turbot Street on ramp.

*Phone* 0412 556 271





## Drug Arm Australia

**Food:** Drug ARM's Street Outreach Service provide a variety of snacks, hot & cold drinks along with occasional meals at 3 locations in the Brisbane CBD for a duration of 15-30 minutes per site, Mon-Sat.

**Outreach:** Drug ARM's Street Outreach Services (SOS) support people who are experiencing, or who are at risk of, homelessness to access services. We provide non-judgemental and confidential support through referrals, information and a vital outreach of compassion. In partnership with local agencies and volunteers, our patrols visit parks, street sides and other accessible areas in the regions where we operate.

**This service operates from Monday to Saturday and exact locations and times can be found at this URL**

<https://www.drugarm.com.au/how-we-help/adults/street-outreach-services/>

<i>Address</i>	Level 1/493 Ipswich Road, Annerley
<i>General Inquiries</i>	1300 656 800
<i>Intake</i>	(07) 3620 8880
<i>Email</i>	<a href="https://www.drugarm.com.au/about-us/contact-us/">https://www.drugarm.com.au/about-us/contact-us/</a>
<i>Website</i>	<a href="https://www.drugarm.com.au/">https://www.drugarm.com.au/</a>



## Micah Projects

**Food:** Micah's Street to Home service offers an afterhours health outreach and free transport within inner city Brisbane. The Street to Home team can be contacted at other outreach vans are able to get in contact with Micah when requested.

<i>Address</i>	162 Boundary Street, West End 4101
<i>Phone</i>	(07) 3036 4444 (Available 7 days a week)
<i>Email</i>	<a href="mailto:info@homeforgood.org.au">info@homeforgood.org.au</a>
<i>Website</i>	<a href="https://homeforgood.org.au/services#sth">https://homeforgood.org.au/services#sth</a> <a href="https://micahprojects.org.au/">https://micahprojects.org.au/</a>



## Rosie's Friends on the Street

**Food:** Rosies offers community and connection through street outreach in several locations across QLD. We offer hot and cold beverages, snacks, hygiene products and often stocks blankets, swags and knitwear to people experiencing homelessness, hardship, or social isolation.

*Phone* (07) 3396 4267

*Schedule* **Nundah Activity Centre**, Jenner St, Nundah Mondays 7pm – 9pm, Wednesday 7pm – 9pm,

**Rotary Park Aspley**, 1526 Gympie Rd, Carseldine

1<sup>st</sup> Sunday of each Month 12pm

*Email* Via website form available at <https://rosies.org.au/charity/contact-rosies/>

*Website* <http://rosies.org.au/>

# FOOD RESCUE ORGANISATIONS



## FareShare

**Food:** FareShare Cooks and Volunteers rescue food that would have otherwise gone to landfill and prepare it into nutritious, ready-to-eat meals that are frozen and given away free to frontline organisations supporting vulnerable people in the community. Organisations can access FareShare meals via FoodBank.

**Address** 46 Steel Pl, Morningside 4170  
**Phone** (07) 3899 3284  
**Email** [brisbane@fareshare.net.au](mailto:brisbane@fareshare.net.au)  
**Website** [www.fareshare.net.au/](http://www.fareshare.net.au/)



## Foodbank

**Food:** Foodbank Queensland sources essential food and groceries for front-line charities providing food relief across the state. To find a front-line food relief charity near you, please visit the 'Find Food' page on the Foodbank website: [foodbank.org.au/find-food](http://foodbank.org.au/find-food)

**Address** 179 Beverley Street, Morningside 4170  
**Phone** (07) 3395 8422  
**Email** [admin@foodbankqld.org.au](mailto:admin@foodbankqld.org.au)  
**Website** [foodbank.org.au](http://foodbank.org.au)  
**Office Hours** 7am-3pm



## OzHarvest

**Food:** OzHarvest rescues quality, excess food from commercial businesses and delivers it free of charge to more than 1,800 charities across Australia working on the front lines of food insecurity. Charities wishing to join our waitlist are encouraged to visit:

<http://www.ozharvest.org/food/receive-food-charities/>

<i>Address</i>	2/8 Textile Crescent, Salisbury 4107 (QLD State Office)
<i>Phone</i>	(07) 3708 1380
<i>Email</i>	qld@ozharvest.org
<i>Website</i>	<a href="http://www.ozharvest.org">www.ozharvest.org</a>



## Second Bite

**Food:** Second Bite rescues edible surplus food from growers, manufacturers and retailers and distributes it **free of charge** to over 1,400 charities and not-for-profit organisations to feed vulnerable Aussies in need. Our partners use the rescued food for nourishing meals, emergency relief packages, community pantries and much more.

Eligible not-for-profit organisations can receive regular food donations through Second Bite by completing the form to join the program: [www.secondbite.org/for-organisations](http://www.secondbite.org/for-organisations).

<i>Phone</i>	1800 263 283
<i>Email</i>	<a href="mailto:admin@secondbite.org">admin@secondbite.org</a>
<i>Website</i>	<a href="http://www.secondbite.org">www.secondbite.org</a>



## Vital Connection Food Kitchen

**Food:** Vital Connection is an essential community meals program that provides a hot three-course vegetarian meal three nights per week to the homeless and disadvantaged in Brisbane's CBD. It is a service that has been built up over 21 years and is well-known amongst other social support providers and those who regularly use its service. It not only provides nutritious food, but it also creates a safe space for community to happen for those who have been marginalised in our society. Regardless of religion, ethnic background, or gender orientation, everyone can feel at home with Vital Connection.

*Phone* 1800 241 372

*Address* 17 Quay Street, BRISBANE 4000

*Email* [info@adra.org.au](mailto:info@adra.org.au)

Or via online form at: <https://www.adra.org.au/contact-us/>

*Website* <https://www.adra.org.au/project/vital-connection/>

# HOUSING



Queensland Government

Department of Housing and Public Works

## Department of Housing and Public Works

**Housing:** The Department of Housing and Public Works' website offers:

- Services to check your eligibility for a bond loan, and you can apply for a bond loan on their website. Bond loans are interest-free loans to help pay your bond or rental deposit when starting a tenancy
- Information on your eligibility for a rental grant, which is a once-off grant of two weeks rent to help you pay for the cost of moving into private rental accommodation
- Information about who is eligible for the National Rental Affordability Scheme (NRAS), and you can register/apply on the website or over the phone on the Housing Services phone line
- Information on emergency and temporary accommodation

Rent Connect is a service to help with applying for private rental properties. To make an appointment with a Rent Connect Officer, call the Housing Services line or visit a Housing Service Centre.

The Housing Assist QLD app can be used by people renting public housing, for example, to report maintenance problems or check rental balance. The app can also be used to apply for bond loans, rental grants, and NRAS housing.

*Chermside Service Centre* L3, 18 Banfield Street, Chermside 4032  
(07) 3917 4600  
[Chermsidehsc@chde.qld.gov.au](mailto:Chermsidehsc@chde.qld.gov.au)

*Fortitude Valley Service Centre* L7, Green Square North Tower, 515 St. Pauls Terrace, Fortitude Valley 4006  
(07) 3034 6500  
[FortitudeValleyhsc@chde.gov.au](mailto:FortitudeValleyhsc@chde.gov.au)

*Moreton Bay Service Centre* L5, Caboolture Square Shopping Centre, 60-78 King Street, Caboolture 4510  
(07) 5432 0700  
[moretonbayhsc@chde.qld.gov.au](mailto:moretonbayhsc@chde.qld.gov.au)

*Website* [www.chde.qld.gov.au](http://www.chde.qld.gov.au)

*Rent Connect* [www.qld.gov.au/housing/renting/rent-assistance/rentconnect](http://www.qld.gov.au/housing/renting/rent-assistance/rentconnect)

*Housing Assist App* [www.qld.gov.au/housing/renting/rent-assistance/housing-assist-qld-app](http://www.qld.gov.au/housing/renting/rent-assistance/housing-assist-qld-app)



## Anglicare

**Housing – Women:** Anglicare can provide support to women experiencing homelessness in securing temporary and permanent accommodation.

*Eligibility* - Single adult women who are not accompanied by a partner or child/children  
 - Single young women aged 16-25 years old who are pregnant, or parenting children under 4 years of age

*Phone* (07) 3377 3111 – General Enquiries  
 (07) 3377 3110 – Accommodation vacancies and intake

*Email* [info@anglicaresq.org.au](mailto:info@anglicaresq.org.au)

*Website* [anglicaresq.org.au/community-support/homelessness/womens-homelessness/](http://anglicaresq.org.au/community-support/homelessness/womens-homelessness/)

**Housing – Young People:** Anglicare has a number of InSync Programs to assist young people with housing. They have an early intervention focus, crisis accommodation and support, along with support in achieving positive outcomes with long-term housing. Programs are currently run from Beenleigh, Cleveland and Mt Gravatt.

*Eligibility* Eligibility criteria apply for each InSync program, mainly based on geographic location and personal circumstances.

*Phone* 1300 610 610

*Email* [info@anglicaresq.org.au](mailto:info@anglicaresq.org.au)

*Website* [anglicaresq.org.au/community-support/homelessness/youth-homelessness/](http://anglicaresq.org.au/community-support/homelessness/youth-homelessness/)



## Bric Housing Company

**Housing:** Bric Housing is a Community Housing Provider that offers a range of housing options from transitional accommodation to long-term housing. Housing styles include boarding-style rooms with shared facilities, studio units, 1 to 2-bedroom units, and houses. Rent is based on the Community Housing Rent Policy administered by the Queensland Department of Communities, Housing, and Digital Economies (DCHDE). To be eligible, people must have a current and approved social housing application through DCHDE. Bric is then able to accept a referral from our support partners when a vacancy becomes available.

*Eligibility* Must be an Australian citizen, resident or have an eligible protection visa, and be a resident of Queensland. Other criteria apply.

*Address* 1<sup>st</sup> Floor, 56 little Edward St, Spring Hill 4000

*Phone* (07) 3230 5555

*Email* [info@bric.org.au](mailto:info@bric.org.au)

*Website* [www.bric.org.au/](http://www.bric.org.au/)



## Brisbane Housing Company (BHC)

**Housing:** BHC is a Tier 1 Community Housing provider, that can provide long-term, secure housing alternatives for low-moderate income households. The holistic tenancy management approach can include employment assistance and training programs. For more information, call the number below. To apply for housing, follow the instructions through the website: [bhcl.com.au/tenants/prospective-tenants/apply-for-housing/](http://bhcl.com.au/tenants/prospective-tenants/apply-for-housing/).

<i>Eligibility</i>	Eligibility for affordable housing to be assessed. Call 1300 880 882 to check eligibility.
<i>Address</i>	Astor Apartments, Level 2 35 Astor Terrace, Spring Hill 4000
<i>Phone</i>	(07) 3307 3000
<i>Email</i>	reception@bhcl.com.au
<i>Website</i>	<a href="http://bhcl.com.au/">bhcl.com.au/</a>
<i>Hours</i>	Monday–Friday 8:30am-5pm

## BRISBANE YOUTH SERVICE

## Brisbane Youth Service (BYS)

**Housing:** BYS is a registered Tier 3 housing provider and provides assistance for young people and families with finding housing, establishing a new home (furniture and household items), and developing the skills to maintain new accommodation, for example, how to budget and maintain tenancy to move on to long term housing.

Call for more information.

<i>Eligibility</i>	Young people aged between 12 – 25 years
<i>Address</i>	42 McLachlan Street, Fortitude Valley 4006
<i>Phone</i>	(07) 3620 2400
<i>Email</i>	<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>
<i>Website</i>	<a href="http://brisyouth.org/services/housing/">brisyouth.org/services/housing/</a>
<i>Client Access</i>	Monday-Friday 1pm-4pm
<i>Hours</i>	
<i>Office Hours</i>	Monday-Friday 9am-5pm





## Carinity Youth Support and Accommodation - Orana

**Housing:** Carinity Orana offers crisis accommodation and emergency housing for young people who have become or at risk of homelessness. Located in Bald Hills, Orana can house 5 residents at a time, with a maximum stay of 6 months. Youth workers provide emotional and practical support to assist young people access education, training, employment, counselling services, recreational activities, new social networks and permanent accommodation to transition to independence.

<i>Eligibility</i>	Young people aged 16 to 21
<i>Phone</i>	(07) 3261 3969
<i>Email</i>	Through website: <a href="https://carinity.org.au/contact-us/">https://carinity.org.au/contact-us/</a>
<i>Website</i>	<a href="https://carinity.org.au/our-services/youth-families/youth-accommodation-support/orana/">carinity.org.au/our-services/youth-families/youth-accommodation-support/orana/</a>



## Encircle

**Housing:** The Homestay Program in Brisbane North supports individuals / families at risk of homelessness to maintain their housing. Services include: providing advice, advocacy, information, and support to access long term sustainable housing. Encircle currently operates in Brisbane North out of the Zillmere Community Centre.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	Zillmere Community Centre: 54 Handford Rd, Zillmere 4034
<i>Phone</i>	(07) 3152 8246
<i>Email</i>	<a href="mailto:HomestayBNreferrals@encircle.org.au">HomestayBNreferrals@encircle.org.au</a>
<i>Website</i>	<a href="http://www.encircle.org.au">www.encircle.org.au</a> <a href="http://encircle.org.au/staying-housed/">encircle.org.au/staying-housed/</a>
<i>Facebook</i>	<a href="https://www.facebook.com/EncircleLtd">https://www.facebook.com/EncircleLtd</a>
<i>Office hours</i>	Monday-Friday, 8am-5pm



## Footprints

**Housing:** Footprints is a provider of the Assistance with Care and Housing (ACH) program. They offer a range of support for older people to prevent homelessness. Support includes case management, brief intervention, investigating alternative housing options, advocacy, liaison and referral to health, community care, welfare and social supports, and assistance to build and maintain strong community networks and ties. Referrals can be made through My Aged Care, GP, self and other support networks and hospitals.

<i>Eligibility</i>	People over 50 years of age who are on low income and homeless or at risk of being homeless.
<i>Phone</i>	(07) 3252 3488
<i>Email</i>	<a href="mailto:ach@footprintscommunity.org.au">ach@footprintscommunity.org.au</a>
<i>Website</i>	<a href="https://footprintsinc.org.au/homelessness/">https://footprintsinc.org.au/homelessness/</a>



## HART 4000

**Housing:** HART4000 offers people who are homeless or at risk of homelessness help with housing support, referrals for emergency accommodation, referrals and assistance with community and social housing, TICA checks, and help to find and keep sustainable housing. People who need emergency assistance with housing can present to the HART4000 office Monday-Friday from 1pm. No referral or appointment booking is necessary. Other appointment times may be available upon request – contact below.

<i>Eligibility</i>	People over 25 years old who are homeless or at risk of homelessness.
<i>Address</i>	Maida Lilley Community Centre (corner Alfred & Constance Streets) Level 1, 5 Green Square Close, Fortitude Valley 4006
<i>Phone</i>	(07) 3004 0100
<i>Email</i>	<a href="mailto:info@hart4000.org.au">info@hart4000.org.au</a>
<i>Website</i>	<a href="http://communify.org.au/hart-4000">communify.org.au/hart-4000</a>
<i>Office Hours</i>	Open to the public Monday-Friday from 1pm-3pm. Office is staffed 9am-5pm weekdays.



## INCH Housing

**Housing:** INCH offers community and social housing accommodation services, including transitional (0-24 months) housing through the Community Rent Scheme, Same House Different Landlord program, Brisbane City Council Access and Equity Homeless Support Program, and Homelessness to Home program, and offers Long Term Housing based on eligibility and need. Eligible clients can access specialised tenancy and property management services to successfully retain safe and affordable housing and plan for successfully exiting to affordable housing or private rental.

**Eligibility** Eligibility criteria applies, must be assessed by DCHDE  
**INCH Office** 1/525 Samford Road, Mitchelton 4053 (cnr Osborne Rd)  
**Phone** 1300 004 624  
**Email** [admin@inchhousing.org.au](mailto:admin@inchhousing.org.au)  
**Website** [www.inchhousing.org.au](http://www.inchhousing.org.au)  
**Office Hours** Monday-Friday 10am-4pm (by appointment after 12.30pm only)



## Micah Projects – Home for Good

**Housing:** At the Home for Good program, we work together to find sustainable solutions for people who are homeless or for individuals and families who might become homeless without support. Located in inner-city Brisbane, a range of services are available for individuals and families including information, support, advocacy and health services.

*We strongly encourage people call to make appointments for 'face-to-face' meetings. Priority will be given to people with scheduled appointments. Appointments are held at our Boundary Street office*

**Eligibility** If you are experiencing homelessness or at risk of losing your tenancy  
**Address** Ground Floor, 162 Boundary Street, West End Q 4101  
**Phone** (07) 3036 4444 (Available 7 days a week)  
**Email** [info@homeforgood.org.au](mailto:info@homeforgood.org.au)  
**Website** <https://homeforgood.org.au/>



## Murri Watch - Bowman Johnson Hostel

**Housing:** Bowman Johnson Hostel is a 20-bed hostel which provides short term accommodation combined with case management services for homeless persons or persons at risk of being homeless. The hostel offers fully supported accommodation at reasonable rates (which are inclusive of meals, use of facilities and case management services).

**Eligibility** Our target group are adult male and females that are homeless or at risk of homelessness.

**Address** 5 Oxford Street, South Brisbane 4101

**Phone** 07 3891 2822

**Email** [office@murriwatch.org.au](mailto:office@murriwatch.org.au)

**Website** <https://murriwatch.org.au/posts/1947/supported-accommodation>

**Office hours** Mondays-Thursdays 8am- 4pm and Friday 8am-12pm

**Hostel available** 24/7 7 days a week



## Ozcare

**Housing:** Ozcare is a special work of St Vincent de Paul and a provider of the Assistance with Care and Housing (ACH) program. ACH can assist older persons on low incomes who are homeless or at risk of homelessness to find housing in the private rental market or apply for affordable social housing options.

**Eligibility** Older people aged over 65 years, or over 50 years for Aboriginal and Torres Strait Islanders who are homeless or at risk of homelessness, unable to access transport or the internet.

**Address** Ozcare (Brisbane North) 113 Kittyhawk Drive, Chermside 4032

**Phone** 1800 692 273

**Online Referral** [www.ozcare.org.au/contact-us/refer-online/](http://www.ozcare.org.au/contact-us/refer-online/)

**Online**

**Enquiries** <https://ozcare.org.au/contact-us-2/>

**Website** [www.ozcare.org.au/aged-care/assistance-with-care-and-housing-ach/](http://www.ozcare.org.au/aged-care/assistance-with-care-and-housing-ach/)



## Open Doors

**Housing:** The Open Doors *Reconnect Program* is for LGBTQIAP+ Sistergirl and Brotherboy identifying young people aged 12 to 17 who are homeless or at risk of homelessness as well as at risk of disengaging with community.

We aim to support you to stabilize your living situation and provide early intervention to support you to find safe living arrangements. This may include finding accommodation short/long term, supporting in providing mediation with parents, schools and other [family](#) members as well as advocacy and providing referrals and links to safe and supportive services.

<i>Eligibility</i>	<i>LGBTQIAP+ Sistergirl and Brotherboy identifying young people aged 12 to 17 who are homeless or at risk of homelessness as well as at risk of disengaging with community.</i>
<i>Address</i>	5 Green Square Close, Fortitude Valley 4006 QLD, PO Box 194
<i>Phone</i>	(07) 3257 7660
<i>Online Referral</i>	<a href="https://www.opendoors.net.au/referral-form/">https://www.opendoors.net.au/referral-form/</a> (for referrals) <a href="mailto:opendoors@opendoors.net.au">opendoors@opendoors.net.au</a> (general enquiries)
<i>Website</i>	<a href="https://www.opendoors.net.au/">https://www.opendoors.net.au/</a>



## QSTARS - Tenants Queensland

**Housing:** QSTARS is the Queensland State-wide Tenant Advice and Referral Service, an independent advice and referral service for all Queensland renters, managed by Tenants Queensland. They offer a range of tenancy information and advocacy services and can assist tenants to understand and exercise their legal rights and advocate their concerns. They also provide information for tenants on their website, including information about resolving tenancy disputes, resources for Indigenous tenants, and fact sheets about tenancy.

<i>Eligibility</i>	Eligibility criteria applies.
<i>Phone</i>	1300 744 263
<i>Email</i>	<a href="mailto:mail@tenantsqld.org.au">mail@tenantsqld.org.au</a>
<i>Website</i>	<a href="https://qstars.org.au/">https://qstars.org.au/</a> <a href="https://tenantsqld.org.au/">https://tenantsqld.org.au/</a>
<i>Office Hours</i>	Monday, Thursday & Friday 9am-5pm Tuesday & Wed 9am-7pm



## Safe Haven Community

**Housing:** Safe Haven Community provides fully supported, community-based temporary accommodation for people at risk of domestic or family abuse. Eligible guests can stay for 3 days to 3 months. To refer, call one of the numbers below. An in-depth risk and needs assessment will be done to determine suitability.

**Eligibility** At risk of or currently experiencing domestic or family abuse and/or homelessness due to domestic violence; 18-25 years of age; eligible for Centrelink benefits or have access to personal funds; confirmed to be low risk by a qualified risk assessment worker

**Phone** General Enquiries – 1800 HAVEN (1800 042 836)

**Email** [admin@safehavencommunity.com.au](mailto:admin@safehavencommunity.com.au)

**Website** <https://www.safehavencommunity.com.au/>

Welcome guests of all backgrounds and genders



## St. Vincent de Paul Society

**Housing:** The Transitional and Crisis Housing programs provide safe, secure and affordable transitional housing while transitioning into long term accommodation and can provide referrals to assist with transitioning to long-term independent housing. Call to make an appointment.

**Eligibility** Eligibility criteria apply

**Address** 365 Boundary Street, Spring Hill 4000

**Vinnies Helpline** 1800 846 643

**Website** [www.vinnies.org.au](http://www.vinnies.org.au)



## The Lodge Youth Support Service

**Housing:** The Lodge YSS offers 24-hour fully supported medium-term accommodation for homeless and disadvantaged young people. The program enables the development of skills and resources for independent, long-term accommodation.

**Eligibility** Young people aged between 16 to 25

**Phone** (07) 3266 2155

**Email** [youthworker@thelodgeyss.org.au](mailto:youthworker@thelodgeyss.org.au)

**Facebook** <https://www.facebook.com/thelodgeyss/>



## The Salvation Army

**Housing:** Crisis, transitional, long-term housing and outreach support for people who are homeless or at risk. The Brisbane Centre supports men and women with housing and the Fortitude Valley Centre supports youth.

**Eligibility** Eligibility criteria apply

**Address** 97 School Street, Spring Hill (Spring Hill Centre)

**Phone** (07) 3075 4120 (Spring Hill Centre)  
(07) 3865 1088 (North Brisbane Corps)  
(07) 3832 1491 (Housing)

**Email** [office@nbc.org.au](mailto:office@nbc.org.au) (North Brisbane Corps)

**Website** [www.salvos.org.au](http://www.salvos.org.au)

**Service Hours** Monday-Friday 9am-5pm



## Wesley Mission – (YHARS)

**Housing:** The YHARS Housing Support Service provides individualized support to young people aged 12-21 years who are homeless or at risk of becoming homeless. The service aims to transition clients into safe and affordable accommodation to allow them to achieve greater independence and stability. Eligibility to the programs depends on age, geographic location and personal circumstances. To find which program would be most appropriate, go to the Wesley Mission website below.

<i>Eligibility</i>	Eligibility criteria apply – age, geographic location, etc.
<i>Address</i>	316 St Pauls Terrace, Fortitude Valley 4006 (Brisbane Relief Hub)
<i>Phone</i>	(07) 3216 1579 8am-5pm Monday-Friday
<i>Email</i>	contactus@wmq.org.au
<i>Website</i>	<a href="http://www.wmq.org.au">www.wmq.org.au</a> <a href="http://www.wmq.org.au/services/youth-and-family-support/family-and-youth-housing">www.wmq.org.au/services/youth-and-family-support/family-and-youth-housing</a>



## Zillmere Family Accommodation Program (ZFAP)

**Housing:** The Zillmere Family Accommodation Program operates out of the Zillmere Community Centre. The service can provide access to short to medium term supported accommodation at 11 independent houses located around Zillmere and surrounding suburbs. The amount of rent paid is based on a percentage of income. ZFAP use the Queensland Homelessness Information Platform (QHIP) to manage referrals and housing offers are made on a priority basis according to family circumstances and suitability to a property at the time of vacancy. To apply, call the phone number and ask to speak with a Family Accommodation worker.

<i>Eligibility</i>	Families experiencing homelessness or at risk of homelessness
<i>Address</i>	54 Handford Rd, Zillmere 4034
<i>Phone</i>	(07) 3865 2880
<i>Email</i>	<a href="mailto:enquiries@necsg.org.au">enquiries@necsg.org.au</a>
<i>Website</i>	<a href="http://www.necsg.org.au/support-services.php?nav=supportservices#zfap">www.necsg.org.au/support-services.php?nav=supportservices#zfap</a>
<i>Facebook</i>	<a href="http://www.facebook.com/necsg">www.facebook.com/necsg</a>
<i>Hours</i>	Monday–Thursday 9am-3pm





## 3<sup>rd</sup> Space

**Housing:** 3rd Space is a drop-in centre where people experiencing or at risk of homelessness in Brisbane can find support, friendship and dignity. At 3rd Space we form relationships, build trust and provide hope in a place of safety. Every person who comes to the centre has their own set of needs and their own story to tell. Some of the services we include are *Family Support, Individual Help, Visiting Services, Mobile Services, Daily Living Support, Food Services.*

**Eligibility** Individuals and families experiencing homelessness or at risk of homelessness

**Address** 505 Brunswick St, Fortitude Valley QLD 4005, Australia

**Phone** 07 3254 1144

**Email** [info@3rdspace.org.au](mailto:info@3rdspace.org.au)

**Website** <http://www.3rdspace.org.au>

**Hours** Monday–Sunday 8:30am-4pm  
Café – 8:30am – 2pm

# GOVERNMENT AGENCIES



## Centrelink (Services Australia)

Delivers payments and services to people in time of transition. Individuals may need to go to a Service Centre to set up an online MyGov account and link it to Centrelink services to apply for payments online. Find out more about Commonwealth Government financial assistance programs and other services:

<https://www.servicesaustralia.gov.au/centrelink?context=1>

Offices below are marked whether they have Centrelink (C) or Medicare (M) on-site staff assistance.

Location	Address	Business Hours	Service
<b>Chermside</b>	18 Banfield St	Mon-Fri 8:30am-4:30pm	C, M
<b>Mitchelton</b>	55 Osborne Rd	Mon-Fri 8:30am-4:30pm	C, M
<b>Nundah</b>	1283 Sandgate Road	Mon-Fri 8:30am-4:30pm	C, M
<b>Strathpine</b>	242 Gympie Road	Mon-Fri 8:30am-4:30pm	C, M



## State Penalties Enforcement Registry (SPER)

**Finance:** SPER is responsible for the collection of unpaid fines and court-ordered monetary penalties. Options for payment include applying for an instalment plan, performing unpaid community service, or disputing the debt. Alternative options may be available, such as reduced payment plans. Call for more information. When preparing to call, have available the party ID found on the SPER notice, driver's license number, and any other relevant information about the debt.

*Phone* 1300 365 635

*Email* Through website: <https://www.qld.gov.au/law/fines-and-penalties/ask-sper-a-question>

*Website* <https://online.sper.qld.gov.au/home>



## The Office of Fair Trading

**Finance:** The Office of Fair Trading offers information on its website including: consumer rights, guarantees, warranties, and refunds, buying online, tips for Aboriginal and Torres Strait Islander people, how to make a complaint to a business.

They also have an app called BuySmartQLD which helps consumers to make informed choices before and after making a purchase available here: <https://ican.org.au/download-the-free-buysmart-qld-app/>

*Phone*                13 QGOV (13 74 68)

*Website*            [www.qld.gov.au/law/fair-trading](http://www.qld.gov.au/law/fair-trading)

# LAUNDRY & SHOWER OUTREACH



## One Voice

One Voice offers people a safe place to shower, shave, brush their teeth and most importantly, restore dignity to their lives. They provide a free mobile shower service currently operating in these locations:

**Emma Miller Place**

*Days: Tuesday and Wednesday*

*Time: 6.45pm-8.45pm*

**Musgrave Park**

*Day: Thursday*

*Time: 6.45pm-8.45pm*

*Email*            [hello@onevoice.org.au](mailto:hello@onevoice.org.au)

*Website*        <https://onevoice.org.au/>



## Orange Sky

Orange Sky is a free mobile shower and laundry service operating across Brisbane for people experiencing homelessness. People are able to shower and wash clothes, towels, sheets and blankets at the three vans based in Brisbane. Volunteers are present to assist with washing, and chat while waiting for laundry to wash and dry. The volunteers are also able to link people with relevant service providers when appropriate. Orange Sky vans can be located across Brisbane each day of the week, to find a time and location look online at the website listed.

*Email*            [orangesky.org.au/contact-us/](mailto:orangesky.org.au/contact-us/)

*Website*        [orangesky.org.au/where-we-are/brisbane/](http://orangesky.org.au/where-we-are/brisbane/)

*Location*

*map:*            [orangesky.org.au/locations/](http://orangesky.org.au/locations/)



## SANDBAG Inc. - Sandgate Community Centre

Shower and washing machine facilities are available for people experiencing homelessness or crisis from 9am to 2pm Monday to Friday.

*Address* 153 Rainbow Street, Sandgate 4017

*Phone* (07) 3869 3244

*Email* [admin@sandbag.org.au](mailto:admin@sandbag.org.au)

*Website* [www.sandbag.org.au](http://www.sandbag.org.au)

*Service*

*hours* Monday-Friday 9am-2pm



## Stand Up Step Out (SUSO) Bus

The Stand-Up Step Out (SUSO) Bus is a free mobile shower and laundry service that provides access to showers, laundry, Wi-Fi, phone charging and outreach staff that can provide support and referrals when appropriate. The SUSO bus is a joint partnership between Footprints, SANDBAG and Ove Voice (Melbourne). The bus is currently operating in Wynnum, Capalaba, Clontarf and Zillmere. SUSO services times and locations are subject to change, so it is recommended to check their social media pages listed for most current information on when and where to access the service.

*Phone* (07) 3252 3488

*Email* [suso@footprintsinc.org.au](mailto:suso@footprintsinc.org.au)

*Website* <https://footprintscommunity.org.au/homelessness/>

*Instagram* @susostepupstandout

*Facebook* Stand Up Step Out - SUSO



## Stand Up Step Out (SUSO) Bus Schedule 2022

**Monday** – St Peters Anglican Church – 77 Charlotte Street, Wynnum from *9am-11am*

**Tuesday** – Service currently **not** operating but check with office for updates

**Wednesday** - Breakfast Club – Pensioners Hall, Cnr Portwood Street and Oxley Avenue, Redcliffe from *7.30am-11am*

**Wednesday** – Caboolture Neighbourhood Centre, 9 George Street, Caboolture from *12pm-2pm*

**Thursday** – Zillmere PCYC – 340 Zillmere Road, Zillmere from *9am-11am*

**Thursday** – Deception Bay Neighbourhood Centre, 24 Endeavour Street, Deception Bay from *12pm-2pm*

**Friday** – Breakfast Club – Zillmere PCYC—340 Zillmere Road, Zillmere from *7.30am-11am*

# LEGAL ASSISTANCE



## Australian Competition & Consumer Commission (ACCC)

**Finance:** The ACCC website offers a range of information regarding topics such as dealing with debt collectors, how to make a complaint, fuel price cycles to help people save on fuel costs, and link to services that can assist with debt. There is also a scam watch website run by the ACCC that gives tips on how to identify types of scams and how to protect yourself from scams. Additionally, it offers information specific to older Australians, Aboriginal and Torres Strait Islander people and other non-English speaking people.

**Phone** 1300 302 502 (Info centre – Monday-Friday 9am-5pm AEST)  
1300 303 143 (Indigenous Infoline)

**Email** Via online form on website: [https://www.accc.gov.au/contact-us/contact-the-](https://www.accc.gov.au/contact-us/contact-the-accc/make-an-enquiry)

**Website** [accc/make-an-enquiry](https://www.accc.gov.au)  
[www.accc.gov.au](https://www.accc.gov.au)  
[www.scamwatch.gov.au](https://www.scamwatch.gov.au)



## Basic Rights Queensland

**Legal:** BRQ provides free information, advice, advocacy and legal services in Social Security (Centrelink and Employment Services), and Disability Discrimination issues. They do so from their Telephone Advice Line, which runs Mon-Fri.

**Phone** (07) 3847 5532 (Telephone Advice Line)  
1800 358 511 (Telephone Advice Line – free call)

**Email** [brq@brq.org.au](mailto:brq@brq.org.au)

**Website** [www.brq.org.au](http://www.brq.org.au)

**Office Hours** Mondays-Thursdays 9.30am-4.30am; Fridays 9:30am-12.30pm  
(Telephone Advice Line)



legal centre inc

## Caxton Legal Centre

**Legal:** Caxton Legal Centre provides free legal advice and assistance on Mon, Tue, Thu evenings. Please call to make an appointment, they can assist you with the following:

- Seniors Legal and Support Service: for clients over the age of 60 (or 50 for Indigenous clients) experiencing elder abuse, mistreatment, or financial exploitation.
- Consumer Law Service: for people with problems around consumer debt.
- General Legal Service: for people on low income or experiencing disadvantage.
- Employment Law Service: for people facing unfair dismissal, workplace bullying, or discrimination in the workplace.
- Family Law Service: for people needing assistance with parenting and property settlement. This can include support with completing forms and submissions, and assistance with court procedures etc.
- Queensland Retirement Village and Park Advice Service: provides legal assistance for residents and prospective residents

*Address* 1 Manning Street, South Brisbane, 4101

*Phone* (07) 3214 6333

*Email* [caxton@caxton.org.au](mailto:caxton@caxton.org.au)

*Website* [www.caxton.org.au](http://www.caxton.org.au)

*Office Hours* Monday-Friday 9am-4:30pm



**Community  
Legal Centres  
Queensland**

## Community Legal Centre's Queensland

**Legal:** Community Legal Centres Queensland (CLCQ) provides support and advocacy for 33 independent, community legal centres operating across Queensland. Queensland's community legal centres provide free information, legal assistance and referral, representation and casework, community education and advocacy for vulnerable clients and communities facing legal problems. You can use the CLCQ legal centre search function to find a legal service that may be able to assist you. You can search by location, as well as area of law: <https://www.communitylegalqld.org.au/find-legal-help/>

*Phone* (07) 3392 0092

*Email* [enquiries@communitylegalqld.org.au](mailto:enquiries@communitylegalqld.org.au)

*Website* <http://www.communitylegalqld.org.au>





## Encircle (Pine Rivers)

**Legal:** Pine Rivers Community Legal Service is a free legal service that offers free face-to-face and telephone legal advice services **by appointment**. Service days are all weekdays at Strathpine; Mondays at Deception Bay; Wednesdays and Thursdays at Caboolture; Fridays at Redcliffe and Kallangur; and once a month at Bribie Island.

A 'drop-in' legal advice clinic is also available for up to 20 minutes every Thursday evening at 4A/481 Gympie Road, Strathpine (5.45pm-7pm). Advice available includes: drafting assistance for those self-representing in family law and domestic and family violence matters; the Duty Lawyer Service for Domestic and Family Violence and Child Protection at Pine Rivers Magistrates Court; community legal education for community groups and schools and free mediation services (see Dispute Resolution section for details).

**Eligibility** Eligibility criteria apply

**Phone** (07) 3881 3500 (Pine Rivers office for bookings. Mon-Fri, 9am-4.30pm)

**Email** [prcls@encircle.org.au](mailto:prcls@encircle.org.au)

**Website** [www.encircle.org.au](http://www.encircle.org.au)

**Facebook** <http://www.facebook.com/Pineriverscommunitylegalservice>



## LawRight

**Legal:** LawRight provides referrals to firms and barristers for people who can't afford a lawyer and who meet their pro bono eligibility criteria. They may provide direct assistance in some cases. Check website for more details: [www.lawright.org.au](http://www.lawright.org.au)

Their **Community & Health Justice Partnerships** help clients who connect to one of their partnership locations around Fortitude Valley, West End, New Farm, Spring Hill and South Brisbane. Eligible clients may be able to access free legal support with issues relating to debtors, unpaid fines, misuse of a client's personal or medical funds, problems with landlords or eviction notices, victims of violent crime or domestic abuse. **Phone:** (07) 3518 8125

Their **Court & Tribunal Services** provide assistance to people who are representing themselves in court and meet eligibility with certain types of matters in: the Magistrates Court of Qld, QCAT, Family Court of Australia, Enforcement Hearings for debtors in the Brisbane Magistrates Court and the Mental Health Review Tribunal (MHRT).

<b>State Courts</b>	Phone: (07) 3738 7800	Email: <a href="mailto:state.cts@lawright.org.au">state.cts@lawright.org.au</a>
<b>QCAT</b>	Phone: (07) 3564 7561	Email: <a href="mailto:qcat.cts@lawright.org.au">qcat.cts@lawright.org.au</a>
<b>Federal Courts</b>	Phone: (07) 3052 4309	Email: <a href="mailto:fed.cts@lawright.org.au">fed.cts@lawright.org.au</a>
<b>MHRT</b>	Phone: (07) 3518 8126	Email: <a href="mailto:mhrt.cts@lawright.org.au">mhrt.cts@lawright.org.au</a>
<b>Pro Bono Connect</b>	Phone: (07) 3052 4308	
<b>Law Right Office</b>	Phone: (07) 3846 617	Email: <a href="mailto:admin@lawright.org.au">admin@lawright.org.au</a>



## Legal Aid Queensland

**Legal:** Legal Aid Queensland provides legal information and assistance to people experiencing financial hardship. They provide online legal information and publications and, if you meet their criteria, they can help with legal advice, help in court, dispute resolution, community education, and referral to other organisations. They deal with issues in criminal, family and civil law.

<i>Eligibility</i>	Eligibility criteria applies.
<i>Address</i>	44 Herschel Street, Brisbane 4001
<i>Phone</i>	1300 651 188 (Legal Helpline) 1300 650 143 (Indigenous Information Line) 1800 LAQ LAQ/1800 527 527 (Youth Legal Helpline)
<i>Email</i>	Via online form: <a href="https://www.legalaid.qld.gov.au/System-Pages/Contact-us#mail">https://www.legalaid.qld.gov.au/System-Pages/Contact-us#mail</a>
<i>Website</i>	<a href="http://www.legalaid.qld.gov.au">www.legalaid.qld.gov.au</a>



## LGBTI Legal Service

**Legal:** We provide [legal advice and information](#) to clients who have legal problems which arise from their identification as LGBTI and/or because they feel more comfortable in dealing with a solicitor with specific skills, interest and understanding of LGBTI legal issues and/or the barriers experienced by LGBTI peoples in [accessing the legal system](#). The most common issues we provide advice in are in relation to family law, domestic violence, surrogacy and parenting rights, criminal law, discrimination, and employment. Since commencing [legal advice sessions](#) in 2010 we have assisted over 500 clients across nearly 700 appointments.

We also actively participate in law reform on LGBTI legal issues, as well as community legal education and awareness raising.

You can attend the legal advice sessions which run every Wednesday at 6:30pm or call/email to book an appointment with one of our volunteer solicitors.

<i>Eligibility</i>	LGBTQIAP+ focused
<i>Address</i>	Level 1, Oxley House, 20 Hockings Street, West End QLD 4101
<i>Phone</i>	<a href="tel:0731247160">(07) 3124 7160</a>
<i>Email</i>	<a href="mailto:mail@lgbtilegalservice.org">mail@lgbtilegalservice.org</a> – Enquiries and Client Services
<i>Website</i>	<a href="http://www.lgbtilegalservice.org.au">www.lgbtilegalservice.org.au</a>



## Northside Connect & Community Legal Service

**Legal:** Nundah Community Legal Service is a free legal service that offers generalist legal advice, and specialist Domestic and Family Violence and Family Law advice. The Domestic Violence and Family Support Clinic is available for women only.

Daytime appointments with the Solicitors can be booked during office hours. To book an appointment, call the phone number below.

On Wednesdays from 5.30pm, we have an evening legal service and specialist pro-bono solicitors who provide free legal advice. To book in for this service, you can call the centre during office hours.

Currently all legal advice is provided by telephone appointment. Please call the centre to enquire into support available.

*Bring* Photographic ID, relevant paperwork

*Address* 14 Station Street, Nundah 4012

*Phone* (07) 3260 6820

*Email* admin@northsideconnect.org.au

*Website* <https://www.facebook.com/Northside-Connect-658994620794556/>

*Office Hours* Monday – Thursday 9.00am – 4.30pm

The centre is closed every second Tuesday of the month from 2:30pm for a staff meeting.



**RAILS**  
REFUGEE & IMMIGRATION  
LEGAL SERVICE INC

## Refugee and Immigrant Legal Service (RAILS)

**Legal:** RAILS is an independent not-for-profit organisation working with volunteers to provide free legal advice, assistance and community education to disadvantaged people. Evening advice sessions are every Monday and Wednesday from 5pm by appointment online (call the booking line).

*Address* Level 1, 170 Boundary Street, West End

*Phone* (07) 3846 9300 (main line)

(07) 3846 9333 (booking line) – phones attended 10am-1pm & 2-4pm.

*Email* [admin@rails.org.au](mailto:admin@rails.org.au)

*Website* <http://www.rails.org.au/>

*Office Hours* Monday-Friday 9am-5pm



**Women's**  
Legal Service Qld

## Women's Legal Service

**Legal:** Women's Legal Service provides free legal and social work services to women who cannot afford private legal representation and are not eligible for Legal Aid. They provide assistance relating to family law and domestic violence matters.

Free state-wide legal information is available from their Legal Information Helpline Mon-Fri, with a rural, regional, and remote Legal Advice Line on Tuesdays.

Drop in legal advice is available on Mon & Wed evenings at the Annerley office.

Women's Legal Service also offers free legal advice on outreach at the Mt Gravatt Family Relationships Centre every Tuesday morning, and at the Logan Family relationships Centre every second Thursday morning.

*Eligibility* Eligibility criteria applies.

*Address* 8 Ponsonby Street, Annerley, 4102

*Phone* 1800 957 957 (Legal Information Helpline)

1800 457 117 (Rural, Regional, and Remote Legal Advice Line)

(07) 3392 0644 (Admin Line)

*Email* [admin@wlsq.org.au](mailto:admin@wlsq.org.au)

*Website* [www.wlsq.org.au](http://www.wlsq.org.au)

*Office Hours* Monday-Friday 9am-4.30pm (Legal Information Helpline)

Tuesday 9:30am-1:30pm (Rural, Regional, and Remote Legal Advice Line)

Monday & Wednesday 5:30pm onwards (Annerley Drop-in Service)

# Mental Health

**Mental Health Support:** No matter what you're going through, there's an avenue of support that's right for you. If you live in North Brisbane, Moreton Bay or parts of the Somerset region, you can access mental health support through a range of providers including primary health care and community services. Your front-line health professionals, or what we call primary health care providers, include GPs, nurses, pharmacists and other allied health professionals like psychologists and psychiatrists. You can also access other community mental health services that provide a range of additional support, including one-on-one or group programs and activities. Many community services also offer information and referral, personalized support, and coordinating care.

**Mental Health Hubs:** Mental Health Hubs make it easier for people with severe mental illness to access integrated clinical and non-clinical care across the North Brisbane and Moreton Bay region. Each hub is operated by a different provider with extensive experience in providing services to people with severe and complex mental illness. If you're a loved one of someone who needs support, you can refer them to the mental health hubs as long as you have their "**consent**".



## Brisbane North PHN

**Mental Health Support Directory:** Brisbane North PHN is an online data base assisting in linking people into health services within the Brisbane North and Moreton Bay region. The mental health section contains links to services that can help with specific issues such as, help navigating the My Mental Health Service, Brief Therapy to help with Anxiety and Depression, Severe Mental Illness, Drugs and Alcohol Treatment, Youth Mental Health and Suicide Prevention Services.

*Email* [info@brisbanenorthphn.org.au](mailto:info@brisbanenorthphn.org.au)

*Website* <https://brisbanenorthphn.org.au/our-programs/mental-health-services>



## Community's Recovery and Discovery Center

**Mental Health Hub:** The Recovery and Discovery Centre program is designed to work for a broad range of people but is especially designed to suit people who aren't receiving mental health supports elsewhere. We welcome a conversation to see if what we offer might be right for you.

**Eligibility:** The program is for people who are 18 years or over, live with a diagnosable severe and complex mental health condition, and are experiencing significant challenges with daily life, wellbeing and functioning. We are not able to work with people who are currently receiving case management support through Queensland Health or support through the NDIS. We work with people who live in the Inner North or West of Brisbane (Royal Brisbane and Women's Hospital catchment). People who are outside of this catchment area can contact Head to Health on 1800 595 212 to find local supports.

Phone	(07) 3510 2777
Address	180 Jubilee Terrace, Bardon QLD 4065
Email	<a href="mailto:recovery@community.org.au">recovery@community.org.au</a>
Website	<a href="https://community.org.au/recovery-and-discovery-centre/">https://community.org.au/recovery-and-discovery-centre/</a>
Office Hours	Monday-Friday 9am-5pm



## Gallang Place

**Mental Health:** Aboriginal and Torres Strait Islander Counsellors providing social and emotional wellbeing supports to youth and adults in the Brisbane region. We can provide a range of counselling, advocacy and support services that can help you live a healthier and happier life. Our counsellors can help with many issues and concerns that you may face – having a deep respect for your rights, culture, history and your community.

We can help with... family conflict and violence, managing grief and loss, trauma and abuse, home and school issues, problems with police or government agencies, drugs and alcohol and general health, nutrition and wellbeing.

We also offer training in social and emotional wellbeing through our RTO - [www.gallang.qld.edu.au](http://www.gallang.qld.edu.au)

Eligibility	Identify as Aboriginal or Torre Strait Islander, Age 8-21 (youth) Age 18+ (adults)
Address	57 Southgate Ave, Cannon Hill Q 4170 (head office)
Phone	(07) 3899 5041
Email	<a href="mailto:intake@gallangplace.org.au">intake@gallangplace.org.au</a> (for referrals) <a href="mailto:reception@gallangplace.org.au">reception@gallangplace.org.au</a> (general enquiries)
Website	<a href="http://www.gallangplace.org.au">www.gallangplace.org.au</a>
Hours	8.30am-4.30pm Monday – Friday

## HEAD TO HEALTH

### Head to Health

**Head to Health Phone Service:** The national Head to Health phone service provides advice, assessment and referral to services that best meet your needs. Head to Health can be accessed by consumers, their families, carers, as well as GPs, service providers and other health professionals. The Head to Health team will ask you a range of questions to connect with the most appropriate mental health service to meet your needs or assist the person you're supporting. The Head to Health phone line will operate 8:30-5:00pm, Monday to Friday. Callers after hours, will have the option to leave a message and receive a call back the next business day. Please note that Head to Health is not a crisis service.

*Email* headtohealth@brisbanenorthphn.org.au

*Website* [www.headtohealth.org.au](http://www.headtohealth.org.au)

*Phone* 1800 595 212 (8.30 am-5pm)



### Mental Health Access Line- Acute Care

**Mental Health:** Mental Health Access Line 1300 MH CALL (1300 64 22 55) is a confidential mental health telephone triage service that provides the first point of contact to adult public mental health services to Queenslanders. 1300 MH CALL is available 24 hours a day, 7 days a week and **will link to the callers nearest Queensland public mental health service.**

If you feel that you may be in need of mental health support and have never accessed a mental health service before, please contact your general practitioner or phone the mental health access line 1300 MH CALL (**1300 64 22 55**).

The 1300 MH CALL service: is the main point of access into public mental health services. It can provide support, information, advice and referral can provide advice and information in a mental health emergency or crisis and is staffed by trained and experienced professional mental health clinicians who will provide a mental health triage and refer to acute care teams where appropriate. In an emergency always dial Triple Zero (000).

*Eligibility* **Individuals must be over 18 years of age**

*Address* Ground floor, Building 5, The Prince Charles Hospital

*Phone* 1300MHCALL (1300642255)

*Email* [TPCH-ACT@health.qld.gov.au](mailto:TPCH-ACT@health.qld.gov.au)

*Website* <https://metronorth.health.qld.gov.au/tpch/healthcare-services/acute-care-team-mental-health>

*Hours* Daily 8am – 9pm



## My Mental Health

**Mental Health Support Directory:** My Mental Health is an online guide for consumers, carers, service providers and health professionals which provides information about mental health, alcohol and other drugs and suicide prevention services in the Brisbane North PHN region.

Website [www.mymentalhealth.org.au](http://www.mymentalhealth.org.au)



## Open Doors LGBTQIAP+ Youth Service

**Mental Health:** Open doors offers a range of programs for LGBTQIAP+ youth who are struggling with mental health concerns.

**B Mind:** The Brisbane Mind Program offers free, short-term, therapeutic support to members of the LGBTQIAP+ who might be experiencing mental-ill health or challenges impacting their mental health.

*Eligibility - LGBTQIAP+ Sistergirl and Brotherboy people, aged 12-25 who experience barriers to accessing Medicare based services.*

**Social Support:** There are also a number of social groups and social support programs to combat isolation.

*Eligibility* LGBTQIAP+ Sistergirls and Brotherboy people, aged 12 to 25 years

*Address* 5 Green Square Close, Fortitude Valley 4006 QLD, PO Box 194

*Phone* (07) 3257 7660

*Email* <https://www.opendoors.net.au/referral-form/> (for referrals)  
[opendoors@opendoors.net.au](mailto:opendoors@opendoors.net.au) (general enquiries)

*Website* <https://www.opendoors.net.au/>

*Hours* 9:00am-5:00pm Monday – Friday





## Neami National

**Mental Health Hub:** Neami National provides community-based mental health outreach support and group programs for mental health recovery and wellbeing across the country. At the Living and Learning Centre, residents of Brisbane North or Pine Rivers can access this service to gain support and help with daily living, managing their health, finding a home, gaining employment and improving connections with family, friends and community.

<i>Eligibility</i>	Individuals must be over 18 years of age and a resident of the Brisbane North or Pine Rivers areas
<i>Address</i>	7/327 Gympie Road, Strathpine 4500
<i>Phone</i>	(07) 3493 6780
<i>Email</i>	<a href="mailto:livingandlearning@neaminational.org.au">livingandlearning@neaminational.org.au</a>
<i>Website</i>	<a href="https://www.neaminational.org.au/find-services/living-and-learning-centre-strathpine/">https://www.neaminational.org.au/find-services/living-and-learning-centre-strathpine/</a>
<i>Hours</i>	Monday–Friday 8:30am-5pm



## Richmond Fellowship Queensland (RFQ)

**Health and Counselling:** RFQ New Access coaches can provide psychosocial support to people facing mental health challenges and social disadvantage. People can access a number of sessions with a New Access coach over the phone, face-to-face or via video chat following the completion of the online form linked below.

<i>Eligibility</i>	Based on individual assessment
<i>Address</i>	<i>Brisbane North Office:</i> Homemaker City Aspley, Suite 3, 825 Zillmere Road, Aspley 4034
<i>Email</i>	<a href="mailto:aspley@rfq.com.au">aspley@rfq.com.au</a> <a href="mailto:newaccess@rfq.com.au">newaccess@rfq.com.au</a>
<i>Phone</i>	Brisbane North Office: 1300 159 795 07 3363 2621
<i>Address</i>	<i>Corporate Office:</i> Suite 1, Level 2, 485 Ipswich Rd, Annerley 4103
<i>Phone</i>	(07) 3363 2555
<i>Email</i>	<a href="mailto:info@rfq.com.au">info@rfq.com.au</a>
<i>Website</i>	<a href="http://www.rfq.com.au/newaccess/">www.rfq.com.au/newaccess/</a>

# NO INTEREST LOAN SCHEME

**No Interest Loan Scheme (NILS):** The No Interest Loan Scheme provides individuals and families on low incomes with access to safe, fair and affordable credit. Loan amounts are up to \$2000 for essential goods and services such as fridges, washing machines or car repairs.

**To get a no interest loan you must:**

- have a Health Care Card, a Pensioner Concession Card or an income less than \$45,000 per year after tax
- have lived at your current address for more than three months
- show that you can repay the loan

The loan assessment usually takes between 45 and 90 minutes. No interest loans are usually approved within 2 days. If you bring all your paperwork, it can be approved on the same day.



Good Shepherd  
Microfinance

## Good Shepherd Microfinance

**No Interest Loans:** Good Shepherd Microfinance offer No Interest Loans schemes (NILS) that are a smart choice when you have unexpected expenses. Borrow up to \$2000 for essential goods and services with no fees and no interest whatsoever, including: household essentials, car repairs and registration, medical & dental, technology, education and up to \$3000 to secure or sustain your housing. You pay back only what you borrow and nothing more. NILs will pay the cost of these essential goods and services straight to the vendor. Find out if you are eligible or find your nearest provider via the website or call your nearest Good Money Store on the number below:

Website <https://goodshep.org.au/services/nils/>

Phone 1300 770 550



## Communify

**No Interest Loan Scheme:** Individuals and families on a low income are able to take out a loan of up to \$2000 per person for the purchase of essential household items (i.e. refrigerators, washing machines and beds), medical equipment, and items that can improve their wellbeing. Loans are approved on individual basis, with the amount dependent on how much is required. Repayment options are determined based on financial situation. To access the scheme, call the number listed below to speak with a member of the team.

<i>Eligibility</i>	Must have a Health Care or Pension Card and be a resident of current premises for over three months
<i>Address</i>	180 Jubilee Terrace, Bardon 4065
<i>Phone</i>	(07) 3198 4410
<i>Email</i>	<a href="mailto:admin@communify.org.au">admin@communify.org.au</a>



## Picabeen Community Centre

**No Interest Loan Scheme:** Provides access to safe, fair, and affordable credit. Loans are between \$300 and \$1,500 for essential goods and services such as fridges, washing machines and medical procedures.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	22 Hoben Street, Mitchelton 4053
<i>Phone</i>	(07) 3354 2555 (07) 3354 1103
<i>Email</i>	Through website: <a href="http://www.picabeen.org.au/contact/">www.picabeen.org.au/contact/</a>
<i>Website</i>	<a href="http://www.picabeen.org.au">www.picabeen.org.au</a>
<i>Office Hours</i>	Monday-Thursday 9am-4pm, Friday 9am-12pm. Book Wednesday.



## St. Vincent de Paul Society

**No Interest Loan Scheme:** People on a low income can take out a loan of up to \$1200 for the purchase of essential household items. Repayments are as low as \$20 a fortnight.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	365 Boundary Street, Spring Hill 4000 (Support Centre)
<i>Phone</i>	1800 846 643 (Helpline) (07) 3010 1029 (Nils Program)
<i>Website</i>	<a href="http://www.vinnies.org.au">www.vinnies.org.au</a>
<i>Service Hours</i>	Monday-Friday 9am-2pm (Spring Hill Support Centre)



## The Salvation Army

**No Interest Loan Scheme:** People on low incomes can take out a loan for essential household items. Loans are up to \$2000, repaid over 12-24 months.

<i>Eligibility</i>	Eligibility criteria apply
<i>Phone</i>	0437 723 863 (National Intake Line)
<i>Email</i>	<a href="mailto:nils@salvationarmy.org.au">nils@salvationarmy.org.au</a>
<i>Website</i>	<a href="https://www.salvationarmy.org.au/need-help/financial-assistance/no-interest-loan-scheme/">https://www.salvationarmy.org.au/need-help/financial-assistance/no-interest-loan-scheme/</a>
<i>Service Hours</i>	Monday-Friday 9am-5pm

# DISPUTE RESOLUTION



## Energy and Water Ombudsman Queensland

**Dispute Resolution:** The Energy and Water Ombudsman Queensland (EWOQ) is a free, fair and independent dispute resolution service. They can provide advice and assistance to customers experiencing difficulties paying accounts with their energy or water providers. They also facilitate outcomes that are agreeable to customers and providers and ensure energy providers provide hardship provisions to customers. They can assist with complaints, including but not limited to:

- Disconnection of supply
- Account errors/disputes
- Problems with payment
- Energy contract problems
- Privacy breaches by energy and water companies and credit reporting bodies

*Address* Level 16/53 Albert Street, Brisbane 4000  
*Phone* 1800 662 837  
*Email* Via online form: <https://www.ewoq.com.au/contact-us>  
*Website* <https://www.ewoq.com.au/>



## Family Dispute Resolution

**Dispute Resolution:** Encircle offer a free mediation service at Strathpine for family dispute resolution called The Community Family Mediation Service. It provides post-separation financial settlement mediations, and parenting dispute resolution services.

*Address* 4A/481 Gympie Road, Strathpine  
*Phone* (07) 3881 3500  
*Email* [mediation@encircle.org.au](mailto:mediation@encircle.org.au)  
*Website* <https://encircle.org.au/>  
*Office Hours* Monday-Friday 9am-4.30pm



## Australian Financial Complaints Authority

**Dispute Resolution:** AFCA considers complaints that previously would have been handled by the Financial Ombudsman Service, the Credit and Investments Ombudsman and the Superannuation Complaints Tribunal. AFCA are the dispute resolution scheme for financial services and offer free, fair, and accessible dispute resolution between a person and their financial services provider. They can resolve disputes related to: banking and finance; home, contents, travel and life insurance; insurance broking; financial planning; managed funds; mortgage and finance broking; pooled superannuation funds; estate planning and management; traditional trustee services.

*Phone*            1800 931 678

*Email*             [info@afca.org.au](mailto:info@afca.org.au)

*Website*         <https://www.afca.org.au/about-afca>

*Office Hours*    Monday-Friday 9am-5pm

# OTHER ASSISTANCE



## Ask Izzy

AskIzzy is an online directory which gives information about services that can help people that are homeless or at risk of becoming homeless. People can search for nearby shelters, housing, food, health care and homelessness information. AskIzzy can be used anonymously and at no cost from mobile phones, tablets and computers.

*Website*            <http://askizzy.org.au>



## Baby Give Back

Baby Give Back is a Queensland charity passionate about helping vulnerable babies, children and families in our community. We collect, sort and safety check donated essential items (everything from clothing and nappies to cots, prams and car seats) and support families in our community by working with caseworkers and social workers to provide customized orders for each family to suit their needs and circumstances. Our priority is ensuring that all items are safe and in great condition so that families can feel the love and compassion of their community.

Our new Brisbane warehouse is open and ready for you to drop off your beautiful donations.

*Warehouse*            *2/97 Jijaws St, Sumner Qld 4074*

*Location*

*Phone*                    0407 141 998

*Website*                <http://www.babygiveback.org/>

*Email*                    [info@babygiveback.org](mailto:info@babygiveback.org)

*Hours*                    Monday to Friday 9am-4pm



## Care Kits for Kids

Queensland has over 11,000 children living out-of-home, often leaving unsafe situations with only the clothes they wear. Our volunteers help to create Care Kits that provide: Backpacks with 2 days' clothing, toiletries, a toy, education supplies, quilt & book that are at no cost, at point of need, all year round to any Queensland organization who directly assists children in crisis, including police services, child safety services and DFV agencies.

<i>Secretary</i>	0410 548 804
<i>President</i>	0427 826 594
<i>Email</i>	<a href="mailto:carekitsforkidsqld@gmail.com">carekitsforkidsqld@gmail.com</a>
<i>Warehouse</i>	147 Samuel Street, Camp Hill, Qld, 4152
<i>Facebook</i>	<a href="https://www.facebook.com/carekitsforkidsqld">https://www.facebook.com/carekitsforkidsqld</a>
<i>Website</i>	<a href="https://carekitsforkidsqld.org.au/">https://carekitsforkidsqld.org.au/</a>
<i>Contact online</i>	<a href="https://carekitsforkidsqld.org.au/contact-us/">https://carekitsforkidsqld.org.au/contact-us/</a>



## Computers 4 Learning

Computers 4 Learning refurbishes donated technologies such as laptops and desktop computers and provides them to the community at affordable prices. Our laptops cost \$125 and our desktop bundles (PC, Monitor, keyboard and mouse) start at \$135 to eligible customers.

<i>Address</i>	Located at Earnshaw College, Victor St Banyo 4014
<i>Email</i>	<a href="mailto:requests@computers4learning.org.au">requests@computers4learning.org.au</a>
<i>Phone</i>	0478397638
<i>Hours</i>	Thursday 8am-2pm, Friday by appointment, Saturday 9am-12pm
<i>Website</i>	<a href="http://www.computers4learning.org.au">www.computers4learning.org.au</a>





## Connected Inc.

Connected Inc is not for profit charity, providing practical aid and assistance such as clothing and furniture to people affected by hardship, domestic violence, natural disasters, and those experiencing disadvantage. They also provide opportunities for practical skills training for the disabled, work for the dole and community service persons and a variety of services under the National Disability Insurance Scheme (NDIS). \*\*Connected Inc makes a monthly donation of \$500 to any worthwhile organisation/s within their community. Nominations for worthy beneficiaries is the sole prerogative of our volunteers.

*Phone* (07) 3267 1629 (Op Shop enquiries)

*Address* Shed 4a, 143 St Vincents Road, Virginia, 4012

*Website* <https://www.connectedinc.org.au/contact/>

*Opening hours* Tuesday to Saturday 9am-2.45pm



## Energy Australia

The Energy Australia website has tips about how to save energy and lower electricity costs. It gives suggestions on how to monitor your usage and ensure the items recorded on your electricity bills are accurately listed.

*Website* <https://www.energyaustralia.com.au/blog/better-energy/energy-saving-tools>



Australian Government



## Energy Made Easy

The Energy Made Easy website is the independent electricity comparison site. The website is user-friendly; it helps to have your electricity bill handy when you access it. The website has information about consumer rights. General information is available in other languages.

*Phone* 1300 585 165 (Australian Energy Regulator)

*Website* [www.energymadeeasy.gov.au/](http://www.energymadeeasy.gov.au/)



## Footprints Decluttering Service (FDS)

The Footprints Decluttering Service offers case management and on-on-one support to individuals facing challenges in their lives due to the impact of hoarding and/or squalor. The program has a psycho-social approach to support client's needs and goals, and develop skills and knowledge to improve independence and capacity to address underlying causes and symptoms of hoarding behaviours. FDS staff can also coordinate and link with appropriate services and programs relevant to individual need.

*Phone* (07) 3252 3488

*Email* [admin@footprintscommunity.org.au](mailto:admin@footprintscommunity.org.au)

*Website* <https://footprintscommunity.org.au/contact/>  
<https://footprintsinc.org.au/wp-content/uploads/2020/05/FDS-2020-FINAL.pdf>



## Friends With Dignity

A collaborative national Not for Profit focused on improving the quality of life of any Adult and Child impacted by Domestic Violence through the provision of financial and tangible resources, programs and scholarships and enhancing the personal safety of individuals.

They have multiple programs each one addressing a variety of barriers and challenges faced by those affected by domestic violence. There are options for collaboration and donations on their website.

*Phone* 1300 512 393

*Email* [info@friendswithdignity.org.au](mailto:info@friendswithdignity.org.au)

*Website* <https://www.friendswithdignity.org.au/>



## GIVIT

GIVIT connects people in need with people who have items to give away on their online platform. Organisations can request what is needed by a client and donors can look online and donate in response. Or, donors can pledge items for donations on the virtual warehouse and organisations can see and reserve what is available. Once the organisation receives the items from the donor, it is privately passed on to the recipient. To see a list of organisations in your area that are working with GIVIT, please visit the website.

*Email* [info@givit.org.au](mailto:info@givit.org.au)

*Website* <http://givit.org.au>



## Green Pea Community Farm (Sandbag)

The Green Pea Community Farm is open for anyone to join and uses the available land to grow fruit and vegetables. The farm is located in the middle of the Deagon Racetrack on Board Street, Deagon. Green Pea Community Farm is auspiced by Sandbag. Find more information on their Facebook page:

<https://www.facebook.com/greenpfarmdeagon/>



## Homeless Hotline

The Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness. The service operates 24 hours a day, 7 days a week and can provide information regarding support services, accommodation, meals or showers, and referral to other services.

*Phone* 1800 474 753

*Email* [psosupport@smartservice.qld.gov.au](mailto:psosupport@smartservice.qld.gov.au)

*Website* [www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld](http://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld)

# JABIRU

COMMUNITY COLLEGE

## Jabiru Community College

Jabiru Community College is a fee free college for young people to complete high school.

*Phone* (07) 3554 1799  
*Email* [office@jabiru.org.au](mailto:office@jabiru.org.au)  
*Website* <https://www.jcc.qld.edu.au/contact/>



## Little Green Truck

The Little Green Truck offers pick-up and delivery of items starting from \$30 (fully insured). Assisting the driver to load and unload your belongings will help you save.

*Phone* 1800 111 555  
*Tony* 0417 744 483  
*Email* [services@littlegreentruck.com.au](mailto:services@littlegreentruck.com.au)  
*Website* [www.littlegreentruck.com.au/fortitudevalley.html](http://www.littlegreentruck.com.au/fortitudevalley.html)  
*Hours* 7am-7pm



## Murri Ministry

Murri Ministry was established in 1993 to support Indigenous communities in the Archdiocese of Brisbane. Prior to this, Aunty Laurel Blow provided pastoral support to First Nations communities within the Archdiocese as part of AICC.

Today our small team led by Ravina Waldren provide pastoral support to Indigenous communities and assist Indigenous families to access and prepare for the sacraments. The Murri Ministry team are also dedicated to connecting people across our communities for reconciliation.

*Address* 84 Park Road, Woolloongabba QLD 4102  
*Phone* (07) 3891 1931  
*Website* <https://centacare.com/community-and-pastoral-care/community-support-education/murri-ministry/>



## Share the Dignity

Share the Dignity works to make a real, on the ground difference in the lives of those experiencing homelessness, fleeing domestic violence, or doing it tough. They distribute period products to those in need and work to end period poverty in Australia. Share the Dignity provide charities with period products and maintain vending machines that provide free period products. The vending machines can be found at Strathpine Child Safety Office, Zillmere Community Centre, Alderley Child Safety Office, 3<sup>rd</sup> Space in Fortitude Valley and Red Cross Café in Brisbane City Hall among other places. They also have a program which focuses on providing rural Aboriginal and Torres Strait Islander communities with sufficient access to period products.

*Email* <https://www.sharethedignity.org.au/contact-us>

*Website* <https://www.sharethedignity.org.au/>



## Strong Women Talking

Strong Women Talking is a grass roots movement of First Nations sisters and aunties who are passionate about breaking the cycle of violence by creating a culturally safe space to educate, equip and empower one another. To walk in our dreams for the future.

Strong Women Talking workshops are run in a group setting environment and deliver culturally appropriate prevention and healing focused workshops and programs to Aboriginal and Torres Strait Islander women in communities. With First Nation grass roots facilitators delivering programs in a safe and therapeutic form the workshops aim to break the cycle of violence once and for all.

*Email* Via online form at: <https://strongwomentalking.org.au/contact/>  
[strongwomentalking@outlook.com](mailto:strongwomentalking@outlook.com)

*Website* <https://strongwomentalking.org.au/>

*Phone* (07) 3621 4302

*Hours* 9am-4pm



## The Good Box

The Good Box is a social enterprise that creates beautifully packaged gift boxes for people experiencing homelessness in Australia. The items inside the boxes have been chosen by those who have experienced homelessness/hardship in the past and our team of researchers. Currently the good box distributes through Orange Sky in Brisbane.

*Address* See Orange Sky for van locations.

*Email* [info@thegoodbox.com.au](mailto:info@thegoodbox.com.au)

*Website* <https://www.thegoodbox.com.au/>



## Wellways

Wellways is a leading not-for-profit mental health and disability support organisation. Wellways offers several services which include suicide: prevention services and community education; helpline (number below); the Carer Gateway carer support service; crisis support; and in home and personal care and detention outreach. For further information regarding specific services contact Wellways via phone or email.

*Phone* 1300 111 400

*Email* [enquiries@wellways.org](mailto:enquiries@wellways.org)

*Website* <https://www.wellways.org/>

# OTHER SERVICES



## ARAFMI

**One-on-one Support:** Aims to improve the wellbeing of families and friends who care for, or about someone with mental ill-health. They also offer services and programs to support people navigating the NDIS. The website provides information about the range of services available, events scheduled on the calendar along with educational resources.

**Carer Workshops:** Free workshops provide an opportunity to learn and practice skills used in providing care to another person living with a mental ill-health. Registration must be made online, over the phone or via email at [carersupport@arafmi.com.au](mailto:carersupport@arafmi.com.au).

**Carer Support Groups:** Support groups offer an opportunity to come together on a regular basis to share their experience, socialise, offer support, and share helpful coping skills with other people who are carers of people living with mental illness. Participants can call ahead or show up. Look online, or contact the office for group meeting dates, times and locations. Groups are offered both in person and online via Zoom. For more information visit their website.

**24-Hour Helpline:** Open to anyone caring for or about a relative or friend with a psychosocial disability. The helpline can provide support through sharing experiences, finding new resources and learning helpful coping skills to assist those in caring roles.

**NDIS Services:** For those with NDIS plans, Arafmi provide short-term accommodation and supported independent living services. Other services provided include Community Access Supports, Support Coordination and Specialist Support Coordination. For more information on these services, call the general phone number provided below.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	6 Ambleside Street, West End, 4101
<i>Phone</i>	(07) 3254 1881 (General) 1300 554 660 (24-Hour Helpline) 1800 35 1881 (24-Hour Regional QLD Helpline)
<i>Email</i>	<a href="mailto:info@arafmi.com.au">info@arafmi.com.au</a>
<i>Website</i>	<a href="http://www.arafmi.com.au">www.arafmi.com.au</a>



## Asylum Circle

Asylum Circle is a collaborative project in Queensland run through Give Now Platform with Community that supports people seeking asylum. They fund and facilitate projects that deliver essential services to asylum seekers such as emergency relief, housing assistance, legal assistance, language classes, employment and social connections.

Asylum Circle enhances pathways for ongoing, coordinated support and funding for asylum seekers. Our aim is to ensure that the resources and expertise of NGOs, church groups, mosques, community volunteers and businesses are utilised more efficiently. Service details available on this Give Now webpage:

*Website*                <https://www.givenow.com.au/communiqldasylumcircle>



## Brisbane Domestic Violence Service (BDVS)

**Health and counselling:** BDVS are a free and confidential service for people in Brisbane affected by domestic violence and family violence. The service supports women, children, family members, same sex couples and others through a range of services including information and referral, crisis support, practical assistance, advocacy, counselling and emotional support. People can access the service over the phone, online, face-to-face at home, or at a safe place in the community.

*Phone*                (07) 3217 2544 (24/7)

*Email*                [bdvs@micahprojects.org.au](mailto:bdvs@micahprojects.org.au)

*Website*            [www.bdvs.org.au/](http://www.bdvs.org.au/)





## Brisbane Rape and Incest Survivors Support Centre (BRISSC)

**Face-to-face Counselling:** Brisbane North Sexual Violence Response – partnership of BRISSC and Zig Zag Young Women’s resource Centre. For women over 15 years of age who have experienced sexual violence at any time in their life.

*Address* 5/1180 Sandgate Rd, Nundah 4012 (The Loft, Cnr of Chapel St)

*Phone* BRISSC - (07) 3391 0004 for women and supporters

*Contact* Zig Zag - (07) 3843 1823 for young women aged 12-25 years

**Health and Counselling:** Provides support to women aged 15 years or older who are survivors of sexual violence. They offer phone support, individual counselling, advocacy, community education and training. Support to individuals is short-medium term, typically up to 12 months.

**Telephone Support:** emotional support, advocacy, information and referral to women who have experienced sexual assault. They also support, provide information and referrals to friends and family, male survivors and the wider community.

**Group Support:** An opportunity to connect with others. Look online for upcoming sessions.

*Address* 5 Morrissey St, Woolloongabba 4102

*Support line* (07) 3391 0004 (9am-12pm only)

*Admin* (07) 3391 2573

*Email* [support@brissc.org.au](mailto:support@brissc.org.au)

*Website* [brissc.org.au/](http://brissc.org.au/)

# BRISBANE YOUTH SERVICE

## Brisbane Youth Service

**Health and counselling:** The Fortitude Valley Hub is home to a free and confidential medical clinic that can support young people who are linked with a BYS Youth Worker with physical and mental health concerns. The health clinic can provide health checks, immunisations, sexual health tests, and referrals to other agencies, hospitals and health services.

GP availability varies and the best way to book an appointment is through your Youth Worker or by enquiring over the phone.

Mental health and AOD support is provided through the dual-diagnosis counselling program with a specialist Social Worker.

Support for young people experiencing drug and alcohol concerns, homelessness and social isolation who may need case management is also available.

<i>Eligibility</i>	Young people aged between 12 – 25 years
<i>Address</i>	42 McLachlan Street, Fortitude Valley 4006
<i>Phone</i>	(07) 3620 2400
<i>Fax</i>	(07) 3620 2466 (for confidential information only)
<i>Email</i>	<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>
<i>Website</i>	<a href="https://brisyouth.org/services/health/">https://brisyouth.org/services/health/</a>
<i>Drop-in</i>	Monday - Friday 1pm-4pm
<i>Access &amp;</i>	Monday- Friday: 9am-5pm
<i>Office Hours</i>	

## DVConnect

### **Domestic Violence Support**

DVConnect supports people in Queensland to live free from domestic and family violence through the Womensline and Mensline. Womensline can provide information and referrals, safety planning, specialist counselling, emergency transport, crisis accommodation, and more. In partnership with the RSPCA Queensland, DVConnect can also provide safe accommodation for pets accompanying individuals escaping domestic, family and sexual violence. DVConnect Mensline can provide support for men to change their abusive behaviours, as well as safety planning, transport, information and referral for men who are experiencing domestic and family violence.

*Phone*           Womensline 1800 811 811 (Available 24/7)  
                          Mensline 1800 600 636 (Available 9am-12am, 7 days a week)

*Website*        <http://www.dvconnect.org/>

### **Sexual Assault Helpline**

The Sexual Assault Helpline is a free and confidential service for any person in Queensland who has experienced sexual assault, or suspects they have at some point in their life. The Sexual Assault Helpline can provide emotional support, information, options and referrals to callers who can choose to be anonymous. The Sexual Assault Helpline is also open to friends and family.

*Phone*            1800 010 120 (Available, 7.30am-11.30pm, 7 days a week)

*Website*        <https://www.dvconnect.org/sexual-assault-helpline/>

### **1800 Respect Line**

This is Australia's National Domestic, Family and Sexual Violence Counselling Service. This service provides information, referrals and counselling every day of the year to people all across Australia.

*Phone*            1800 732 732 (Available 24/7)

*Website*        <https://www.dvconnect.org/1800respect/>

### **VictimConnect**

VictimConnect is a free helpline for people who have experienced a violent crime whilst living in Queensland. VictimConnect provides information, options, specialist counselling and case management services to victims of violent crime including assault, property offences with violence, sexual assault, and more. Working alongside key agencies, including Victim Assist Queensland, VictimConnect can provide referrals to assist with the practical and emotional impacts of violent crime like financial, related medical, court, and more.

*Phone*            1300 318 940 (Available 24/7)

*Website*        <https://www.victimconnect.org.au/>



## Eating Disorders Queensland

**Health and Counselling:** Free counselling is available for individuals living with and recovering from eating disorders, their carers and loved ones. Sessions can be face-to-face, via telephone or skype. Peer support and wellbeing programs are also offered. There is a waitlist to access individual counselling services, meaning people may be directed to contracted Medicare rebated health professionals.

*Eligibility* Eligibility criteria apply

*Address* 51 Edmondstone Street, South Brisbane Qld 4101

*Phone* (07) 3844 6055

*Email* Via online form at: <https://eatingdisordersqueensland.org.au/contact/>

*Website* [eatingdisordersqueensland.org.au](https://eatingdisordersqueensland.org.au)



## Gambling Help Online

**Health and Counselling:** Gambling Help Online provides free information, counselling, and support 24 hours a day, 7 days a week from an online counsellor using real time chat. It also offers free online self-help tools, information about group and peer support, and a link to find face-to-face counsellors in your local area. The 1800 number also offers free telephone counselling.

*Phone* 1800 858 858

*Website* [gamblinghelponline.org.au](https://gamblinghelponline.org.au)



## Immigrant Women's Support Service

**Health & Counselling:** Counselling is available to provide a safe space to talk, assist with assessing needs and options, plan for the future and access other services. Support can be provided face to face (limited) pending on COVID restrictions. Mainly over the phone support. Agency and self-referrals are accepted. Phone for appointments. To refer, call the number or submit the referral form located on the website.

*Eligibility* Women and their children from non-English speaking backgrounds who have experienced domestic and/or sexual violence

*Phone* (07) 3846 3490 (intake line)

*Email* [mail@iwss.org.au](mailto:mail@iwss.org.au)

*Website* [www.iwss.org.au](http://www.iwss.org.au)  
[www.iwss.org.au/iwss-referral-form-2/](http://www.iwss.org.au/iwss-referral-form-2/)

*Service Hours* Monday-Friday 9am-4pm

**WE  
LIFE WITHOUT BARRIERS  
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## Life Without Barriers

**Health and Counselling:** Life Without Barriers is a national multi-service organisation. The Milton service provides support to children and families, through residential care, foster care, and youth programs.

*Eligibility* Eligibility criteria apply

*Address* 34 Douglas Street, Milton 4064

*Phone* (07) 3633 1500

*Email* [info@lwb.org.au](mailto:info@lwb.org.au)

*Website* [www.lwb.org.au](http://www.lwb.org.au)



## Micah Projects

**Micah Projects** provides a range of support and advocacy services to individuals and families according to their needs and capacity. Including but not limited to – Families, Women and Children, Domestic and Family Violence Housing and Homelessness (Home for Good), Adults who experienced abuse in an institutional setting, Nation Redress Scheme etc.

<i>Eligibility</i>	Depends on program
<i>Address</i>	Ground Floor, 162 Boundary Street, West End Q 4101
<i>Phone</i>	(07) 3029 7000
<i>Email</i>	<a href="mailto:info@micahprojects.org.au">info@micahprojects.org.au</a>
<i>Website</i>	<a href="https://micahprojects.org.au/">https://micahprojects.org.au/</a>



## Multicultural Australia (MA)

**Health and Counselling:** MA (formerly Multicultural Development Australia) provides crucial support to clients through the Status Resolution Support Services (SRSS) program while their refugee status is being processed, through individual case management. SRSS is a needs-based program that assists those in the community while they are waiting for their claim for refugee status to be resolved, and are experiencing certain barriers to employment, resolving their immigration status, or returning home.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	28 Dibley Street, Woolloongabba 4102
<i>Phone</i>	(07) 3337 5400
<i>Email</i>	<a href="mailto:welcome@multiculturalaustralia.org.au">welcome@multiculturalaustralia.org.au</a>
<i>Website</i>	<a href="https://www.multiculturalaustralia.org.au/">https://www.multiculturalaustralia.org.au/</a>

## Next Step After Care

**Health and Counselling:** Young people who have been in foster care or other out of home care arrangements can access support to build independent lives. By contacting the 24/7 numbers below, young people can access practical advice and support regarding managing money, relationships, legal, employment, housing and accommodation. Additionally, friends, family and supporters of a person who has exited foster care and is concerned about them can call the number for advice in how to support them.

**Eligibility** Aged between 15-25 years, have left the foster care system

**Address** Life Without Barriers, 34 Douglas Street, Milton 4064

**Phone** (07) 3633 1500

**Mobile** 0436 816 270

**Email** [nextstepreferrals@lwb.org.au](mailto:nextstepreferrals@lwb.org.au)

**Website** [nextstepaftercare.com.au/](http://nextstepaftercare.com.au/)



## Northside Connect & Community Legal Service

**Domestic Violence Counselling:** Individual counselling and support is available with our Family Social Worker. Appointments are currently full but please contact the centre to request when appointments are available. Call over the phone for more information and to book an appointment.

**Journeys Program:** Women who have experienced domestic violence or other forms of violence in their intimate relationships can participate in a confidential, 7-week group program facilitated by two counsellors. The program combines therapeutic and emotional components to support and empower women. The program is provided twice yearly; call for more information. The centre is currently taking enquiries about the next Journeys program commencing early 2023.

**Information & Referral:** Information and referral to additional services regarding emergency relief, housing, family and parenting issues, legal and local Nundah services can be accessed over the phone, in person or via the website. Support is provided from 9am-4:30pm Mon-Thurs.

**Address** 14 Station Street, Nundah 4012

**Phone** (07) 3260 6820

**Email** [admin@northsideconnect.org.au](mailto:admin@northsideconnect.org.au)

**Website** <https://www.facebook.com/Northside-Connect-658994620794556/>

**Office Hours** The centre is closed every second Tuesday of the month from 2:30pm for a staff meeting.



## Open Doors LGBTQIAP+ Youth Service

**Social Support:** A number of social groups and social support programs are offered to combat isolation and see listing above for Mental Health services provided.

**Eligibility** LGBTQIAP+ Sistergirls and Brotherboy people, aged 12 to 25 years

**Address** 5 Green Square Close, Fortitude Valley 4006 QLD, PO Box 194

**Phone** (07) 3257 7660

**Email** <https://www.opendoors.net.au/referral-form/> (for referrals)  
[opendoors@opendoors.net.au](mailto:opendoors@opendoors.net.au) (general enquiries)

**Website** <https://www.opendoors.net.au/>

**Hours** 9:00am-5:00pm Monday – Friday



## Picabeen Community Centre

**Health and counselling:** Counselling for individuals and families free of charge on Tuesdays by appointment. Youth drop-in service for young people between the ages of 10 and 18.

**Eligibility** Varies across programs

**Address** 22 Hoben Street, Mitchelton 4053

**Phone** (07) 3354 2555

(07) 3354 1103

**Website** [www.picabeen.org.au](http://www.picabeen.org.au)

**Office Hours** Monday-Friday 9am-4pm



## Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)

**Health and Counselling:** QPASTT is a state-wide free and confidential service. In Brisbane, we offer counselling to adults, children, young people, and families. Counselling sessions are usually held at our offices/ outreach rooms, and sometimes at school. This is arranged with the client as needed. Clients can refer themselves or can be referred by another service provider, GP, school or a community member.

**Eligibility** People who have been tortured or who have suffered refugee related trauma prior to migrating to Australia.

**Address** 28 Dibley Street, Woolloongabba 4102

**Phone** (07) 3391 6677

**Email** [admin@qpastt.org.au](mailto:admin@qpastt.org.au)

**Website** [qpastt.org.au](http://qpastt.org.au)





## Red Cross Youth Night Café

**Services:** Young people can access WIFI, service information, support, hygiene products and clothing at Red Cross Youth Night Café. This service also offers hot meals for “young people” aged 12-25 and operates every Tuesday and Thursday from 6:30pm until 8:30pm.

**Address** Basement of Brisbane City Hall  
**Phone** (07) 3367 7222  
**Email** [nightcafe@redcross.org.au](mailto:nightcafe@redcross.org.au)  
**Website** <http://facebook.com/NightCafeOnline>



## Romero Centre

The Romero Centre offers practical and emotional support to people from refugee and asylum-seeking backgrounds. The Romero Centre, in collaboration with the Catholic Parish of Brisbane, also provides accommodation for women and children who are seeking asylum. Referrals are made through the Romero Centre.

**Phone** 07 3013 0100  
**Email via**  
**Website** [www.romero.mercycs.org.au](http://www.romero.mercycs.org.au)

# LOCAL COMMUNITY ACTIVITIES



*Dedicated to a better Brisbane*

## Brisbane City Council

A wide range of activities are sponsored by Brisbane City Council across Brisbane. There are activities specific to older and younger people, families, cultural events and festivals and more. Look on the BCC website to find activities near you.

Website [www.brisbane.qld.gov.au/things-to-see-and-do](http://www.brisbane.qld.gov.au/things-to-see-and-do)



## Care Kits for Kids

Sewing and crafting groups are available to make items for Care Kits for Kids in the following areas: Enoggera, Camp Hill and Mt Gravatt. Care kits are distributed at no cost, at point of need, all year round to any Queensland organization who directly assists children in crisis, including police services, child safety services and DFV agencies. This organization also welcomes donations at donation points listed on this webpage:

<https://carekitsforkidsqld.org.au/how-to-help/#CareKitsSupportersAreYouOurCommunity>

See the website for details and/or contact the President or Secretary for more information via the details below.

Phone 0410 548 804  
0427 826 594

Warehouse 147 Samuel Street, Camp Hill, Qld, 4152

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

Contact online <https://carekitsforkidsqld.org.au/how-to-help>



*Dedicated to a better Brisbane*

## Community Gardens

Community gardens create an opportunity for community members to learn skills, grow their own produce and connect with their local community and the environment while promoting an active and healthy lifestyle. There are a number of community gardens across Brisbane that can be located via the Brisbane City Council website below.

**Website** [www.brisbane.qld.gov.au/clean-and-green/green-home-and-community/community-groups/community-gardens-and-city-farms/find-your-local-community-garden](http://www.brisbane.qld.gov.au/clean-and-green/green-home-and-community/community-groups/community-gardens-and-city-farms/find-your-local-community-garden)



## Jabiru, Community, Youth and Children's Services Assoc

Jabiru is a local, social for purpose, not-for-profit organisation partnering with children, young people and families, by creating safe places and relationships that connect people, resources, ideas and communities through **Youth Support Services for 12-24 years of age and Early Years Programs that provide free supported playgroups and parenting support**

**Address** 77 Bracken Street, Bracken Ridge 4017

**Phone** (07) 32690044 (General enquiries)

**Emails** [office@jabiru.org.au](mailto:office@jabiru.org.au)  
[youngpeopleandfamilies@jabiru.org.au](mailto:youngpeopleandfamilies@jabiru.org.au)  
[early.years.children.and.families@jabiru.org.au](mailto:early.years.children.and.families@jabiru.org.au)

**Website** <https://jabiru.org.au/>

**Office Hours** Between 8.30am to 4.30pm, Monday to Friday



**Australian Men's Shed Association**  
SHOULDER TO SHOULDER

## Men's Sheds

Men's sheds are located across Australia, with numerous locations in the Brisbane North region. They provide a safe and friendly environment for men to work on community projects, specific men's shed projects, or a project of their choice in their own time. Engaging in these projects can enable men to feel good about themselves, become productive, contribute to the community, connect with friends and maintain an active body and mind. Local Sheds can be located online through the Australian Men's Shed Association website listed below.

**Website** Australian Men's Shed Association: [mensshed.org/](http://mensshed.org/)

**Find a Shed** [mensshed.org/find-a-shed/](http://mensshed.org/find-a-shed/)



## Northside Connect & Community Legal Service

**English as Second language (ESL) Classes:** Conversational ESL classes held twice per week from 10am-12pm on Monday and Thursdays. Classes open to anyone in the local community wanting to improve their English language skills. Gold coin donation required.

**Playgroup:** On Wednesdays from 9.30am-11.30am, families with children under the age of 5 years can join a playgroup. Playgroup only occurs during school terms. Gold coin donation is required.

**Sewing Group:** A multicultural group open to all in the local community on Wednesdays from 10am-12pm. Sewing machines and materials are provided for participants to make clothing.

**Yoga:** Community yoga class open to all abilities from 12.30-1.30pm on a Wednesday. Gold coin donation and bring a mat to use.

*Address* 14 Station Street, Nundah 4012

*Phone* (07) 3260 6820

*Email* [admin@northsideconnect.org.au](mailto:admin@northsideconnect.org.au)

*Website* <https://www.facebook.com/Northside-Connect-658994620794556/>

*Office Hours* The centre is closed every second Tuesday of the month from 2:30pm for a staff meeting.



## Picabeen Community Centre

Picabeen offers a range of daily activities and classes for people of all ages including yoga (via zoom), conversational English. They also hold a number of annual community events including Mental Health Day, Seniors Week activities and an End of Year Celebration. Look online or contact the Centre for details. Some classes require a small payment.

*Address* 22 Hoben Street, Mitchelton 4053

*Phone* (07) 3354 2555

(07) 3354 1103

*Email* Through website: [www.picabeen.org.au/contact/](http://www.picabeen.org.au/contact/)

*Website* [www.picabeen.org.au](http://www.picabeen.org.au)

*Office Hours* Monday-Thursday 9am-4pm, Friday 9am-12pm.



## SANDBAG Inc. - Sandgate Community Centre

Sandbag offer a wide range of community groups and activities to create community connections that strengthen and support individuals, families and communities from all backgrounds.

*Address* 153 Rainbow Street, Sandgate 4017

*Phone* (07) 3869 3244

*Email* [admin@sandbag.org.au](mailto:admin@sandbag.org.au)

*Website* [www.sandbag.org.au/events/](http://www.sandbag.org.au/events/)

*Hours* Tuesday-Friday 9am-3pm



## The Community Place

Members of The Community Place have two community centres located in the suburbs of Kalinga and Stafford. Each Centre hosts a wide range of free or low-cost activities for all community members ranging from: Community Playgroup, Charity Crochet Group, free ACTIVE and HEALTHY Programs sponsored through the Brisbane City Council, Board Games Group, Sewing Group, English as a Second Language Classes, Computer Help, Art Programs, community engagement and community support activities. Community Events such as movie nights, family fun days, backyard discos and more for the whole community. Also, a range of activities run by private groups such as Yoga and Meditation, Dancing Classes, Children's Dance Workshops, Engineering Club for Kids, School Holiday Programs and more. Information and Referral Services are also available through the centre or via qualified Social Worker.

*Eligibility* Eligibility criteria apply

*Kalinga* 20 Clark Street, Kalinga 4030  
(07) 3857 1152

*Stafford* 33 Teevan Street, Stafford 4053  
(07) 3857 1152

*Email* Through website: [www.thecommunityplace.com.au/contact/](http://www.thecommunityplace.com.au/contact/)

*Website* [www.thecommunityplace.com.au/programs-services/](http://www.thecommunityplace.com.au/programs-services/)  
[www.facebook.com/thecommunityplace](https://www.facebook.com/thecommunityplace)



## The Salvation Army

**North Brisbane Salvos Church:** Experience an uplifting church service, with a contemporary style of worship, that speaks to all generations and nationalities. Sunday mornings, in-person or online, and Saturday Night Services available on fourth Saturday in the month. See our website for the latest on events and what's happening.

<i>Eligibility</i>	All welcome
<i>Address</i>	The Salvation Army North Brisbane Church, Cnr. Handford & Roghan Rds, Taigum 4018
<i>Phone</i>	07 3865 1088
<i>Email</i>	<a href="mailto:nbcshalvos@salvationarmy.org.au">nbcshalvos@salvationarmy.org.au</a>
<i>Website</i>	<a href="http://nbcshalvos.org.au">http://nbcshalvos.org.au</a>



## Zillmere Community Centre

The Zillmere Community Centre provides a variety of activities and groups to suit many different needs and interests. Activities include children's playgroup, beading group, card games, Murri Connect, and more that enable members of the community to meet and connect. Look online or contact the Centre for current information.

<i>Address</i>	54 Handford Road, Zillmere 4034
<i>Phone</i>	(07) 3865 2880
<i>Email</i>	<a href="mailto:enquiries@necsg.org.au">enquiries@necsg.org.au</a>
<i>Website</i>	<a href="http://www.necsg.org.au/whats-on.php?nav=whatson">www.necsg.org.au/whats-on.php?nav=whatson</a>
<i>Service Hours</i>	Monday-Thursday 9am-5pm

*\*This is not a complete list of local community activities. Please contact local churches, community centers and organizations for more groups, activities, and events for community members to become involved in.*



