

Townsville Housing Service Centre

(Department of Communities)

07 4724 8500 or 1800 806 197

101 Sturt Street, TOWNSVILLE CBD

Social housing assistance, assist with bond loans, rental grants, RentConnect, National Rental Affordability Scheme. Mon-Fri, 8:30am-4:30pm

Queensland Homelessness Hotline

(Queensland Government)

1800 474 753 If you're experiencing homelessness or are housed but at risk of homelessness.

ORANGE SKY Mobile laundry and showers

Tues 9:30am-11:30am—Salvation Army, 49-61 Beck Road, CONDON;
Wed 8:30am-10:30am—Selectability Bike Shed, 69 Charles Street, AITKENVALE; Thurs 9am-11am—Garbutt Community Centre, 15 Lonergan St, GARBUTT; Fri 8:30am—10:30am—Townsville Food Pantry, 127 Francis Street, WEST END; Sat 7am—9am, Police Beat, 54 Stuart St, NORTH WARD; Sat 9:30am-11:30am—TAIHS, 14-16 Camp St, MUNDINGBURRA

Domestic Violence / Sexual Assault

DV Connect

1800 811 811 Womensline

1800 600 636 Mensline

Queensland 24/7. Emergency transport and accommodation, safety planning, crisis counselling, intervention, information and referrals.

Queensland Sexual Assault Helpline

1800 010 120 until 11:30pm

The Women's Centre

07 4775 7555

118 Charles Street, AITKENVALE

Women's homelessness service, counselling, sexual assault support. Mon, Tues, Thur, Fri 9am-4:45pm, Wed 9am-12:30pm.

Townsville Family Violence Support Service

(Yumba Meta)

07 4723 5611

202 Ross River Road, AITKENVALE

Domestic & family violence support service assisting Aboriginal and Torres Strait Islander people experiencing and/or using violence.

Social Worker

Salvation Army—Doorways Caseworker

07 4779 3791, 13 Madden Street, AITKENVALE

Case Workers help you find a path to overcome complex difficulties. Wed & Thurs, 10am-12pm

Centrelink

132 850, 307-311 Ross River Road, AITKENVALE

Ring this number for job seekers, assurance of support in financial hardship, or to talk with a social worker.

Counselling and Other Support

Life Line - Crisis Support, Suicide Prevention 13 11 14

Suicide Callback — 1300 659 467

Feros Local NDIS Coordinator — 1300 986 970

Centacare—NDIS Provider

1300 672 273 NDIS provider for disability and aged care, family support and counselling, gambling help services.
410 Ross River Road, CRANBROOK

Selectability — NDIS Provider, Mental Wellbeing

4724 6800 or 1800 133 123

66-68 Charles Street, AITKENVALE

Relationships Australia —

Counselling, Family Support, Gambling Help

1300 364 277 Mon-Fri 8am-8pm, Sat 10am-4pm

2/163-165 Charters Towers Rd, HYDE PARK

Beyond Blue — Mental well being - 1300 224 636

MensLine — Counselling & support - 1300 789 978

Gambling Helpline—1800 858 858

Salvation Army Recovery Services - 07 4772 3607

ADIS Alcohol & Drug Support —1800 177 833

Youth Services

Queensland Youth Services 07 4771 3648

16 Somer Street, HYDE PARK Youth housing, young parents program, homelessness prevention

Sharehouse Youth Programs 07 4771 5346

260 Ross River Road, AITKENVALE

16-25 years who are homeless, or at risk of homelessness

Medical Treatment Assistance

Patient Travel Subsidy Scheme -

The Townsville Hospital 07 4433 1115

Patients who need to travel more than 50km to access public hospital for treatment can apply for a subsidy to assist with costs.

Legal Advice

Townsville Legal Aid 07 4758 5300

3rd Flr, Northtown 280 Flinders Street, TOWNSVILLE

Legal help for the financially disadvantaged

Women's Legal Service 07 4772 5400

Ground Floor, 42 Sturt Street, TOWNSVILLE

Aboriginal & Torres Strait Islander Legal Service

Qld Ltd 07 4722 5111, Level 2, 143 Walker St

First Nations Women's Legal Service NQ Inc

1800 082 600, Level 3, 42 Sturt St



EMERGENCY RELIEF SUPPORT AGENCIES

TOWNSVILLE

Funds, Food, NILS, Housing, Crisis

The Salvation Army Emergency Financial & Food Relief

☎ 07 3001 6288

Salvation Army Emergency Relief Assessment Team, Mon-Fri 9am—5pm

If you find yourself in crisis and are in need of material of financial assistance, please call the Salvos Emergency Relief assessment team. Your situation will be assessed. If approved, a gift card that operates as an EFTPOS card may be assigned, and you will be referred to a Salvos Community Connect site listed below, to collect the gift card. ID will be requested.

Salvos Community Connect Sites

Monetary assistance can only be issued once approved by the assessment team, please phone 07 3001 6288 first before attending a connect site. The Community Connect Sites are open at the below times, and can provide bread, very basic food supplies, clothing and advice about community support services.

📍 FAITHWORKS—AITKENVALE

13 Madden Street, Aitkenvale

Wed & Thurs, 10am-12pm

☎ 07 4779 3791 (Phone 07 3001 6288 first)

📍 RIVERWAY RECOVERY MISSION—CONDON

49-61 Beck Road, Condon

Mon & Tues, 9:30am—12:30pm, FREE CAFE

☎ 07 4723 5607 (Phone 07 3001 6288 first)



**General in Need Assistance—
Including Food & Clothing**

07 3001 6288 Mon-Fri 9am-5pm
The Salvation Army
AITKENVALE & CONDON (see front page)
Bread and clothing available at sites. For food vouchers, please first phone 1300 371 288.

Vinnies (St. Vincent de Paul Society)
1800 846 643 Mon-Fri 8am-4pm
22-26 Echlin Street, WEST END
If you are in need for any reason please contact us for assistance. Home visitations may be an option.

Northreach Baptist Church
38 Canterbury Road, Kirwan
Thurs 9am to 11:30am—basic food and bric-a-brac / household items for free.

**Althea community Hub
(Townsville Drop-In Centre)**
07 4772 2339— General
07 4772 4499— Those with dependent children
46-48 Morehead Street, SOUTH TOWNSVILLE
FAMILIES: 9 First Street, RAILWAY ESTATE
South Townsville Day centre with meals, washing machine/showers, internet café. Phone 4772 2339 for emergency financial relief —Mon,Wed,Thurs,Fri 8:30am-4pm, Tues 8:30am-2pm. If you have dependent children, call 4772 4499 Mon,Wed,Fri from 9am to 12pm.

Community Gro
07 4774 0144—Rasmussen
07 4779 7268—Garbutt
1/43 Allambie Ln, RASMUSSEN
15 Lonerganne Street, GARBUTT
Emergency Assistance, Information and Referral Services, Meals &/or Food Relief, Community Services and Support Groups.

North Townsville Community Hub Inc (NOTCH)
07 4751 6511
52 Palm Drive, DEERAGUN
Food parcels, free clothing via op shop, vouchers and financial support, disaster recovery, mental health services. Mon-Thurs after 11:30am - free surplus bread & food donations supplied by local supermarkets.

Townsville Food Pantry
Adventist Development & Relief Agency (ADRA)
07 4779 3988 or 0401 945 937
Seventh-day Adventist Community Hall, 127 Francis Street, WEST END
Weekly food assistance for people struggling to make ends meet. Every Friday morning 7am to 10:30am.

Townsville Central City Mission
07 4771 2584
73 Wills Street, TOWNSVILLE CBD
Emergency relief, food parcels dependant on resources available. 9am to 2pm Tues & Thurs. Other times—ring for an appointment.

Meals (Onsite)

**Althea community Hub
(Townsville Drop-In Centre)**
07 4772 2339
46-48 Morehead Street, SOUTH TOWNSVILLE
Free tea, coffee & soup all day. 8:30am free breakfast, 12:30pm lunch with gold coin donation.

Home Visits

Vinnies (St. Vincent de Paul Society)
1800 846 643 Mon-Fri 8am-4pm
22-26 Echlin Street, WEST END
Home visit may be an option. May depend on suburb.

Furniture / Household Goods

Vinnies (St. Vincent de Paul Society)
1800 846 643 Mon-Fri 8am-4pm
22-26 Echlin Street, WEST END

North Townsville Community Hub Inc (NOTCH)
07 4751 6511
52 Palm Drive, DEERAGUN
Free items in op shop, assistance via GIVIT website (request put in for particular items)

Donation of Goods

GIVIT website—givit.org.au
Search by location to find requests for donated goods

Salvos Stores
07 4721 1188—275 Flinders St, Townsville CBD
07 4447 7120 — Domain Central, Garbutt
07 4447 7132 — 2/45 Carthew Street, Kirwan

No Interest Loans (NILS)

Interest free loans for people on low income, usually for the purchase of essential household items i.e. fridges, washing machines, beds etc. Also other essential needs such ie health aides. Not for emergency relief, bond or rent money, living expenses, or debt repayment.

Vinnies (St. Vincent de Paul Society)
07 4771 4715 Mon-Fri 9am-12pm
22-26 Echlin Street, WEST END

Family Emergency Accommodation Townsville (FEAT) **07 4772 2686** Fri 9am—12pm
9 Carlton Street, KIRWAN

Community Gro
07 4774 0144
1/43 Allambie Ln, RASMUSSEN
Mon-Thur 9am—4pm

NDIS Townsville
1800 800 110
235 Stanley Street, TOWNSVILLE CBD
Mon-Fri 9am—5pm

Financial Counselling

Salvation Army— MoneyCare
1800 722 363
Free financial counselling service.

Community Gro
07 4774 0144—Rasmussen
07 4779 7268—Garbutt
1/43 Allambie Ln, RASMUSSEN
15 Lonerganne Street, GARBUTT
Financial Resilience Program

Homelessness / Housing

Red Cross
07 3333 8722
Level 1, 266 Ross River Road, AITKENVALE
Homestay—Help to maintain current accommodation or to access more sustainable accommodation.
Street to Home—Helping those homeless to live safely and develop pathways out of homelessness. Working primarily with Aboriginal and Torres Strait Islander peoples.
Homelessness Service Hub—Providing a range of information, support, housing and specialist services for those who are homeless or at risk of homelessness.

Family Emergency Accommodation Townsville (FEAT)
07 4772 1450 or 07 4772 2686
9 Carlton Street, KIRWAN
Support for families who are homeless or at risk of homelessness. Temporary and long-term accommodation.

**Althea community Hub
(Townsville Drop-In Centre)**
07 4772 2339
46-48 Morehead Street, SOUTH TOWNSVILLE
Meals, washing machine/showers, internet café. Free tea, coffee & soup all day. 8:30am breakfast, 12:30pm lunch.

Yumba Meta
07 4723 5611
202 Ross River Road, AITKENVALE
YML provides secure and affordable accommodation options and culturally appropriate support services to vulnerable people, particularly First Nations people.