



Brisbane Aboriginal & Torres Strait Islander Community Controlled Housing Authority (BATSICCHA) Community Service Directory – Ipswich Local Government Area

Updated June 2019

Crisis response / summary referral guide

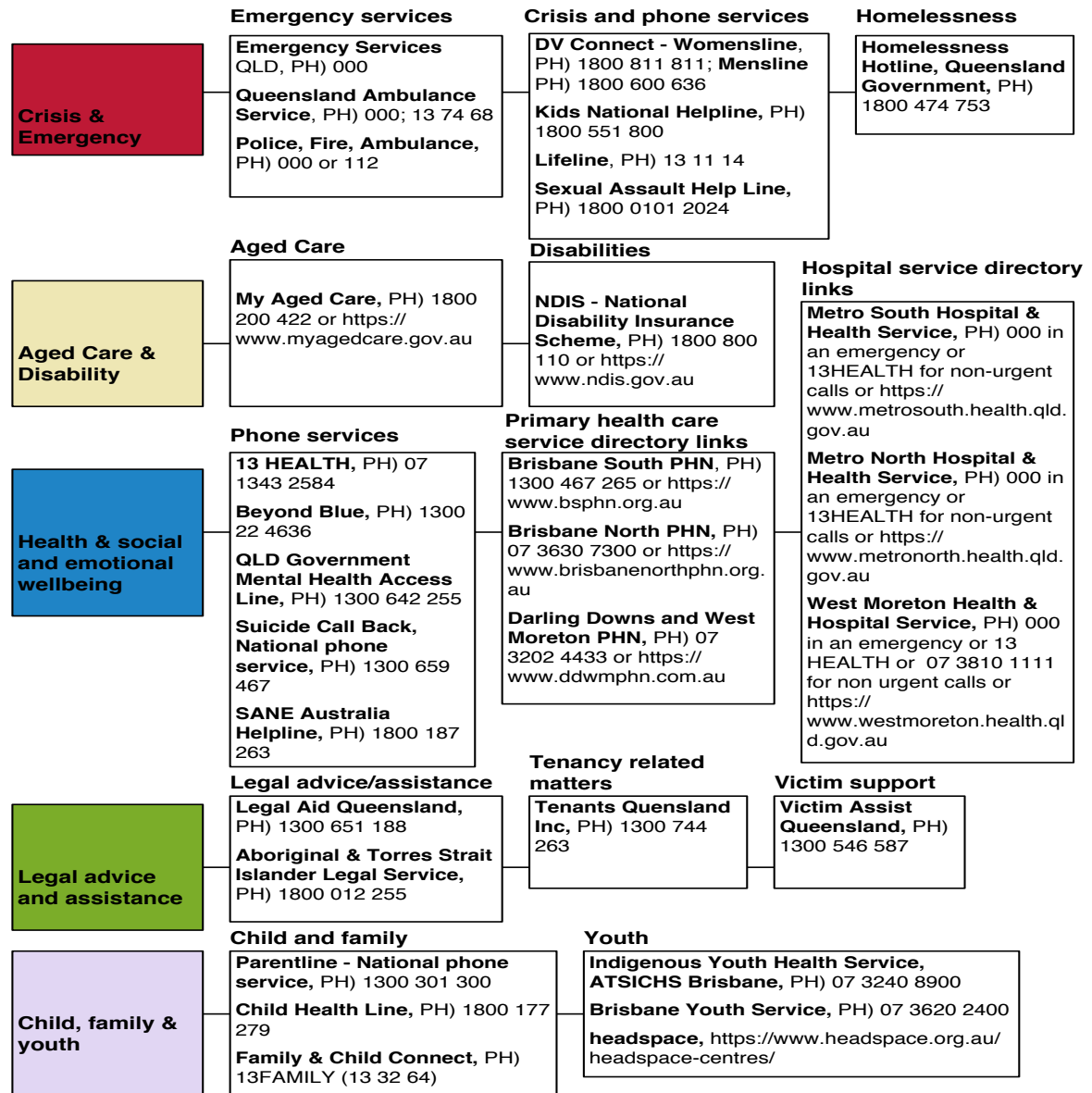




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BATSICCHA Community Services Directory – Ipswich Local Government Area (LGA)

Service category	Provider	Services offered	Location	Contact (Ph)	Website
Crisis & Emergency services	Emergency Services Queensland	Emergency services	Not applicable	000	Not applicable
	DV Connect and Family Violence – Men’s line	Offer professional counselling and information	Not applicable	1800 600 636	http://www.dvconnect.org/mensline/
	DV Connect and Family Violence – Women’s Line	Offer professional counselling and information	Not applicable	1800 811 811	http://www.dvconnect.org/womensline/
	Lifeline – National phone service	Lifeline connects people with care by providing crisis support and suicide prevention services	Not applicable	13 11 14	https://www.lifeline.org.au/
	Policelink	For non-urgent incidents	200 Roma Street, Brisbane QLD 4000	13 14 44	https://www.police.qld.gov.au/programs/policelink/
	Queensland Ambulance Service	Provide pre-hospital patient care and emergency transport	Not applicable	000; 13 74 68	https://www.ambulance.qld.gov.au/index.html
	Salvation Army QLD phone service	Provide food vouchers and emergency assistance and linkage to respective local centres that they operate.	Not applicable	07 3222 6666	https://www.salvationarmy.org.au/
	13 HEALTH – Queensland phone service	For non-emergencies. 24hour health line.	Not applicable	07 1343 2584	https://www.qld.gov.au/health/contacts/advice/13health

	Police/Fire/Ambulance	Emergency services	Not applicable	000; 112	Not applicable
	Energex	Electricity interruptions and updates	Not applicable	13 62 62	https://www.energex.com.au/
	Homelessness Hotline, Queensland State Government	Phone information and referral service for people experiencing homelessness.	Not applicable	1800 474 753	http://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld
	Kids National Helpline	Free 24hour counselling service for Australian kids and young people aged 5-25years. Help available via phone, email or web.	Not applicable	1800 551 800	https://kidshelpline.com.au/kids
	Sexual Assault Help Line	Statewide crisis counselling, support, referral and information helpline for women who have experienced sexual violence.	Not applicable	1800 0101 2024	Not applicable
Housing	Goodna Youth Services Inc.	Provides shared supported, medium to long term accommodation for homeless or at risk young people aged 15-25years	11 William Street, Goodna QLD 4300	07 3818 1050	http://goodnayouthservices.org.au/
	Goodna Street Life Inc.	Provide housing and support for the homeless	29 Queen Street, Goodna QLD 4300	0455 995 561	https://www.facebook.com/goodnastreetlife
	inCommunity Inc.	24hour service providing crisis support and short-term	North Ipswich QLD 4305	07 3812 1199	https://incommunity.com.au

		accommodation for homeless, at risk and disadvantaged young people aged 16-21years			
	Ipswich Housing & Support Services Inc.	Emergency housing and homelessness services	14 South Station Road, Booval QLD 4304	07 3816 1435	https://sites.google.com/ihssi.org.au/web/home
	Ipswich Housing Service Centre, QLD Department of Housing & Public Works	Social housing assistance	Level 1, ICON Tower, 117 Brisbane Street, Ipswich QLD 4305	07 3437 6000 or 1800 636 390	http://www.hpw.qld.gov.au
	Ozcare Community Support Services – Ipswich	Short-term accommodation and transitional support to families that are homeless or at high risk of becoming homeless	41 Waghorn Street, Ipswich QLD 4305	1800 692 273	https://www.ozcare.org.au/
	The Koha Shed Australia Inc.	Provides emergency and crisis accommodation and support for members of the community experiencing homelessness and escaping family/domestic violence	Not listed	0404 447 883	Not listed
	Homeless Hotline, Queensland State Government	Phone information and referral service for people who are experiencing homelessness	Not applicable	1800 474 753	https://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld

Aged Care	My Aged Care	My Aged Care phone line and website can help people access services and find information in one spot	Not applicable	1800 200 422	https://www.myagedcare.gov.au
Disability Services	NDIS – National Disability Insurance Scheme	Phone and web service providing information and linkage to NDIS services/providers	Not applicable	1800 800 110	https://www.ndis.gov.au
Health Services	Kambu Aboriginal and Torres Strait Islander Corporation for Health – Ipswich clinic	Comprehensive primary health care and wrap-around services	27 Roderick Street, Ipswich QLD 4305	07 3810 3000	http://www.kambuhealth.com.au/
	13 HEALTH – Queensland phone service	For non-emergencies, 24hour health line	Not applicable	07 1343 2584	https://www.qld.gov.au/health/contacts/advice/13health
	West Moreton Health (West Moreton Health and Hospital Service)	Full listings of services, centres and hospitals through website	Not applicable	07 3810 1111	https://www.westmoreton.health.qld.gov.au/hospitals-and-centres
	Darling Downs and West Moreton PHN	Full listings of health and related services in Darling Downs and West Moreton catchment	Not applicable	07 3202 4433	https://www.ddwmpnhn.com.au

Animal services	Animal Rescue QLD Inc. Brisbane	ARQ is a 100% no kill charity organisation. They work to rehome animals into new and suitable forever homes	Not applicable	07 3030 3300	https://www.animalrescueqld.net/
	RSPCA – Wacol	The RSPCA aims to police animal cruelty and to provide foster homes and homes for domesticated animals	139 Wacol Station Road, Wacol QLD 4076	07 3426 9999	https://www.rspcaqld.org.au/
	DV Connect Pets in Crisis	Pets in Crisis is administered directly through DV Connect Womensline. For women who need to stay in a refuge but are unable to find alternative care for their pets.	Not applicable	1800 811 811	https://www.dvconnect.org/

Counselling and social & emotional wellbeing	Beyond blue	Online and phone counselling/support with a trained mental health professional	Not applicable	1300 22 4636	https://www.beyondblue.org.au/
	Lifeline National Phone Service	Connects people with care by providing crisis support and suicide prevention services	Not applicable	13 11 14	https://www.lifeline.org.au/
	Relationships Australia – Queensland	Counselling and support	Not applicable	1300 364 277	https://www.raq.org.au
	QLD Government Mental Health Access Line	Confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders. Available 24hours, 7days a week.	Not applicable	1300 642 255	https://www.qld.gov.au/health/mental-health/help-lines/1300-mh-call
	Sisters Inside	Provide counselling and support services to women and young women who are in or have been through the criminal justice system	326 Montague Road, West End QLD 4101	07 3844 5066	https://sistersinside.com.au/
	Suicide Prevention Pathways Inc.	Free Australia wide telephone support and face to face support in the Brisbane region to those at risk of suicide and their family and friends	Not applicable	1800 008 255	https://suicidepreventionpathways.org.au/
	Parentline – National phone service	National phone support and counselling service for parents	Not applicable	1300 301 300	https://www.parentline.com.au/

	SANE Australia Helpline	General advice only. Information about mental illness, treatment and support is available.	Not applicable	1800 187 263	https://www.sane.org/
	Suicide Call Back – National phone service	Counselling support to people who are suicidal, carers, bereaved friends and family and health professionals supporting others	Not applicable	1300 659 467	https://www.suicidecallbackservice.org.au/
	Service Against Sexual Violence	Sexual violence support services to survivors aged 14 years and over	Ipswich QLD 4305	07 3816 3000	https://www.dvac.org.au/
	Ipswich Trauma Response Service Inc.	Offers critical incident stress debriefing to any member of the community who has experienced a traumatic event and is free of charge	1 st Floor, Humanities Building, 56 South Street, Ipswich QLD 4305	07 3812 3244	Not applicable
Legal assistance & information	Aboriginal & Torres Strait Islander Legal Service QLD – Ipswich	Legal information, advice and assistance	263-265 Brisbane Street, Ipswich QLD 4305	07 3812 2772	http://www.atsils.org.au/
	Legal Aid Queensland, Commission Centre – Ipswich	Information and referral available via telephone and at office during business hours	117 Brisbane Street, Level 7, Icon Ipswich Tower, Ipswich QLD 4305	1300 651 188	http://www.legalaid.qld.gov.au/Home

	Legal Aid Queensland – Indigenous Information line	Access to legal information and advice for the cost of a local call from anywhere in Queensland	44 Herschel Street, Brisbane QLD 4000	1300 650 143	http://www.legalaid.qld.gov.au/Home
	Queensland Indigenous Family Violence Legal Service	Legal advice and representation; support services; workshops	201 Wickham Terrace, Spring Hill QLD 4000	07 3839 6857	http://www.qifvls.com.au
	Anti Discrimination Commission QLD	Investigation into complaints, settlement of complaints through conciliation, and works to raise awareness through information, education and training sessions	Level 17, 53 Albert Street, Brisbane QLD 4000	1300 130 670	http://www.adcq.qld.gov.au/
	Corrective Services Information	Provide information regarding individuals being held in QCS custody	Not applicable	07 3227 6055	Not applicable
	Crime and Misconduct Commission – Brisbane	Handle complaints about Police	Level 3 Terrica Place, 140 Creek Street, Brisbane QLD 4000	07 3360 6060	http://www.ccc.qld.gov.au/
	Energy and Water Ombudsman Queensland	Independent dispute resolution service if you are unable to resolve a complaint with your energy or water supplier	53 Albert Street, Level 16 Brisbane QLD 4000	1800 662 837	https://www.ewoq.com.au/
	Family Relationship Advice Line, QLD Government	National telephone service that assists families affected by relationship or separation issues	Not applicable	1800 050 321	https://www.familyrelationships.gov.au/

	LGBTI Legal Service Inc.	Legal assistance across a broad range of areas	Level 2, 725 Ann Street, Fortitude Valley QLD 4006	07 3124 7160	https://lgbtilegalservice.org.au/
	Office of Fair Trading – Brisbane	Advice to both consumers and traders regarding a range of fair trading, consumer affairs and body corporate issues	315 George Street, Brisbane City QLD 4000	13 74 68	https://www.qld.gov.au/law/fair-trading
	Prisoners' Legal Service Inc.	Community legal centre providing free legal advice to incarcerated persons and their families	20 Merivale Street, South Brisbane QLD 4101	07 3846 5074	Not applicable
	Queensland Civil and Administrative Tribunal (QCAT)	Independent tribunal that resolves disputes and makes decisions on a range of matters	Level 9, 259 Queen Street, Brisbane QLD 4000	1300 753 228	https://www.qcat.qld.gov.au
	Tenants Queensland Inc.	Statewide community organisation that provides services for residential tenants in Queensland	Not applicable	1300 744 263	https://tenantsqld.org.au/
	Victim Assist Queensland	Information on funding support services and referral to support services. Assist recovery of victims of crime who have been injured as a result of an act of violence.	154 Melbourne Street, South Brisbane QLD 4101	1300 546 587	https://www.justice.qld.gov.au/
Welfare and general	Goodna Neighbourhood House	Community development; advocacy, information and referral; and other wrap-around welfare services/supports	33 Queen Street, Goodna QLD 4300	07 3818 1648	Not listed

community relief	Riverview Neighbourhood House Association Incorporated	Information, referrals, groups, emergency relief etc.	138 Old Cleveland Road, Riverview QLD 4303	07 3816 2111	http://www.riverview.org.au/
Youth Services	Goodna Youth Services Inc.	Shared supported, medium term accommodation for homeless or at risk young people aged 15-25years	11 William Street, Goodna QLD 4300	07 3818 1050	http://goodnayouthservices.org.au/
	Headspace – Ipswich	Offer a one stop shop for young people aged between 12-25 years who may have concerns about their physical health, mental health or about using alcohol and/or other drugs	26 East Street, Ipswich QLD 4305	07 3280 7900	https://headspace.org.au/headspace-centres/ipswich/
	Ipswich Community Youth Service	Supported accommodation; youth support; education programs etc.	15-17 Thorn Street, Ipswich QLD 4305	07 3812 1050	https://www.icys.org.au/
	PCYC Queensland	Delivers a broad range of youth-focused activities and programs	See website for club locations	07 3909 9555	https://www.pyc.org.au/find-your-pcyc/
Child and family services	Department of Child Safety, Youth & Women	General enquiries	Not applicable	1800 811 810	https://www.csyw.qld.gov.au/
	Family and Child Connect	Integrated referral service	Not applicable	13FAMILY (13 32 64)	http://www.familychildconnect.org.au/
	Kindy Hotline	Kindy phone service	Not applicable	1800 4 KINDY (1800 454 639)	Not applicable
	Playgroup Queensland	Playgroup QLD phone service	Not applicable	1800 171 882	Not applicable

	Child Health Line	24hour telephone information line	Not applicable	07 3862 2333 or 1800 177 279	Not applicable
	Kambu Aboriginal and Torres Strait Islander Corporation for Health – Ipswich clinic	Family wellbeing	27 Roderick Street, Ipswich QLD 4305	07 3810 3000	http://www.kambuhealth.com.au/
	Springfield Child Safety Service Centre, Department of Child Safety, Youth and Women	Child safety service centre	Level 5, Springfield Towers, 149 Sinnathamby Boulevard, Springfield Central QLD 4300	07 3381 6700	https://www.csyw.qld.gov.au/department-child-safety-youth-women
	Ipswich South Child Safety Service Centre, Department of Child Safety, Youth and Women	Child safety service centre	18-24 Brisbane Street, Ipswich QLD 4305	07 3432 1500	https://www.csyw.qld.gov.au/department-child-safety-youth-women

	Ipswich North Child Safety Service Centre, Department of Child Safety, Youth and Women	Child safety service centre	18-24 Brisbane Street, Ipswich QLD 4305	07 3132 1638	https://www.csyw.qld.gov.au/department-child-safety-youth-women
Drug and alcohol	Ipswich Clinic, Queensland Government	Direct services, methadone program	Ipswich Health Plaza, 21 Bell Street, Ipswich QLD 4305	07 3817 2501	Not applicable
	EACH – Ipswich	Confidential, no cost services provided in Ipswich	24 East Street, Ipswich QLD 4305	1300 003 224	http://www.each.com.au/
	Ozcare Drug & Alcohol Residential Recovery Services (Men) – Ipswich	Residential service for men over 18years that have stopped taking drugs and alcohol	Not listed	1800 692 273	https://www.ozcare.org.au/
	Quitline – Statewide	24hour information and support line for people who want to give up smoking	Not applicable	13 78 48	https://www.quitnow.gov.au
Cultural services	Community and Personal Histories Section, Department of	Access to government records to help people reconstruct their family and community histories	Neville Bonner Building, Level 6a 75 William Street, Brisbane QLD 4000	13 74 68	https://www.communities.qld.gov.au

	Child Safety Youth & Women				
	Link Up QLD Aboriginal Corporation	Family history research; financial assistance for family reunions, to return to country, community or graveside; social and emotional support before, during and after reunion; healing activities, i.e. support groups, counselling, art therapy; linkage with other agencies; community events and education	3-5 Reid Street, Woolloongabba QLD 4102	07 3636 0411	http://www.link-upqld.org.au/