



BATSICCHA

Brisbane Aboriginal & Torres Strait Islander
Community Controlled Housing Authority

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

Updated June 2019

Crisis response / summary referral guide

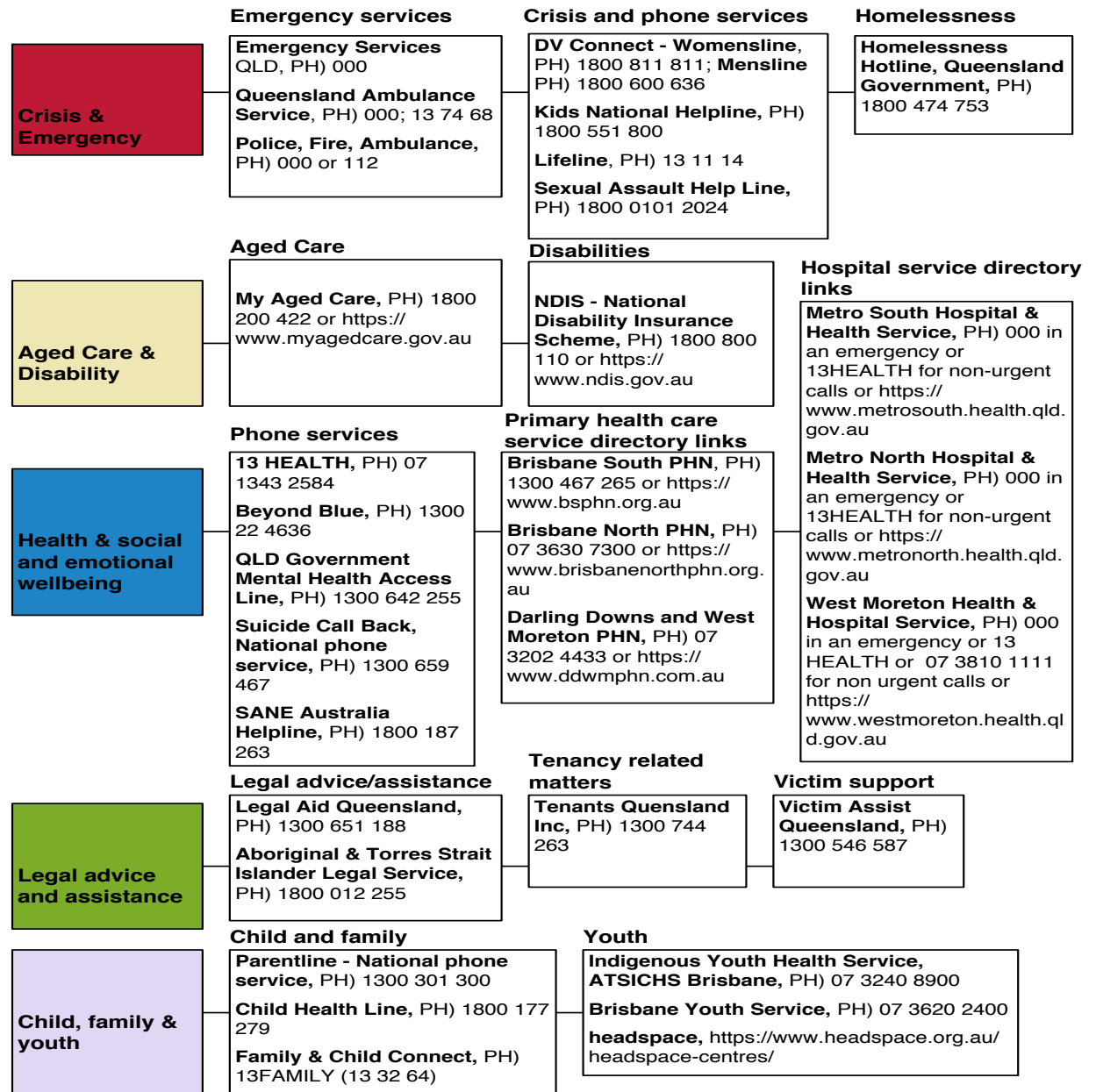


Table of Contents

CRISIS RESPONSE / SUMMARY REFERRAL GUIDE	2
BATSICCHA COMMUNITY SERVICES DIRECTORY – LOGAN LOCAL GOVERNMENT AREA (LGA)	4
CRISIS & EMERGENCY SERVICES	4
HOUSING	6
AGED CARE	7
DISABILITY SERVICES	7
HEALTH SERVICES	7
ANIMAL SERVICES	8
COUNSELLING AND SOCIAL & EMOTIONAL WELLBEING	9
LEGAL ASSISTANCE & INFORMATION	11
WELFARE AND GENERAL COMMUNITY RELIEF	15
YOUTH SERVICES	16
CHILD AND FAMILY SERVICES	17
DRUG AND ALCOHOL	19
CULTURAL SERVICES	20

BATSICCHA Community Services Directory – Logan 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	Provide food vouchers and	Not applicable	07 3222 6666	https://www.salvationarmy.

Service category	Provider	Services offered	Location	Contact (Ph)	Website
	QLD phone service	emergency assistance and linkage to respective local centres that they operate.			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

Service category	Provider	Services offered	Location	Contact (Ph)	Website
Housing	YFS Ltd.	Work with people who are homeless or about to become homeless, to help them find somewhere secure to live, and to develop the skills and supports they need to maintain a tenancy	376 Kingston Road, Slacks Creek QLD 4127	07 3826 1500	http://www.yfs.org.au
	Kingston East Neighbourhood Group Inc.	KENG Immediate Supported Accommodation Program functions as a Specialist Homelessness Service that offers temporary accommodation linked with case managed supports to individuals over the age of 16 years and family groups who are homeless or at risk of homelessness	117 Meakin Road, Slacks Creek QLD 4127	07 3808 1684	http://www.keng.org.au/
	Kingston House	Fully furnished self-contained one-bedroom units, equipped with air-conditioning, refrigerator and microwave. Low set units and wheelchair access friendly. Suite single males/females over 50.	480-486 Kingston Road, Kingston QLD 4114	0424 026 101	Not listed

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	Logan Housing Service Centre, Queensland Department of Housing & Public Works	Social housing assistance	11 Station Road, Woodridge QLD 4114	07 3086 3700	http://www.hpw.qld.gov.au/
	Logan Youth Foyer Support Service, Wesley Mission QLD	Supported accommodation for single young people aged 16-25 years who are engaged in education or training and are at risk of becoming homeless	Logan Central QLD 4114	07 3208 4801	Not listed
Aged Care	My Aged Care	My Aged care phone line and website can help people access services and find information in one location	Not applicable	1800 200 422	https://www.myagedcare.gov.au
Disability Services	NDIS – National Disability Insurance Scheme	Phone and web-based services, providing information and linkage to NDIS services/providers	Not applicable	1800 800 110	https://www.ndis.gov.au
Health services	Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Brisbane – Browns Plains	Community wellbeing and comprehensive primary health care	20-24 Commerce Drive, Browns Plains QLD 4118	07 3239 5300	http://atsichsbrisbane.org.au

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	Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Brisbane – Logan	Community wellbeing and comprehensive primary health care	41 Station Road, Logan QLD 4114	07 3240 8940	https://atsichsbrisbane.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
	Metro South Hospital & Health Service	Full listing of services, centres and hospitals within the Metro South Hospital & Health Service District	Not applicable	In an emergency, call 000. For non-urgent health advice call 13 43 25 84 (13 HEALTH)	https://metrosouth.health.qld.gov.au/hospitals-and-centres
	Street Doctor	After hours mobile doctors van providing support to the homeless, underprivileged and those living rough on the streets. Team of GPs and RNs provide an easily accessible and bulk-billing primary health care service in Logan and surrounding suburbs.	130 Kingston Road, Unit 12, Underwood QLD 4119	07 3297 9666	https://bsphn.org.au/programs/after-hours/
	Brisbane South PHN	Listings of local health and related providers	Not applicable	1300 467 265	https://bsphn.org.au
Animal	Animal Rescue QLD Inc. Brisbane	ARQ is a 100% no kill charity organisation. They work to rehome animals into	Not applicable	07 3030 3300	https://www.animalrescueqld.net/

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services		new and suitable forever homes.			
	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 pet(s).	Not applicable	1800 811 811	https://www.dvconnect.org/
Counselling and social & emotional wellbeing	Murrigunyah Aboriginal & Torres Strait Islanders Corporation for Women	Counselling, support, groups and information to women (including young women aged 16 years and over) who have experienced rape, sexual assault, child sexual abuse or domestic violence. Advice and community education on sexual assault issues is also available.	2 Burrigan Street, Woodridge QLD 4114	07 3290 4254	Not listed
	Beyond Blue	Online and phone counselling/support with a trained mental health professional	Not applicable	1300 224 636	https://www.beyondblue.org.au/

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	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	See website for service/centre listings	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, 7 days per week	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
	Bravehearts Inc. Springwood	Offers counselling for survivors and victims of child sexual assault and their families	Springwood QLD 4127	07 3290 4474	https://bravehearts.org.au/

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	Community Care Beenleigh District Inc.	Funded by Department of Communities QLD. Residents of the Greater Beenleigh area who are on Centrelink benefit may receive up to six sessions of professional counselling at no cost (some conditions apply)	Office 3/53 York Street, Beenleigh QLD 4207	07 3807 7355	http://www.communitycarebeenleigh.com/
	Logan City Council Community Services	Community support to local residents and organisations in Logan	150 Wembley Road, Logan Central QLD 4114	07 3412 3412	https://www.logan.qld.gov.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/
Legal assistance & information	Aboriginal & Torres Strait Islander Legal Service Queensland – Beenleigh	Provide professional and culturally competent legal services for Aboriginal and Torres Strait Islander people across QLD	20 Main Street, Suit 3B, Post Office Plaza, Beenleigh QLD 4207	07 3804 5033	http://www.atsils.org.au/

Service category	Provider	Services offered	Location	Contact (Ph)	Website
	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 4004	07 3839 6857	http://www.qifvls.com.au/
	The Aboriginal & Torres Strait Islander Women’s Legal & Advocacy Service	Legal advice, information and referral services; court support and family support services	37 Balaclava Street, Woolloongabba QLD 4102	07 3392 3177	Not listed
	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

Service category	Provider	Services offered	Location	Contact (Ph)	Website
	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/
	Dispute Resolution Centre – Brisbane, Department of Justice & Attorney General	Free, confidential non-legal mediation service as an alternative to settling disputes before they go to court	Level 1, 363 George Street (Cnr Magistrates Building), Brisbane QLD 4000	1800 017 288	https://www.justice.qld.gov.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 on matters relating to imprisonment	20 Merivale Street, South Brisbane QLD 4101	07 3846 5074	Not listed

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	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 QLD Inc.	Statewide community organisation that provides services for residential tenants in Queensland and represents their interests	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.justic.qld.gov.au/
	Women's Legal Aid, Department of Justice and Attorney General	Women's legal aid	50 Ann Street, Brisbane QLD 4000	07 3239 6840	https://www.justice.qld.gov.au/
	Legal Aid Queensland, Commission Centre – Woodridge	Legal information and referral is available via telephone and at offices during business hours	1 st Floor, Ewing Road, Woodridge QLD 4114	1300 651 188	http://www.legalaid.qld.gov.au/Home

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	YFS Ltd	YFS operates a community legal centre in the Logan community, known as YFS Legal. Specialise in providing information, advice and representation for clients 10-25 years who find themselves needing help with criminal law matters	376 Kingston Road, Slacks Creek QLD 4127	07 3826 1500	http://www.yfs.org.au/
	Legal Advice Centre – Logan	Offers free legal advice (by appointment) every Wednesday evening	376 Kingston Road, Slacks Creek QLD 4127	07 3826 1599	http://www.yfs.org.au/
	Men’s Rights Agency	Support, information and assistance to family law or other civil/criminal legal problems	Waterford QLD 4133	07 3805 5611 or 0409 269 621	http://mensrights.com.au/
Welfare and general community relief	Burrakah Aboriginal and Islander Advancement Co-operative Society	Self help group providing support and encouragement to Aboriginal and Torres Strait Islander people in the community by of access to Aboriginal health, legal aid, pre school and youth programs, and emergency relief assistance	25 Jacaranda Avenue, Logan Central QLD 4114	07 3290 0709	Not listed

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	Community Care Beenleigh District Inc.	Counselling, workshops, budgeting, advice, lifestyle assistance, referrals and advocacy	Office 3/53 York Street, Beenleigh QLD 4207	07 3807 7355	http://www.communitycarebeenleigh.com/
	MultiLink Community Services, Emergency Relief	Emergency relief services, including food, financial, material aid or advocacy for people in crisis, as well as Telstra and fuel vouchers when available	39 Blackwood Road, Logan Central QLD 4114	07 3412 7177	http://www.mulilink.org.au/
	Community and Neighbourhood Centre's, Logan City Directory of Services	Logan City Council search tool to locate nearest neighbourhood and community centres in the area. Centres provide a range of services to the community, including: emergency relief, information and referral, advocacy etc.	Not applicable	1300 156 426	https://www.logan.qld.gov.au/community-support/community-development/community-centres
	ADRA Australia – Logan Central	ADRA Logan Community Centre supports local community with emergency food relief, clothing and furniture	31 Station Road, Logan Central QLD 4114	07 3290 3011	https://www.adra.org.au/
Youth	Wesley Mission Queensland – Specialist Youth	Support young people and young families aged 16-25 who are experiencing	32-50 Mount Warren Boulevard, Mount Warren Park	07 3151 6106	

Service category	Provider	Services offered	Location	Contact (Ph)	Website
Services	Housing Service	homelessness or at risk of homelessness to gain and sustain accommodation through case management	QLD 4207		
	Youth Link Program, YFS Ltd.	Work specifically with young people aged 12-21 who are finding life a bit out of control. Youth Link provides practical help tailored to each young person's needs and goals.	376 Kingston Road, Slacks Creek QLD 4127	07 3826 1500	http://www.yfs.org.au/
	PCYC QLD, Find your local PCYC online search tool	PCYC has 54 clubs throughout the state	See website and online search tool to locate nearest club location	Not applicable	https://www.pcyc.org.au/find-your-pcyc/
Child and family services	Browns Plains Child Safety Service Centre, Department of Child Safety Youth & Women	Child safety service centre	75-87 Grand Plaza Drive, Browns Plains QLD 4118	07 3441 8500	https://www.csyw.qld.gov.au/
	Browns Plains Early Years Centre	Groups/programs facilitated by experienced early years centre staff. Dedicated program for parents and carers of Aboriginal and Torres Strait Islander children aged birth – 5 years available.	Not listed	07 3386 9000	https://www.benevolent.org.au/

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	Child and Youth Mental Health Service (CYMHS) – Logan – Beaudesert	Specialised child and youth mental health service within Metro South Addiction and Mental Health Services	51 Wembley Road, Logan Central QLD 4114	07 3089 4100	Not applicable
	Family and Kids Care Foundation Inc.	Offers a variety of services, including emergency relief, food relief, food bank, counselling etc.	254 Jacaranda Avenue, Kingston QLD 4114	07 3808 5288	http://www.familyandkidscare.com.au/
	Logan Central Child Safety Service Centre, Department of Child Safety, Youth & Women	Child safety service centre	6 Ewing Road, Woodridge QLD 4114	07 3380 6200	https://www.csyw.qld.gov.au/
	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
	Ganyjuu Aboriginal and Torres Strait Islander Corporation Family Support Services	Child and family centre	Logan	07 3808 9957 or 1800 794 303	http://www.ganyjuu.org.au

Service category	Provider	Services offered	Location	Contact (Ph)	Website
	Child Health Line	24hour telephone information line	Not applicable	07 3862 2333 or 1800 177 279	Not applicable
Drug and alcohol	Alcohol, Tobacco and Other Drug services – Logan, Metro South Hospital and Health Service	Provides drug and alcohol assessment, treatment, referral, information and individual and telephone counselling	Logan Community Health, 51 Wembley Road, Logan Central QLD 4114	07 3089 4084	
	Beenleigh Community Health Centre, Metro South Hospital and Health Service	Alcohol, tobacco and other drugs service	10-18 Mt Warren Boulevard, Mount Warren Park QLD 4207	07 3827 9811	https://www.health.qld.gov.au/services/metrosouth/beenleigh-chc
	Browns Plains Community Health Centre, Metro South Hospital and Health Service	Alcohol, tobacco and other drugs service	Cnr Middle Road and Wineglass Drive, Hillcrest QLD 4118	07 3412 3100	https://www.health.qld.gov.au/services/metrosouth/brownsp-chc
	Eagleby Family Centre, Wesley Mission QLD	Support for parents or caregivers of children aged 0-8years who have alcohol or addition concerns	1 Bishop Street, Eagleby QLD 4207	07 3151 2134	https://www.wmq.org.au/communities/robina-service-hub
	LADDERS, Metro South Hospital and Health Service	Aims to reduce the harms of drug and alcohol use by offering a range of services	Logan Central QLD 4114	07 3299 3963	https://metrosouth.health.qld.gov.au/mental-health
	Logan Central Community Health Centre, Metro South Hospital and Health Service	Alcohol, tobacco and other drugs service	97-103 Cnr Wembley and Ewing Roads, Logan Central QLD 4114	07 3290 8900	https://www.health.qld.gov.au/services/metrosouth/logan-chc

Service category	Provider	Services offered	Location	Contact (Ph)	Website
	Logan House	Residential drug and rehabilitation program in therapeutic rural setting for people aged 18 years and over	78 Kirk Road, Chambers Flat QLD 4133	07 5546 3900	https://www.liveslivedwell.org.au/
	Quitline – Statewide	24hour information and support line for people who want to give up smoking. Information and QUIT smoking programs and QUIT kits are available.	Not applicable	13 78 48	https://www.quitnow.gov.au
Cultural services	Logan District Aboriginal and Torres Strait Islander Elders	Help bring cultures together	38 Blackwood Road, Loan Central QLD 4114	07 3804 3947 or 0427 347 686	Not listed
	Community and Personal Histories Section, Department of Child Safety Youth & Women	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
	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,	3-5 Reid Street, Woolloongabba QLD 4102	07 3636 0411	http://www.link-upqld.org.au/

Service category	Provider	Services offered	Location	Contact (Ph)	Website
		art therapy; linkage with other agencies; community events and education			