



Brisbane Aboriginal & Torres Strait Islander Community Controlled Housing Authority – Moreton Bay Local Government Area

Updated June 2019

Crisis response / summary referral guide

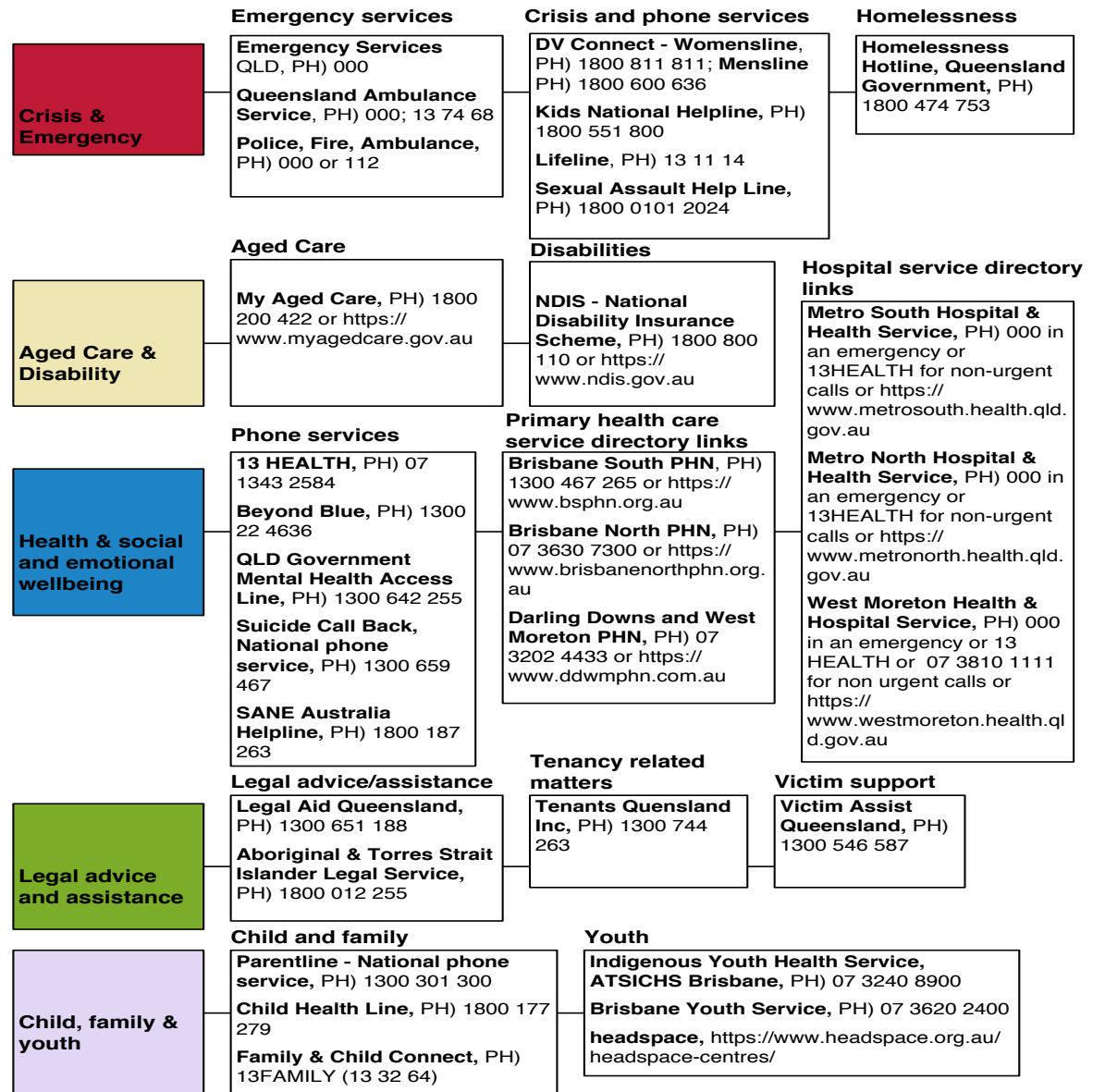


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BATSICCHA Community Services Directory – Moreton Bay Local Government Area (LGA)

Service category	Provider	Services offered	Location	Contact (Ph)	Website
Crisis & Emergency	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	Not applicable	07 3222 6666	https://www.salvationarmy.org.au/

		centres that they operate.			
	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	Chameleon Housing – Redcliffe	Crisis accommodation for 15-17year olds who are homeless or at risk of becoming homeless	Redcliffe QLD 4020	07 3284 4805	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

	Moreton Bay Housing Service Centre	Social housing assistance	Level 5, Caboolture Square Shopping Centre, 60-78 King Street, Caboolture QLD 4510	07 5432 0700	http://www.hpw.qld.gov.au/Pages/home.aspx
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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	Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) - Caboolture	Comprehensive primary health care and community wellbeing	5 James Street, Caboolture QLD 4510	07 5428 5855	https://www.moretonatsichs.org.au/about/
	Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) – Deception Bay	Comprehensive primary health care and community wellbeing	Shop 3, 675 Deception Bay Road, Deception Bay QLD 4058	07 3049 2299	https://www.moretonatsichs.org.au/about/

	Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) – Morayfield	Comprehensive primary health care and community wellbeing	10-20 Walkers Road, Morayfield QLD 4506	07 5429 1000	https://www.moretonatsichs.org.au/about/
	Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) – Strathpine	Comprehensive primary health care and community wellbeing	6/199 Gympie Road (Mecklem Street), Strathpine QLD 4500	07 3897 0500	https://www.moretonatsichs.org.au/about/
	Brisbane North PHN	Listings of local health and related providers	Not applicable	07 3630 7300	https://brisbanenorthphn.org.au
	Metro North Hospital & Health Service	Full listings of services, centres and hospitals within the Metro North Hospital & Health Service District	Not applicable	In an emergency call 000. For non-urgent health advice call 13 43 25 84 (13 HEALTH)	https://metronorth.health.qld.gov.au/hospitals-services
	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

	Community Health Services – Strathpine	Queensland Government service. Comprehensive frontline health services.	568 Gympie Road, Strathpine QLD 4500	07 3817 6333	Not applicable
	Community Health Centre – Caboolture	Queensland Government service. Comprehensive frontline health services.	McKean Street, Caboolture QLD 4510	07 5433 8300	Not applicable
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 &	Beyond blue	Online and phone counselling/support with a trained mental health professional	Not applicable	1300 22 4636	https://www.beyondblue.org.au/

emotional wellbeing	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/
	Centre Against Domestic Abuse, Caboolture Regional Domestic Violence Service Inc.	Offers free confidential face to face and telephone counselling for victims of domestic violence, including children	Not listed	07 5498 9533	https://www.cada.org.au/
	Family and Relationship Services – Redcliffe	Offer counselling, resources and referral to women who have or are experiencing domestic violence	Lamington Drive, Redcliffe QLD 4020	07 3284 3081	Not listed
Legal assistance & information	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/

	Aboriginal & Torres Strait Islander Legal Service Queensland – Strathpine	Legal advice, assistance and information	Shop 10D Strathpine Shopping Plaza, 445-551 Gympie Road, Strathpine QLD 4500	07 3205 1253	http://www.atsils.org.au/
	Legal Aid Commission Centre – Caboolture	Legal advice, information and assistance	42 King Street, Suite 7, Ground Floor, Caboolture QLD 4510	1300 651 188	http://www.legalaid.qld.gov.au/Home
	Moreton Bay Regional Community Legal Service Inc.	Legal advice, information and assistance	9 George Street, Caboolture QLD 4510	07 5495 5916	http://www.mbrcls.org.au/
	Pine Rivers Community Legal Service – Strathpine	General legal advice and information	3/481 Gympie Road, Strathpine QLD 4500	07 3881 3500	http://encircle.org.au/contact/
Welfare and general	Bribie Island and District Neighbourhood Centre	Emergency relief, information and referrals, and other frontline individual and family services	9 Verdoni Street, Bellara QLD 4507	07 3408 8440	Not listed

community relief	Caboolture Community Care Inc.	Crisis assistance, including food, chemist and transport vouchers, as well as utility assistance, advocacy etc.	George Street Community Place, 9 George Street, Caboolture QLD 4510	07 5495 6400	https://caboolturecommunitycare.org.au/
	Moreton Bay Regional Community Response	Meals and support	111 Station Road, Burpengary QLD 4505	0466 647 006 or 0400 420 449	Not listed
	Pine Rivers Neighbourhood Centre	Information, advice, emergency relief, referral and advocacy etc.	865 Gympie Road, Lawnton QLD 4501	07 3889 0063	http://encircle.org.au/contact
Youth services	Headspace – Redcliffe	One stop shop for wrap-around supports for young people aged between 12 and 25 years	457 Oxley Avenue, Redcliffe QLD 4020	07 3897 1897	https://headspace.org.au/headspace-centres/redcliffe/
	PCYC Queensland	Delivers broad range of youth focused activities and programs	See website for nearest club location	07 3909 9555	https://www.pcyq.org.au/find-your-pcyq/
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

	Caboolture Child Safety Service Centre	Child safety service centre	33 King Street, Level 2, Caboolture QLD 4510	07 5490 1000	https://www.csyw.qld.gov.au/
	Redcliffe Child Safety Service Centre	Child safety service centre	59 High Street, Kippa-Ring QLD 4021	07 3884 1388	https://www.csyw.qld.gov.au/
	Strathpine Child Safety Service Centre	Child safety service centre	328 Gympie Road, Level 1, Strathpine QLD 4500	07 3881 7600	https://www.csyw.qld.gov.au/
	Deception Bay Neighbourhood Centre Inc.	Child and family support	24 Endeavour Street, Deception Bay QLD 4508	07 3204 2022	http://www.dbnc.org.au
	Child Youth and Family Health Services – Deception Bay	Child and family health services and supports	Shop 27 Deception Bay Shopping Centre, Deception Bay Road, Deception Bay QLD 4508	07 3884 1333	https://www.health.qld.gov.au/
	Child Youth and Family Health Services – Redcliffe	Child and family health services and supports	14 Sheehan Street, Redcliffe QLD 4020	07 3897 6300	https://www.health.qld.gov.au/
	Children's Health Queensland HHS – Strathpine	Comprehensive assessment, treatment and management for children and young people up to 18 years with severe/complex mental health conditions	Strathpine QLD 4500	07 3817 6380	https://www.childrens.health.qld.gov.au/

Drug and alcohol	Quitline – Statewide	24hour information and support line for people who want to give up smoking	Not applicable	13 78 48	http://www.quitnow.gov.au/
	Community Health Services – Strathpine	Drug and alcohol services	568 Gympie Road, Strathpine QLD 4500	07 3817 6333	Not applicable
	Lives Lived Well – Caboolture	Caboolture office is the main office for Brisbane North services hub. Other sites include: Deception Bay; Strathpine; Redcliffe. Drug and alcohol services.	Level 1, 19 Hasking Street, Caboolture QLD 4510	1300 727 957	https://www.liveslivedwell.org.au/
Cultural services	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, 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/