



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

Updated June 2019

Crisis response / summary referral guide

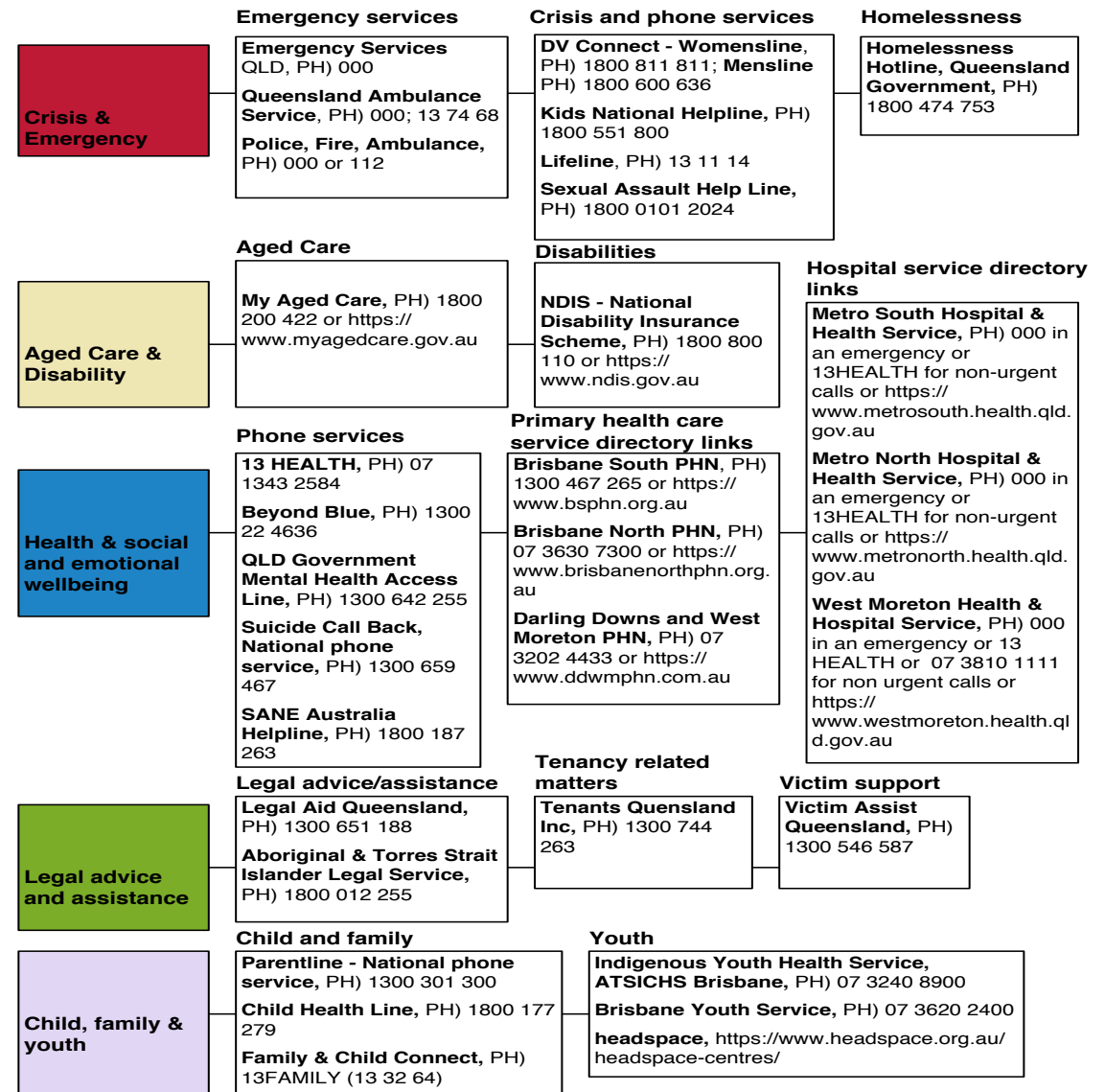




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BATSICCHA Community Services Directory – Redlands Local Government Area (LGA)

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	Bayside Housing Service Centre, Department of Housing & Public Works	Social housing assistance	Shop 3, 8 Dollery Road, Capalaba QLD 4157	07 3034 9800	Not applicable
	North Stradbroke Island Aboriginal & Islanders Housing Coop	Provide low cost rental houses and flats for Aboriginal and Islander members of the community	18 Welsby Street, Dunwich QLD 4183	07 3409 9340	Not listed

	Society				
	Homeless Hotline, Queensland State Government	Phone information and referral service for people who are experiencing homelessness	Not applicable	1800 474 753	http://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	Yulu-Burri-Ba Aboriginal Corporation for Community Health – Stradbroke Island	Comprehensive primary health care and wellbeing in the local community	16 Dickson Way, Dunwich QLD 4183	07 3409 9596	https://www.ybb.com.au/
	Yulu-Burri-Ba Aboriginal Corporation for Community Health – Capalaba	Comprehensive primary health care and wellbeing in the local community	Shop 2 & 3, 1 Finucane Road, Capalaba QLD 4157	07 3900 7800	https://www.ybb.com.au/
	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	https://www.metrosouth.health.qld.gov.au/hospitals-and-centres

				HEALTH)	
	Brisbane South PHN	Listings of local health and related providers	Not applicable	1300 467 265	https://bsphn.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

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/
Legal assistance & information	Aboriginal & Torres Strait Islander Legal Service QLD – Cleveland	Legal advice, information and assistance	69 Haggup Street, Cleveland QLD 4163	07 3025 3888	http://www.atsils.org.au/

Redland Legal Pty Ltd	Legal aid for many types of legal services	5/160 Broadwater Terrace, Redland Bay QLD 4165	07 3829 3503	
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 community relief	Love and Hope Redlands	Support to local community, including food, clothing, blankets etc.	Capalaba QLD 4157	0444 576 533	http://www.loveandhoperedlands.com.au
	Night Ninjas Inc.	Provide a night feed in Redlands each Monday night	Capalaba LD 4157	0417 688 926	https://www.nighninjas.com.au/
	Redlands Community Centre	Wide range of individual and family support services	29 Loraine Street, Capalaba QLD 4157	07 3245 2117	http://redlandcommunitycentre.org/
	Redlands Centre for Women	Education, empowerment and connection	27 Waterloo Street, Cleveland QLD 4163	07 3461 7097	http://www.redlandscentreformen.com/
Youth services	Headspace – Capalaba	One stop shop for young people aged 12*25years	29-37 Moreton Bay Road, Capalaba QLD 4157	1800 851 274	https://headspace.org.au/headspace-centres/capalaba/

	Redlands Youth Intensive Support Program	Aims to extend the reach of quality, timely and age appropriate mental health services in the Redlands region	77 Shore Street West, Cleveland QLD 4163	07 3446 6500	https://www.aftercare.com.au
	PCYC Queensland	Delivers broad range of youth focused activities and programs	See website to locate your closest club	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
	Yulu-Burri-Ba Aboriginal Corporation for Community Health – Stradbroke Island	Family wellbeing services	16 Dickson Way, Dunwich QLD 4183	07 3409 9596	https://www.ybb.com.au/
	Yulu-Burri-Ba Aboriginal Corporation for Community Health – Capalaba	Family wellbeing services	Shop 2 & 3, 1 Finucane Road, Capalaba QLD 4157	07 3900 7800	https://www.ybb.com.au/

	Bayside Child Safety Service Centre, Department of Child Safety, Youth and women	Child safety service centre	Office 2, Lower Level, Capalaba Central Shopping Centre, 38-62 Moreton Bay Road, Capalaba 4157	07 3843 8850	https://www.csyw.qld.gov.au/
Drug and alcohol	Marie Rose Centre, Metro South HHS	24hour accident and emergency service. Alcohol and drug service available.	Cnr Petrie & Oxley Parade, Dunwich QLD 4183	07 3409 9059	https://www.health.qld.gov.au/services/metrosouth/dunwich
	Metro South Addiction and Mental Health Service – Bayside Community Mental Health Centre	Drug and alcohol and mental health services available	24 Weippin Street, Cleveland QLD 4163	07 3825 6000	https://www.health.qld.gov.au/services/metrosouth/Redland-hsc
Culture services	COOEE Indigenous Family and Community Education Centre	Educates, advocates and provides cultural support within the community	69 Haggup Street, Cleveland QLD 4163	07 3134 2195	https://www.cooeeindigenouselders.com/contact
	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

	<p>Link Up QLD Aboriginal Corporation</p>	<p>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</p>	<p>3-5 Reid Street, Woolloongabb a QLD 4102</p>	<p>07 3636 0411</p>	<p>http://www.link-upqld.org.au/</p>
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