



Community
Information
Centre

TOWNSVILLE COMMUNITY SUPPORT SERVICES

This booklet includes contact information for the following Community Support Services:

- ◆ Accommodation
- ◆ Budgeting
- ◆ Domestic Violence
- ◆ Emergency Relief
- ◆ Counselling
- ◆ Legal Advice / Advocacy
- ◆ Neighbourhood Support
- ◆ Seniors
- ◆ Victims of Crime Support



SUPPORTED BY



40 YEARS SERVING THE COMMUNITY

ACKNOWLEDGMENTS

The Community Information Centre Townsville Inc. (CIC) acknowledges with appreciation and thanks:

The team of volunteers without whom this information could not be updated each year.

The Townsville City Council for their generous annual sponsorship and the provision of premises which allows the CIC to operate its services.

DISCLAIMER

Whilst every care has been taken to ensure that the information contained herein is as accurate as possible, the Community Information Centre Townsville Inc. takes no responsibility for any errors, omissions or other mistakes and specifically denies any liability whatsoever for any damages resulting to any individuals or groups or organisations resulting from errors, omissions or other mistakes.

We apologise for any errors. If an error or omission is detected, please contact the Community Information Centre Townsville Inc. on 07 4771 4230 or cic@townsville.qld.gov.au.

Inclusion in this directory does not indicate that the CIC recommends these services. The CIC relies on organisations to provide accurate information about the services provided.

Community Information Centre Townsville Inc
Level 1 Northtown, 280 Flinders Street Townsville
PO Box 1314 Townsville 4810
4771 4230
cic@townsville.qld.gov.au
www.townsville.qld.gov.au/townsville/infocentre
www.facebook.com/CICTownsville

Updated July 2017

Accommodation:

Althea Projects

Ph: 4779 3332

Level 1, 296 Ross River Rd, Aitkenvale
Emergency 24-hour accommodation
for families and children in crisis.

Eva Kennedy Units

Ph: 4721 1766

36 Echlin Street, West End
Short term emergency
accommodation for single parents
and children.

FEAT (Family Emergency Accommodation Townsville)

Ph: 4772 1450 / 4772 2686

89 Perkins Street, South Townsville
Information, advice and referral for
families who are homeless or at risk
of homelessness.

Flora House Women's Shelter Yumba Meta Housing Assoc.

Ph: 4723 5611

Unit 2/565 Ross River Rd, Kirwan
Crisis accommodation for Aboriginal
and Torres Strait Islander women
and children experiencing domestic
violence.

Homelessness Service Hub – Red Cross

Ph: 4753 0600

12 Wickham Street, Townsville
Supports vulnerable people
experiencing, or at risk of
homelessness. Facilitates access to
accommodation and emergency
relief.

Housing Connections Service Hub

Ph: 4795 2980

296 Ross River Rd, Aitkenvale
Broad range of services for people
who are homeless, at risk of
homelessness or who have a
housing need.

Iona House Young Women's Shelter

Ph: 4775 9100, 4773 6202 (A/H)

Crisis accommodation for young
women 16-21years who are
homeless or at risk of becoming
homeless. Provides a safe and
secure environment to learn
independent living skills.

Iris Clay Hostel

Ph: 3151 8720

261-269 Sturt Street, Townsville
Affordable accommodation with 3
meals per day for people of
Aboriginal and Torres Strait Islander
background. 3 month limit on stays.

OZCARE Maria House

Ph: 1800 692 273

53 Mooney Street, Gulliver
Crisis accommodation for homeless
women and their children. Referrals
by phone, walk-ins or on-line referral.

OZCARE Men's Hostel

Ph: 1800 692 273

10 Blackwood Street, Townsville
Temporary accommodation/meals for
a maximum of 3 mths and support in
finding permanent accommodation.

Palm Island Community Company

Ph: 4791 4010

Mango Avenue, Palm Island
Short term accommodation and support (up to 3 months) for women and children experiencing domestic violence.

Seras Womens Shelter

Ph: 1800 811 811 / 4721 2888

Crisis accommodation for women and children experiencing domestic violence.

Share House Youth Accommodation Program

Ph: 4771 5346

Enq: 296 Ross River Rd, Aitkenvale
Provides crisis and medium-term accommodation support for young people aged 16-21yrs who are homeless or at risk of becoming homeless.

Specialist Homelessness Service (TAHS)

Ph: 4721 1766

36 Echlin Street, West End
Men's shelter / 18yrs plus / Single Women / Single Parent Family

Youth Shelter

49 Hugh Street, West End

Ph: 4721 6691

Temporary accommodation for young people 16-18yrs Primarily Aboriginal and Torres Strait Islander.

Womens Centre NQ Combined Women's Services

Ph: 4775 7555

50-52 Patrick St, Aitkenvale
Specialist homeless service and drop-in centre for women and children.

Budgeting:

Financial Information Service – Centrelink

Cnr Hervey Range Rd & Kern Bros Dr, Thuringowa Central

Ph: 13 23 00

Helps people make informed decisions about investment and financial issues for their current and future needs.

ICAN Financial Counselling

Unit 2/95 Denham Street, Townsville

Ph: 1300 698 878 / 4417 1900

Indigenous Consumer Assistance Program is a free and confidential service open to anyone with a financial problem or seeking general advice on dealing with debts or learning about saving.

Unitingcare Community

Ph: 1300 007 007

Financial counselling

Counselling:

Centacare North Queensland – Gambling Help Service

Ph: 4772 9000

410 Ross River Road, Cranbrook

Provides assistance, counselling and support to individuals and families experiencing the harmful effects of gambling.

Headspace Townsville

Ph: 4799 1799

Townsville Youth Hub, 2/14 Sporting Drive, Thuringowa Drive, Thuringowa

A free and confidential service for young people aged 12 – 25 years seeking help or advice about their physical or mental health concerns.

Lifeline 24 hour Crisis

Counselling

Ph: 13 11 14

Pregnancy Counselling Link

Ph: 1800 777 690

Provides telephone counselling for women, their partners and families on any concern relating to pregnancy, adoption or abortion.

Suicide Call Back Service

Ph: 1300 659 467

A nationwide service providing telephone counselling to people 18 years and over who are suicidal, caring for someone who is suicidal or for people bereaved by suicide.

Domestic Violence:

DVConnect Helpline

Womensline 1800 811 811

(24 hours, 7 days)

Mensline 1800 600 636

(9am to 12 midnight, 7 days)

North Queensland Domestic Violence Resource Service

Metway Arcade, 390 Flinders Street

Ph: 4721 2888

Provides direct support services and enhances the safety of anyone involved in domestic violence.

Queensland Indigenous Family Violence Legal Service (QIFVLS)

Level 1/62 Walker Street, Townsville

Ph: 1800 887 700 / 4724 3666

Supports Aboriginal and Torres Strait Islander women, children, men and other family members who have experienced domestic and family violence or sexual assault.

Seras Womens Shelter

Ph: 1800 811 811 / 4721 2888

Crisis accommodation for women and children experiencing domestic violence. Safety, support, information and assistance.

Emergency Relief:

Access Street Van

Ph: 0417 773 047

Operates throughout Townsville.
Mobile crews provide support, comfort, hope, information, encouragement, sandwiches, beverages and blankets. Van goes out Mon, Wed, Fri am, Fri night.

ADRA (Adventist Development and Relief Agency Australia)

Ph: 4779 3988

127 Francis Street, West End
Food parcels for families in crisis.
Friday 10am -10.30am

Ph: 0401 945 937

Community Kitchen offers free meals
2nd & 4th Thursday 7pm - 8:30pm

Central City Mission– Uniting Church

Ph: 4771 2584

73 Wills Street, Townsville
Food parcels available office hours.
Mon, Tues and Thurs
9am-12noon by Appointment

Northreach Baptist Church

PH: 4789 2918

Upper Ross PCYC, 43 Allambie Lane
Provision of food parcels.

Thursdays 9:30– 11:30am by Appt.

Nth Townsville Community Hub

Ph: 4751 6511

52 Palm Drive, Deeragun
Food parcels, emergency funds
when available.

Mon, Wed and Fri 9am—12noon

St Vincent de Paul Society

Ph: 4721 2030

Provision of food parcels, clothing
and furniture by appointment.
Monday to Friday 9am -12noon

Salvation Army - Salvos Connect

Ph: 1300 371 288

13 Madden Street, Aitkenvale
Wed and Thurs 9:30am-1pm

49 - 61 Beck Drive, Condon

Tuesday 9am -12:30pm

By appointment - Food, clothing,
household items and furniture.

Assessments made by phone.

Townsville Aboriginal & Torres Strait Islander Corp (TAIHS)

Ph: 4759 4000

57-59 Gordon Street, Garbutt
Provision of food parcels, (must
phone for appointment).

Tues & Thurs 9am-12noon

Available Mon to Fri 12:30-12:45pm

Wee Care (Althea Projects)

Ph: 4772 4499

9 First Street, Railway Estate
Provision of finance, food, school
supplies and uniforms for families
with children. By appointment.
Monday to Friday 9am-12noon

Women's Centre - NQ Combined Women's Services

Ph: 4775 7555

50-52 Patrick Street, Aitkenvale

Emergency relief when available for
women and children.

Mon, Tues, Thurs & Fri 9am-4:45pm

Wed 9am-12:30pm

Legal/Advocacy:

Aboriginal & Torres Strait Islander Legal Service Ltd.

Ph: 4722 5111

Level 2/143 Walker Street, Townsville
Provides legal aid to Aboriginal and Torres Strait Islanders in criminal, civil and family matters.

Aboriginal & Torres Strait Islander Womens Legal Service

Ph: 1800 082 600 / 4721 6007

Provides legal services to Aboriginal and Torres Strait Islander women and to parents and care givers of Aboriginal and Torres Strait Islander children.

Independent Advocacy Townsville

Ph: 1800 887 688 / 4725 2505

2/179-181 Ross River Rd Mundingburra
Provides advocacy support to individuals with a disability to redress injustices and to have meaningful lives in their communities.

Legal Advice Clinic

Ph: 4774 0144

Upper Ross Community Centre
1/43 Allambie Lane, Rasmussen
Provides free legal information, advice and referral to residents.

Legal Aid

Ph: 4760 7507

Level 3 Northtown, 280 Flinders St
Provides legal information, advice and representation to financially and socially disadvantaged people in the areas of criminal, family and civil law.

Queensland Aged & Disability Advocacy Inc (QADA)

1800 818 338

PO Box 245 Thuringowa Central
Provides support, information and education to enable people to understand and exercise their rights and responsibilities and to resolve their aged care and community care issues.

Seniors Legal and Support Service

Ph: 4721 5511

2/181 Sturt Street, Townsville
Provides legal advice, casework, advocacy and support for seniors experiencing or at risk of elder abuse or financial exploitation.

Townsville Community Legal Service

Ph: 4721 5511

2/181 Sturt Street, Townsville
Legal advice, information and referral.

Townsville Community Justice Group

Ph: 0432 288 795

Level 2 /137 Willis Street, Townsville
Provide monitoring, advocacy, referral and reporting services for mainly indigenous clients in the Magistrates Court.

Volunteer Court Support

Ph: 4721 1327

Magistrates Court 31 Walker Street
Offers information to all attending
Magistrates Court (including
defendants and their families, victims
and witnesses) enabling them to
negotiate their court experience with
greater confidence.

Welfare Rights Service – Townsville Community Legal Service ((TCLS)

Ph: 4721 5511

2/181 Sturt Street, Townsville
Offers advice, advocacy and
casework for people with appeals
against decisions of Government
Departments such as Centrelink.

Neighbourhood Support:

Emergency - 000

Police, Ambulance, Fire

Police Link 131 444

Non Urgent Property Crime

Qld Fire & Emergency

Level 1, 101 Sturt St, Townsville

Ph: 4796 9023 **Emergency: 000**

State Emergency Service

21-25 Green St, West End

Ph: 4722 0000

Seniors:

Aged Care Complaints Scheme

Level 4/235 Stanley Street, Townsville

Ph: 1800 550 552

Free service seeking to resolve
complaints and conduct
investigations into health, safety and/
or welfare of people receiving
residential aged care and community
care packages.

Centrelink

Ph: 13 23 00

Cnr Hervey Range Rd & Kern Bros
Dr, Thuringowa Central

Information on Finance, Age

Pension, Pensioner Concession

Cards and Commonwealth Seniors

Health Care Card.

Comlink

559 Flinders Street, Townsville

Ph: 4417 1700

Provides low cost transport for the
aged.

Elder Abuse Prevention Unit

Ph: 1300 651 192 Helpline

Free state-wide confidential
telephone information, support and
referral service. Callers may remain
anonymous.

Meals on Wheels – St Andrews

14 – 16 Rendle Street, Aitkenvale

Ph: 4728 1204

Provides meals to the aged and frail.

My Aged Care

Ph: 1800 200 422

Mon-Fri 8am—8pm Sat 10am-2pm

Provides information and help to access services in relation to help in your own home, after hospital (transition) care, respite for carers, residential aged care homes and short-term restorative care.

Seniors Enquiry Line

Ph: 1300 135 500

Information and referral service for Qld seniors, their families, friends.

Seniors Legal and Support Service

2/181 Sturt Street, Townsville

Ph: 4721 5511

Provides legal advice, casework, advocacy and support for seniors experiencing or at risk of elder abuse or financial exploitation.

Queensland Aged & Disability Advocacy Inc (QADA)

1800 818 338

PO Box 245 Thuringowa Central
Provides support, information and education to enable people to understand and exercise their rights and responsibilities and to resolve their aged care and community care.

Victims of Crime:

Qld Health Victim Support Service

Ph: 0429 621 764

59 Cambridge St, Vincent

Free service for victims of mentally ill offenders. Provides information, advocacy, counselling and support to victims and their families and others harmed or affected by an offence.

Qld Homicide Victim Support Group

Ph: 1800 774 744

In partnership with families, friends and other agencies, provides support to victims of homicide led by the experiences of other victims.

Victim Assist Queensland

Ph: 4760 7595

Townsville Court House, Level 1/31
Walker Street, Townsville

Links clients to support services and may assist with costs associated with acts of violence to assist recovery.

Victims Counselling and Support Service (VCSS) – Relationships Australia

Ph: 1300 139 703

745 Riverway Drive, Thuringowa Central
Assists people who have been affected by crime to manage the situation as best they can and to provide a range of counselling and support services. Provides a 24 hour telephone referral and information service and a range of free counselling and support services.



Informs ~ Assists ~ Connects

COMMUNITY INFORMATION CENTRE

The Community Information Centre is a community based not-for-profit organisation that has two permanent part time staff and boasts a pool of talented volunteers. The Centre has been providing information to Townsville residents for 40 years. The CIC is an important and valuable service in the Townsville region as we provide a telephone information and referral service, compile and publish numerous resource and information guides such as the Townsville Community Resource Directory, the Townsville Recreation Directory, Arts e-Bulletin, Active Living For Older Adults, Halls and Venues for Hire, New Residents Guide & pack.

Browse our online publications: <https://www.townsville.qld.gov.au/community-support/community-information-centre>

Arts E-bulletin – *monthly news from the arts & cultural Community*

North Queensland Arts Directory -features information on the arts within the region and can be browsed by Category, Subject or Organisation.

Community Directory – over 1900 entries including community, government, arts, sports, clubs & cultural organisations in Townsville

Learning Townsville Directory - this directory features information on a wide range of training initiatives, organisations and community groups that offer training products and information.

Halls & Venues for Hire

Townsville Community Directory

Townsville Mental Health Services Directory

Pop in to the Centre and have a look at our publications and brochures including:

Townsville Community Resource Directory

Information for New Residents packs (free)

Brochures on many of the activities and major services available in Townsville (free)

Townsville Recreation Directory

Contact us for your community information needs.

Community Information Centre Townsville Inc

Phone: 4771 4230

Email: cic@townsville.qld.gov.au

**[https://www.townsville.qld.gov.au/community-support/
community-information-centre](https://www.townsville.qld.gov.au/community-support/community-information-centre)**

Find us on Facebook

Level 1 Northtown, 280 Flinders Street, Townsville CBD