

AWLQ Community Services Directory - Gold Coast

CRISIS AND SUPPORT HELPLINES		
In case of an emergency, call Triple Zero (000) for Police, Fire or Ambulance.		
Alcoholics Anonymous	1300 222 222	
Assault Helpline	1800 010 120	
Crime Stoppers	1800 333 000	
Disaster Hotline	1800 606 000	
Domestic Violence 24 Hour Counselling	1800 811 811 or 1300 656 800	
Drug Arm 24 Hour Counselling	1300 656 800	
DV Connect	1800 811 811	
Financial First Aid	1800 007 007	
Gamblers Anonymous	1800 002 210	
Homeless Hotline	1800 474 753	
Kids Helpline	1800 551 800	
Lifeline	13 11 14	
Medcall After Hours	07 5531 1224	
Men's Line	1300 789 978	
Mental Health Access Line	1300 MH Call (1300 642 255)	
Parentline	1300 301 300	
SANE Australia Helpline	1800 187 263	
Suicide Call Back Service	1300 659 467	
HOMELESSNESS AND CRISIS ACCOMODATION		
Bannister House	07 5591 3492	Medium term accommodation for 16-19 years.
Blair Athol	93 Golden Four Drive, BILINGA 07 5579 6060	Emergency accommodation for men over 18 years. Crisis intervention and counselling, living skills, training, emotional support, practical assistance and advocacy. Budgeting and financial management. Call daily for vacancies
Cornerstone (St Vincent de Paul)	07 5552 5400	Information and referral pathways to support people experiencing homelessness as identified through the St Vincent de Paul Conferences.
Gold Coast Project for Homeless Youth	PO Box 2316, SOUTHPORT, 4215 www.homelessyouth.com.au Admin: 07 5591 3746 – Mon to Fri 8:30am to 4:30pm Lawson House: 07 5564 8360 – Mon to Sun 7:00am to 8:00pm Bill Hoyer House: 07 5537 6339 – Mon to Sun 7:00am to 8:00pm Jessica Dunne Lodge: 07 5574 6659 GCPHY Mobile Support: 5537 6090 – Mon to Fri 7:00am to 7:00pm	Accommodation and support options for young people 16-25 years who are homeless or at risk of homelessness. Immediate Accommodation: Lawson & Bill Hoyer Houses, 16-18 years (14 beds) <i>Transitional (Medium-Term) Housing:</i> Bannister House & Jessica Dunne Lodge, 16-19 years (12 beds)

		<p><i>Supported Transitional Accommodation for Youth (STAY) (8 beds)</i></p> <p><i>Mobile support service for young people 16-25 years at risk of homelessness.</i></p>
Gold Coast Housing Company	<p>PO Box 1156, ASHMORE CITY 07 5597 6300 www.gchousingco.com.au</p>	<p>Provides a range of community housing programs and affordable housing projects. Applicants must be registered with Department of Housing wait list.</p>
Gold Coast Youth Service- Housing and Support Program (HASP)	<p>15 Oak Avenue, MIAMI 07 5572 0400 www.goldcoastyouthservice.com</p>	<p>Access Intake Hours- 9:30am to 12:30pm Office Hours- Mon to Fri 9:00am- 5:00pm Externally supported accommodation for young people 16-21 years (including single parents). 12 bed available.</p>
Homeless Hotline	<p>1800 474 753</p>	<p>Phone information and referral service experiencing homelessness or at risk of homelessness.</p>
Homeless Health Outreach Team (HHOT)	<p>1300 MH CALL (1300 642 255) 0403 608 297 (active until 9pm each night)</p>	<p>Provides assessment, care co-ordination and clinical intervention for homeless persons experiencing mental illness</p>
Gold Coast Youth Service – Housing & Support Program (HASP)	<p>15 Oak Avenue, MIAMI 07 5572 0400 www.goldcoastyouthservice.com</p>	<p>Access Intake hours – 9:30am to 12:30pm. Office hours – Mon to Fri 9:00am to 5:00pm. Externally supported accommodation for young people 16-21 years (including single parents). 12 beds available.</p>
Majella House	<p>1800 811 811</p>	<p>Immediate supported accommodation for women and children escaping domestic violence (DV Refuge(. 4x4 bed, 1x6 bed, 1x3 bed, exit house</p>
Newlife Care Street Care	<p>4 Greenwich Court, ROBINA 07 5593 3262 admin@newlifecare.nu www.newlifecare.nu</p>	<p>Street swags, food hampers, clothing and household items can be provided. Community support available as needed.</p>
Orange Sky Laundry	<p>VARIOUS LOCATIONS 0467 239 214 or 0424 054 113 goldcoast@orangeskylaundry.com.au</p>	<p>Free laundry service for people who are homeless. Call or email for timetable.</p>
Ozcare - Gold Coast Family Accommodation Support Service	<p>3 Frinton Street, SOUTHPORT 07 5519 0323 www.ozcare.org.au</p>	<p>Short-term crisis accommodation for families homeless or at risk of homelessness. Call daily for vacancies and further information.</p>
Queensland Homelessness	<p>07 3224 4144 www.hpw.qld.gov.au</p>	<p>Phone service available to provide update information about “real time” housing vacancies in QLD. Contact</p>

Information Platform (QHIP)		details can be recorded on the QHIP system. Mon to Fri 8:30am to 5:00pm.
Salvation Army Stillwaters	173 Wardoo Street, SOUTHPORT 07 5591 1776	Crisis transitional supported accommodation for women and children (under 12 years) and single women (18 years and over) homeless or at risk of homelessness. Call daily for vacancies. 27 beds & 7 families.
St John's Crisis Centre (Surfers Paradise Anglican Crisis Centre)	36 Hamilton Avenue, SURFERS PARADISE 07 5531 6013	St John's Drop-In Centre Provides meals – Mon to Fri 11:30am to 12:30pm and Sat 7:30am to 8:30am. Access to daily laundry, shower facilities, support from housing services, Centrelink, financial planning, an employment consultant, dental care and monthly hairdresser/barber. Hancock Homes - Immediate supported accommodation for single homeless men (8 beds).
The Sanctuary Refuge - (pet friendly)	PO Box 9 Elanora QLD 4221 admin@sanctuaryrefuge.com.au https://sanctuaryrefuge.com.au	Provides shelter, counselling, education, and support for women, children and pets escaping domestic violence.
Uniting Care Community – Gold Coast Homelessness Hub	Southern Services – Gold Coast Homelessness Hub and Blair Athol 93 Golden Four Drive, BILINGA 07 5579 6060 Northern Services – Bryant Place 106 Frank Street, LABRADOR 07 5579 6071 www.uccommunity.org.au/gold-coasthomelessness-service Hours of operation: Office – Mon to Fri 9am to 5pm Mobile – Mon to Fri 9am to 3:30pm Centres – 24hrs, 365 days	Gold Coast Homelessness Hub Single point of referral for all services on the Gold Coast. Primarily phone-based but can take walk-ins. Also offers a mobile outreach service for people who may be sleeping rough or at-risk of homelessness. Operates mobile street library at various locations. Offers referrals to crisis accommodation, rental accommodation or subsidised rental accommodation. Some short-term case management support available. Blair Athol (6 beds, 10 units) Crisis accommodation for up to six homeless men. Staffed 24/7. Long term objective is for people to secure permanent & affordable accommodation. Service also has 10 “offsite” crisis accommodation properties. Access to emergency relief. Bryant Place (12 beds) Immediate supported accommodation for men who have been long-term homeless (minimum of 12 months). Housing Options Program for Young People (HPPYPs) Assists young people (16 to 25 years) to transition from homelessness to being housed.

HOUSING AND TENANCY		
Churches of Christ Housing Services	5539 7655	Long term community housing, NRAS and transitional housing.
Department of Housing – Gold Coast Housing Service Centre	ROBINA TOWN CENTRE Shop 80, Bazaar Street, ROBINA PO Box 4059, Robina Town Centre, 4226 07 5645 8116 gchousing@hpw.qld.gov.au	Housing assistance including; temporary or longterm housing, social housing or private rental accommodation, applying for bond loans or rental grants to help meet the costs of moving into rental accommodation and sustaining existing tenancies.
Families Back On Track	104-112 Allied Drive, ARUNDEL 07 5552 5400	Supported transitional housing for single parent families at risk of homelessness. Referral required from Department of Housing. 27 units available.
Horizon Housing	1300 133 027 07 5578 9522 (Fax) Head Office Suite 101, Level 1, Campus Alpha 2 Investigator Drive, ROBINA hhc@horizonhousing.com.au www.horizonhousing.com.au www.dss.gov.au (NRAS)	Social Housing Programs: Transitional housing options – referrals are made by Department of Housing. Affordable Housing Programs: Provider of the Rental National Affordability Scheme (NRAS) – applicants must be registered with Department of Housing before applying for NRAS properties.
Kalwun Development Corporation	Level 1, 14 Cassia Drive, VARSITY LAKES 07 5578 3434 headoffice@kalwun.com.au	Housing assistance – no emergency accommodation available.
Queensland Statewide Tenant Advice & Referral Service (QSTARS)	NORTHERN OFFICE 34 Railway Street, SOUTHPORT (behind CSI) SOUTHERN OFFICE 4/1051 Gold Coast Highway, PALM BEACH 1300 744 263 http://qstars.org.au	Free rental advocacy service. Self-referral process. Can assist with TICA removals and QCAT applications. Thurs & Fri 9:00am to 5:00pm. Extended hours to 7:00pm Tues & Wed
Rent Connect	Robina Housing Service Centre ROBINA TOWN CENTRE Shop 80, Bazaar Street, ROBINA 07 5645 8116 hhsrentconnectrobina@hpw.qld.gov.au	Assisting families to find and secure a home to rent in the private market. Specifically targeted at families struggling to access private rentals due to non-financial barriers.
Residential Tenancies Authority (RTA)	GPO Box 390, BRISBANE, 4001 1300 366 311 www.rta.qld.gov.au	General tenancy advice and information. Range of information for tenants and lessors about renting in Queensland. Can assist with complaints.
STARH Project (Wesley Mission)	208 Highfield Drive, ROBINA 07 5569 1838 starh.intake@wmq.org.au	Intake Mon to Thurs 9:00am to 12:00pm. Early intervention housing service and case management service to assist families to maintain their accommodation
Wesley Mission – Specialist Youth Housing Service	94-112 Fryar Road, EAGLEBY 07 3807 7988 www.wmb.org.au	Provides young people with transitional supported accommodation. Properties available in Southport area.

YCare (YMCA Housing)	07 5503 7440	Community Housing Provider of Affordable Housing of 109 units of accommodation (1 bedroom & studio units) available at Nerang (low rental cost for eligible persons assessed by Department of Housing).
CHILD SAFETY		
Department of Child Safety, Youth & Women REGIONAL INTAKE SERVICE (SOUTH-EAST)	1300 679 849 http://www.communities.qld.gov.au/childsafety	The Regional Intake Service (RIS) is the contact point when you have concerns for a child and suspect that a child is being harmed or is at risk of future harm. When you ring RIS your details will be confidential and your identity (if provided) will be protected by law. Mon to Fri 9:00am to 5:00pm.
Department of Child Safety, Youth & Women AFTER HOURS SERVICE	07 3235 9999 1800 177 135 (Free call – Queensland only) http://www.communities.qld.gov.au/childsafety	Outside business hours contact point when you are concerned a child has been harmed or is at risk of harm.
Gold Coast Assessment and In Home Support Centre	24 White Street, NERANG 07 5675 4400	Mon to Fri 9:00am to 5:00pm. Please refer to A/H number outside of these hours
COMMUNITY AND NEIGHBORHOOD CENTRES		
City of Gold Coast Community Centres	VARIOUS LOCATIONS 1300 465 326 www.goldcoast.qld.gov.au/community/community-centres	There are over 40 community centres on the Gold Coast
Nerang Neighbourhood Centre	29 Martin Street, NERANG 07 5578 2457 www.nncinc.com.au Drug & Alcohol Gold Coast Community Legal Centre 07 5532 9611	A variety of services for individuals, family and community. Mon to Fri 9:00am to 4:00pm. Legal Aid Tues/Thurs (require referral from GC Community Legal Centre). Mon to Fri 8:30am to 5:00pm. Food Bank Thurs 1:30pm to 4:00pm & Fri 8:00am to 10:30am (Reserve \$20 food boxes by Wed 4:00pm)
Palm Beach Neighbourhood Centre	16 Third Avenue, PALM BEACH 07 5598 1505 www.palmbeachnc.org.au	Individual, family and community support for those living in the southern Gold Coast area
Studio Village Community Services	87 Village Way, Studio Village, OXFENFORD 07 5529 8253 www.studiovillage.com.au	Supports families and individuals. Provides information, referrals, counselling and parent education. Social Worker available. Please call centre for parenting and playgroup timetables.
COUNSELLING – ADULT, FAMILY AND CHILDREN		
NOTE: Some Community and Neighbourhood Centres offer individual and family counselling.		
Centacare Family & Relationship Services	50 Fairway Drive, CLEAR ISLAND WATERS 07 5527 7211 or 1300 236 822 Outreach services available at Southport, Upper Coomera and Beenleigh www.centacarebrisbane.net.au	Family, relationship & individual counselling available. Counselling for children (over 5) & adolescents available. Parenting programs & Men's Behavioural Change Program.

Change Futures	Palm Beach Neighbourhood Centre 16 Third Avenue, PALM BEACH 07 3857 0847 info@changeutures.org.au www.changeutures.org.au	Not-for-profit psychology practice working with children (pre-school age and over), adults and families. Referrals accepted through GP with a Mental Health Care Plan and bulk-billing available for Health Care card holders. Can see children at school.
Compassion Services	7/9 Sir John Overall Drive, HELENSVALE 07 5529 7255 www.compassionservices.com.au	Provides counselling, support groups, social support. Services by appointment. Mon to Fri 9:00am to 5:00pm.
Emotional Healing for Women & Youth	SOUTHERN GOLD COAST 0418 845 178 (Bernadette Desmond)	Counselling for women and youth. Groups and short courses also run.
Family Relationships Centre	11/207 Currumburra Road, ASHMORE 07 5656 1700 or 1300 236 822 www.centacarebrisbane.net.au	Mediation services for separated families. Helping families build better relationships and assisting them through separation.
Family Relationships Advice Line	1800 050 321 www.familyrelationships.gov.au	Telephone service to assist families with information, advice and referral to overcome relationship difficulties or through separation/family dispute resolution. Information about time with children & parenting orders.
Men & Family Counselling and Consultancy	07 5559 1303 or 0411 144 519 www.menandfamilycounselling.com.au	Medicare bulk billing and rebates available. Crisis appointments available
Uniting Care Community – Child, Youth and Family Services	2741 Gold Coast Highway, BROADBEACH 5579 6000 (face to face counselling) 13 11 14 (24 hour telephone counselling)	Counselling support provided for families and children suffering crisis or emotional distress. Courses also run for children, men, women, parents and youth.
Veterans & Veterans Family Counselling Service	12 Short Street, SOUTHPORT 1800 011 046 www.dva.gov.au/health/wcs	Counselling service to help veterans and their families on personal, social and health problems. Mon to Fri 8:30am to 4:30pm.
Act for Kids- Flourish	Act for Kids Building 31 Olsen Avenue, LABRADOR 07 5656 8600 (Intake Enquiries)	Centre-based counselling for children 0-17 years old who have experienced harm or are at risk of harm. Group programs also available.

DISABILITY		
Afford Disability Services	4a/45 Nind Street, SOUTHPORT 1300 278 996 www.afford.com.au	Provide respite care, day programs, access to allied health services and support coordination
Autism Gold Coast Inc.	Cottage in Cascade Gardens 2730 Gold Coast Highway, BROADBEACH PO Box 2272, BURLEIGH HEADS, 4220 07 5539 9903 www.autismgoldcoast.com.au admin@autismgoldcoast.com.au	Supporting families of children and adults on the ASD spectrum. Services include resource library, telephone support, email/newsletters, support groups, playgroups and workshops.
Blue care Allied Health Service	5/46 Smith Street, SOUTHPORT 07 5555 4444 www.bluecare.org.au	Offers professional allied health services to individuals.
Carer Advisory Service	PO Box 1798, HOLLAND PARK, 4121 1800 242 636	Provides information and support to carers in the home. Offers support, information and counselling.
Commonwealth Carelink Respite Centre	23 Main Street, VARSITY LAKES 1800 052 222	Information about community care programs, respite care, nursing care and household help.
Home and Community Care (HACC)	GOLD COAST 1800 600 300 www.qld.gov.au/communitycare	Queensland Community Care services for people under 65 with a disability (under 50 years for Aboriginal and Torres Strait Islander people).
Home Assist/Secure	07 5538 1947 – GOLD COAST CENTRAL 07 5531 3502 – GOLD COAST NORTH 07 5598 1073 – GOLD COAST SOUTH	Provides information and assistance on home repairs, minor modifications, maintenance and security for people over 60 with a disability.
National Disability Insurance Scheme (NDIS)	1800 800 110 www.communities.qld.gov.au/disability1connect-queensland/national-disability1insurance-scheme	NDIS is how eligible Queenslanders with disability are accessing the services they need to live an ordinary life. NDIS provides people with permanent and significant disability with reasonable and necessary supports to help them achieve goals.
Ozcare In-Home Care and Respite	PO Box 4094, ROBINA TOWN CENTRE 07 5569 6200 www.ozcare.org.au	Community nursing, access to in-home care and respite, day respite centres and other support systems.
DOMESTIC VIOLENCE		
1800RESPECT	1800 737 732 www.1800respect.org.au	Confidential information, counselling and support service supporting people impacted by sexual assault and domestic and family violence.
DV Connect	1800 811 811	Confidential; 24 hours; counselling and refuge information
Centacare	07 5527 7211- CLEAR ISLAND WATERS 07 5556 9900- ASHMORE	Counselling and programs (some specific to DV) for men, women and children
Domestic Violence Prevention Centre (DVPC)	PO Box 409, SOUTHPORT, 4215 07 5591 4222 (Administration) 07 5532 9000 (Counselling) www.domesticviolence.com.au	Support service for women and children experiencing domestic violence (historically or currently). Also provides Southport Court Support – Level 2
Family Relationship Advice Line	1800 050 321	Information, advice and referral pathways.

Majella House	1800 811 811	Immediate supported accommodation for women and children escaping domestic violence (DV Refuge). 4x4 bed, 1x6 bed, 1x3 bed, exit house.
Men's Line– DV Connect	1800 600 636 9:00am to midnight.	Information and advice.
DRUGS AND ALCOHOL		
Alcohol and Drug Information Service	1800 177 833	24 hour telephone counselling and information service
Alcoholics Anonymous	07 5591 2062 www.aa.org.au	Mon to Sun 9:00am to 9:00pm. Offers support to all persons with any alcohol related problem. Groups meet EVERY day all over the Gold Coast. Meeting lists available on the website
AODS (Alcohol & Other Drug Services) – Central Gold Coast	Southport Health Precinct Level 4, 16-30 High Street, SOUTHPORT 07 5687 7062	Confidential specialist alcohol and drug service providing referral/treatment/relapse prevention/case management and counselling. Mon to Fri 8:00am to 4:30pm
Drug Arm	30/3-15 Jackman Street, SOUTHPORT 07 5532 0717 www.drugarm.com.au	Provides clinical & psychosocial interventions for people requiring alcohol & drug services. Support also available for people with dual-diagnosis of anxiety or depression.
Family Drug Support (FDS)	1300 368 186	Support groups and programs for family members impacted by a person's substance misuse.
QUIHN Programs Needle and Syringe Positive Change Treehouse	12/99 West Burleigh Road, BURLEIGH HEADS 07 5520 7900 www.quihn.org.au	Counselling and therapeutic support for people affected by illicit drug use seeking to reduce or cease drug use.
Salvation Army Fairhaven (Gold Coast Recovery Services)	173 Wardoo Street, SOUTHPORT 1300 111 827 168 Macdonnell Road, EAGLE HEIGHTS 07 5630 7939	Residential and detox drug and alcohol rehabilitation (Eagle Heights). Assessment, referral, after care and transitional housing programs from "Pathways" (Southport).
EMPLOYMENT		
Centrelink	GOLD COAST Employment Services - 132 850 Youth and Students - 132 490 Families and Parents - 136 150 Disability, Sickness and Carers - 132 717 www.humanservices.gov.au	Offers a range of services from training assistance schemes to linked job vacancy boards. Centrelink also provides a social work service working across three sites – Biggera Waters, Nerang & Palm Beach
CRS Australia	07 5583 0600 – BUNDALL 07 5569 3300 – COOLANGATTA www.crsaaustralia.gov.au	On job work training for people with disabilities. Return to work programs, injury prevention and training