



COMMUNITY REFERRAL GUIDE

Bayside Community Legal Service

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Contents

Family and Domestic Violence and Sexual Assault Services	2
Crisis Service (food, homelessness accommodation)	7
Addiction Support	10
Relationship and Family Support	12
Mental Health and Counselling Services (for emergencies call 000)	13
Victim Support	14
Employment	15
Financial Support and counseling Services	15
Community Services	16
Disability and Elder Support	17

Family and Domestic Violence and Sexual Assault Services

Area	Organisation	Phone	Address	Website	Notes
Domestic Violence	1800 Respect	1800 737 732 (24/7 helpline)		https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling	<ul style="list-style-type: none"> • Counselling service in areas of sexual, domestic and family violence • Counsellors work with persons to identify what can be done and to find the right services or support. <p>Access to counselling via phone or online chat.</p>
Domestic Violence	Beyond DV	no phone – referred through other DV orgs. DV Connect	6/15 Woomba Place, Mooloolaba QLD, 4557	https://www.beyonddv.org.au/	<ul style="list-style-type: none"> • Beyond DV has several different programs to provide support to women and children impacted by domestic violence that are trying to rebuild their lives. This includes: <ol style="list-style-type: none"> 1. Hope 4 Life Youth Program: 2. Time Out: free of charge personal development workshops to help domestic violence survivors focus on healing. • Bright Start: helps children transition into new schools after relocating from a DV situation. Referred through recognized DV service providers.
Domestic Violence	Brisbane Domestic Violence Service (BDVS)	3217 2544 (24/7)		https://bdvs.org.au/	<ul style="list-style-type: none"> • BDVS Safer Lives Mobile Service – 24 hr crisis service to support women and children to access safety in refuge, QPS and Qld Health within Brisbane City Council region • BDVS Safer Options and Support – specialist support and advocacy • Provision of programs such as DFV Financial Advocacy

					<ul style="list-style-type: none"> • BDVS Safer Families Initiative – support to children aged 6-17 years impacted by family and domestic violence
DVAC (Ipswich)	Domestic Violence Action Centre	(07) 3816 3000		https://dvac.org.au/	<ul style="list-style-type: none"> • Telephone information, referral, advocacy and support services to women, children, and young people. • Court support for Ipswich, Gatton, Toogoolawah, Toowoomba, Warwick, Stanthorpe, Goondiwindi, Chinchilla, Pittsworth, Dalby, and Oakey Courts. • Counselling and support services, Group work for women, children, and young people. • Safety upgrades for women wanting to stay in their homes. • Support for young people who have been impacted by domestic and family violence and sexual assault • Men's Behaviour Change Program (Toowoomba only). • Limited emergency relief: DVAC can provide some limited emergency relief packages on a case-by-case basis and do have a separate waiting room for clients to wait for refuge etc.
Domestic Violence	DV Connect Mensline	1800 600 636		https://www.dvconnect.org/mensline/	<ul style="list-style-type: none"> • Free, confidential telephone counselling, referral, information and support service for Queenslanders who identify as male and may be experiencing or using domestic and family violence

					(available 9am until midnight, 7 days a week)
Domestic Violence	DV Connect Womensline	1800 811 811		https://www.dvconnect.org/womensline/	<ul style="list-style-type: none"> Statewide 24/7 crisis phonenumber providing confidential advice and counselling as well as referral to crisis accommodation for women and children escaping family violence
Domestic Violence and Sexual Assault	Immigrant Women's Support Service (IWSS)	3846 3490		http://www.iwss.org.au/	<ul style="list-style-type: none"> Provides emotional and practical support for women from culturally diverse backgrounds who have experienced domestic violence or sexual assault Crisis and ongoing support
Domestic Violence	Men & Co. Services	(07) 3439 8640 or email enquiries@menandcoservices.org.au	Unit 2, 2-4 Steel Street, Capalaba Qld.	www.menandcoservices.org.au	<ul style="list-style-type: none"> Men & Co. Services offers practical tools that support men and young men with their health, wellbeing and positive behaviors. Counselling, DFV programs, court assistance and parenting programs for men Weekdays 9am-4pm
General care/support services for female survivors of Domestic Violence	Open Haven	0451 533 237	Ask for address via phone	https://www.openhaven.org.au/	<ul style="list-style-type: none"> 'open house' program, where clients meet weekly to share their stories, and with a case worker to update their 'Restoration Plans' (which are established on first meeting, planning for future etc.) learning to drive programs, English language learning support, hampers for women in need, etc.
Aboriginal and Torres Strait Islander in relation to family violence and sexual assault	Queensland Indigenous Family Violence Legal Service	1800 88 77 00	201 Wickham Terrace, Spring Hill	http://www.qifvls.com.au/	Provides free, culturally appropriate support to Aboriginal and Torres Strait Islander peoples and communities suffering from the effects of family violence and sexual assault.

					<p>Services:</p> <ul style="list-style-type: none"> • Legal support, advice and representation • Casework assistance • Court support • Law reform and advocacy • Information, support and referral services • Community engagement • Early intervention and prevention • Community legal education • Areas of law: Domestic and Family Violence Victim Support Family Law Child Protection Victims Compensation Witness Assistance Law
Domestic Violence	The Centre for Women & Co	3050 3060 (option 2 for Logan Central, option 3 for Cleveland)	29 City Road Beenleigh QLD 4207, with other locations in Cleveland and Logan Central	https://centreforwomen.org.au/	<ul style="list-style-type: none"> • Offers women's specialist domestic violence counselling services free for people who live or work in the Logan/Beenleigh and Redlands regions • Offer children's (11-17 yrs) DFV counselling based at Logan Central (current wait list is approx. two months) • Have a crisis response team over the phone or face to face who offer: information, safety planning and support, referral to safe accommodation and other services if required • Provide court support for women and women's advocacy at Cleveland Magistrates Court and Wynnum Magistrates court

					<ul style="list-style-type: none"> • Also provide stand-alone men's DV services
Domestic Violence and Separation	Women's Safety After Separation (WSAS)	1800 758 150		http://www.ncsmc.org.au/wsas3/	<p>Online resource for women facing separation, particularly where there is violence and abuse.</p> <ul style="list-style-type: none"> • Information includes online safety, emergency contacts, the legal system, recovery and survival.

Crisis Service (food, homelessness accommodation)

Area	Organisation	Phone	Address	Website	Notes
Youth homelessness and support	BABI Youth & Family Service	(07) 3393 4176	34 Bay Terrace, Wynnum	https://babi.org.au/	Supported accommodation (for those who are homeless or at risk of homelessness), youth support, family support (for young parents and parents of teenagers) and youth development and engagement
Homelessness	Brisbane Aboriginal and Torres Strait Islander Community Controlled Housing Authority (BATSICCHA)	3328 8548	Level 2, 55 Russell Street, South Brisbane		Community-controlled housing assistance for Aboriginal and Torres Strait Islander people experiencing homelessness
Crisis support - youth	Brisbane Youth Service	3620 2400	42 McLachlan Street, Fortitude Valley	https://brisyouth.org/	Housing and emergency support for 12 to 25 year olds
Crisis payment	Centrelink	180 22 66 (Mon-Fri 8am-5pm)	89 Tingal Rd, Wynnum QLD 4178	https://www.serviceaustralia.gov.au/individuals/services	May be eligible for payment if in severe financial hardship following extreme circumstances. <ul style="list-style-type: none"> • Extreme circumstances include family and domestic violence
Food services	Community Friends-West End	0418 754 900 or 0405 366 520	Corner of Vulture Street and Thomas Street, West end 4101	https://www.communityfriends.org.au/west-end-food-stall/	Food relief: <ul style="list-style-type: none"> • 3 to 4 days of food (perishable and non-perishable) • Hot meals Available: <ul style="list-style-type: none"> • Wednesday 3:00pm to 3:30pm (arrive 2:30pm)
Homelessness	Micah Projects	(07) 3036 4444.	174 Boundary Street, West End	https://micahprojects.org.au/services/#home-for-good	At Home for Good we work together to find sustainable solutions for people who are homeless or for individuals and families who might become homeless without support.

Homelessness	Night Ninjas	0417668926	Salvos Bayside Community Church, Cnr. MacArthur Street and Macdonald Road, Alexandra Hills	https://www.nightninjas.com.au/	Provide survival packs, toiletries, food, clothing, blankets etc. also assists with phone calls and paperwork for banks/centrelink/housing department etc.
House advocacy and support	Hart 4000.	3004 0100	1/5 Green Square Close, Fortitude Valley		Housing advocacy and support, crisis accommodation TICA checks. For people who are experiencing or are at risk of homelessness
Homelessness	Homeless Hotline	1800 474 753		https://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld	Referrals for crises accommodation and other services such as meals, showers and clothing
Food services	Redland Community Centre	07 3245 2117	29 Loraine Street, Capalaba	https://redlandcommunitycentre.org/emergency-relief/homelessness/	Assistance to the homeless daily via ER program <ul style="list-style-type: none"> • Food, snacks, bottled water, blankets, towels, hygiene packs, plastic utensils. Available: <ul style="list-style-type: none"> • Monday, Tuesday, Thursday, Friday 10:00am – 2:00pm • Wednesday 9:00am – 12:00pm
Homelessness Services	Salvation Army- Brisbane City Supported Accommodation	24/7 Phone: 07 3832 1491	28 Quarry Street. Spring Hill. QLD. 4000	https://www.salvationarmy.org.au/need-help/homelessness-support-services/	Services include accommodation, case management services, advocacy, limited financial assistance, counselling and meals, as well as connection and referral to other specialist services.
Medical services	Street Doctor		Under the Bridge, Turbot Street, Brisbane, QLD 4000	https://www.facebook.com/streetdoctorausralia/	Mobile medical health services Available: Wednesday 7:00pm-10:00pm
Food, furniture and emergency Relief	St Vincen De Paul	1800 VINNIES (1800 846 643).	10 Merivale Street South Brisbane QLD 4101	https://www.vinnies.org.au/findhelp#!qld	Provides a range of services including, food, accommodation, emergency

					relief, general support, health and wellbeing
Food Services	Trinity Centre Welfare Pantry	(07) 3852 1635	141 Brookes Street, Fortitude Valley QLD 4006	https://www.trinityalley.org.au/pantry	Food relief Limited financial assistance Available: <ul style="list-style-type: none"> Wednesday to Friday 11:00am-2:00pm
Food Services	VAKS: Vans and Kitchens			https://vaks.mycommunitydiary.com.au/Queensland	The diary provides up-to-date information for community organisations who provide events in the Queensland area Good resource to find services in your area
Community support	Wesley Mission	1300 920 865	19 Rogoona Street, Morningside 4170	https://www.wmq.org.au/communities/balmoral-uniting-community-centre	Emergency food relief parcels, drop in service, house support and long term living solutions
Emergency relief	YMCA Cannon Hill Community Centre	07 3517 2424	18 Lang St, Cannon Hill QLD 4170	https://www.ymcabrisbane.org/services/community-centres/cannon-hill	Monday to Friday 9am - 4pm <ul style="list-style-type: none"> Emergency relief program
Homelessness – women	Zig Zag Young Women’s Resource Centre	3843 1823	575 Old Cleveland Road, Camp Hill, 4152	https://zigzag.org.au/	<ul style="list-style-type: none"> Provides medium-term supported accommodation to young women age 16-25 years who are homeless or at risk of becoming homeless

Addiction Support

Area	Organisation	Phone	Address	Website	Notes
Addiction support – Drugs or alcohol	Alcohol and Drug Foundation	1300 85 85 84		https://adf.org.au/help-support/	The website provides 64 other services in relation to addiction. The foundation offers a drug information and advice line and resources talking about drugs, reducing risks and drug facts.
Counselling (addiction)	Counselling Online	1800 177 833 (Regional) (07) 3837 5989 (Metropolitan)		https://www.counselingonline.org.au/	Available 24/7 to give private, confidential and free support with experienced counsellors. Need to create an account to receive support. The membership includes free access to all services including: <ul style="list-style-type: none"> • Chat counselling • Email support • SMS services • Forum access • Self help • Self-assessments • Learning modules
Addiction support- Drugs or alcohol	Drug.ARM	Various locations/numbers	Various locations	https://www.drugarm.com.au/about-us/contact-us/locations/	Provides services to help with drug/alcohol harm minimisation and recovery Street outreach service: 108 Boundary Street, West End QLD Monday, Wednesday, Friday and Saturday: 8:00pm-8:30pm
Crisis Counselling, Alcoholics and Narcotics Anonymous	Wynnum Community Place	07 3387 2224	154 Bay Terrace, Wynnum, 4178	https://redlandcommunitycentre.org/wynnum-community-place/	Emergency Relief: material or financial assistance to people in crisis <ul style="list-style-type: none"> • Tuesdays & Thursdays 10:00am – 2:00pm Changing lanes: haircuts, showers, washing, coffee, catering, BBQ <ul style="list-style-type: none"> • Tuesdays 9:00am – 12:00pm

					<p>Crisis counselling</p> <ul style="list-style-type: none">• Wednesdays 10:00am – 2:30pm <p>Connect: Service to connect people with other services of help</p> <ul style="list-style-type: none">• Thursdays 9:00am – 12:00pm• Call WCP for information on which service is on each Thursday
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Relationship and Family Support

Area	Organisation	Phone	Address	Website	Notes
Family support and counselling	BABI Youth & Family Service	(07) 3393 4176	34 Bay Terrace, Wynnum	https://babi.org.au/	Provides youth support, family support, youth engagement
Family Support – including separation, family arrangements	Family Relationship Advice Line	1800 050 321		https://www.familyrelationships.gov.au/ / talk-someone/advice-line	Monday to Friday 8am to 8pm and Saturday 10am to 4pm (local time) Provide support and assistance for a range of family issues. <ul style="list-style-type: none"> • information about services to help maintain healthy relationships • advice on family separation issues • information about the family law system • guidance on developing workable parenting arrangements after family separation • advice about the impact of conflict on children • telephone-based Family Dispute Resolution for people who need assistance resolving disputes over parenting arrangements
Family and Pastoral Support	Hills Family Support Service	07 3353 1427	79 Queens Road, Everton Hills	office@hillschurch.org.au	Counselling service for individuals, children and families covering relationship counselling, abuse issues, self-esteem, grief, depression, anxiety, parenting etc.
Relationship Counselling	Relationships Australia	1300 364 277 Mon-Fri, 8-8pm. Sat-Sun 10am-4pm		raq.org.au	Relationship, family and separation counseling/ support and advice

Mental Health and Counselling Services (for emergencies call 000)

Area	Organisation	Phone	Address	Website	Notes
Mental Health – Anxiety, depression, suicide	Beyond Blue	1300 22 4636		https://www.beyondblue.org.au/	<ul style="list-style-type: none"> • Call 1300 22 4636 24/7 to talk with a trained mental health professional • Chat online 1pm-12am/7 days a week • Email via the website and receive a response within 24 hours • Join the forums on the website
Youth Mental Health - Ages 12-25	Headspace		Various locations Closest: Capalaba: 1/29-37 Moreton Bay Road, Capalaba, Qld 4157	https://headspace.org.au/	<p>An online and in person resource for youth mental health. Advice on the following: Life issues, Health & wellbeing, Mental health, Alcohol & other drugs, Work & study.</p> <p>The website provides information on identifying the particular issues and recommending how to get help.</p>
Counselling 5-25yrs	Kids Helpline	1800 55 1800		www.kidshelpline.com.au	A counselling service specifically for young people aged between 5 and 25.
Mental Health -Suicide -Depression	Lifeline	Crisis support: 13 11 14	Mostly virtual support but closest location: 310 Vulture St Kangaroo Point, QLD 4169	https://www.lifeline.org.au/	<p>Crisis support line is 24/7 Lifeline can provide advice on:</p> <ul style="list-style-type: none"> • Suicide Helpline • Depression • Concern for someone else
Counseling LGBTIQ	QLife	1800 184 527			Anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.
Mental health-Suicide	Suicide Call Back Service	1300 659 467		www.suicidecallbackservice.org.au	A free service for people who are suicidal, caring for someone who is suicidal, bereaved by suicide or are

					health professionals supporting people affected by suicide
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Victim Support					
Area	Organisation	Phone	Address	Website	Notes
Survivors of rape and sexual violence	BRISSC – Brisbane Rape and Incest Survivors Support Centre	3391 2573	15 Morrissey Street, Woolloongabba 4102	https://brissc.org.au/ www.facebook.com/brissc_survivorssupportcentre	Counselling for women who have experienced sexual violence - free on phone (Mon-Thurs 9-12) or F2F, first session in 2-3 weeks, ongoing in 3 months, can help women make applications to Victims Assist, catchment requirement (Nundah, Gabba, Inala), 18+. JUSTICE GROUP EVERY FRIDAY ABOUT NAVIGATING THE LEGAL SYSTEM.
Victims of Institutionalised abuse	Micah Projects-Lotus Place	(07) 3029 7000		https://micahprojects.org.au/services#adults-who-experienced-childhood-abuse	committed to supporting individuals, who experienced childhood abuse in an institutional setting, by being present with them in seeking justice and healing. National Redress Scheme Assistance
Support for victims with mental illness or intellectual disability	Queensland Health Victim Support Service	1800 208 005	216 Coopers Camp Road	https://www.health.qld.gov.au/qhvss	Queensland Health Victim Support Service Support for victims with mental illness or intellectual disability

Employment

Area	Organisation	Phone	Address	Website	Notes
Workplace advice/employment	Fair Work Commission	Eligibility application online via link		https://www.fwc.gov.au/resources/where-get-legal-help/workplace-advice-service	Free legal assistance to eligible employees and employers on the below topics: <ul style="list-style-type: none"> • Dismissal • General protections, and • Workplace bullying
Workplace advice/employment	Fair work ombudsman	13 13 94		https://www.fairwork.gov.au/	Provide legal assistance and advice in relation to the following: <ul style="list-style-type: none"> • Pay rates, calculating leave, notice and redundancy entitlements • Finding the correct award • National Employment Standards • Resolving workplace issues • Small business information and requirements • Anonymous reporting of a workplace engaging in unfair practices

Financial Support and counseling Services

Area	Organisation	Phone	Address	Website	Notes
Financial Counselling	Salvation Army	1300 371 288	Various locations- find closest on website	https://www.salvationarmy.org.au/need-help/financial-assistance/	<ul style="list-style-type: none"> • Financial counselling • Money management • Financial coaching • No interest Loan Scheme
Debt Helpline	UnitingCare National Debt Helpline	1800 007 007		https://www.unitingcareqld.com.au/services-and-support/counselling-and-	<p>First point of call if person unsure where to start. Helpline hours:</p> <ul style="list-style-type: none"> • Monday – Friday: 9:30am – 4:30pm

				wellbeing/financial-counselling	
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Community Services					
Area	Organisation	Phone	Address	Website	Notes
Community support	Balmoral Uniting Community Centre (Wesley Mission)	3399 7755	19 Rogoona Street, Morningside 4170	https://www.wmq.org.au/communities/balmoral-uniting-community-centre	Friendship groups, social support, morning teas, house visits, transport, emergency food relief, workshops, individual counselling.
Community Support	Bay Islands Community Services	3409 1177 + 3409 2390	55 Jackson Road, Russell Island 4184 (head office)	https://bics.org.au/	Provides community events, emergency assistance, organisation of groups and clubs, office services, fax/photocopying services and op shops.
Community Support	YMCA Cannon Hill Community Centre	07 3517 2424	18 Lang St, Cannon Hill QLD 4170	https://www.ymcabrisbane.org/services/community-centres/cannon-hill	Monday to Friday 9am - 4pm Offers support to local community members seeking advice/relief/assistance. Has an emergency relief program, refers out to other organisations too, like DV charities.
Community and Youth Support	The Link YMCA Youth Centre Redlands	35172432	128 Lind Road, Victoria Point 4165	https://www.ymcabrisbane.org/services/community-centres/redlands	Community hub + a youth space for under 25s

Disability and Elder Support

Employment	APM Disability Employment Services	07 33934403 (Wynnum)	Shop C, 124 Tingal Road, Wynnum	https://apm.net.au/individuals/disability-employment-services	Helps people with disability find work and keep a job
Independent Living	Volunteering Redlands/STAR Community Services (the two are connected, VR is the volunteering arm of STAR)	3086 0000 or STAR generally: 3821 6699	Shop 15, 152 Shore Street West, Cleveland 4163	https://www.starcommunityservices.org.au/	Supports people with disabilities and/or the elderly to live independently and engage with community. Helps clients to access services. Transport, home maintenance, seniors fitness club etc.