

GOLD COAST COMMUNITY SERVICES DIRECTORY

APPS AND SERVICE DIRECTORIES

BEHAVIOUR SUPPORT

CHILD SAFETY

CHILDCARE / DAYCARE

CLOTHING AND FURNITURE ASSISTANCE

COMMUNITY AND NEIGHBOURHOOD CENTRES (Range of services)

COUNSELLING – ADULT AND FAMILY

COUNSELLING – CHILDREN AND YOUNG PEOPLE

CRISIS HELPLINES

DISABILITY

DISABILITY RESPITE

DOMESTIC VIOLENCE

DRUG AND ALCOHOL

EDUCATION – ALTERNATIVE OPTIONS

EMPLOYMENT

FINANCIAL ADVICE / ASSISTANCE

FOOD ASSISTANCE – COASTWIDE

FOOD ASSISTANCE AND FOODBANKS - NORTHERN GOLD COAST

FOOD ASSISTANCE AND FOODBANKS - SOUTHERN GOLD COAST

GOVERNMENT DEPARTMENTS

HEALTH AND DEVELOPMENTAL

HOMELESSNESS AND CRISIS ACCOMMODATION

HOUSING AND TENANCY

INDIGENOUS SERVICES

LEGAL

LGBTIQ+ SERVICES

MEN'S SERVICES

MENTAL HEALTH

MULTICULTURAL SERVICES

PARENTING

PREGNANCY

RESPITE

SEXUAL ABUSE

YOUTH

For information, advice and referral information, please contact Family and Child Connect (FaCC) on 13FAMILY or 5508 3835

family and child connect

Connecting families to the right services at the right time

21 Tallebudgera Creek Road, West Burleigh QLD 4219

PO Box 550, West Burleigh QLD 4219

Phone 13 FAMILY or 13 32 64

Information contained in this document has been collated by Act for Kids.
Please contact 07 5508 3802 if any of the details listed require updating.
Last updated 5th April 2019.



APPS AND SERVICE DIRECTORIES		
7 Care Connect	Register at 7careconnect.com FREE access via Smart Phone, Tablet, Computer and City Libraries	A web based application and navigation tool which displays service locations and information for people who are experiencing homelessness or at risk of homelessness. Sign up to receive real-time updates on local services, transport and community events. Choose the service you need and what's local to you – Safety, Food, Accommodation, Support, Social Needs, Health, Learn/Earn.
Lifeline Service Finder App	Downloadable on Smart Phones	National directory of health and community services linking with more than 85 000 free and low cost services across Australia.
My Community Directory	www.mycommunitydirectory.com.au	Online search directory for community services.
Oneplace Community Services Directory	www.oneplace.org.au	An easily accessible online directory of community services to help Queensland families to get to the right service at the right time.
Watch Over Me – The Personal Safety App	Downloadable on ITunes	Designed for people who may find themselves in an unsafe environment. The person can shake the phone and a distress message (including current location) will be sent to the safety contacts entered.
BEHAVIOUR SUPPORT		
Fabic Behaviour Specialists (Functional Assessment & Behaviour Interventions Centre)	Shop 34 Worongary Shops 1 Mudgeeraba Road, WORONGARY 07 5530 5099 (Ph) 0412 615 798 (Mob) www.fabic.com.au	Supporting children, young people and adults with challenging behaviours.
Infant-Parent Counselling and Consultancy Service - Helen Baker	Suite 126/80, The Pines, ELANORA 0402 226 106 07 5534 9082 hbaker2222@gmail.com	Assessment and Therapy for families and infants (0-3 years). Specialist Infant Mental Health Consultancy, Supervision and Training. Support with improving parent/child interactions, building positive attachment and relationships between parents and children, sleep problems and parenting support.
Practical Behaviour Solutions	GOLD COAST 1800-TANTRUM or 1800 826 878 reception@practicalbehavioursolutions.com www.practicalbehavioursolutions.com	A mobile service for single parents/couples/ carers & professionals/organisations caring for someone expressing challenging behaviours aged 2.5 years and up. This service is also for individuals aged 15 and up experiencing problems as a result of an Autism Spectrum Disorder. Bulk-billing available where possible.
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-Fri 9 to 5.
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.
Department of Child Safety, Youth & Women LABRADOR SERVICE CENTRE	Level 1 BRP House, 118 Brisbane Road, LABRADOR 07 5558 7201	Mon-Fri 9am to 5pm. Please refer to A/H number outside of these hours.
Department of Child Safety, Youth & Women MERMAID BEACH SERVICE CENTRE	Shop 9, Pacific Square, 2532 – 2540 Gold Coast Highway, MERMAID BEACH 07 5562 7800	Mon-Fri 9am to 5pm. Please refer to A/H number outside of these hours.
Gold Coast Assessment and In Home Support Centre	24 White Street, NERANG 07 5675 4400	Mon-Fri 9am to 5pm. Please refer to A/H number outside of these hours.
Foster and Kinship Care Support Line	1300 729 309	Provides foster and kinship carers with access to after-hours support. Mon-Fri 5:00pm to 11:30pm Sat-Sun 7:00am to 11:30pm

Office of the Public Guardian	1800 661 533 0418 740 186 (SMS) child@publicguardian.qld.gov.au	Promotes and protects the rights, interests and wellbeing of children and young people in Queensland.
CHILDCARE / DAYCARE		
C & K Family Day Care	PO Box 1636 MUDGEERABA, 4213 0439 521 797 www.candk.asn.au fdc@candk.asn.au Contact Person: Emma	Childcare – birth to 12 years. Community service offering full or part time, evenings, overnight, weekends, before/after school, vacation care, occasional care and emergency care.
Centrelink – Child Care Benefit Enquiries	132 300 www.humanservices.gov.au	Helps families with the cost of child care for long day care, family day care, occasional care, outside school hours care, vacation care and registered care.
Child Care Access Hotline	1800 670 305 or 133 684 www.mychild.gov.au	Helps families find childcare and vacancies in their area.
Online Childcare Resources	www.careforkids.com.au	Map of childcare centres and vacancies.
Special Child Care Benefit (SCCB)	http://www.humanservices.gov.au/customer/forms/fa023	Application for reduced child care fees due to unexpected financial hardship.
Time for Kids After School and Vacation Care	Griffith Way, SOUTHPORT 07 5570 2300	Long day care and Early Childhood Centre.
YMCA Gold Coast Family Day Care/ In-Home Child Care	4 Railway Parade, NERANG 07 5503 7400 www.ymcachildcare.com.au	Home based child care. Children 1-12 years – full time/ part time. Evenings, overnight/ weekends.
CLOTHING AND FURNITURE ASSISTANCE		
Appliances Online	www.appliancesonline.com.au	Discounted electrical/whitegoods – all new, free delivery, installation and removal of old whitegoods.
Lifeline Shop	PALM BEACH 07 5525 6566	Mon-Fri 9am to 5pm. Sat 9am to 2pm.
Newlife Care Op Shop	4 Greenwich Court, ROBINA 07 5593 3262 admin@newlifecare.nu www.newlifecare.nu	
Plus One Care	56 Gemvale Road, REEDY CREEK 07 5522 0802 www.+onecare.org	Mon-Fri 8:30am- to 5:00pm. Gold Coast residents only.
Salvation Army	Kalamundra Close, PALM BEACH 07 5598 2283	Charity and community service offering goods at a lower price.
St John's Crisis Centre (Surfers Paradise Anglican Crisis Centre)	36 Hamilton Avenue, SURFERS PARADISE 07 5531 6013	Mon-Fri 9am to 11am.
St Vincent De Paul	126-130 Allied Drive, ARUNDEL 07 5561 4728 www.vinnies.org.au	Outreach appointments for food, clothing and furniture assistance.
COMMUNITY AND NEIGHBOURHOOD CENTRES		
Community and Neighbourhood centres offer a range of services. To find out what services and programs are currently available you can call each specific centre for further information.		
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.
Labrador Child and Family Centre	57 Billington Street, LABRADOR 07 5656 6300	Regular playgroups and parents groups – call for further details.
Nerang Neighbourhood Centre	29 Martin Street, NERANG 07 5578 2457 www.nncinc.com.au	A variety of services for individuals, family and community. Youth worker available for young people 10-25 years. Support for New Zealand families. Food Parcels available for \$15. Orders to be placed on Wednesday by family's worker by phone, email or fax. Parcels to be collected on Thursdays from 1:30pm to 4:00pm OR Fridays 8:00am to 10:30am. Please bring your own boxes/bags to carry goods.

Oxenford and Coomera Community Youth Centre	25 Leo Graham Way, OXENFORD 07 5529 8087 office@youthcentre.org.au www.youthcentre.org.au	A variety of services for individuals, family, young people and community.
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, OXENFORD 07 5529 8253 www.studiovillage.com.au	Supports families and individuals. Provides information, referrals, counselling and parent education.
Upper Coomera Community Centre	90 Reserve Road, UPPER COOMERA Parking off Abraham Road 07 5667 5986	Community Centre, Youth Drop in service, library, aquatic centre and school holiday activities.
Varsity Lakes Community Resource Centre	Jim Harris Park, Mattocks Road, VARSITY LAKES 07 5593 7006 www.varsitylakes.org.au	Individual and Family Support. Activities and groups. Free English conversation group on Wed and Playgroup on Fri (\$6).
COUNSELLING – ADULT AND FAMILY		
To access private Psychology & Mental Health Social Work services please see your GP for a Mental Health Care Plan (MHCP) to a private psychologist or social worker. Details of registered Psychologists can be found on the Australian Psychological Society website at www.psychology.org.au (Select the tab “Find a Psychologist”). Registered Social Workers can be found at www.aasw.asn.au. 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-Fri 9am to 5pm.
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 0411 144 519 www.menandfamilycounselling.com.au	Medicare bulk billing and rebates available. Crisis appointments available.
Mindhack Effective Psychology	Shop 6, 15 Welch Street, SOUTHPORT 07 5591 5976	Dr Sia Bandarian-Balooch specialises in complex cases for adults.
Newlife Care Inc.	4 Greenwich Court, ROBINA 07 5593 3262 or 07 5593 1568 www.newlifeuniting.com	Individual and family counselling, relationships issues/conflict, grief and loss, abuse, marriage enrichment, child and teenage management, self-esteem, financial counselling and various programs available.
Relationships Australia	VARIOUS LOCATIONS 1300 364 277 www.raq.org.au	Services include relationship counselling, gambling support, Rainbow Service (LGBT), Family Dispute Resolution, Children's Contact Service, Parenting Orders Program, support & education.

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- Fri 8:30am to 4:30pm.
Victims Counselling and Support Service (Relationships Australia)	13/5 Markeri Street, MERMAID BEACH 1300 364 277 www.raq.org.au	VCSS provides free ongoing counselling for recent and historical crimes and support (e.g. Victim impact statements, government (not civil) compensation claims) for QLD residents who have been directly or indirectly impacted by crime or have experienced some form of trauma.
COUNSELLING – CHILDREN AND YOUNG PEOPLE		
<p>To access private Psychology or Mental Health Social Work services please see your GP for a Mental Health Care Plan (MHCP). Details of registered Psychologists can be found on the Australian Psychological Society website at www.psychology.org.au (Select the tab “Find a Psychologist”). Registered Social Workers can be found at www.aasw.asn.au. NOTE: Some Community and Neighbourhood Centres offer counselling for children and young people. Youth specific counselling services can also be found in Youth Services.</p>		
Accoras	1/24 Bay Street, SOUTHPORT 07 5679 3300 www.accoras.org.au	Work with children 0-18 years in the context of their families. Accept referrals from professionals and self-referrals. Free, no MHCP needed, not specifically time limited and outreach offered.
Aunties & Uncles Queensland	Martina Pick – GC Program Coordinator 0422 466 968 07 3367 8002 martina@auntiesandunclesqld.gov.au enquiries@auntiesandunclesqld.gov.au www.auntiesandunclesqld.gov.au	Mentoring program for vulnerable & socially isolated children aged 2-11 years. The mentoring relationship (known as link) offers each child time, attention, care, stability, guidance and exposure to new experiences and opportunities to empower them to reach their potential and establish their future.
Child And Youth Mental Health Services (CYMHS)	Robina Health Precinct Level 3, 2 Campus Drive, ROBINA 07 5635 6392	Provides specialised community mental health service to children and adolescents.
Compassion Services – Compassion 4 Kids	7/9 Sir John Overall Drive, HELENSVALE 07 5529 7255	Play therapy counselling for children 3-10 years of age. Referrals accepted for a variety of issues.
Flourish	Act for Kids Building 31 Olsen Avenue, LABRADOR 07 5508 3822 (Intake Enquires)	Centre-based counselling for children 0-17 years old who have experienced harm or are at risk of harm.
Gold Coast Youth Service	15 Oak Street, MIAMI 07 5572 0400 www.goldcoastyouthservice.com	Professional counselling is available by appointment.
Headspace	H20 Broadwater 1/2 Nind Street, SOUTHPORT 07 5509 5900 www.headspace.org.au/goldcoast	Service for young people providing youth friendly health care, support, counselling and programs.
Kids Helpline	1800 551 800 www.kidshelp.com.au	24 hour telephone counselling for children 5-18 years.
Mindhack Effective Psychology	Shop 6, 15 Welch Street, SOUTHPORT 5591 5976	Dr Susan Rowe works with children who have experienced trauma. Also provides family therapy and parenting skills support.
Paradise Kids	88 Allied Drive, ARUNDEL 07 5574 6853 www.paradisekids.org.au supervision@paradisekids.org.au	Providing support for children and their families suffering major illness, grief and/or loss. Can be death of a loved one, relationship breakdown (separation/divorce) or terminal illness. Call to arrange appointment. Service also offers a Supervision Centre for supervised visits and contact changeovers.
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. Pathways to Grow.
Young Carer Counselling and Support Program	11/54 Gold Coast Highway, PALM BEACH 07 5534 2899 http://www.youngcarers.net.au	Young carers include people under 26 years of age who support or care for a family member or friend with a disability, mental illness or other long-term

		illness. Can provide counselling, outings and social support. Mon-Fri 9am to 5pm.
YouThrive	Suite 22, Riverwalk Place 238 Robina Town Centre Drive, ROBINA 07 5575 7122 (Ph) 7/19 Sir John Overall Drive, HELENSVALE 07 5519 9900 enquiries@youthrive.com.au youthrive.com.au	Service offering psychology, speech therapy & occupational therapy to children & young people. Also offers a variety of group programs. Mon-Fri 9am to 5pm and Sat 9am-1pm.
CRISIS HELPLINES		
Alcoholics Anonymous	07 55912 062 or 1300 222 222 http://www.aa.org.au	24 hour helpline
After Hours Child Safety	1800 177 135	For reporting concerns for children's safety and wellbeing
Beyond Blue	1300 224 636	Mental health information line
Crime Stoppers	1800 333 000	Reporting crime information
Disaster Hotline	1800 606 000	Call for updates – number only activated during disasters
Domestic Violence 24 Hour Counselling	1800 811 811 or 1300 656 800	24 hour helpline
Drug Arm 24 Hour Counselling	1300 656800	24 hour helpline
Financial First Aid	1800 007 007	Hotline number
Gamblers Anonymous	1800 002 210 www.gamblersanonymous.org.au	24 hour helpline
Homeless Hotline	1800 474 753	Information and referral service for people experiencing or at risk of homelessness.
Kids Helpline	1800 551 800 www.kidshelp.com.au	24 hour phone counselling for children 3-10 years
Lifeline	13 11 14	24 hour telephone counselling
Medcall After Hours	07 5531 1224	After hours home visiting GP bulk-billing service – 7pm-7am.
Men's Line	1300 789 978	24 hour phone support
Parentline	1300 301 300	24 hour helpline
SANE Australia Helpline	1800 187 263	Mental health helpline. Mon-Fri 9am to 5pm.
Sexual Assault Helpline	1800 010 120	7:30am- midnight, 7 days per week
DISABILITY		
Arundel Park Riding for the Disabled	387 Brisbane Road, COOMBABAH 07 5594 0305 (Ph) 07 5574 4836 (Fax) Arundelpark_rda@iprimus.com.au www.arundelparkrda.com.au	All ages – therapeutic and stimulating recreation through horse riding. Mon-Fri 8am-4pm; Sat 8am-12 noon
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.
Carers QLD – South Coast Office	1/24 Cotton Street, NERANG 07 5596 5726 www.carersqld.asn.au	Support service for carers.
Carers Queensland – NDIS Local Area Coordinators	Ground Floor, Suite 10-12 Currumburra Road, ASHMORE (enter via Green Glen Road) 07 5671 7600	Provide information, support and advocacy regarding accessing National Disability Insurance Scheme (NDIS).

Cerebral Palsy League of Queensland (Gold Coast)	183 Varsity Parade, VARSITY LAKES PO Box 492, VARSITY LAKES, 4227 07 5532 2088 (Ph) 07 5665 3099 (Fax) www.cplqld.org.au	Support for people with cerebral palsy and related disabilities.
Choice, Passion and Life	183 Varsity Parade, VARSITY LAKES 1800 275 753 (Intake) 07 5665 3000 (Reception) www.cpl.org.au info@cpl.org.au	Home help for children, young people and adults with disabilities to help with household duties including cleaning, laundry, meal preparation & shopping. Appointments necessary.
Commonwealth Carelink Respite Centre	23 Main Street, VARSITY LAKES 1800 052 222	Information about community care programs, respite care, nursing care and household help.
Council Cab Service	Gold Coast Cabs 131 008 Volunteering Gold Coast Transport Services 07 5526 5288 transport@goldcoast.qld.gov.au	Assists older people and those with a disability travel to their local shopping centre. Return journey costs \$4.
Crossroads Gold Coast	4 Greenwich Court, ROBINA 07 5593 3262 robina@crossroads.nu www.crossroads.nu	A centre-based half-day service for people aged 18 to 65 who have intellectual and/or physical disabilities. An interactive program for participants, carers/support workers and families which includes worship, food, entertainment and most of all connection with their friends and our team of dedicated staff and volunteers.
Disability Services Queensland (DSQ)	PO Box 8338 Gold Coast Mail Centre, BUNDALL, 4217 07 5656 5800 www.disability.qld.gov.au	Contact for referral information and advice regarding support and respite.
Foetal Alcohol Spectrum Disorder (FASD) Diagnostic Service	Located at Child Development and Behaviour Service (CDABS) Level 6, 8-10 Karp Street, BUNDALL 07 5570 8553	Clinic providing diagnostic services for children living with FASD.
Gold Coast Employment Support Service	Suite 4/127 Nerang Street, SOUTHPORT 07 5591 9199 www.gcess.org	Open employment service for people with disabilities who want to obtain and maintain employment.
Gold Coast Recreation & Sport Inc.	PO Box 7209 Gold Coast Mail Centre, BUNDALL 07 5531 3312 www.gcrc.com.au	Community based organisation which provides sport and recreation to people with physical and/ or intellectual disability.
Gold Coast Advocacy Inc.	56 Scarborough Street, SOUTHPORT 07 5564 0355	Independent community based advocacy organisation.
Gold Coast Community Transport	07 5531 3312 Gold Coast City Council website – transport	Provides transport for groups of people with disabilities or frail aged. Groups only.
Gold Coast Housing Association	16 Railway Street, SOUTHPORT 07 5591 2706	Long term community housing provider for people with a disability/ family member with a disability. Tues-Thurs 9:30am to 3:30pm.
Headway – Gold Coast Inc.	25 Woodlands Way, ARUNDEL 07 5574 4311 www.headwaygoldcoast.org	Supported accommodation available for persons with head injuries. Referral from DSQ required.
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.
Home Modification and Maintenance Program – St Vincent De Paul	126 Allied Drive, ARUNDEL 07 5561 4701 Hacc.gc@svdpqld.org.au	Targeted at frail, aged or disabled individuals to provide an array of in-house modifications to allow people to continue living independently.

Horizon Foundation COAST service	PO Box 315, ROBINA 07 5575 0222	Community access service which provides services to people with multiple disabilities. Centre-based services also provided.
House with No Steps	35 Hutchinson St, BURLEIGH HEADS 07 5593 8340 www.hwms.com.au	Training and employment services. Mon-Fri 8:00am to 4:30pm.
Library Service Gold Coast City Council – Special Needs Library	Corner White & Price Streets, NERANG 07 5581 7180	Free membership to special needs people eligible for library services. Referral from GP, social worker, therapist or special needs teacher in written form required. Wide range of equipment available.
Montrose Access – Gold Coast	Corner Allied Drive & Blyth Street, ARUNDEL 07 5509 9300 www.montroseaccess.org.au	Provides community based therapy and support services to eligible children (principally with a physical disability) and their families.
National Disability Services (QLD)	07 3357 4188 www.nds.org.au	Mon-Thur 9am to 5pm. Those with concerns regarding any type of disability.
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.
Ozcare Shopping and Transport Service	3 Frinton Street, SOUHTPORT 07 5583 7860 comcare.labrador@ozcare.org.au	Shopping and transport services for people with a disability. HACC eligibility required. Mon-Fri 8:30am to 4:30pm.
Transcord Community Transport	12/115 Currumburra Road, ASHMORE 07 5539 3733 www.transcord.com.au	Provides community transport for people with a disability and their carers'. Includes medical appointments. Mon-Fri 8am to 4pm.
Trinity Disability Support Service	9/151 Cotlew Street, ASHMORE 07 5564 7888	Helping adults with an Intellectual disability to live and participate in their community.
Young Carer Counselling and Support program	1800 242 636 http://www.youngcarers.net.au	Mon-Fri 9am to 5pm. Young carers include people under 26 years of age who support/care for a family member or friend with a disability, mental illness or other long-term illness. Service can provide counselling, outings and social support.
Volunteering Gold Coast Transport Services	07 5526 5288 sandras@volunteeringgc.org.au	Community transport services for frail, aged, elderly, disabled or disadvantaged residents of the Gold Coast. Token cost for trips.
DISABILITY RESPITE		
The following respite services require Disability Services Queensland (DSQ) eligibility.		
Bethany Care (Including Hope Cottage – Short Term Respite)	4/175 Varsity Parade, VARSITY LAKES 07 5501 8070 www.bethanycare.org	Respite for people with a disability 5-65 years. Weekend respite for children. In-home respite over 18 years. Must contact Disability Services to link in with this service.
Multicap Robina Respite House	3 Dulwich Place, ROBINA 07 5593 1592 www.multicap.asn.au	Respite for people 18-64 years who have an intellectual disability (low to medium care). Eligibility criteria apply.
Shepard Community Centre	73 Rio Vista Boulevard, BROADBEACH WATERS 07 5656 0555 www.centacarebrisbane.net.au	In home respite care and day activities for people 0-65 years with a disability. Enquire if service is under DS.
Southern Star Community Services	3 Chestnut Street, ELANORA 07 5535 3422	Respite for people 5-65 who have a disability. In home respite and a variety of day activities. Vacation care activities for children during school holidays.
DOMESTIC VIOLENCE		
Assist A Sista	donate@assistasista.com.au www.facebook.com/AssistASista	Facilitates donations of clothing, furniture, non-perishable food, toys & other items to help survivors of DV. Operated via Facebook.
Centacare	07 5527 7211 – CLEAR ISLAND WATERS 07 5556 9900 – ASHMORE	Counselling and programs (some specific to DV) for men, women and children.

DV Connect	1800 811 811	Confidential; 24 hours; counselling and refuge information.
Domestic Violence Prevention Centre (DVPC) Gold Coast	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	9am–midnight. Information and advice.
Relationships Australia – Victims Counselling Support Service	13/5 Markeri Street, MERMAID BEACH 1300 364 277 www.raq.org.au	VCSS provides free ongoing counselling for recent and historical crimes and support (e.g. Victim impact statements, government (not civil) compensation claims) for QLD residents who have been directly or indirectly impacted by crime or have experienced some form of trauma.
SARA – DV Support for CALD women	07 5532 9000 0405 065 544	Case management, information, advice, practical assistance
Violence Against Women Australia Says NO 24 Hour Confidential Helpline	1800 200 526	Information and advice.
DRUG AND ALCOHOL		
Al-Anon Family Group	Main Administration 07 5532 4320 07 5596 7664 (Julie – Gold Coast) 07 5576 4906 (Jackie – Gold Coast)	Regular meetings for relatives and friends of alcoholics and problem drinkers.
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-Fri 9am to 2pm. 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.
Anglicare - AMEND (Assisting Mothers End the Need for Drugs)	SOUTHPORT 1300 114 397	Home based relapse prevention and relapse management program for pregnant and parenting women with substance use issues.
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-Fri 8:00am to 4:30pm.
AODS (Alcohol & Other Drug Services) – South Side Clinic	Palm Beach Community Health Service 1 st Floor, 9 Fifth Avenue, PALM BEACH 07 5525 5701	Confidential specialist alcohol and drug service providing referral/treatment/relapse prevention/case management and counselling. Also provides opioid replacement treatment program. Mon-Fri 8:00am to 4:30pm.
AODS (Alcohol & Other Drug Services) – Needle Syringe Program	8 High Street, SOUTHPORT 07 5687 9039	Mon-Fri 10am to 4pm.
Currumbin Clinic	37 Bilinga Street, CURRUMBIN 07 5534 4944	Detox, in-patient and day programs for addictions. Dual-diagnosis.
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.
Goldbridge Rehabilitation Services	9 Scarborough Street, SOUTHPORT 07 5503 1255 (Intake) www.goldbridge.com.au	Provides a range of rehabilitation services for people aged 21 years and over in their use of alcohol and other drugs. Residential and non-residential support/counselling/ education programs/ family support.

Hot House Alcohol and Drug Counselling Service	1800 177 833	Free and confidential alcohol and drug counselling service for young people (under 25), concerned about their own or someone else's alcohol and/or drug use. Counselling and support are also available for parents and significant others.
Krurungal	07 5536 7911	A community alcohol and other drug treatment support service for the Aboriginal and Torres Strait Islander community across the Gold Coast.
Lives Lived Well (Merge of Gold Coast Drug Council, Alcohol and Drug Foundation Queensland & Queensland Drug and Alcohol Council)	BURLEIGH OFFICE 191 West Burleigh Road, WEST BURLEIGH 07 5535 4302 1300 727 0957 (Tollfree) www.liveslivedwell.org.au info@liveslivedwell.org.au NERANG OFFICE 29 Martin Street, NERANG (Located behind Nerang Neighbourhood Centre) 07 5535 4302 neranghub@liveslivedwell.org.au	Offers a variety of out-client programs/services and a residential program (Mirikai) for people impacted by alcohol and drug use. Adults, young people and children. West Burleigh Office Programs: <i>Kids in Focus</i> - Long term intensive in-home support for children, their parents and carers impacted by substance use in the family. <i>Family Therapy Program</i> – in-depth counselling experience to support family members or friends of people who have problems with drugs and alcohol. Individual, family & couple sessions and family support groups available. <i>Family & Friends Support Group</i> – support meetings providing education, counselling & peer support for family members or friends of people with drug and alcohol dependency. Meetings held every Monday at 7:00pm. To join the meeting call or email. Nerang Hub Programs: <i>Nerang Alcohol & Drug AOD Team</i> – free service for people using drugs and alcohol providing counselling, harm reduction, recovery planning, non-residential rehabilitation, pre and post rehabilitation support, relapse prevention, family & carer support, education & prevention and methamphetamine recovery support.
Narcotics Anonymous	07 5591 4522 1300 652 820 www.na.org.au	Regular meetings for people wanting support in relation to their drug use.
Newlife Care – SMART Recovery Meetings	4 Greenwich Court, ROBINA 07 5593 3262 admin@newlifecare.nu www.newlifecare.nu	Free group assisting any addictive behaviours including drugs, alcohol, tobacco, gambling, food, shopping, internet and others. Guided by trained peers & professionals. Weekly meetings 12:00pm to 1:30pm.
QUIHN – Needle and Syringe Program	12/99 West Burleigh Road, BURLEIGH HEADS 07 5520 7900 www.quihn.org.au	Needle and syringe program. QUIHN also provides other programs – contact for more details. Mon-Fri 9am to 5pm.
QUIHN – Positive Change Program	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. Mon-Fri 9am to 5pm.
QUIHN – Treehouse Program	12/99 West Burleigh Road, BURLEIGH HEADS 07 5520 7900 www.quihn.org.au	The Treehouse Program assists with parenting issues and development of parenting skills designed for parents with drug & alcohol and/or mental health issues.
Salvation Army Fairhaven Detox and Rehabilitation Centre	4 Scarborough Street, SOUTHPORT 07 5630 7939 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 “Turning Point” (Southport).

EDUCATION – ALTERNATIVE OPTIONS

Arcadia College	Varsity Lakes Campus Suite B4, RP1 Building 1 Bellvue Drive, VARSITY LAKES PO Box 394, VARSITY LAKES, 4227 (Office Hours 8:30am to 4:00pm) 07 5655 1800 (Ph) 07 5655 1899 (Fax) admin@arcadia.qld.edu.au http://arcadia.qld.edu.au/	Co-ed independent secondary school designed for young people who have disengaged from mainstream schooling. Philosophy based on establishing positive and respectful relationships between adults and students to maximise engagement, emotional well-being and academic achievement. Classes offered with an emphasis on project-based learning and individualised learning plans for each student.
Coral House (Arundel Early Years Learning Centre)	Contact your child's school for more information.	Off-Campus classroom for Prep to Year Two students struggling to integrate in the learning environment. Referrals completed by child's school.
Ohana for Youth	PO Box 1730, BROADBEACH, 4217 5538 6600 1800 244 744 (Free call) www.ohana.org.au	A number of programs available designed to support young people 13-19 years. Coordinates Youth Pathways Program, School-based traineeships, Workplace Learning Program and Career Transition Support Programs targeted at young people at risk of disengaging or who have disengaged from education/training.
Toogoolawa School	Enrolments and General Enquiries PO Box 149, ORMEAU, 4208 07 5547 5866 office@toogoolawa.com.au	For boys from grades 4 to 10 finding it difficult to function in mainstream schools. The school is staffed by qualified teachers and youth workers. Costs \$45 per week which covers study materials & resources, daily lunches, weekly outings and transport to and from Ormeau Train Station. Consideration is given to families struggling financially.
Youth Plus (Edmund Rice Education Australia)	National Office 58 Fernberg Road, PADDINGTON PO Box 498, RED HILL, 4059 07 3447 1002 0428 967 843 contactus@youthplus.edu.au www.youthplus.edu.au Flexible Learning Centre SOUTHPORT (Mobile Program) 0437 694 065	Flexible learning centres are part of Edmund Rice Education Australia's national initiative, Youth +, providing accredited flexible education services for young people to re-engage in education in a flexible supported learning environment. Aimed at young people disengaged from mainstream schooling. Operates Mon to Fri and some areas offer bus pick up and drop off.
EMPLOYMENT		
Artius Employment Services	07 5537 7944 www.artius.com.au info@artius.com.au	Assisting people 14-65 years with injury, illness, health condition, mental health or disability to find, or return or stay at work.
BUSY at Work	6/45 Nind Street, SOUTHPORT 13 BUSY (13 28 79) or text 0421 268 884 PO Box 303, SOUTHPORT, 4215 www.busyatwork.com.au	Leading provider of Apprenticeship & Traineeship services and job solutions. Variety of programs run aimed at people looking to enter the workforce or needing support once they get there. Call centre open Monday to Friday 8am to 8pm.
Career Employment Australia	2/10 Scarborough Street, SOUTHPORT 07 5532 7000 www.caegroup.com.au	Providing support for unemployed people of all ages – work skill courses and training.
Centacare Employment Group	Suite 5 Jandrene Plaza, Corner Nind & Scarborough Street, SOUTHPORT 07 5526 4822 Corner Fifth Avenue & Cypress Avenue, PALM BEACH 07 5525 7611 www.centacarebrisbane.net.au	Helps people with disabilities or significant barriers to enter the workforce.

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.
Gen-Z Employment	2474 Gold Coast Highway, MERMAID BEACH 07 5655 1880 www.genzemployment.com.au Site Locations 4 Nind Street, SOUTHPORT H20 Building, 1 Bellvue Street, VARSITY LAKES	Service targeted at 15-21 year olds who are unemployed. This program collaborates with local community agencies to move unemployed young people into sustainable employment pathways. Service offers young people personal, social and practical employability skills and opportunities to explore the world of work, build networks and gain experience that employers' value.
Job Futures – South East Queensland	1/9 Windmill Street, SOUTHPORT 07 5528 5988 1/7 Palm Beach Avenue, PALM BEACH 07 5534 4484 16/492 Christine Avenue, ROBINA 07 5562 1550 www.jobfutures-seq.com.au	Provides free expert services, training and support to assist people to tackle difficult personal circumstances. Have a personal support program and employment and training programs.
Jobcare	Stella House 64 Ferny Avenue, SURFERS PARADISE 07 5538 0619	A free job search program for unemployed people wishing to return to work. Five week courses (4 mornings per week).
Salvation Army Employment Plus	VARIOUS LOCATIONS 13 61 23 www.employmentplus.com.au	Provides quality employment to those affected by unemployment.
FINANCIAL ADVICE / ASSISTANCE		
AnglicareSQ	5 Olive Street, SOUTHPORT Intake Team: 1300 114 397	Emergency Relief funding for Gold Coast residents. Appointments necessary via Intake Team. Mon-Fri 9:00am to 5:00pm. Two forms of ID, Centrelink Card, recent bank statement and proof of hardship (eg. Large bill) required.
Australian Securities & Investments Commission (ASIC)	1300 300 630 www.understandingmoney.gov.au	Website designed to give people more information and advice about managing their money, budgeting, saving, understanding credit and controlling debt.
Carers Queensland Inc.	2/1154 Gold Coast Highway, PALM BEACH 07 5534 2899	No Interest Loan Scheme (NILS) providing up to \$1200 for essential goods/services (eg. White goods and health aids). Mon, Tues, Thurs 10:00am to 2:30pm.
Centrelink – Social Work Department	132 850 https://www.humanservices.gov.au/	For Centrelink, Medicare and Child support queries. Social Work support can be provided.
Christians Against Poverty	1300 227 000 help@capaust.org www.capaust.org	Free debt counselling.
Citizens Advice Bureau & Gold Coast Legal Service	24 Davenport Street, SOUTHPORT 07 5532 9611 www.advicebureau.org.au	Free confidential financial counselling by appointment only. Will assist with Bankruptcy and look into alternative options. Mon-Fri 8:30am to 4:00pm.
Gold Coast Step Up Loan Program	07 5514 5306	Step Up Loan (up to \$3000) low interest personal loan. Mon, Wed and Thurs only.
Gold Coast Youth Service	15 Oak Avenue, MIAMI 07 5572 0400	Emergency relief assistance for young people (up to 25 years). Call for eligibility Mon-Fri 9:30am to 12:30pm.
Lifeline – Financial Counselling	2741 Gold Coast Highway, BROADBEACH 1800 007 007	Financial counselling to assist people to get out of the cycle of debt. Budgeting support.

Nerang Neighbourhood Centre	29 Martin Street, NERANG 07 5578 2457	Fair Finance representative available for financial advice and No Interest Loans Scheme (NILS). Friday only.
North Gold Coast NILS	St Margarets Anglican Church 167 Beaudesert-Nerang Road, NERANG 07 5596 1055 gcnorth_nils@bigpond.com	No Interest Loan Scheme (NILS) providing up to \$1200 for essential goods/services (eg. White goods and health aids). Tue, Wed, Thurs 9am-12pm.
Palm Beach Neighbourhood Centre	16 Third Avenue, PALM BEACH 07 5598 1505 www.palmbeachnc.org.au	Financial counselling service.
Savers Plus	1300 610 355 saverplus@bsl.org.au www.anz.com/saversplus	A matched savings program providing an opportunity to have every dollar saved (up to \$500) matched with an additional dollar for your own or your family's education-related expenses.
Seeds of Hope NILS	148 Eastlake Street, CARRARA 07 5559 1302	No Interest Loan Scheme (NILS) providing up to \$1200 for essential goods/services (eg. White goods and health aids). Mon, Tues, Thurs 9am to 12pm.
Smart Money	www.moneysmart.gov.au	Website designed to provide information and resources for managing money.
The Smith Family – Learning for Life Program	370 Marine Parade, LABRADOR 07 5529 2043 07 5537 2385 www.thesmithfamily.com.au	Assistance with education, scholarships and financial support for educational related expenses. Coomera, Southport and Coolangatta school students only.
Uniting Care Community Financial Aid	1800 007 007 (Hotline)	Call for an appointment with a financial counsellor.
FOOD ASSISTANCE – COASTWIDE		
Lighthouse Care	17 Monte-Khoury Drive, LOGANHOLME 07 3806 0639 www.lighthousecare.org.au admin@lighthousecare.org.au	Trolley of food and groceries available for \$25. Mon-Fri 9:00am to 5:00pm and Sat 9:00am to 12:00pm.
Newlife Care Emergency Food Relief	4 Greenwich Court, ROBINA 07 5593 3262 admin@newlifecare.nu www.newlifecare.nu	Non-perishable food hampers and sanitary items. Open weekdays 9am to 4pm.
St Vincent de Paul	1800 846 643 (1800Vinnies)	Mon-Fri 8:30am to 3:30pm. Clients cannot ring stores for assistance with food vouchers. Calls received on this line are referred to the local conferences. These conferences will then visit the client and will discuss with them their needs (food, furniture or clothing).
Salvation Army	No longer welfare offices on the Gold Coast. 1300 371 288 13 72 58 www.salvos.org.au	Call for assistance to be organised.
FOOD ASSISTANCE AND FOODBANKS – NORTHERN GOLD COAST		
Angels Kitchen	Gold Coast Community Centre, Room 3 8 Lawson Street, SOUTHPORT 07 5532 6647	Sun 4pm. Free tea, coffee, biscuits, main meal and desert for anyone in need. Please be on time.
Community Pantry	6/3 Dalton Street, UPPER COOMERA (off Days Road) 07 5502 7324 soulcentre@gmail.com	Low cost fresh and packaged groceries. ID and Newstart/ Pension/Student card required. Tues & Thurs 10am to 12pm.
Crosslife Baptist Church	Baptist Church 23 Discovery Drive, HELENSVALE 07 5573 3644	Mon-Sun 9am to 3:30pm. Small food parcels. Identification required.
Hillsong City Care Storehouse	Hillsong Coomera 7 Kohl Street, UPPER COOMERA 07 5502 7324	Monday 5pm-6pm & Friday 5pm-6pm. Emergency and long-term food relief. Identification to show low income required.
Lighthouse Care	SOUTHPORT 07 5532 9527 www.lighthouse.org.au	Food Aid - \$7 for a box of food. Pension or Health Care Card required.

Nerang Neighbourhood Centre	29 Martin Street, NERANG 07 5578 2457 www.nncinc.com.au foodbank@nncinc.com.au	Thurs 1:30pm to 4pm and Fri 8am to 10:30am. \$15 per box of food. Must ring to reserve a box by Wed 4pm.
New Life Food Barn	16 Dunkirk Close, ARUNDEL 07 5571 6115 0410 565 781 www.newlifefoodbarn.org foodbarn@intnlc.org Food can be ordered online at: www.newlifefoodbarn.org/pages/parcels.html	Wed & Thurs 10am to 12pm. Food Barn Shop – Thurs 9:30am to 12pm. Food parcels from \$45 (value of \$175-\$200) for pick-up or delivery. Reduced cost food also available at the Food Barn Shop. Entry to Food Barn Shop on Thurs requires membership (free).
Rosie's Drop In Centre	Corner North & Davenport Streets, SOUTHPORT 1300 767 437	Fri 11am to 1pm. Friday lunch and \$10 food boxes available.
Rosie's BBQ Outreach	Sykes Park Corner North & High Street, SOUTHPORT 1300 767 437 www.rosies.org.au/gold-coast/	Mon 11am to 12pm; Wed 8am to 9am; Fri 8am to 9am. BBQ Meals. Drop in centre open Mon and Tues. Street outreach program available.
Set Free Care	Head Office: 5/17 Indy Court, CARRARA 07 5500 4454 sfgc@setfree.org.au www.setfreecare.org.au Crosslife Baptist Church 170 Nerang Street, SOUTHPORT United City Car Warehouse 4/22 New Street, NERANG	\$15 food parcels (not equivalent to a full grocery shop). Free lunch on Thursday at 11am in Southport. Food Parcel Pick-up Locations: Southport – Thurs 12pm to 1pm Carrara – Thurs 2:30pm to 4pm. Please reuse bags.
Studio Village Community Centre	87 Village Way, OXFENFORD 07 5529 8253	Mon-Fri 8:30am to 3pm. \$15 food parcels & free fruit and vegetables (depending on availability). Orders to be made by noon on Wed and collected on Thurs between 11am-1pm. Financial assistance and home visits/delivery/pick-up can be offered.
FOOD ASSISTANCE AND FOODBANKS – SOUTHERN GOLD COAST		
Agape Outreach	60 Marine Parade, COOLANGATTA (Beach in front of Max Brenner) 0414 693 670	Tues & Wed 6pm. Free meals. Also teaches homeless to cook in the kitchen of hard knocks.
Blair Athol Accommodation and Support Program	93 Golden Four Drive, BILINGA 07 5536 2173 www.blairathol.org bathol@blairathol.org	Material aid in the form of hot low-cost meals are provided for people in need. \$2 per meal. Assessment by welfare support worker and according to need.
Community Care / Uniting Church Mudgeeraba	89 Franklin Drive, MUDGEERABA 07 5530 7298 07 5525 1309	Mon-Fri 9am to 4pm and Sat-Sun 9am to 12pm. Mudgeeraba residents only. Food essentials/parcels to those in need. This service is run by the community care op-shop.
Hands Of Compassion	Heritage of Faith Church 63 Township Drive, WEST BURLEIGH 07 5576 5534	One off emergency assistance in the form of food parcels. Referral required from Centrelink or other agency. Mon-Fri 10am to 2pm.
Havafeed Community Relief	Community Complex 2433 Gold Coast Highway, MERMAID BEACH 07 5520 3363 07 5520 0772	Thurs 6:30am breakfast. Food parcels if needed when attending free breakfast or lunch meals.
Kalwun Development Corp Ltd.	Level 1, 14 Cassia Drive, VARSITY LAKES 07 5578 3434 www.kalwun.com.au/services/social-welfare-support/	Must identify as Aboriginal and/or Torres Strait Islander. Mon-Fri 8:30am to 4:00pm. Food vouchers - \$40 for individual and \$80 for family. Strict eligibility criteria and detailed application process applies. Must provide Centrelink Income Statement, utility receipt, ID & ATM or bank statement.
Krurungal Aboriginal and Torres Strait Islanders Corporation	COOLANGATTA 07 5536 7911	Emergency food relief for Aboriginal and Torres Strait Islander People with Centrelink income statement and proof of bills or referral from a service. By Appointment only.

Newlife Care Inc.	4 Greenwich Court, ROBINA 5593 3262	Mon-Fri 9am to 4pm. Emergency food relief for those in need, call or present to service. Level of need will be assessed on site.
Plus One Care	56 Gemvale Road, REEDY CREEK 07 5522 0802	Tues-Fri 9:00am to 2:00pm. Free food available. Centrelink referral preferred & Centrelink card required.
Peoples Market	307/87 Griffith Street, COOLANGATTA 0423 283 799 (Tony Doherty) www.ppelsmarket.com.au	Friday 12pm to 3:30pm. Food parcels available from \$20. Order parcels online then select pickup location.
Pregnancy and Family Support	Unit 4, 4 Firebird Street, ROBINA 07 5575 8442 Pregnancyfamilysupport.org info@pfs.org.au	Emergency relief available for pregnant woman & families with infants, children & adolescents under 16 years of age in financial distress. Aid includes food, baby goods and payment of rent or electricity bills. Appointments necessary and Health Care Card or Pension Card required.
St John's Crisis Centre (Surfers Paradise Anglican Crisis Centre)	36 Hamilton Avenue, SURFERS PARADISE 07 5531 6013	Mon-Fri 11:30am to 12:30pm and Sat 7:30am to 8:30am. Gold coin donation.
Uniting Church Community Care	89 Franklin Street, MUDGEERABA 07 5525 1309	Food pantry available – call to organise an appointment.
Vibe Care Community Pantry Tweed Heads	3 Beryl Street, TWEED HEADS 07 5536 7575	Grocery Distribution Centre. For weekly food updates text mobile number with word "Pantry" to 0421 234 633. Mon, Tues & Fri 9am to 11am and Thurs 9am to 12pm (NSW time).
Vibe Care Community Pantry Palm Beach	Shop 10-11, Eighth Avenue, PALM BEACH 07 5536 7575	Mon, Wed & Thurs 1pm to 4pm. Free and low cost food available. Health Care Card or Pension Card required. For weekly food updates text mobile number with word "Pantry" to 0421 234 633.
GOVERNMENT DEPARTMENTS		
Births Deaths and Marriages	Magistrates Court Hinze Street, SOUTHPORT 07 5583 5900 or 1300 366 430	Births Deaths and Marriages certificates.
Centrelink – Social Work Department	132 850 https://www.humanservices.gov.au/	For Centrelink, Medicare and Child Support Enquiries. Social Work support can be provided.
Child Protection and Investigation Unit (CPIU)	Police Station 68 Ferny Avenue, SURFERS PARADISE 07 5570 7861	Works with juvenile offenders and young victims of crime, investigating child abuse and general child related crimes and providing cautioning to children under 17 years of age.
Child Support Agency	Australia Wide 131 272 www.csa.gov.au	Support separated parents to transfer payments for the benefit of their children.
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.
Department of Communities	Level 2 Campus Alpha, 2 Investigator Drive, ROBINA 07 5656 5822 or 07 5580 8274 1800 177 120	Supports people with a disability, mental illness or frail aged.
Department of Education	Australia Wide 13 33 97	Childcare and education.
Department of Employment	Australia Wide 13 33 97	Employment and workplaces.
Department of Immigration and Citizenship (DIAC)	Brisbane 131 881 Citizenships: 131 880 or 07 3136 7152	Visas, citizenships applications, general immigration advice and information.
Department Child Safety, Youth & Women – YOUTH JUSTICE SERVICES	Pacific Square 2540 Gold Coast Highway, MERMAID BEACH 07 5562 7157	Support to young people in contact with the youth justice system.
Family Court	1300 352 000 www.familycourt.gov.au	Information and advice.

Probation and Parole	McDonald House, 4 th Floor Corner Park & Connor Streets, BURLEIGH 07 5569 7910	Probation and parole services.
Queensland Police Stations (QPS)	BROADBEACH – 07 5534 0222 BROADBEACH COMMS – 07 5581 2900 BURLEIGH HEADS – 07 5535 1171 COOLANGATTA – 07 5589 8444 COOMERA – 07 5519 5555 PALM BEACH – 07 5535 1171 SOUTHPORT – 07 5571 4222 SURFERS PARADISE – 07 5570 7888	Queensland Police Service law enforcement.
HEALTH AND DEVELOPMENTAL		
13 HEALTH	13 432 584 www.health.qld.gov.au	Health information and advice by qualified health professionals 24 hours, 7 days.
Australian Hearing	VARIOUS LOCATIONS 131 797 www.hearing.com.au	Audio logical assessments, rehabilitation and hearing aids for most Centrelink and DVA pension card holders and children under 21 years.
Breast Screening Queensland – Gold Coast Service	132 050 www.health.qld.gov.au/breastscreen	Information about breast screening.
Child Development Service (CDS)	Community Child Health - 1 Hospital Boulevard, SOUTHPORT, 4215 (Postal address) 07 5687 9183 07 5687 9168 (Fax) CDSGoldCoast@health.qld.gov.au Clinic locations: <i>Southport Centre</i> Level 3, 16-30 High Street, Southport Health Precinct, SOUTHPORT <i>Palm Beach Community Health Centre</i> 9 Fifth Avenue, PALM BEACH <i>Helensvale Community Health Centre</i> 105 Lindfield Road, HELENSVALE	For children aged 0-10 years referred with developmental problems such as communication/speech, movement, emotions, behaviour and socialisation. Multidisciplinary teams available.
Community Child Health – Gold Coast	VARIOUS LOCATIONS Community Child Health 1 Hospital Boulevard, SOUTHPORT, 4215 (Postal address) Southport Health Precinct Level 3, 16-30 High Street, SOUTHPORT (Main office) 07 5687 9183 (appointments to all clinics) 1800 177 279 (after hours)	Child health services, milestone and developmental assessments and programs. Drop in clinics available.
Community Health Centre	07 5570 8500 – BUNDALL 07 5580 7800 – HELENSVALE 07 5506 7540 – TWEED HEADS	Health and welfare assessments. Wide range of services including clinical nurse, social workers, health aide, speech pathology, medical, psychologist, occupational therapist, podiatrist, baby clinics and mental health checks.
Emergency Dental Call Centre – Gold Coast Service District	VARIOUS LOCATIONS 1300 300 850 (Central booking number)	Priority based on need only. Require health care/pension card. Call for an appointment.
Gold Coast Hospital	1 Hospital Boulevard, SOUTHPORT 07 5519 8211 1300 744 284 www.goldcoast.health.qld.gov.au	Emergency department open 24 hrs/ 7 days per week.
Gold Coast Sexual Health Clinic	2019 Gold Coast Highway, MIAMI (upstairs) 07 5576 9033	Free and confidential service (Medicare care not required). Testing, treatment and information about all aspects of sexual health and contraception. Mon-Fri 9am to 5pm. Appointment required.
Gold Coast Women's Health Clinic	2681 Gold Coast Highway & Cnr Elizabeth Avenue, BROADBEACH 07 5539 9344	Providing all types of women's health services. Direct bulk billing for health care card/pension card holders.

Immunization – Gold Coast City Council	07 5581 6709 07 5581 5212 www.goldcoast.qld.gov.au/immunisation	Contact for immunization clinic timetables, locations and vaccinations available.
Infant-Parent Counselling and Consultancy Service – Helen Baker	Suite 126/80, The Pines, ELANORA 0402 226 106 07 5534 9082 hbaker2222@gmail.com	Assessment and Therapy for families and infants (0-3 years). Specialist Infant Mental Health Consultancy, Supervision and Training. Support with improving parent/child interactions, building positive attachment and relationships between parents and children, sleep problems and parenting support.
Kalwun Health Services	Clinics at 3 locations: 2020 Gold Coast Highway, MIAMI 07 5526 1112 Level 1, 2 Leo Graham Way, OXFENFORD 07 5514 7100 Airport Central B1, 1 Eastern Avenue BILINGA 07 5589 6500	Provides full medical facilities, health assessment, immunizations, women's business, diabetic care, podiatrist, eye clinic, massage, dietician, dental, HIV/AIDS, hearing, ante-natal and paediatrician services.
Lavender Mother and Baby Unit	Gold Coast University Hospital 1 Hospital Boulevard, SOUTHPORT 07 5687 7064 GCUH_Lavender@health.qld.gov	Provides specialist care for woman who require hospital admission for significant mental health difficulties in the year following childbirth. Referrals from GPs, Obstetrician, Paediatrician, Psychiatrist, Mental Health services.
Medcall After Hours Service	GOLD COAST 07 5531 1224 www.medcall.com.au	After hours free service for patients in their homes by doctors that bulk bill.
Medicare	VARIOUS LOCATIONS 13 2011 www.medicareaustralia.gov.au	Government health scheme.
Medicines Information Line	1300 888 763 www.nps.org.au	Phone service to answer any medication related queries.
Poison Information Line	13 11 26	Phone service.
Robina Hospital	2 Bayberry Lane, ROBINA 07 5668 6000 www.goldcoast.health.qld.gov.au	Emergency department open 24 hrs/ 7 days per week.
School Dental Clinics	07 5529 1985 – Biggera Waters School 0409 273 145 – Oxenford Primary School	Biggera Waters open Mon, Wed and Thurs 8:00am to 4:30pm. Oxenford available for emergency appointments. Child must be Queensland resident, 4 years or over who has not completed year 10.
Spectacle Supply Scheme	07 3136 3636 www.health.qld.gov.au/mass	Pensioners who have current Centrelink card and others with medical problems may be eligible for free glasses.
St John Ambulance Training Centre	Suite 8, 45-49 Nind Street, SOUTHPORT 07 5591 3911 www.stjohnqld.com.au	First Aid training – general and children. First Aid kits.
Vision Australia	1300 847 466 www.visionaustralia.org info@visionaustralia.org	Supporting people who are blind or have low vision. Mon-Fri 8:30am to 5:00pm.
YouThrive	Suite 22, Riverwalk Place 238 Robina Town Centre Drive, ROBINA 07 5575 7122 (Ph) 07 5593 0065 (Fax) enquiries@youthrive.com.au	Service offering psychology, speech therapy & occupational therapy to children & young people. Also offers a variety of group programs. Mon-Fri 9am to 5pm and Sat 9am-1pm.
HOMELESSNESS AND CRISIS ACCOMMODATION		
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-Fri 8:30am to 4:30pm Lawson House: 07 5564 8360 – Mon-Sun 7am to 8pm Bill Hoyer House: 07 5537 6339 – Mon-Sun 7am to 8pm Jessica Dunne Lodge: 07 5574 6659 GCPHY Mobile Support: 5537 6090 - Mon-Fri 7am to 7pm	Accommodation and support options for young people 16-25 years who are homeless or at risk of homelessness. <i>Immediate Accommodation:</i> 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) <i>Supported Transitional Accommodation for Youth (STAY)</i> (8 beds) <i>Mobile support service</i> for young people 16-25 years at risk of homelessness.
Gold Coast Housing Company	PO Box 1156, ASHMORE CITY 07 5597 6300 www.gchousingco.com.au	Provides a range of community housing programs and affordable housing projects. Applicants must be registered with Department of Housing wait list.
Gold Coast Youth Service – Housing & Support Program (HASP)	15 Oak Avenue, MIAMI 07 5572 0400 www.goldcoastyouthservice.com	Access Intake hours – 9:30am to 12:30pm. Office hours – Mon-Fri 9am to 5pm. Externally supported accommodation for young people 16-21 years (including single parents). 12 beds available.
Homeless Hotline	1800 474 753	Phone information and referral service experiencing homelessness or at risk of homelessness.
Homeless Health Outreach Team (HHOT)	1300 MH CALL (1300 642 255) 0403 608 297 (active until 9pm each night)	Provides assessment, care co-ordination and clinical intervention for homeless persons experiencing mental illness.
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.
Newlife Care Street Care	4 Greenwich Court, ROBINA 07 5593 3262 admin@newlifecare.nu www.newlifecare.nu	Street swags, food hampers, clothing and household items can be provided. Community support available as needed.
Orange Sky Laundry	VARIOUS LOCATIONS 0467 239 214 or 0424 054 113 goldcoast@orangeskylaundry.com.au	Free laundry service for people who are homeless. Call or email for timetable.
Ozcare - Gold Coast Family Accommodation Support Service	3 Frinton Street, SOUTHPORT 07 5519 0323 www.ozcare.org.au	Short-term crisis accommodation for families homeless or at risk of homelessness. Call daily for vacancies and further information.
Queensland Homelessness Information Platform (QHIP)	07 3224 4144 www.hpw.qld.gov.au	Phone service available to provide update information about “real time” housing vacancies in QLD. Contact details can be recorded on the QHIP system. Mon-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-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).

<p>Uniting Care Community – Gold Coast Homelessness Hub</p>	<p><i>Southern Services – Gold Coast Homelessness Hub</i> <i>Southern Services - Blair Athol</i> 93 Golden Four Drive, BILINGA 07 5579 6060</p> <p><i>Northern Services – Bryant Place</i> 106 Frank Street, LABRADOR 07 5579 6071</p> <p>www.uccommunity.org.au/gold-coast-homelessness-service</p> <p>Hours of operation: Office – Mon-Fri 9am to 5pm Mobile – Mon-Fri 9am to 3:30pm Centres – 24hrs, 365 days</p>	<p>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.</p>
HOUSING AND TENANCY		
<p>Churches of Christ Housing Services</p>	<p>5539 7655</p>	<p>Long term community housing, NRAS and transitional housing.</p>
<p>Department of Housing</p>	<p>ROBINA TOWN CENTRE Level 2, Baazar Street, ROBINA PO Box 4059, Robina Town Centre, 4226 <i>General enquiries</i> 07 5645 8100 (Ph) 07 5583 2242 (Fax) <i>Maintenance enquiries</i> 1300 650 917 <i>Emergency maintenance (after hours)</i> 1800 808 107 <i>Housing Loans Service Line</i> 1300 654 322 https://www.qld.gov.au/housing/</p>	<p>Housing applications, social housing, transitional housing, bond loans and rental grants.</p>
<p>Families Back On Track</p>	<p>104-112 Allied Drive, ARUNDEL 07 5552 5400</p>	<p>Supported transitional housing for single parent families at risk of homelessness. Referral required from Department of Housing. 27 units available.</p>
<p>Horizon Housing</p>	<p>1300 133 027 07 5578 9522 (Fax) <i>Head Office</i> Suite 101, Level 1, Campus Alpha 2 Investigator Drive, ROBINA hhc@horizonhousing.com.au www.horizonhousing.com.au www.dss.gov.au (NRAS)</p>	<p>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.</p>
<p>Kalwun Development Corporation</p>	<p>Level 1, 14 Cassia Drive, VARSITY LAKES 07 5578 3434 headoffice@kalwun.com.au</p>	<p>Housing assistance – no emergency accommodation available.</p>
<p>Queensland Statewide Tenant Advice & Referral Service (QSTARS)</p>	<p>NORTHERN OFFICE 34 Railway Street, SOUTHPORT (behind CSI) SOUTHERN OFFICE 4/1051 Gold Coast Highway, PALM BEACH 1300 744 263 http://qstars.org.au</p>	<p>Free rental advocacy service. Self-referral process. Can assist with TICA removals and QCAT applications. Mon, Thurs & Fri 9am to 5pm. Extended hours to 7pm Tues & Wed.</p>

Rent Connect	Robina Housing Service Centre ROBINA TOWN CENTRE Level 2, Bazaar Street, ROBINA 07 5645 8100 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	GPO Box 390, BRISBANE, 4001 1300 366 311 www.rta.qld.gov.au	General tenancy advice and information.
Residential Tenancies Authority (RTA)	1300 366 311	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-Thurs 9am to 12pm. Early intervention housing service and case management service to assist families to maintain their accommodation.
Tenants Union of Queensland	1300 744 263 www.tuq.org.au	Free advice service for tenants. Advice Hours: Mon, Wed, Thurs 9am-12:30pm Evening Advice: Tue & Wed 3:30pm-7:00pm.
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).
INDIGENOUS SERVICES		
Aboriginal & Torres Strait Islander Legal Service	Level 1, Suite 8, 19 Short Street, SOUTHPORT 07 5532 6988 (Ph) 07 5531 2880 (Fax) 1800 012 255 (24 hour emergency assistance) www.atsils.org.au	Community Legal Service provides free legal advice, support and counselling to all ATSI people. Legal advice and representation (criminal law).
Indigenous Health Service – Gold Coast	Main Office Palm Beach Community Health Service 9 Fifth Avenue, PALM BEACH 07 5525 5630 (Ph) 07 5525 5629 (Fax) 07 5525 5707 – Coordinator 07 5525 5736 – Cultural Practice Program 07 5525 5640 – Immunisation Office 07 5525 5652 – Dietician/Nutritionist 07 5525 5627 – Community Nutritionist 07 5525 5637 – Child Health Nurse 07 5525 5630 – Mental Health Yan Coorara	Advanced health workers, child health workers, immunisation office, hospital liaison officers, dietician, nutritionists, chronic disease team and mental health team.
Indigenous Hospital Liaison Officers	Gold Coast University Hospital Room 050 Ground Floor, D Block Hospital Boulevard, SOUTHPORT 07 5687 3049	Available at the hospital for ATSI people.
Jellurgal Aboriginal Cultural Centre, Tours and Information Hub	1711 Gold Coast Highway, BURLEIGH HEADS 07 5525 5955 kalwunde@kalwun.com.au	
Kalwun Development Corporation	Level 1, 14 Cassia Drive, VARSITY LAKES 07 5578 3434 headoffice@kalwun.com.au	Range of services including housing, aged care, child protection, family support and cultural promotions. Training Centre for organisational, business and community service use.
Kalwun HACC	118 Bonogin Road, MUDGEERABA 07 5522 9197 (Ph) 07 5596 6058 (Fax) agedcare@kalwun.com.au	Supports ATSI people in the Gold Coast area through the ageing process. It allows members of community to maintain their independence and thus enable them to remain at home longer and enriching their quality of life.

Kalwun Health Services	Clinics at 3 locations: 2020 Gold Coast Highway, MIAMI 07 5526 1112 Level 1, 2 Leo Graham Way, OXFENFORD 07 5514 7100 Airport Central B1, 1 Eastern Avenue BILINGA 07 5589 6500	Full medical facilities, dental service, health assessment and immunisations, targeted health programs, access to allied health services and ante-natal.
Kalwun Housing	07 5578 3434	Affordable long-term accommodation, social welfare for ATSI people with a Centrelink referral and community referral.
Kalwun SEQ RE & FSS	14 Kortum Drive, BURLEIGH HEADS 07 5520 8600 (Ph) 07 5520 2559 (Fax) admin@aicca.com	The Recognised Entity, Family Support and Foster & Kinship Care Service ensure ATSI people and their families have the right to culturally appropriate advocacy, support, resources and information during the child protection and alternative care process.
Kirrawe Indigenous Corporation	Labrador Community Centre 55-57 Billington Street, LABRADOR 07 5679 3471 (Ph) 07 5679 3473 (Fax) rosemary@kirrawe.com.au	Indigenous Youth Mentoring, Indigenous Art Exhibition, Certificate II Health Support Service, Rosey's Cottage, Kirrawe Kidz.
Krurungal ATSI Corporation for Welfare, Resource and Housing	F5&9 Eastern Avenue, COOLANGATTA 07 5536 7911 (Ph) 07 5536 7909 (Fax) Reception@krurungal.com.au	Emergency relief, Drug and Alcohol prevention, intervention and referral service.
LEGAL		
Gold Coast Community Legal Centre and Advice Bureau	34 Railway Street, SOUTHPORT (Behind Club Southport) 07 5532 9611 www.advicebureau.org.au	Free confidential financial and legal counselling by appointment only. Will assist with Bankruptcy and look into alternative options. Mon-Fri 8:30am to 4:00pm.
Gold Coast Legal Advisory Service	07 5577 2875	Offers advice over the phone or face-to-face.
Legal Aid Queensland	100 Scarborough Street, SOUTHPORT (first floor) 1300 651188	Mon-Fri 9am to 5pm. Call for an appointment and to discuss eligibility.
Legal Services – The Aboriginal and Torres Strait Islander Corporation (QEA)	11B/101A Main Street, BEENLEIGH 07 3804 5033 1800 012 255 (24 hour emergency number)	Mon-Fri 8:30am to 4:30pm.
Paradise Kids	88 Allied Drive, ARUNDEL 07 5574 6853 0418 304 870 (Supervision Centre Officer) www.paradisekids.org.au	Supervision Centre for supervised contact visits or changeovers. Cost for one hour supervised visit is \$110 or changeover is \$66 supervision@paradisekids.org.au
Robina Community Legal Centre	Robina Community Centre 196 Town Centre Drive, ROBINA 0423 466 286 www.rlc.net.au	Free legal service to those in need. 6:30pm to 8:30pm Thursday evenings. No appointment necessary. Please arrive between 5:00-5:30pm and no later than 7:30pm.
Victims Legal Service	0407 330 002 http://vlsq.com.au/	Legal advice, assistance for victims of DFV
Welfare Rights Centre	Fortitude Valley 1800 358 511	Legal help for people with social security problems.
Woman's Legal Service	12 Short Street, SOUTHPORT Admin Line – 07 5631 5920 07 3392 0644 Legal Advice Helpline - 1800 WLS WLS (1800 957 957) www.wlsq.org.au admin@wls.org.au	A specialist community legal centre providing free legal and social work services to QLD women. Assists women in the areas of family law, child support, domestic violence and child protection.
Youth Legal Advice Hotline	1800 LAQ LAQ (1800 527 527) www.legalaid.qld.gov.au	Call to talk to a lawyer. Free and confidential legal advice, diversionary options, being charged with a

		crime, talking to police and youth justice issues. Mon – Fri 8am to 9pm, Sat 7am to midday.
LGBTIQ+		
PFLAG (Parents and friends of Lesbian & Gay)	0400 767 832 www.pflagbrisbane.org.au	PFLAG is a peer support group that assist families and friends understand their LGBTIQ loved ones.
QLife	1800 184 527 https://qlife.org.au/	QLife is a counselling and referral service for people of diverse sex, genders and sexualities. QLife provides nation-wide early intervention, peer supported telephone and web based services to support Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people of all ages. 5:30pm-10:30pm every day. Online Chat 5:30pm – 10:30pm every day.
QSPACE	Scarborough Street, SOUTHPORT (07) 5569 1826 161 0437013710 http://qspace.net.au/	QSPACE is a drop – in centre specifically for young people (13-17 year olds). They support sexually, sex and gender diverse youth (inclusive of Lesbian, Gay, Bisexual, Trans, Intersex, Queer, Questioning, Asexual, Pansexual).
QuAC – Healthy Communities	1800 177 434 (Freecall) www.qahc.org.au/healthy-communities	QuAC's Healthy Communities program works with LGBTIQ people to improve their health and wellbeing. Some programs work across the entire community (eg mental health, ageing, CALD) or with specific groups and identities within the community (lesbian health, trans* health, intersex health etc).
MEN'S SERVICES		
Centacare Family and 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	Men and family relationship services. Also provides a Men's Behavioural Change Program at Clear Island Waters venue only.
Crisis Accommodation for Men	2 Monaco Street, SURFERS PARADISE 07 5592 3677 www.transformation.net.au	Overnight crisis accommodation for men. Check in at 4pm and check out at 8am.
Dad's in Distress	1300 853 437 www.dadsindistress.asn.au	Providing information and support to Dad's.
Domestic Violence Prevention Centre	07 5532 9000	Offers advice, support and referral for men who would like assistance for violence related issues.
Lone Fathers Association	(02) 6239 4650 0417 668 802 www.lonefathers.com.au	Gives advice to men and women on family law matters. Work towards bringing a fair and equitable family law and child support system.
Men's Drop In Group	29 Martin Street, NERANG (Neighbourhood Centre) 07 5578 2457 07 5556 9900	Every Tuesday Morning 9am to 11am. Free, drop in. Call for information.
Men and Family Centre	02 6622 6116 www.menandfamily.org.au	Supporting men, women and children to create respectful relationships free from violence and abuse.
Men & Family Counselling and Consultancy	07 5559 1303 0411 144 519 www.menandfamilycounselling.com.au	Medicare bulk billing and rebates available. Crisis appointments available.
Men's Health and Wellbeing Association	GOLD COAST 0401 237 901 www.menshealthandwellbeing.org	Facilitated men's groups offering programs on life skills and giving men opportunities to gain new perspectives.
Men's Line	1800 600 636 http://www.dvconnect.org/mensline/ changingforgood@ontheline.org.au	Telephone counselling and advice from 9am to midnight, 7 days per week. Offers Changing For Good program for men who have completed a Men's Behaviour Change program in the previous six months.
Nuts and Bolts Men's Group	UPPER COOMERA 07 5527 7211	Free group running 11:30am to 1pm every second Thursday.

MENTAL HEALTH		
Acute Care Team	Suite 10, Ashmore Commercial Centre, 207 Currumburra Road, ASHMORE 1300 642 255 07 5667 2000 www.health.qld.gov.au	First point of contact for GC mental health service. Provides mental health information, advice, intake, assessment and specialist short term psychiatric care.
Aftercare – PhaMS Program	Suite E/191 Varsity Parade, VARSITY LAKES 07 5562 4300 www.aftercare.com.au	Provides a strengths-based recovery approach to working with people living with mental illness. Various programs available.
Child And Youth Mental Health Services (CYMHS)	Robina Health Precinct Level 3, 2 Campus Drive, ROBINA 07 5635 6392	Provides specialised community mental health service to children and adolescents.
Currumbin Clinic	37 Bilinga Street, CURRUMBIN 07 5534 4944	Inpatient facilities for people living with mental illness. Day programs also available.
Federation Hub House (Mental Illness Fellowship)	10 Mick Veivers Way, SOUTHPORT 07 5591 1750	Provides programs to enhance an individual's independent living skills. Services include food preparation, life skills, budgeting etc. For people over 16 years.
Homeless Health Outreach Team (HHOT)	1300 MH CALL (1300 642 255)	Provides assessment, care co-ordination and clinical intervention for homeless persons experiencing mental illness.
Lavender Mother and Baby Unit	Gold Coast University Hospital 1 Hospital Boulevard, SOUTHPORT 07 5687 7064 GCUH_Lavender@health.qld.gov	Provides specialist care for woman who require hospital admission for significant mental health difficulties in the year following childbirth. Referrals from GPs, Obstetrician, Paediatrician, Psychiatrist, Mental Health services.
Mental Health Association Australia	3/15 Jackman Street, SOUTHPORT 1300 729 686 www.mentalhealth.org.au	Information, support and referral service. Runs support groups for Bi-polar, depression, anxiety, PTSD and laughter club.
Mental Illness Fellowship of Queensland (MIFQ)	6/80 Smith Street, SOUTHPORT 07 5587 0600	Provides mental health support to people over 16 years with a diagnosed psychiatric disability. Also fund PHaMs (Personal Helpers and Mentors service).
Partners In Recovery (PIR) Gold Coast	PO Box 2933, BURLEIGH WATERS, 4220 1300 130 339 www.pirgoldcoast.com.au	Provides support to people with severe and persistent mental illness with complex needs. Services and supports from multiple sectors to work in a more collaborative, coordinated and integrated way.
Primary Health Network (PHn)	Contact Primary and Community Care (PCCS) for further information about programs 07 3186 4000	<p>Youth Mental Health Services <i>Plus Social Program</i> – clinical care coordination service for young people at risk of severe mental illness. GP or Psychiatrist referral required. <i>Headspace Youth Early Psychosis Program (hYEPP)</i> - Specialist mental health treatment services for young people experiencing or at increased risk of psychosis.</p> <p>Mild Mental Health Issues <i>NewAccess Program</i> – 6 sessions of low intensity CBT delivered over the phone, Skype or in person by a trained mental health coach.</p> <p>Moderate Mental Health Issues <i>Psychological Services Program</i> – Short-term interventions for financially disadvantaged people with non-crisis, non-chronic, moderate mental health conditions or people who have attempted, or at risk of suicide or self-harm. GP referral required.</p> <p>Severe Mental Health Issues <i>Plus Social Clinical Care Coordination Program</i> – Up to 26 weeks clinical care coordination & wellbeing program for people aged 12 to 65 years. GP or Psychiatrist referral required.</p> <p>Aboriginal and Torres Strait Islander Mental Health</p>

		<i>Kalwun Social Health</i> – Social and emotional wellbeing services delivered by Mental Health Nurse and Aboriginal Case Manager.
MULTICULTURAL SERVICES		
Access Services	92 Wembley Road, LOGAN CENTRAL 07 3412 8222 www.accesscommunity.org.au	Torture/trauma counselling, settlement support and case work, employment and training and interpreter/migrant services for refugees and CALD clients.
Department of Immigration, Multicultural and Indigenous Affairs	299 Adelaide Street, BRISBANE (Ground floor) 131 881 www.immi.gov.au	Visas, resident return, citizenship applications.
Gold Coast Mental Health and Integrated Care	1300 642 255	CALD specific service.
Migrant Centre Organisation	Head Office TAFE Queensland 91 Scarborough, SOUTHPORT 07 5591 7261 Southern Office TAFE Queensland 5 Scott Street, COOLANGATA admin@migrantcentre.org www.migrantcentre.org	Skills and qualification recognition. Legal referral, migration & settlement issues and VISA advice. Mediation and conflict resolution. Translation, interpreting, counselling and consumer issues. By appointment Mon-Fri 9am to 4pm.
Multicultural Communities Council Gold Coast (MCCGC)	1 Dominions Road, ASHMORE 07 5527 8011 info@mccgc.com.au www.mccgc.com.au	Provides services to meet the needs of the culturally and linguistically diverse communities. Includes referral, advocacy and advice. Mon-Fri 9am to 5pm.
Multicultural Families Organisation (MFO)	47 Scarborough Street, SOUTHPORT 07 5571 0381 reception@mfo.org.au www.mfo.org.au	Provides services to multicultural women and their families. Settlement services, consultations, Immigration matters, Centrelink support, counselling, document clinic, English classes & social activities. Mum's group and SARA program. Mon-Thurs 9am to 4pm and Fri 9am to 2pm.
Refugee and Immigration Legal Service	07 3846 9300	Legal advice, assistance for CALD clients
Telephone Translating Interpreting Service	Australia Wide 131 450 1300 655 082 (To book on-site visit)	Provides interpreting assistance to members of the community who face communication difficulties.
Queensland Program of Assistance to Survivors of Torture and Trauma	07 3391 6677 www.qpastt.org.au	CALD and refugee specific service.
Queensland Transcultural Mental Health Centre	07 3167 8333 1800 188 189	CALD and refugee specific service.
Wesley Mission Expanded Horizons Program	07 5569 1824	CALD and refugee specific service.
PARENTING		
Many Community and Neighbourhood Centres offer free and low cost playgroup activities and parenting programs. Contact your local community and neighbourhood centre to find out what is available (see page 3).		
Bump Program (Raise – Youth Mentoring Foundation)	0426 972 473 info@raise.org.au raise.org.au	Mentoring program for young mums under 23 years of age who are pregnant or parenting. Free, food supplied and babysitting provided.
Child Support Agency - Department of Human Services	STATE WIDE 131 272	Mon-Fri 8:30am to 4:45pm.
City of Gold Coast Libraries	VARIOUS LOCATIONS 1300 465 326 www.goldcoast.qld.gov.au/library/events-activities	There are over 40 community centres on the Gold Coast.
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. Many of these community centres offer playgroup programs.

Communities for Children (Northern Gold Coast)	Oxenford and Coomera Community and Youth Centre 25 Leo Graham Way, OXFENFORD 5529 8087 or 5580 4995 www.youthcentre.org.au family@youthcentre.org.au	Variety of parenting programs available each Term. Child minding is available for a fee.
Early Years Centres	40 Martin Street, NERANG 07 5578 1346 eycenquery@benevolent.org.au www.benevolent.org.au	Offers a variety of parenting and playgroups. 07 5644 9400 – COOMERA SPRINGS 07 5656 6300 – LABRADOR
Family Relationships Advice Line	1800 050 321	Telephone service to assist families with information, advice and referral to overcome relationship difficulties or through separation/ family dispute resolution. Information about custody/ parenting orders.
Grandparents Assisting Grandkids Support	07 5504 6178	Not for profit support group for grandparents/carers raising a child from a family member.
Infant-Parent Counselling and Consultancy Service - Helen Baker	Suite 126/ 80 The Pines, ELANORA 0402 226 106 07 5534 9082 hbaker2222@gmail.com	Assessment and Therapy for families and infants (0-3 years). Specialist Infant Mental Health Consultancy, Supervision and Training. Support with improving parent/child interactions, building positive attachment and relationships between parents and children, sleep problems and parenting support.
Healthy GC (Medicare Local)	www.healthygc.com.au	Online parenting program resource providing an overview of available parenting programs and a list of services currently delivering these programs. On the website homepage click "Community Resources", "Parenting Programs" and download PDF copy of the resource.
KinKare Support Group	07 3287 1664 www.kinkare.com.au	Offers support and provides information re services to Grandparents caring for children and those denied access to their grandchildren.
Labrador Child and Family Centre	57 Billington Street, LABRADOR 07 5656 6300	Regular playgroups and parents groups – call for further details.
Moo Music	Ormeau Centre 3 Cuthbert Drive, ORMEAU 0406 238 085 moomusicqld@hotmail.com	Interactive sessions for children and parents/carers to gain confidence and develop memory, language and coordination skills in a multi-sensory way. Operating Tuesdays 10am to 10:45am. Book your spot to join.
Parentline	1300 301 300 (after hours)	Mon-Sun 8am to 10pm.
Playgroup Queensland	1800 171 881 www.playgroupqueensland.com.au	Can assist you and your family find the right playgroup for you, near you.
SafeCare	UPPER COOMERA 07 3707 1500 Safearegc@actforkids.com.au	In-home parent education program for children 0-5 years delivered over several months focusing on Parent-Child Interactions, Health and Safety. Phone for referral process.
Save the Children Mobile Playgroup	07 3844 2699	Runs playgroups at various locations on the Gold Coast.
Scope Family Centre	6 Nerang Street, NERANG 07 5596 2602 www.scopeconsultancy.com.au info@scopefamilycentre.com.au	A centre providing opportunities for children and their families to spend quality supervised time together in a safe and secure setting. Also provides guidance in parenting. Mon-Fri \$60 per hour & weekends \$80 per hour, Changeovers \$40 and Intake Interviews \$50.
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. Parenting programs available.
Trinity Family Support Network	186 Robina Town Centre Drive, ROBINA 07 5575 7241 www.trinityanglicanmission.com.au	Information, advice and referral to health services, childcare, support groups etc. Parent education and support for young Mum's and Dad's. Call for further details Mon-Fri 9am to 3pm.

YHES House (Youth Health and Education Service)	161 Scarborough Street, SOUTHPORT 07 5528 5333 www.yhes.org.au	Childbirth and parent education support groups for young mums and dads up to 25 years of age. Call for further details.
PREGNANCY		
Australian Breastfeeding Association	VARIOUS LOCATIONS 1800 6862 686 www.abagoldcoast.com	Free breast feeding information, support and counselling for mothers and their families.
Baby Give Back	www.babygiveback.org requests@babygiveback.org	Baby items for those in need including; newborn nappy bags (hospital essentials for mum & bub, 0000 baby clothes), clothing bags (sizes 0000 to 1, shoes, blankets, wraps, sheets, books, toys), everyday baby essentials (formula, baby food, nappies, wipes, dummies, bottles), toddler bags (size 1 & 2 clothing) and larger items (cots, bassinets, car seats, prams, highchairs, baths). All requests MUST come from a support service or social worker.
Bump Program (Raise – Youth Mentoring Foundation)	0426 972 473 info@raise.org.au www.raise.org.au	Mentoring program for young mums under 23 years of age who are pregnant or parenting. Free, food supplied and babysitting provided.
Children by Choice	1800 177 725 www.childrenbychoice.org.au 07 3357 5377 (Face to face counselling in Brisbane)	A counselling, information and referral service. Discuss all options for unplanned pregnancies.
Ellen Barron Family Centre	The Prince Charles Hospital, Rode Road, CHERMSIDE 1343 2584 (13 HEALTH)	Parenting support and information 0-5 years 24hrs/7days.
Family Planning Queensland	07 3250 0240 www.fpq.com.au	Family planning organisation provides high quality sexual and reproductive health, clinical, educational and training services to Australian communities.
Pregnancy and Family Support	Unit 4, 4 Firebird Street, ROBINA 07 5575 8442 Pregnancyfamilysupport.org info@pfs.org.au	Free perinatal mental health support. Can assist families with children, including father support, providing education, baby clothes & equipment and emergency relief.
Pregnancy Counselling Link	1800 777 690	Mon-Thurs 9am to 7pm; Fri 9am to 5pm.
SIDS and Kids Queensland	1800 628 648 or 1300 308 307 (After hours)	Mon-Fri 9am to 5pm.
RESPIRE		
Anglicare	220-221 Highfield Drive, ROBINA 1300 610 610	In-home and out of home respite for people 18 years and over.
Bluecare	PO Box 1539, MILTON, 4064 07 5599 1949 1300 258 322 (General enquiries)	“Gidget Girls” (Girls group) – community activities every Thursday. “Have a Break” – fortnightly community activity group on Saturdays. Groups \$10 each session, transport provided. Respite Centre “Kirra Cottage” for people 18 years and over who have a disability.
Commonwealth Carelink Respite Centre	STATE WIDE 1800 052 222 1800 059 059 (After Hours)	Occasional emergency respite. Can arrange 24 hour emergency respite care. Please phone for details.
FSGA Respite Plus Program	1800 040 655	24 hour respite for emergency/unpredicted situations.
Multicap – Head Office	07 3340 9000	Emergency respite
Oz-Care	PO Box 4094, Robina Town Centre, ROBINA 07 5569 6200 www.ozcare.org.au	In-home care and respite/day respite centre. Community nursing – can sometimes provide services to young people but need to go through Disability Services. Age: 18 years and over.
SEXUAL ABUSE		
Act for Kids – Sexual Abuse Counselling Service	GOLD COAST Service provided in the home Intake Enquires – 07 5508 3822	Counselling, psychoeducation and protective behaviours for children and parents impacted by sexual abuse.

Bravehearts	ASHMORE 1800 272 831 www.bravehearts.org.au	Counselling for children and young people suffering from child sexual assault up to 17 years. Free support for non-offending family members, friends or carers.
Gold Coast Centre Against Sexual Violence	07 5591 1164 www.stopsexualviolence.com	Specialist sexual violence intervention and prevention service. Provides counselling to women who have been raped and/or sexually assaulted at any time in their lives.
Gold Coast Sexual Health Clinic	2019 Gold Coast Highway, MIAMI 07 5576 9033 www.health.qld.au	Provides free and confidential sexual health services, testing and treatment. No Medicare card required. Available to all. Mon-Thurs 8am to 7pm & Fri 8am to 4:30pm.
Hopes Program – Uniting Care Community (UCC)	BROADBEACH 07 5579 6000 www.uccommunity.org.au	Provides counselling and support for children and young people who have been sexually abused. Referral from Child Safety required.
Tweed Valley Sexual Assault Service	Tweed Community Health Centre Florence Street, TWEED VALLEY 07 5506 7540	Support and counselling to all sexual abuse and rape victims - child and adult, male and female. Open Mon-Fri 8am to 5pm.
Victims Assist Queensland	1300 546 587	Financial assistance for counselling for victims of crime and sexual abuse/assault.
YOUTH		
Active and Healthy Activities (Gold Coast City Council)	GOLD COAST 07 5581 5233 www.goldcoastcity.com.au/parks	Free and low cost sport and recreational activities for all ages.
Accoras	1/24 Bay Street, SOUTHPORT 07 5679 3300 www.accoras.org.au	Work with children 0-18 years in the context of their families. Accept referrals from professionals and self-referrals. Free, no MHCP needed, not specifically time limited and outreach offered.
Bump Program (Raise – Youth Mentoring Foundation)	0426 972 473 info@raise.org.au raise.org.au	Mentoring program for young mums under 23 years of age who are pregnant or parenting. Free, food supplied and babysitting provided.
Centacare	50 Fairway Drive, CLEAR ISLAND WATERS 07 5527 7211 www.centacarebrisbane.net.au	Adolescent mediation therapy, relationship education and counselling.
Gold Coast Institute of TAFE - Literacy and Numeracy Jump Start and Access 10	07 5581 8196	TAFE education to complete Year 10 and senior school certificates.
Gold Coast Youth Service	15 Oak Avenue, MIAMI 07 5572 0400 www.goldcoastyouthservice.com	Programs and support including Youth Access Support Services (YASS) 12-18years, Youth Accommodation Program (YAP) 16-21years, Housing Assistance Support Program (HASP) 16-25years, Open Access 16-25years, Resource Development Service (RADS) and Chill Out Zone.
Headspace	H20 Broadwater 1/2 Nind Street, SOUTHPORT 07 5509 5900 www.headspace.org.au/goldcoast	Service for young people providing youth friendly health care, support, counselling and programs.
Hot House Alcohol and Drug Counselling Service	PLEASE REFER TO DRUG & ALCOHOL SECTION	PLEASE REFER TO DRUG & ALCOHOL SECTION
Housing and Homelessness Services	PLEASE REFER TO HOUSING SECTION	PLEASE REFER TO HOUSING SECTION
Lyfe - Youth Programs (through Lifeline)	07 5579 6000	Male and female specific groups for teens, including sporting and social activities.
Nerang Neighbourhood Centre	29 Martin Street, NERANG 07 5578 2457	Youth at risk worker available by appointment or referral.
Police Citizen Youth Clubs (PCYC)	07 5539 5774 - ASHMORE 07 5538 5201 - BROADBEACH 07 5578 2227 - NERANG	Various low cost activities and sporting programs.
Reconnect	100 Brisbane Road, BIGGERA WATERS 07 5537 9628 www.reconnect.org.au	A free service for young people (12-18 years) at risk of homelessness offering family mediation and individual case work.

Ohana for Youth	2474 Gold Coast Highway, MERMAID BEACH PO Box 394, VARSITY LAKES, 4227 07 5655 1850 www.ohana.org.au	Delivering programs that support young people in their transition with education, training and employment. Currently delivering Transition to Work under the brand of Gen-Z Employment – employment service for young people aged 15-21 providing intensive pre-employment support to improve work-readiness and help into work (including apprenticeships/traineeships) or education. Mentoring programs also available within service, Arcadia College, The Spot and local High Schools.
Wesley Mission - Gold Coast Hub Services	208 Highfield Drive, ROBINA 07 5569 1801 www.wmb.org.au	Expanded Horizons Program (EHP) National suicide prevention program that supports young people who are refugees, lesbian, gay, bisexual or transgendered. Youth At Risk Alliance (YARA) Provides a coordinated, integrated approach to case planning and support for young people aged 0-18 with complex needs through the Complex Needs Assessment Panels (CNAP). CNAP is a co-case management model requiring agency to remain involved with the family.
YHES House (Youth Health and Education Service)	161 Scarborough Street, SOUTHPORT 07 5528 5333 (Ph) 07 5528 5444 (Fax) www.yhes.org.au	Youth support for 12-18 years. Drop in service available. Call for further details.
Youth Enterprise Trust (through Evolve Therapeutic Services)	PO Box 46, TAMBOURINE, 4270 07 5543 6899 www.yet.net.au	Wilderness experience camps. YET motivates and empowers young people to discover their self-worth.
Young Carers	Elanora House 1 Pines Lane, ELANORA 07 5525 5425	Support for young carers in secondary schools.
Youth Flourish	HQ – 50 Cavill Avenue, SURFERS PARADISE 1300 803 710 info@youthflourish.org http://www.youthflourish.org	Trauma informed adventure programs for young people.
Youth Legal Advice Hotline	1800 LAQ LAQ (1800 527 527) www.legalaid.qld.gov.au	Call to talk to a lawyer. Free and confidential legal advice, diversionary options, being charged with a crime, talking to police and youth justice issues. Mon – Fri 8am to 9pm, Sat 7am to midday.
Youth Support Services (Wesley Mission Queensland)	07 5569 1811	Offers service information, advice and support to young people 12-21 years and their families on the Gold Coast.

NOTES: