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Note: All agencies are listed under one heading only.

Advocacy

Ethnic Communities Council of Queensland (ECCQ)

ECCQ is a voluntary, not-for-profit, community-based State peak organisation. ECCQ has a State focus and contributes to national policy and debate on all matters concerning ethnic communities and multiculturalism.

Address: 253 Boundary St. West End 4101 **Mail:** PO Box 5916 West End 4101

Tel: 07 3844 9166 **Fax :** 07 3846 4453

Email: administration@eccq.com **Web:** <http://www.eccq.com.au/>

Asylum Seekers / TPV's

Asylum Seeker Assistance Scheme - Australian Red Cross

Asylum Seeker Assistance Scheme to assist with costs of medical expenses related to residency protection visas, subject to financial assessment. Some emergency relief is available such as telephone vouchers and food cards and priority is given to refugee claimants.

Address: State Office, Humanity Place, 49 Park Rd, Milton 4064 **Mail:** PO Box 1822 Milton, 4064

Tel: 1300 554 419 /3367 7222 **Fax:** 3867 7444 **Email:** qldredcross@redcross.org.au

Website: www.qld.redcross.org.au

Community Care Pilot – Australian Red Cross

The services provided by the program are income support (to cover basic living expenses – 89% of Centrelink Special Benefit), access to health care, access to counselling, assistance with accessing accommodation, including crisis and supported accommodation and other assistance as agreed to meet client needs.

Tel: 1300 554 419 **Email:** qldredcross@redcross.org.au **Web:** www.qld.redcross.org.au

Gateway Community Refugee Support Group

The Gateway community refugee support group directly supports asylum seeker households in the local area by providing accommodation, food and opportunities to participate in local activities. New volunteers are welcome to attend meetings held every three weeks at the community centre.

Address: 1098 Wynnum Rd, Murrarie, 4172 PO Box 350, Morningside, 4170

Tel: 3890 8122 **Email:** i4asylum@bigpond.net.au

Refugee Claimants Support Centre (RCSC)

Provides support to community-based asylum seekers. Services provided by the Centre include a drop in centre, English language classes, emotional support, information and referral, limited emergency relief, computer skills, and assistance with accommodation, food, employment and health (including dental health). RCSC also coordinate a voluntary and independent advocacy group of doctors, nurses, dentists, pharmacists, allied health workers and community development workers that meet monthly in Brisbane to work out strategies to improve the health of asylum seekers, refugees, their children and families.

Address: 12 Bonython St, Windsor **Tel:** 3357 9013, **Fax:** 3357 9019

Email: refugees@ecn.net.au **Website:** <http://www.refugees.rg.au>

Romero Centre

Main point of contact for refugees arriving in Brisbane on Temporary Protection Visas (TPVs). The Romero Centre provides a drop-in centre, casework, advocacy and settlement support for TPVs.

Address: 20 Dutton St, Dutton Park **Mail:** PO Box 6115, Buranda 4102

Tel: 3846 3250 **Fax:** 3391 4931 **Email:** romerocentre@bigpond.com

Child Care

Adult Migrant English Program (AMEP) Child Care Provision

Available for parents who need child care to attend AMEP. TAFE Qld Language and Literacy Services will make individual assessments of students applying for the AMEP Child Care Provision. Child Care centres can also contact this service if they have any questions about the parents.

Address: TAFE Qld, Level 5, 288 Edward St, Brisbane 4000 **Tel:** 3234 1672 **Fax:** 3244 5222

Email: Claudia.barrionuevo@det.qld.gov.au or rosa.gomez@det.qld.gov.au

CAERSU/ISA (The Inclusion Support Agency)

Aims to build the capacity of eligible Child Care Services to include all children and also those from the following priority groups who require support to access mainstream Child Care Services:

- Children from culturally and linguistically diverse (CALD) backgrounds; including refugee children and Australian South Sea Islander children;
- Children with on-going high support needs, including children with disabilities; and
- Aboriginal and Torres Strait Islander children.

Support is available to eligible Child Care Services and covers the area conformed by Ipswich, Esk, Boonah, Laidley and Gatton, Beaudesert, Mt Tamborine, Beechmont, Canungra and Sunshine Coast Hinterland [Pomona, Cooroy, Eumundi, North Arm, Yandina, Maleny, Glenview, Mooloolah, Valley, Landsborough, Glasshouse Mountains, Berwah, Woodford and Kilkoy].

The CAERSU library maintains a limited resource collection, which consists of six (6) main categories: Disability, Multicultural (including information on refugee children and Australian South Sea Islander culture), Indigenous (Aboriginal & Torres Strait Islander culture, stories, puzzles, posters, etc.), Child Development (including behaviour), and General (including health and hygiene)

Address: 35 Sittella Street, Inala Qld 4077 **Tel:** 3372 7979 **Fax:** 3372 9688

Email: isa@caersu.org.au **Web:** www.swnc.org.au/CAERSU/

Diversity in Child Care QLD

Assistance to both families and their children and to child care services by developing and implementing a variety of in-service strategies on cross cultural conflict resolution, cultural child rearing practices and values, language enriched programs inclusive of multicultural programming and cross cultural communication.

Address: 217 Lutwyche Rd. Windsor 4030 **Mail:** PO Box 2072, Windsor 4030 **Tel:** 3861 1088

Fax: 3861 1050 **Email:** admin@diversity.net.au **Web:** www.diversity.net.au

Multicultural Development Association - Bicultural Support Service (Childcare)

This service was developed to assist Child care services in the inclusion of children from culturally and linguistically diverse backgrounds. The Bicultural Support Service (Childcare) coordinates a state-wide pool of Cultural Support Workers who offer time limited, practical support to support the work of trained, professional, early childhood workers in childcare services throughout Queensland. Through funding from the Department of FACSIA, eligible child care services, including long day care, family day care, outside school care and vacation care, can access this service at no cost to their service.

Address: 512 Stanley St, South Brisbane 4101 **Tel:** 3337 5400 **Fax:** 3337 5444

Email: ambert@mdabne.org.au

Child Care / Playgroups

East Brisbane Family Day Care

Home-based childcare service providing quality care for children in the homes of approved carers, supported by East Brisbane Family Day Care Scheme. It provides learning and development in a safe, secure and stimulating home environment for babies and children of up to 12 years of age.

Address: 538 Vulture St East, East Brisbane Qld 4169 **Tel:** 38915684 **Fax:** 388915590

Email: fdc@ebcc.com.au

Mission Australia – Pathways to Prevention

Pathways to Prevention aims to support parents and caregivers to promote positive parenting, healthy family relationships and enhance children's' experience of school. The service provides culturally appropriate support from Indigenous, Pacific Islander, Vietnamese and the broader multicultural community. Playgroups and parent support groups are held in local venues and schools. The criteria for entry is that the family must have a child enrolled in one of our 7 cluster schools which include Carole Park, Inala, Inala West, Richlands, Richlands East, Seviceton South and Durack State School.

Address: 117 Formation Rd Wacol **Tel:** 3278 9130 Fax 32789836

Email: swindons@missionaustralia.com.au

Multicultural Playgroup – Yeronga

The Multicultural Playgroup is for newly arrived families, families interested in meeting with and sharing with people from a variety of culture and diverse backgrounds and families living in the local area of Annerley, Yeronga, Moorooka and Fairfield areas. It is held every Wednesday 9.30 – 11.30am at Yeronga Scout Hall (cnr Villa St and Park Road – opposite TAFE).

Contact: Birjina Wara **Tel:** 3848 0497

Queensland Playgroup Centre

Playgroup Queensland supports community playgroups and assists in the development of new playgroups to meet local needs. Families from migrant and refugee backgrounds are welcome to become a part of these playgroups. We also have a range of funding available to assist CALD families to participate in a safe and supportive playgroup experience. This support may include assistance by staff for a few weeks to establish the group or the employment of a dedicated playgroup coordinator for up to 12 months. These playgroups can be established in local communities to suit the needs of the individual families or groups.

Contact: Lesley Olsen **Tel.** 1800 171 882 or 3855 9600 **Email:** lolsen@playgroupqld.com.au

Crisis Services

Kingston East Community Centre

Kingston East Community Centre provides Family Support Programme which offers emotional support to families in crisis situations, and ongoing help in resolving personal and family issues. Supported Accommodation Assistance Programme provides individuals with short to medium term accommodation. Kingston East Limited Hours Child Care Centre is a non-profit facility where qualified and experienced staff offer a child care programme.

Address: 177 Meakin Road, Slacks Creek, PO Box 622 Woodridge Qld 4114

Tel: 38081624 **Fax:** 32094271

Micah Inner City Services

Provide support and advocacy around housing and homelessness. Micah Homelessness Services are based at the Brisbane Homelessness Services Centre at 62 Peel Street South Brisbane.

Brisbane Homelessness Service Centre

Address: 62 Peel Street South Brisbane **Tel:** 07 30364444

After Hours Service **Address:** 20 Merivale Street, South Brisbane, 4101

PO Box 3449, South Brisbane, 4107 **Tel:** 3844 5879

Working Against Violence Support Service Inc. (WAVSS)

WAVSS is the regional domestic violence service for the Logan, Beaudesert and Beenleigh districts. It is a community based organisation that has been operating since 1994. At WAVSS, women can access support and counselling services relating to issues of domestic violence regardless of religion, sexual preference, disability, economic circumstances or age.

WAVSS is a free service for women and their children who are experiencing or have experienced domestic violence.

Address: P.O. Box 726, Woodridge Qld 4114 **Tel:** 38085566 **Fax:** 38085109

Email: wavss@wavss.org

Dental Services

The following services provide limited dental care for those that have a Health Care Card or a Pensioner Card.

South Brisbane Dental Clinic

Cnr. Main and Stanley Streets
South Brisbane Qld 4101
Tel: 33913754

Brisbane Dental Clinic

Turbot Street, Brisbane Qld 4000
Tel: 32313777

Inala Dental Clinic

Wirraway Parade
Inala Qld 4077
Tel: 32755400

Redlands Dental Clinic

Redlands Hospital
Cnr. Weippin & Wellington St.
Cleveland Qld 4163
Tel: 32408300

QE II Dental Clinic

QEII Hospital
Kessels Road, Coopers Plains Qld 4108
Tel: 32756368

Sandgate Dental Clinic

62 Loudon Street, Sandgate Qld 4017
Tel: 38699222

Yeronga Dental Clinic

Park Road, Yeronga Qld 4104
Tel: 38923500

Stafford Dental Clinic

Balerng Street, Stafford 4053
Tel: 38571214

Woodridge Dental Clinic

133 Wembley Road, Woodridge Qld 4114
Tel: 32903901

Indooroopilly Dental Clinic

Cnr Moggill Rd & Taringa Pde,
Indooroopilly Qld 4068 Tel: 33787156

Beenleigh Dental Clinic

Community Health Centre
Mt Warrant Blvd. Mt Warren Park Qld 4207
Tel: 32909877

Children's Oral Health Services

Royal Children's Hospital
Herston Qld 4006 Tel: 32531025

Wynnum Hospital Dental Clinic

White Rd. Manly Qld 4179
Tel: 38938120

Pine Rivers Dental Clinic

586 Gympie Rd, Strathpine Qld 4500
Tel: 38819999

Logan Dental Clinic

Logan Hospital
Armstrong St. Logan City Qld 4114
Tel: 32998864

Gold Coast Health Service District

Oral Health Division
Emergency Dental Call Centre
Tel: 55263573 or 1300300850

Disability Services

Amparo Advocacy Inc

Advocacy agency that provides individual advocacy to vulnerable people from a non-English speaking background who have a disability. AMPARO defends, protects and promotes their rights and interests so that their fundamental needs are met.

Address: 9 Chippendall Street, Milton Q 4064 **Tel:** 3369 2500 **Fax:** 3369 2511

Email: info@amparo.org.au

Department of Families and Community Services

Provides income support and assistance for people with disabilities and their carers.

Tel: 1300 653 227 **Email:** facs.internet@facs.gov.au **Web:** www.facs.gov.au

Disability Information Services

Provides links to disability information and resources. Information available includes information about different services, disabilities, publications and resources, government programs and legislation and regulations.

Address: GPO Box 806, Brisbane 4001 **Tel:** 1800 177 120/ 3224 8444

Email: disabilityinfo@disability.qld.gov.au **Web:** www.disability.qld.gov.au

Domestic Violence & Sexual Assault Services

Brisbane Rape and Incest Survivors Support Centre

Ph: 07 3391 0004 or for **Country Callers:** 1800 242 526

Brisbane Domestic Violence Advocacy Service

Free and confidential advocacy service for women, children, family members in the community affected by domestic and family violence.

Address: PO Box 3278, South Brisbane 4101 **Tel:** 3217 2544 **Email:** admin@dvrc.org.au

Web: www.dvrc.org.au

Centre Against Sexual Violence

The CASV is a community based sexual assault service which is dedicated to serving the sexual assault support, education and information needs of the Logan, Beenleigh and Beaudesert communities. The CASV is committed to providing safe, respectful services to assist women and young women on their path to healing; to work towards dispelling the social and cultural myths surrounding sexual violence; and to encourage the community to take responsibility for the eradication of sexual violence. The staff, management and members of the CASV have a vision to eliminate sexual violence while providing counselling and support to the victims of this gender-based crime. The CASV can be used by all women and young women aged 12 and over. The Centre is wheelchair accessible.

Address: 5/13-21 Mayes Av. Logan Central, P.O. Box 243, Woodridge Qld 4114

Tel: 38083299 **Fax:** 38089900 **Email:** admin@casv.org.au **Web:** www.casv.org.au

Department of Child Safety

Play a role in protecting children and young people by investigating concerns that a child or young person has been harmed or is at risk of harm and providing ongoing services to children and young people who are experiencing, or are at risk of experiencing harm. When the child's parents are unable or unwilling to protect them, child protection services may be needed.

Tel: 1800 811 810/ (07) 3224 8045 **Web:** www.childsafety.qld.gov.au

Domestic Violence Resource Centre

Ph: 3217 2544 (Mon-Fri 9-5) **Fax:** 3217 2679 **Address:** P.O. Box 3278 South Brisbane Qld 4101

Website: <http://www.dvrc.org.au> **Email:** info@dvrc.org.au

DV Connect

24 hours domestic violence counselling service

Women's line: 1800 811 811, **Men's line:** 1800 600 636

Qld Sexual Assault Line

7am – 11pm Help line for women to talk about issues relating to sexual assault.

Tel: 1800 010 120

Emergency Crisis and Acute service for women who have been sexually assaulted in the preceding week

Tel: 3636 5206

Statewide Sexual Assault Helpline

Ph: 1800 010 120

Women's Infolink

Ph: 1300 651 188

Ph: 1800 177 577 (Statewide)

Ph: 1800 243 201 (Sunshine Coast)

Ph: 1800 650 451 (North Queensland)

Driving Support

ACCESS Driving School

The Access Driving School has both male and female instructors. The driving instructors are qualified workplace trainers and authorized accredited driving instructors.

Address: 4/2 Carmody Street, Woodridge Qld 4114 **Phone:** 38089299 **Fax:** 32089319

Harmony Place – Driving Literacy Courses

Free driving literacy courses with child minding available.

Address: 46 Shottery Street, Yeronga Qld 4104 **Phone:** 38481600 **Fax:** 38481699

Email: admin@harmonyplace.org.au

Employment and Training

Australian Red Cross – Training and Employment

Training and Employment Assistance programs for clients from culturally and linguistically diverse backgrounds (migrants, refugees, TPVs) are run from the Bowen Hills office, and ARC outreach office at Inala shopping centre. Offer FREE training courses such as Introductory Aged Care and Security Guarding training, and employment assistance to support clients into work.

Business Address: Training and Employment, 16 Hamilton Place, Bowen Hills QLD 4006

Mail: PO Box 173, Fortitude Valley QLD 4006

Case Worker: Liz Pardey; Manager/Employment Services, Bruce Graham

Tel: 3367 7433 **Fax:** 3620 7070 **Email:** bgraham@redcross.org.au **Web:** www.redcross.org.au

Bridgeworks Employment and Training

The HEAT program run by Bridgeworks Employment and Training, assists professional and skilled migrants and refugees join the Australian workforce in positions commensurate with their abilities and experience. This free program provides participants with training in Australian Workplace Culture as well as employability skills and the opportunity to attend paid work experience for up to 13 weeks.

Address: 766 Gympie Rd, Chermide Mail: PO Box 2220, Chermide Centre Q 4032

Tel: 3350 6611 **Fax:** 3350 5461 **Email:** heat@bridgeworks.org.au **Web:** www.bridgeworks.org.au

Lord Mayor's Multicultural Unit

Assists people from refugee and migrant backgrounds to link into networks and training opportunities to set up or expand business initiatives.

Address: GPO Box 2287, Brisbane, Q 4001 **Tel:** 3403 8888

Email: multiculturalunit@brisbane.qld.gov.au

Multicultural Community Centre (MCC)

Assists people from non-English speaking backgrounds to find jobs and provides CALD men and women with accredited and non-accredited training and work experience. MCC also run various projects.

Address: 977 Ann St, Fortitude valley, 4006

Tel: 32571868 **Email:** info@mcccommunitycentre.org **Web:** www.mcccommunitycentre.org

Multicultural Development Association – Employment Support Service

MDA provide an Employment: Support Services for people from refugee backgrounds.

Address: 512 Stanley St, South Brisbane 4101 **Tel:** 3337 5400 **Fax:** 3337 5444

Email: berhiceb@mdabne.org.au

Financial Support

Centerlink

Call your local office and ask to speak to the **Multicultural Services Officer (MSO)**

CAP- Christians Against Poverty

A national debt counselling service providing support and practical assistance to anyone who is facing hardship as a result of financial difficulties. Service is available to all people, regardless of religious preferences.

Tel: 38485896

Refugee Airfare Loans Scheme

As a last resort for humanitarian entrants, a new refugee airfare loan scheme has been launched in Brisbane. The Refugee Airfare Loan Scheme is a revolving loan fund that provides interest free loans to refugees holding Visa Class 202 and the immediate family of those holding Visa Class 202 and 866. The Loan Scheme gives priority to people with a disability, frail aged people, unaccompanied minors and families with young children.

Address: P.O. Box 5519, West End 4101 **Web:** www.rals.org

AFAR (Airfares from Africa for African Refugees)

A no interest loan scheme for proposed families/individuals.

Tel: Jenny Ryan 3411 7345 or Lisa Siganto ph 0418 155 981

International Organization for Migration - Refugee Travel Loan Fund

This is an interest-free loan program designed to help proposers/migrants meet the travel costs of refugees bound for Australia under the Special Humanitarian Program (SHP). Once approval is granted, a downpayment equivalent to 35% of the total travel costs is secured from the sponsor in Australia. The balance of the travel costs is an interest-free loan secured by a promissory note signed by the loan beneficiary or his sponsor in Australia. The loan is repaid over a maximum period of 15 months. Minimum repayment is \$50 per month.

Address: PO Box 1009, Civic Square, Canberra, ACT 2608 **Tel:** 02-6257 1173 / 02-6249 1583

Fax: 02-6257 3743 **Email:** IOMAustralia@iom.int **Web:** www.iom.int/australia

St Vincent de Paul Society Australia – Budget Counselling

Provide advice and support on a variety of finance-related issues.

Address: 44 Taylor St (PO Box 6086) Buranda Qld 4102 **Tel:** 32173700 **Fax:** 33488071

The Salvation Army Moneycare – Financial Counselling Services

Assist people who have problems such as difficulty in repaying debts, budgeting problems, are being harassed by creditors or debt collectors, have problems regarding car repossession, have problems regarding eviction from home, have been served with legal or court documents regarding debts and are in financial difficulties or crisis.

Tel: 32226621

The Smith Family

Learning for Life is a program that supports children, linking them with opportunities including literacy support, mentoring, tutoring and personal development initiatives, in addition to financial scholarships to assist with essential school expenses such as uniforms, books and excursions.

Tel: 3308 9327

General Counseling

Centacare

Centacare offers counselling in the following areas: Relationship issues, Family breakdown, Family of origin issues, Child and family problems, Personal and workplace dilemmas, Post separation issues (*including Family Court referrals*), Mediation and Primary Dispute Resolution - child and family, Family Dispute Resolution, Disability Carers Family Relationship Service and Anger Management. There is an affordable fee for service which will be discussed when you make an appointment. Centacare's counselling services are supported by Church and Government grants, fundraising and client fees.

The inability to pay will not exclude any person from receiving counselling.

Tel: 07 3250 4305 **Email:** counselling@centacarebrisbane.net.au

Web: www.centacarebrisbane.net.au

Goodna Peace Centre

Multicultural Men and Family Relationships Program is located at the Peace Centre in Goodna and provides individual counselling as well as a variety of groups for men and their families. 2007 will offer an open support group for men, 'Survivor' which is a group for men who have experienced sexual abuse, and also Anger Management groups through out. The program offers a choice off male or female counsellor in a friendly and non-judgemental environment.

Address: 15 Church Street, Goodna QLD. **Tel** (07) 3818 2622

Lifeline 24 Hour Crisis Counselling Line

Address: PO Box 108 Fortitude Valley 4006, **Tel:** 32501900, **Crisis Line:** 131114

Health

Alcohol, Tobacco and Other Drug Services – Logan-Beaudesert District Health Service

This service is available to anyone who experiences a problem with drugs or alcohol.

Families/Partners of those experiencing the problem are also encouraged to access the service.

Address: Logan Central Community Health Centre, Building 7, Cnr Wembley and Ewing Rds. Logan Central 4114 **Tel:** 32908923

Beenleigh Community Health Centre, Mt Warren Boulevard Beenleigh 4207 **Tel:** 32909811

Brisbane South Population Health Unit

Address: 39 Kessels Rd Coopers Plains 4108 **Mail:** PO Box 333 Archerfield 4108

Tel: (07) 3000 9148 **Fax:** (07) 3000 9121

Brisbane North Population Health Unit

Address: Locked Bag 2 Stafford BC 4053 **Tel:** 3624 1111 **Fax:** 3624 1159

Website: www.health.qld.gov.au

Logan Women's Health Clinic

Provide health advice and assistance on issues such as menopause, contraception, hepatitis b vaccine, pregnancy tests, sexual problems, breast checks, pap smears, infections, STD's etc...

Thursdays 1:30-3:30, **Address:** 25 Ewing Road, Woodridge **Tel:** 38089233

Mater Mothers Hospital

A position has been funded for a 2 year project to identify a best practice model that supports appropriate health care, psycho-social support and resources for African women birthing at the Mater Mothers Hospital.

Address: 5th Floor, Mater Mothers' Hospital, Raymond Tce, South Brisbane, 4101

Tel: 3840 6771/ 0434 189102 **Email:** Jennifer.ryan@mater.org.au

Refugee Health Clinic – Logan

The refugee Health Clinic provides an integrated and coordinated service to recently arrived arrivals in the Logan area.

Contact Nick Pouchkareff **Ph:** 3387 5370 **Email:** nick_pouchkareff@health.qld.gov.au

Refugee Health Queensland

The service will provide care for complex and extended health needs, and also will provide health assessments and initial treatment for newly arrived refugees and humanitarian entrants.

Address: 616 Stanley St, Woolloongabba Qld 4102 **Tel:** 31632800 **Fax:** 31638455

Homework Support

Annerley Literacy Centre

English language and literacy classes and a Homework Assistance Program for high school students.
Address: 478 Ipswich Rd, Annerley **Tel:** 38921188 **Email:** alc@spiritus.org.au

Volunteer Refugee Tutoring and Community Support (VoRTCS)

Volunteer Refugee Tutoring and Community Support Program (VoRTCS) ("vortex") is a non-profit, volunteer-run program and a Special Works of the St Vincent de Paul Society. VoRTCS is based in South Brisbane, although it operates over a large area of South East Queensland including Brisbane, Logan, Ipswich and the Sunshine and Gold Coasts. A major part of the VoRTCS Program is the Refugee Tutoring program, which provides free in-home English language support. VoRTCS also runs several other programs aimed at assisting refugee families to settle into life in Australia.

Email: info@refugeetutoring.org **Web:** www.refugeetutoring.org.au

The Community Place – Homework Club

The Community Place provides tutors to assist students to understand and complete their homework in a variety of different subjects.

It is on Mondays, Wednesdays and Thursdays from 3:15-5:30.

Address: 84 Kedron Park Road, Woolloowin

Housing

'ASHRAM' - Agencies Supporting Housing for Refugees, Asylum Seekers and Migrants

There is a comprehensive housing directory available for download from www.qshelter.asn.au
www.qshelter.asn.au/category/qldshelter/library/directories

MATCH Housing

M.A.T.C.H. (Metropolitan Association Towards Community Housing) is a Not For Profit organisation which has been operating as a part of a state wide network of Community Housing Providers since 1991. M.A.T.C.H. is funded by the Department of Housing Queensland, Department of Immigration Multicultural and Indigenous Affairs and other community partners to help provide affordable housing to people in the wider Brisbane Metropolitan area.

Ph: 3891 6100 **Fax:** 3891 6211

Inala Community House

Inala Community House is an organisation providing a range of services and activities to strengthen the quality of life for families, children and individuals in the Inala and surrounding communities.

Address: 38 Sittella Street Inala Qld 4077 **Tel:** 3372 1711 **Fax:** 32787238 **Email:** ich@ich.org.au

Legal

Caxton Legal Centre Inc.

Provides free legal and social work advice, assistance and referral for the general public. The services available are legal advice and information, legal outreach for older people, child support advice and information, social work assistance and community legal education.

Address: 28 Heal St, New Farm Qld 4005, **Tel:** 32541811 **Fax:** 32541356

Email: caxton@Irvnet.org.au **Web:** www.caxton.org.au

Immigrant Women's Support Service

The Immigrant Women's Support Service (IWSS) is a community based organization which works with women and children of non-English speaking backgrounds (NESB) who are or have experienced domestic violence situations and/or sexual assault. IWSS provides practical support, referral and advocacy to assist women and their children. IWSS assists women in accessing housing assistance.

Domestic Violence Program: **Tel:** 38463490 **Fax:** 38448467

Sexual Assault Program: **Tel:** 38465400 **Fax:** 38465619

Email: mail@iwss.org.au **Web:** www.iwss.org.au

Legal Aid

Provides free legal information and advice on family, civil and criminal law matters. Interpreters are available and bookings are essential.

Address: 44 Herschel St, Brisbane 4000 **Tel:** 1300 65 11 88 **Web:** www.legalaid.qld.gov.au

Refugee and Immigration & Community Legal Service (RAILS)

Free legal service specialising in immigration and refugee law. 'Drop in' evening advice sessions for Immigration & General Legal Advice on Monday and Wednesdays 6.30 –8.30. Doors open at 6pm. Interpreters by appointment. Useful interactive web pages to guide people through legal questions they may have.

Address: Level 1/170 Boundary St West End QLD 4101 **Tel:** 3846 3189

Web: www.rails.org.au

QPILCH Refugee and Immigration Legal Support

The Queensland Public Interest Law Clearing House Incorporated (QPILCH) aims to investigate the legal needs of refugees and asylum seekers in the Brisbane community and coordinates Brisbane law firms and lawyers to assist in meeting the legal needs of refugees and asylum seekers which are not being met by existing services.

Tel: (07) 3012 9773 or (07) 3012 9775, **Web:** www.qpilch.org.au

Refugee Civil Law Clinic

The Clinic involves volunteer lawyers providing free legal advice and assistance to asylum seekers, refugees and humanitarian entrants in most areas of law.

Clients are able to see lawyers at The Clinic (in MDA) by appointment fortnightly on Mondays 2-4pm.

Address: MDA, 512 Stanley Street, South Brisbane

Tel: 33375400 (ask to make an appointment for the Refugee Civil Law Clinic)

Welfare Rights Centre

Legal advice about issues relating to Social Security matters. Advice is obtained through the telephone advice sessions and interviews can be arranged with a solicitor or a caseworker if the case is complicated.

Address: Suite 3, 28 Old Cleveland Rd, Stones Corner Qld 4120 **Tel:** 38475532 **Fax:** 34212500

Web: www.wrcqld.org.au **Email:** wrcqld@uq.net.au

Women's Legal Service

Provide free legal information, advice and referrals throughout Queensland. The service can explain the law and what happens in court on most legal matters and can refer to other helpful organisations or private solicitors.

Address: 387 Ipswich Rd. Annerley Qld 4103 **Tel:** 33920670 or Outside Brisbane 1800677278

Fax: 33920658 **Web:** www.wlsq.org.au

Men's Counselling

Logan Family Support Options – Programs for Men

This is a service that provides a supportive and respectful environment for men who wish to overcome their violent behaviours. They offer individual counseling, weekly support groups and educational programs which informs participants about the effects of domestic violence.

Address: 2-4 Rowan St, Clacks Creek, PO Box 727, Woodridge Qld 4114 **Tel:** 32088199

Fax: 32088589 **Email:** move@lrnnet.org.au

Mental Health

Child and Youth Mental Health Services (CYMHS)

Kids in Mind: Mater Child and Youth Mental Health Service. Child and youth mental health service providing services for children, youth, parents and families with emotional and behavioural challenges on the south side of Brisbane.

Address: Mater Hospital, Annerley Road, South Brisbane, 4101 **Tel:** 3840 8199

Email: kidsinmindsupport@mater.org.au **Web:** www.kidsinmind.org.au

Multicultural Mental Health Coordinators (MMHC) – Brisbane South and North

Facilitate culturally responsive mental health care to consumers and their families from CALD backgrounds. MMHCs clinically support assessment; treatment and care for CALD clients through consultation and liaison with clinicians in CYMHS and build the capacity of the service to enhance its cultural responsiveness through policies, procedures, education and development. They also network and liaise with local multicultural communities and multicultural community services to facilitate the access of CALD children and young people to CYMHS, as well as to provide support to these communities and community services.

Tel Southside: Mater Hospital 3240 7870 Northside: Royal Children’s Hospital 3835 1444.

‘Harmony Place’ Multicultural Centre for Mental Health and Wellbeing

Covers the geographic region of Brisbane and provides community and cultural support to people of CALD backgrounds with mental illness. Multicultural workers are available to provide direct non-clinical community support to people referred to the service. A number of support groups for people living with mental illness and for families, friends and carers are also run.

Address: 46 Shottery St, Yeronga, 4104 **Mail:** PO Box 3135 Yeronga 4104 **Tel:** 3848 1600
Fax: (07) 3848 1699 **Email:** admin@harmonyplace.org.au **Web** www.harmonyplace.org.au

Homeless Health Outreach Team

Provide a service that is recovery oriented. The service aims to build on each individual’s strengths, needs and goals to maximise quality of life. The team consists of occupational therapists, nurses, social workers, psychologists, psychiatrists and indigenous health workers.

The service works with people who are homeless or at risk of homelessness, and with people who have mental health and/or substance abuse issues.

Address: 162 Alfred Street, Fortitude Valley Qld 4006 **Tel:** 38341673 **Fax:** 38522042

Open Minds

Open Minds is a not for profit and charitable organisation with a mission to support people with mental illness, intellectual disability or acquired brain injury to live independently and well within the community.

Address: Head Office, 66 Annerley Rd, (PO Box 8142) Woolloongabba Qld 4102
Tel: 3891 3711 **Fax:** 3393 2643 **Web:** www.openminds.org.au

Qld Transcultural Mental Health

Works in partnerships with mental health services, ethnic communities and other agencies to improve the quality of mental health care to people from culturally and linguistically diverse backgrounds. It has a clinical consultation service that provides a specialist mental health service through a pool of sessional bilingual and bicultural workers including psychiatrists, psychologists, social workers, clinical nurses and cultural consultants. Over 60 language groups are covered. The Service provides cultural consultation, consultation regarding cultural and language issues in assessments or diagnoses, and can assist in the development or review of individual care plans and provide short-term co-therapy.

Address: 175 Melbourne St, South Brisbane **Mail:** PO Box 5767, South Brisbane 4101
Tel: 3240 2833 **Email:** tccs@health.qld.gov.au **Web:**
www.health.qld.gov.au/pahospital/mentalhealth/

Stepping Stone Clubhouse Inc.

The Stepping Stone provides a non-institutional setting where adults with a mental illness give each other support as they work to rebuild their confidence, stamina, concentration, social and vocational skills. Stepping Stone is a voluntary program whose participants are members, not patients or clients.

Address: Unit 9/61 Holdsworth St. Coorparoo Qld 4151 **Tel:** 38471058 **Fax:** 38471044
Email: ssstone@hotmail.net.au

Transcultural Clinical Consultation Service

The Transcultural Clinical Consultation Service (TCCS) is a specialist mental health service provided by the Queensland Transcultural Mental Health Centre to meet the needs of people from diverse cultural and linguistic backgrounds. It is a free service.

Address: 519 Kessels Road, Macgregor Qld 4109, PO Box 6623 Upper Mount Gravatt Qld 4122

Tel: 31678333 **Fax:** 31678322 **Toll free:** 1800188189 **Emails:** tccs@health.qld.gov.au

Treatment Rehabilitation Unit for Survivors of Torture & Trauma (TTRUSTT)

Provides psychiatric assessment and treatment for survivors of torture and trauma.

Address: 3 Clarence St South Brisbane **Mail:** PO Box 8011 Woolloongabba 4102

Tel: 3255 3855 **Fax:** 3255 3866

Parenting Support Services

Parentline

Parentline is a confidential telephone counselling service aimed at providing professional counselling and support for parents and all who have the care of children. Parentline have a range of bilingual counsellors and can arrange a telephone interpreter if needed. Parents can access the service through the Telephone Interpreting Service (TIS). Counsellors offer support and can send you relevant Parentline tip sheets from a range of over 70 topics. You can also discuss options for gaining further parenting training. If you find it hard to attend a parenting group in person, Parentline offers the Positive Parenting Program (Triple P) over the phone. For the price of a local phone call, you can arrange to have a series of phone sessions in which the counsellor will work through the Triple P program with you. Can also link parents to a local community centre if they would like to participate in a Triple P Program.

Tel: 1300 30 1300 (Available 8am to 10pm, seven days a week for the cost of a local call).

Practical Support

Annerley & District Community Centre

Provides a meeting place for African communities, referral, assistance and support including practical assistance such as computer tutoring and administrative help such as filling in forms. Furniture is available from time to time and hall hire is also available.

Address: 8 Waldheim Road, Annerley 4103 **Tel:** 3892 1188 **Email** myafrica@bigpond.net.au

Web: www.powerup.com.au/~andcom

Anglicare Refugee and Migrant Services (ARMS)

ARMS provides support and referrals for the ongoing settlement needs of refugees, asylum seekers and migrants, with a particular focus on education, language, literacy and employment opportunities. ARMS's programs include:

Annerley Literacy Centre: 478 Ipswich Rd, Annerley: English language and literacy classes and a Homework Assistance Program for high school students. Ph: 3892 1188 Email: alc@spiritus.org.au

Newmarket Learning Centre: 8 Vivienne St, Newmarket: English language and literacy classes. Ph: 3356 5438 Email: new.market@optusnet.com.au

Deception Bay Business and Employment Centre: Employment Assistance program and English language and literacy classes for refugees and migrants. Ph: 3293 2234 Email: dbbec@spiritus.org.au

Address: Shop 12/478 Ipswich Rd, Annerley, **Tel:** 3892 6932 **Fax:** 3892 7195

Email: arms@spiritus.org.au **Web:** <http://www.refugeesandmigrants.org>

Centre for Multicultural Pastoral Care

An agency of the Catholic Archdiocese of Brisbane which responds to the needs of people on the move regardless of their race, creed or nationality, particularly through the provision of pastoral care, advocacy and referral to a range of agencies.

Address: 333 Given Terrace Paddington 4064 **Mail:** PO Box 112 Paddington Qld 4064

Tel: 3876 3294, **Fax:** 3369 3094 **Email :** cmpec@bne.catholic.net.au

Web: www.multiculturalcare.org.au

Reconnecting Families

Australian Red Cross – International Tracing Service

International tracing and message service is a service to reunite relatives across countries when separation was due to war or disaster. Cases may also be taken when the separation involves some migration issues or health issues. Red Cross capacity to undertake the particular search depends on the service guidelines (across countries, separation by war/disaster/some migration or health issues, the availability of a last known address and the particular present situation with the country where the search will be taken place). Also assist particular groups with income support such as the elderly, in situations related to medical expenses. All applicants are subject to a financial assessment process. Some emergency relief is available such as telephone vouchers and food cards and priority is given to refugee claimants.

Address: State Office, Humanity Place, 49 Park Rd, Milton 4064 **Mail:** PO Box 1822 Milton, 4064

Tel: 1300 554 419 /3367 7222 **Fax:** 3867 7444 **Email:** qldredcross@redcross.org.au

Web: www.qld.redcross.org.au International Programs case officer Tel: 3367 7282

E-mail: mgrahamn@redcross.org.au

Relationships

Kinections

Multicultural counselling service, relationship courses, family violence programs and family skills education.

Address: 5 Reid Street WOOLLOONGABBA Qld 4102 **Tel:** 3435 4300, Fax:3435 4399

Email : admin@kinections.com.au **Web:** www.kinections.com.au

Relationships Australia

Provide services such as family therapy, conciliation services, family relationships counselling, education and relationships skills courses, mediation/family dispute resolution and men & family relationships services and counselling and support for victims of crime. Rates are negotiated on basis of income.

Tel: 1300 364 277 to find your closest office, **Web:** www.relationships.com.au

Settlement Support Services

ACCESS Inc.

Provides settlement support services for migrants and refugees in the Logan and Beenleigh area, include housing, English and computing classes, income support and migrant employment scheme.

Address: 4/2 Carmody Street, Woodridge, 4114 **Mail:** P O Box 10 Logan Central 4114

Tel: 3808 9299 **Email:** Manager.ihss@accessservicesinc.org.au

Website: www.accessservicesinc.org.au

Inala Community House

Settlement support for families from refugee backgrounds who have been in Australia for less than 5 years (Inala, Acacia Ridge, Goodna region). Counselling service for adults and family day care service.

Address: 38 Sitella St, Inala, 4077; Lesley Cramer **Tel:** 3372 1711 **Fax:** 3278 7238

Email: Lesley@ich.org.au

Multicultural Community Centre (MCC)

Settlement services for humanitarian entrants; Empowering refugee youths program; Assisting humanitarian entrant single mothers.

Address: 977 Ann St, Fortitude valley, 4006 **Tel:** 32571868

Email: info@mcccommunitycentre.org **Web:** www.mcccommunitycentre.org

Multicultural Families Organisation Inc.

Provides services for all migrants and their families including refugees, humanitarian entrants and new arrivals. Wide range of services are available such as counselling, legal assistance, linking,

capacity building, on arrival settlement support etc... Additionally, there are a number of activities the service runs, eg. Free English classes, multicultural mum's group, employment support etc.

Address: 27 Davenport St, Southport Qld 4215 **Tel:** 55710381 **Fax:** 55710334

Multilink Community Services Inc.

Services include settlement support, interpreting and language support, bi-cultural language support workers, a Multicultural playgroup for mothers and children, a weekly primary school homework club which includes educational support and creative development. Rainbow programs delivered in primary schools to support students to transition from primary to high school. A Child Youth and Family service supports young people aged 12 to 21 years old who have been in Australia for 5 years or less including counselling, family mediation, advocacy and social and recreational support. All services provided in the southside of Brisbane.

Tel: 3808 4463 **Fax:** 3808 6337 **Address:** 38 Blackwood Road Woodridge 4114

Mail: PO Box 146 LOGAN CENTRAL Qld 4114 **Email:** info@multilink.org.au

Multicultural Development Association (MDA)

Provides comprehensive settlement support to refugees arriving in the Brisbane region. **Address:** 512 Stanley St, South Brisbane 4101 **Tel:** 3337 5400 **Fax:** 3337 5444 **Email:** mailbox@mdabne.org.au

Saint Vincent de Paul Refugee Program

The St Vincent de Paul Society provides various support to migrants, refugees, TPVs or asylum seekers according to available resources. Some emergency relief assistance is available. The Society provides Settlement Grant Program Services for Migrant & Refugees in geographical locations from Ipswich through to Moorooka for the first 5 years of arrival into Australia.

Address: 10 Merivale St, South Brisbane 4101 **Mail:** PO Box 3351, South Brisbane 4101

Tel: 30101019 /30101035 **Fax:** 30101098 **Email:** jan.noakes@svdpqld.org.au or Program Support Officer: fenella.fauuina@svdpqld.org.au

The Migrant Centre Organisation Inc.

The Migrant Centre offers a wide variety of services to clients such as job training, support, mentoring and placement as well as information and referrals to support and advocate for the improved economic, social and other opportunities for people in Australia from all cultural backgrounds.

Address: Suite 18 TAFE Building, 19 Scarborough Street Southport Qld 4215

PO Box 165 SBC, Southport Qld 4215 **Tel:** 55917261 **Fax:** 55917262

Web: www.themigrantcentre.org **Email:** migrantcentre@msn.com

Substance Abuse

Gold Coast Drug Council Inc.

The Gold Coast Drug Council provides is a non-government organisation that offers support services to anyone experiencing problems with drugs and alcohol or both. The programs available vary from individual counselling, to family support programs, outreach programs and much more.

Address: 191 West Burleigh Road, Burleigh Heads Qld 4220 **Tel:** 55354302 **Fax:** 55762512

Email: info@gcdrugcouncil.org.au **Web:** www.gcdrugcouncil.org.au

Tenancy Advice and Support

Tenant Advice and Advocacy Service

The Tenant Advice and Advocacy Service (Queensland) is a Queensland Government program administered by the Department of Housing. It provides tenants and residents, particularly those experiencing difficulties with their tenancies or residential services, access to information, advocacy and advice regarding their rights and responsibilities under the *Residential Tenancies Act 1994* and/or the *Residential Services (Accommodation) Act 2002*. The program also aims to provide information and referral to help people in housing need access safe, secure and affordable housing.

Address: GPO Box 690, Brisbane Qld 4001 **Tel:** 32251253 **Fax:** 32278551 **Freecall:** 1800642902
Web: www.tenancyinformationsservice.com **Web:** www.tenancyadvice.org.au

Tenants' Union of Queensland

The Tenants' Union is an independent community organization that provides services for and represents the interests of residential tenants in Queensland. The Tenants' Union works to improve and protect the rights of all people who rent their home, including tenants in private rental, public housing, community housing, caravan parks, boarding houses and hostels.

Address: 28 Robertson Street, Fortitude Valley Qld 4006 **Tel:** 32571411 **Fax:** 32571135

Email: mail@tuq.org.au **Web:** www.tuq.org.au

A free telephone advice services for tenants

Unaccompanied Humanitarian Minors

Mercy Family Services

This program supports young people on permanent and temporary visas from countries who are here without their parents but have a family member over 21 assisting them.

Address: Mercy Family Services, 14 Lockhart st, Woolloongabba, 4102 **Mail:** PO Bo 8370, Woolloongabba. **Tel:** 3840 6141/ 3391 1150 **Fax:** 3391 1175

Email: Shirley.grationcollins@mfsq.org.au or Woolloongabba.admin@mfsq.org.au

Youth Services

Child and Family Program

The program provides early identification and interventions to families presenting with at-risk issues such as challenging extreme behaviors, children experiencing trauma, family breakdown and crisis, behavior management issues, crisis and children experiencing grief.

Address: 33 Mary St, Kingston Qld 4114 **Ph:** 32903560 **Fax:** 32903561

Community Living Association Inc.

The Community Living Association oversees a wide range of programs developed to assist people with: a 'learning difficulty', intellectual disability or an intellectual disability and mental illness, young people at risk of early school leaving, young people at risk of homelessness.

Address: 5 Nundah Rd. Nundah Qld 4012 **Tel:** 32665199 **Email:** tlawrie@communityliving.org.au

Web: <http://www.communityliving.org.au/>

Contact Inc.

CONTACT Inc is a dynamic cultural development organisation, working across Brisbane's South West Corridor, Sunnybank and surrounding suburbs. CONTACT Inc, is driven by artistic processes and practices based on social justice and peace-building principles.

Address: Level 1, 301 Brunswick St (PO Box 731) Fortitude Valley Qld 4006 **Tel:** 32572211

Email: info@contact.org.au

Inala Youth Service

The service provides support to young people on a wide range of issues such as: SAAP Accommodation, Individual & Family counselling, Mediation, Advocacy & assistance with Centrelink, Referrals for other services, Health issues & Parenting program, Advice on Accommodation & Housing options and referrals for housing, Legal information, Budgeting Assistance & Life Skills Camps, Day Trips, Family Fun Days & School Holiday Activities.

Address: 12 Sitella St (PO Box 114) Inala Qld 4077 **Tel:** 3372 2655 **Fax:** 3372 2710

Email: admin@iys.org.au **Web:** www.iyfss.org.au

ISIS – Centre for Women's Action on Eating Issues Inc.

ISIS is a service that works with women who identify as having serious eating issues such as bulimia, anorexia and compulsive eating. The service runs different ongoing support groups as well as providing individual counseling and providing information and further referrals.

Address: 58 Spring St. West End Qld 4101 **Tel:** 38446055 **Fax:** 38446466 **Email:** info@isis.org.au

Web: www.isis.org.au

LinX Wynnum Youth Space

LinX Youth Space is a place for the young people of Wynnum/Manly to chill out, participate in activities and workshops, get information on art, music projects and competitions, and access resources.

Address: 34 Bay Tce. Wynnum Qld 4178 **Tel:** 33914176

Multilink Youth Service

Multilink Youth Service provide a variety of services for young people such as providing confidential early intervention support to newly arrived young people and their families who are experiencing difficulties. NAYSS also focus on 12-21 year olds who are homeless or at risk of homelessness, experiencing intergenerational conflict, family break down or at risk of leaving education. A focus concentrating on families and providing mediation, counseling and support and are a priority of this program. They run programs such as education engagement and support, homework assistance program, youth English class program, job club program, career information, outreach and group activities.

Address: 38 Blackwood Rd (PO Box 146) Woodridge Qld 4114 **Tel:** 38084463 **Fax:** 38086337

Email: info@multilink.org.au

Muslim Youth Services

Muslim Youth Services (MY Services) is a new service as part of the Queensland Government's Muslim Community Engagement Strategy. The primary objectives of the Muslim Youth and Community Development Project are, to assist young Muslims in the Greater Brisbane Region to feel accepted and valued as part of the Australian community; to create and deliver effective responses to the specific needs of young Muslims; to reduce the barriers of inclusion and engagement of Muslim youth in the social life of the Queensland community; and to promote a wider sense of acceptance and understanding in the broader community.

Tel: 0402 529 395 **Email:** shaimak@myservices.net.au

Newly Arrived Youth Support Service (NAYSS)

The organization works with newly arrived 12-21 year olds and their families. The programs use a family-inclusive case management model and work with young people and their families to provide family focused early intervention activities and assist with re-engaging newly arrived young people who are homeless or at risk of homelessness and their families.

Tel: 37108107 **Fax:** 37108110 **Email:** chrish@ceagroup.com.au

North West Youth Accommodation Service (NWyAS)

NWyAS assists young people aged between 16 to 21 years who are homeless or at risk of homelessness, or living in unstable or unsuitable accommodation.

Mail: PO Box 502 Alderley Qld 4051 **Tel:** 38555233 **Fax:** 38555266 **Web:** www.nwyas.org.au

Email: nwya@netspace.net.au

Open Doors Youth Services

Open Doors is a service that support lesbian, gay, bisexual and transgender young people. Open Doors supports young people aged between 12 -18 years who are exploring, questioning or identifying as lesbian, gay, bisexual, and/or transgender (LGBT). The service provides individual intervention through counselling and support and other services for young people who are homeless or at risk of homelessness, or are experiencing difficulties at home, feeling isolated and confused.

Address: 3 Julia St. Fortitude Valley Qld 4006 **Tel:** 32577660 **Email:** opendoors@opendoors.net.au

Web: www.opendoors.net.au

Sudanese-Australian Lost Boys and Girls Organisation (SALBAGO)

The Lost Boys and Girls are a group of Sudanese boys and girls from different ethnic backgrounds. Their aims are to grow as a network nation-wide and share their stories.

Address: 81 Mina Parade, Newmarket Qld 4051 **Tel:** 38561066 **Email:** salbagoqld@yahoo.com.au

Visible Ink

A youth organisation that works towards encouraging and supporting young people in having a say in what happens in Brisbane and the activities that Brisbane City Council organises. Visible Ink run youth spaces in Zillmere and in the Valley.

Valley Youth Space – **Tel:** 34030136 **Fax:** 34030186 **Email:** Chrissie.Nowland@brisbane.qld.gov.au
Zilmere Youth Space – **Tel:** 34078102

Zig Zag Young Women's Resource Centre Inc

Counselling service for young women aged 12 to 25 years. Services provided include counseling (general and sexual assault) and support, young women's groups, information and referral.

Address: 575 Old Cleveland Rd CAMP HILL Q 4152 **Tel:** 3843 1823 **Fax:** 3398 5400

Email: info@zigzag.org.au **Web:** www.zigzag.org.au