

# HELPFUL RESOURCES

FOR THOSE EXPERIENCING FINANCIAL  
HARDSHIP IN EAST BRISBANE



This is a quick reference guide to help you locate assistance in times of financial hardship or stress. This booklet includes information about emergency relief, finance, housing and legal assistance.

To update any information or report any discrepancies, please contact Conor Delaney on telephone (07) 3178 6013 or email [Conor.Delaney@brisbane.qld.gov.au](mailto:Conor.Delaney@brisbane.qld.gov.au)

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# EMERGENCY RELIEF



## Anglicare

**Emergency relief:** Anglicare provides food and fuel grants from various locations across Brisbane.

**Eligibility** Requires booking an appointment to access services

**Phone** 1300 114 397 (for appointments)  
1300 610 610 (general information)

**Email** [info@anglicaresq.org.au](mailto:info@anglicaresq.org.au)

**Website** [www.anglicaresq.org.au](http://www.anglicaresq.org.au)



## Immigrant Women's Support Service

**Emergency relief:** Assistance to escape from domestic violence situations, support in relation to recent sexual assault, access to crisis accommodation and urgent legal advice. Emergency relief can include financial resources to assist in crisis. Such resources can facilitate access to medical care, maintaining tenancy, payment of utility bills, and access to culturally appropriate food through vouchers. To refer an individual, call the number or submit the referral form located on the website.

IWSS has interpreters from a diverse range of backgrounds.

**Eligibility** Women and their children from non-English speaking backgrounds are have or are experiencing domestic and/or sexual violence

**Phone** (07) 3846 3490

**Email** [mail@iwss.org.au](mailto:mail@iwss.org.au)

**Website** [www.iwss.org.au](http://www.iwss.org.au)  
[www.iwss.org.au/iwss-referral-form-2/](http://www.iwss.org.au/iwss-referral-form-2/)

**Service Hours** Mon-Fri 9am-4pm

*Immigrant Women's Support Service has further services listed in this booklet.*

## Good Shepherd Emergency Relief

**Emergency relief:** Crisis care in the form of food, prescriptions (PBS only), Telstra/travel vouchers (based on availability) and referrals to other services based on needs.

*Eligibility* For people living in the Bayside suburbs who are unable to meet the essential needs of their families

*Address* 77 Charlotte Street, Wynnum, 4178

*Phone* (07) 3209 1466

*Website* [www.lutherservices.org.au/crisis-support/about](http://www.lutherservices.org.au/crisis-support/about)

*Service Hours* Mon 9am-11:30pm

# FINANCE



## Australian Competition & Consumer Commission (ACCC)

**Finance:** The ACCC website offers a range of information regarding topics such as dealing with debt collectors, how to make a complaint, fuel price cycles to help people save on fuel costs, and link to services that can assist with debt. There is also a scam watch website run by the ACCC that gives tips on how to identify types of scams and how to protect yourself from scams. Additionally, it offers information specific to older Australians, Aboriginal and Torres Strait Islander people and other non-English speaking people.

*Phone* 1300 302 502 (Infocentre - Monday-Friday 8:30am-5:30pm AEST)  
1300 303 143 (Indigenous Infoline)

*Website* [www.accc.gov.au](http://www.accc.gov.au)  
[www.scamwatch.gov.au](http://www.scamwatch.gov.au)



ASIC

## Australian Securities and Investments Commission (ASIC)

**Finance:** The ASIC MoneySmart website provides free, independent guidance to develop consumer and financial literacy. Information available relates to paying off multiple credit cards, completing a financial checklist (for people going through divorce/separation), looking after your finances when you are caring for family or friends, planning a budget, calculating the cost of owning a pet, negotiating with your utility provider, dealing with problems paying your mortgage, 'do it yourself credit repair' to correct your credit report, the pros and cons of debt agreements, finding services that can help in an emergency. The website has specific information for under 25's, over 55's, and Aboriginal and Torres Strait Islander people. MoneySmart also has several apps to help you with money management.

*Phone* 1300 300 630 (Infoline)  
*Email* [feedback@moneysmart.gov.au](mailto:feedback@moneysmart.gov.au)

*Website* [www.moneysmart.gov.au](http://www.moneysmart.gov.au)  
[www.asic.gov.au](http://www.asic.gov.au)

*Service Hours* Mon-Fri 8:30am-5pm

## Carers Queensland

**Finance:** The Young Carer Bursary Program offers a \$3000 scholarship to young carers aged 12-25, to assist with the costs of education. Applications open in late July/early August each year and are accepted for up to six weeks from the opening date. For more information email [ycbursaries@carersaustralia.com.au](mailto:ycbursaries@carersaustralia.com.au).

Better Start for Children with Disability initiative provides access to funding for early intervention services for eligible children (under 7 years) with a disability. Eligible children will receive: up to \$12,000 to pay for early intervention services, including therapeutic aids/equipment, an additional one-off support payment for families living in outer regional and remote areas to assist with the cost of accessing services, additional Medicare items to continue therapeutic services

<i>Eligibility</i>	Eligibility criteria apply
<i>Phone</i>	1800 242 636
<i>Email</i>	<a href="mailto:info@carersqld.com.au">info@carersqld.com.au</a>
<i>Website</i>	<a href="http://www.carersqld.com.au">www.carersqld.com.au</a>
<i>Contact Hours</i>	Mon-Fri 9am-5pm



**centrelink**

## Centrelink

Help in an emergency – Crisis Payment and Special Benefit – Mon–Fri 8am–5pm: 132 850

Find out more about Commonwealth Government financial assistance programs and other services. Offices are marked whether they have Centrelink (C) or Medicare (M) on-site staff assistance.

Location	Address	Business Hours	Service
<b>Wynnum</b>	89 Tingal Road	M-F 8:30am-4:30pm	C, M
<b>Capalaba</b>	42 Redland Bay Road	M-F 8:30am-4:30pm	C, M
<b>Cleveland</b>	159 Bloomfield Street	M-F 8:30am-4:30pm	C, M



## Christians Against Poverty

**Finance:** CAP services are delivered through local churches. Provides free assistance with money debt management

CAP Money: a free budgeting course that teaches money management and debt prevention skills

CAP Money for Young People: a course that teaches young people between 14 and 16 years old about saving and spending strategies through school and group programs

CAP Job Clubs: free mentoring and practical assistance for job seekers

*Phone* 1300 227 000 (Helpline)  
(02) 4914 0500

*Email* [admin@capaust.org](mailto:admin@capaust.org)

*Website* [www.capaust.org](http://www.capaust.org)



## Financial Counsellor's Association of Queensland (FCAQ)

**Finance:** FCAQ represents financial counsellors in Queensland. Counsellors can assist with information about your rights and responsibilities and advocacy to creditors. FCAQ have information on their website about what financial counselling is, and links to find a financial counsellor in your area.

*Email* From their website [www.fcaq.com.au/contact-us](http://www.fcaq.com.au/contact-us)

*Website* [www.fcaq.com.au](http://www.fcaq.com.au)



## Foresters Group

**Finance:** The ACCC website offers information on things like dealing with debt collectors, how to make a complaint, fuel price cycles to help people save on fuel costs, and link to services that can assist with debt. There is also a scam watch website run by the ACCC that gives tips on how to identify types of scams and how to protect yourself from scams, and it offers information specific to older Australians and Indigenous people as well.

*Address* 375 Wickham Terrace, Spring Hill, 4000

*Phone* (07) 3851 8000

*Email* [www.foresters.org.au/contact-us](http://www.foresters.org.au/contact-us)

*Website* [www.foresters.org.au](http://www.foresters.org.au)

*Service Hours* Mon-Fri 9am-5pm



## National Debt Helpline

**Finance:** The National Debt Helpline offers information on its website about things like bankruptcy, hardship variations etc., information about how to write letters (for example) to debt collectors and energy providers, how to find face-to-face financial counsellors in your area, and links to other useful websites.

The Helpline also offers free telephone counselling and advice.

*Phone* 1800 007 007

*Website* [www.ndh.org.au](http://www.ndh.org.au)

*Office Hours* Mon-Fri  
9am-4pm



## Queensland Financial Services

**Finance:** Queensland Financial Services is a finance brokering company. The website offers a number of helpful tools such as: loan calculators, information about brokerage and business loans, links to accessing your credit report.

*Eligibility* There is a fee for consulting services.

*Phone* (07) 5575 8222

*Email* Through website at [www.qfin.com.au/pages/contact-us.php](http://www.qfin.com.au/pages/contact-us.php)

*Website* [www.qfin.com.au](http://www.qfin.com.au)

## State Penalties Enforcement Registry (SPER)

**Finance:** SPER is responsible for the collection of unpaid fines and court-ordered monetary penalties. Options for payment include applying for an instalment plan, performing unpaid community service, or disputing the debt. Alternative options may be available, such as reduced payment plans. Call for more information.

*Eligibility* Eligibility criteria apply

*Phone* 1300 365 365

*Website* [www.sper.qld.gov.au](http://www.sper.qld.gov.au)

*Office Hours* Mon-Fri 8am-6pm



## The Smith Family

**Finance: Saver Plus** is a 10-month financial education and matched savings program. The matched funds can be used to pay for educational expenses such as TAFE/VET fees, apprenticeship-related clothing and equipment, school uniforms, iPads, computers, stationery, textbooks, music/sport lessons, and school camps and excursions.

*Phone* [1300 610 355](tel:1300610355)

*Email* [saverplus@bsl.org.au](mailto:saverplus@bsl.org.au)

*Website* [www.thesmithfamily.com.au/programs/financial/saver-plus](http://www.thesmithfamily.com.au/programs/financial/saver-plus)

**Money Minded** is a 4-5 week financial literacy program with a 2-hour session every week. **Money for Life** gives young people the opportunity to complete a Certificate 1 in Financial Services.

*Phone* 1300 326 459  
(07) 3115 6200 (State Office)

*Email* [tsfmktg@thesmithfamily.com.au](mailto:tsfmktg@thesmithfamily.com.au)

*Website* [www.thesmithfamily.com.au](http://www.thesmithfamily.com.au)



**Queensland  
Government**

**Office of Fair Trading**

## The Office of Fair Trading

**Finance:** The Office of Fair Trading offers information on its website including: consumer rights, guarantees, warranties, and refunds, buying online, tips for Aboriginal and Torres Strait Islander people, how to make a complaint to a business.

They also have an app called BuySmartQLD which helps consumers to make informed choices before and after making a purchase.

*Phone* 13 74 68

*Website* [www.qld.gov.au/law/fair-trading](http://www.qld.gov.au/law/fair-trading)

# FOOD

## Local Food Parcels:

WEEK DAY	SUBURB	PROVIDER	TIME	LOCATION
MONDAY	Morningside	Wesley Mission	9am-3pm	19 Rogoona Street, Morningside, 4170
TUESDAY	Morningside	Wesley Mission	9am-3pm	19 Rogoona Street, Morningside, 4170
	Wynnum West	Intenciti Church	10am-2pm	287 Preston Road, Wynnum West, 4178
WEDNESDAY	Wynnum West	Wynnum Baptist Church	9am-12pm	287 Kianawah Road, Wynnum West, 4178
	Morningside	Wesley Mission	9am-3pm	19 Rogoona Street, Morningside, 4170
	Wynnum West	Intenciti Church	10am-2pm	287 Preston Road, Wynnum West, 4178
THURSDAY	Morningside	Wesley Mission	9am-3pm	19 Rogoona Street, Morningside, 4170
	Wynnum West	Intenciti Church	10am-2pm	287 Preston Road, Wynnum West, 4178
	Wynnum	Wynnum Adventist Church	6pm-6:30pm	25 Sunflower Street, Wynnum, 4178
FRIDAY	Morningside	Wesley Mission	9am-3pm	19 Rogoona Street, Morningside, 4170

Please refer to the service provider listings below for more information about food parcels listed.



## Intenciti Church

<b>Food:</b>	Food relief parcels (\$20 administrative fee) and life skill courses
<b>Eligibility</b>	For people living in the Bayside suburbs who are unable to meet the essential needs of their families
<b>Address</b>	287 Preston Road, Wynnum West, 4178
<b>Phone</b>	07 3396 4286
<b>Email</b>	<a href="mailto:admin@intenciti.church">admin@intenciti.church</a>
<b>Website</b>	<a href="http://www.intenciti.church">www.intenciti.church</a>
<b>Service Hours</b>	Tue-Thu 10am-2pm (please call before arrival)



## Rosies

**Food:** The Rosies Van delivers simple meals and drinks to community members at outreach locations across the city.

**Address** Cnr Charlotte St and Tingal Road, 4178

**Phone** (07) 3396 4267

**Email** [media@rosies.org.au](mailto:media@rosies.org.au)

**Website** [www.rosies.org.au](http://www.rosies.org.au)

**Service Hours** Wed, Fri and Sun 7pm-9pm



## Redland Community Centre

**Food:** Food assistance and relief packages

**Eligibility** For people living in the Bayside suburbs

**Address** 238 Bay Terrace, Wynnum, 4178

**Phone** (07) 3245 2117

**Email** [info@redlandcommunitycentre.org](mailto:info@redlandcommunitycentre.org)

**Website** [www.redlandcommunitycentre.org/emergency-relief/emergency-relief-packages](http://www.redlandcommunitycentre.org/emergency-relief/emergency-relief-packages)

*Redland Community Centre has further services listed in this booklet.*



## Wesley Mission

**Food:** Wesley Mission provides emergency food relief in the form of food parcels from the Balmoral Uniting Community Centre.

**Eligibility** Restrictions to parcels may apply and are dependent on availability

**Address** 19 Rogoona Street, Morningside, 4170

**Phone** 1300 920 865

**Email** [contactus@wmq.org.au](mailto:contactus@wmq.org.au)

**Website** [www.wmq.org.au](http://www.wmq.org.au)

**Office Hours** Mon-Fri 9am-3pm



## Wynnum Adventist Church

**Food:** The Wynnum Adventist Church provides \$5 food bundles for people in need.

*Address* 25 Sunflower Street, Wynnum, 4178

*Phone* (07) 3348 7163

*Website* [www.wynnum.adventist.org.au](http://www.wynnum.adventist.org.au)

*Service Hours* Thu 6pm-6:30pm

## Wynnum Baptist Church

**Food:** The church provides emergency food parcels and free fruit and vegetables. Each parcel costs \$5 and the service is limited to 1 parcel per family once every 3 months. Fruit and vegetables available weekly; gold coin donation much appreciated. BYO bags please. This service is only available to residents in the bayside areas of: Wynnum, Wynnum West, Wynnum North, Hemmant, Tingalpa, Lota, Manly and Wakerley.

*Eligibility* Legal identification and proof of residence in above suburbs

*Address* 287 Kianawah Road, Wynnum West, 4178

*Phone* (07) 3390 5833

*Email* [admin@wybc.org.au](mailto:admin@wybc.org.au)

*Website* [www.wynnumbaptistchurch.org.au](http://www.wynnumbaptistchurch.org.au)

*Service Hours* Wed 9am-12pm (Only for food parcels)  
Wed 10:30am-12pm (Fruit and vegetables)



## Vans and Kitchens (VAKS)

**Food:** VAKS is a community service website that lists the days and times of vans and kitchens offering food, drink and social contact in Brisbane either for free or low cost. You can search on their website by area, day of the week, or time of the day to find providers that suit your needs.

*Email* [info@vaks.com.au](mailto:info@vaks.com.au)

*Website* [www.vaks.com.au](http://www.vaks.com.au)

# FOOD RESCUE ORGANISATIONS



## Fare Share

**Food Rescue:** Fare share rescues food from going to landfill and volunteers prepare the food and cook nutritious, ready-to-eat meals that are distributed by Foodbank to their network of frontline organisations supporting vulnerable people in the community.

*Address* 46 Steel Pl, Morningside 4170

*Phone* (07) 3899 3284

*Email* [brisbane@fareshare.net.org](mailto:brisbane@fareshare.net.org)

*Website* [www.fareshare.net.au/](http://www.fareshare.net.au/)



## Foodbank

**Food Rescue:** Foodbank sources groceries and fresh fruit and vegetables for community organisations providing food relief. If you contact them, they can put you in contact with an organisation in your area that provides food relief.

*Address* 179 Beverley Street, Morningside, 4170

*Phone* ((07) 3395 8422

*Email* [admin@foodbank.qld.org.au](mailto:admin@foodbank.qld.org.au)

*Website* [www.foodbankqld.org.au](http://www.foodbankqld.org.au)

*Office Hours* 7am-3pm



## Oz Harvest

**Food Rescue:** Oz Harvest sources food for community organisations providing food relief. If you contact them, they can put you in contact with an organisation in your area that provides food relief.

Oz Harvest also runs NEST, a national educational program to teach people about healthy, low cost eating. To find out more or book into a NEST session, contact Oz Harvest.

*Address* Unit 2/8 Textile Crescent, Salisbury, 4107

*Phone* (07) 3708 1380

1800 108 006 (National Phone Number)

*Email* [Brisbane.info@ozharvest.org](mailto:Brisbane.info@ozharvest.org)

*Website* [www.ozharvest.org](http://www.ozharvest.org)



## Second Bite

**Food Rescue:** Second Bite sources food from a range of food suppliers and redistributes it to community organisations providing food relief. Second Bite does not distribute food directly to individuals.

Eligible not-for-profit organisations can receive regular food donations through Second Bite by completing the form to join the program: [www.secondbite.org/for-organisations](http://www.secondbite.org/for-organisations).

*Phone* 1800 263 283

*Email* [admin@secondbite.org](mailto:admin@secondbite.org)

*Website* [www.secondbite.org](http://www.secondbite.org)

# HEALTH & COUNSELLING



## Alcoholics Anonymous

**Health and counselling:** Alcoholics Anonymous is a fellowship of people sharing their experience and stories with the common goal of helping others recover from alcoholism. They run weekly meetings in which members gather together in an informal setting and share their recovery, work through the 12 Steps and support each other.

<i>Eligibility</i>	Members must have a desire to stop drinking alcohol
<i>Address</i>	Wynnum Municipal Hall, 219 Bay Terrace, Wynnum, 4178
<i>Phone</i>	1300 222 222
<i>Website</i>	<a href="http://www.aa.org.au">www.aa.org.au</a>
<i>Service Hours</i>	Sun 9:15am



## ARAFMI

**Health and Counselling:** Aims to improve the wellbeing of people with mental illness, their families and carers by providing support, education and advocacy services. Additionally, has services and programs to support people in navigating the NDIS. The website provides information about the range of services available, along with educational resources.

**Carer Workshops:** 3.5-hour workshops provide an opportunity to learn and practice skills used in providing care to another person with a mental illness. A fee of \$10 for non-members and \$5 for members is required. Registration must be made online, over the phone or via email at [carereducatoin@arafmi.com.au](mailto:carereducatoin@arafmi.com.au).

**Carer Support Groups:** Support groups offer an opportunity to come together on a regular basis to share feelings, socialise, offer comfort and support, and share helpful coping skills with other people who are carers of people with mental illness. Participants can call ahead or show up. Look online, or contact the office for group meeting dates, times and locations.

**24-Hour Helpline:** Open to anyone who is caring for or about a relative or friend with a psychosocial disability. Can provide support through sharing feelings, finding new resources and learn helpful coping skills to assist in caring role.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	76 Merthyr Road, New Farm 4005
<i>Phone</i>	(07) 3254 1881 1300 554 660 (24-Hour Helpline) 1800 35 1881 (24-Hour Regional QLD Helpline)
<i>Email</i>	<a href="mailto:info@arafmi.com.au">info@arafmi.com.au</a>
<i>Website</i>	<a href="http://www.arafmi.com.au">www.arafmi.com.au</a>



**BABI**  
Youth & Family  
Service  
Established 1983

## BABI Youth and Family Service

**Health and counselling:** BABI provides family support and counselling to parents, whole families and community groups in relation to families with children and young people.

**Eligibility** Families with children (unborn to 18 years) in vulnerable situations but are not currently subject to statutory child protection intervention

**Address** 34 Bay Terrace, Wynnum, 4178

**Phone** (07) 3393 4176

**Website** [www.babi.org.au](http://www.babi.org.au)

**Office Hours** Mon-Thu 9am-5am

*BABI has further services listed in this booklet.*

**Metro South  
Health**



## Bayside Community Addiction and Mental Health Service

**Health and counselling:** Bayside Community Addiction and Mental Health Service is a multidisciplinary facility that provides community health programs and clinics for adults and children.

**Address** 2 Weippin Street, Cleveland, 4163

**Phone** 1300 642 255

**Website** [www.metrosouth.health.qld.gov.au/bayside-mental-health](http://www.metrosouth.health.qld.gov.au/bayside-mental-health)

**Visiting Hours** Mon-Sun 8.30am-4.30pm

## Brisbane Domestic Violence Service (BDVS)

**Health and counselling:** BDVS is a free and confidential service for people in Brisbane affected by domestic violence and family violence. The service supports women, children, family members, same sex couples and others through a range of services including information and referral, crisis support, practical assistance, advocacy, counselling and emotional support. People can access the service over the phone, online, face-to-face at home, or at a safe place in the community.

*Phone* (07) 3217 2544 (24/7)

*Email* [bdvs@micahprojects.org.au](mailto:bdvs@micahprojects.org.au)

*Website* [www.bdvs.org.au/](http://www.bdvs.org.au/)



## Brisbane Rape and Incest Survivors Support Centre (BRISSC)

**Health and Counselling:** Provides support to women aged 15 years or older who are survivors of sexual violence. They offer phone support, individual counselling, advocacy, community education and training. Support to individuals is short-medium term, typically up to 12 months.

**Telephone Support:** emotional support, advocacy, information and referral to women who have experienced sexual assault. They also support, provide information and referrals to friends and family, male survivors and the wider community.

**Group Support:** An opportunity to connect with others. Look online for upcoming times.

*Address* 5 Morrissey St, Woolloongabba 4102

*Phone* (07) 3391 0004

*Website* [www.brissc.org.au](http://www.brissc.org.au)

*Office Hours* Mon-Fri 9am-1pm

## Carers Queensland

**Health and counselling:** Carers Queensland's National Carer Counselling Program provides short-term counselling to help balance the needs of the carer with those of the person's they are caring for. Support can be provided face-to-face, or via phone, skype or email. Call 1800 242 636 to make an appointment.

*Phone* 1800 242 636  
*Email* [info@carersqld.com.au](mailto:info@carersqld.com.au)  
*Website* [www.carersqld.com.au](http://www.carersqld.com.au)  
*Contact* Mon-Fri 9am-5pm  
*Hours*



## Eating Disorders Queensland

**Health and Counselling:** Free counselling is available for individuals living with and recovering from eating disorders, their carers and loved ones. Sessions can be face-to-face, via telephone or skype. Peer support and wellbeing programs are also offered. There is a waitlist to access individual counselling services, meaning people may be directed to contracted Medicare rebated health professionals.

*Eligibility* Eligibility criteria apply  
*Address* 89 Sherwood Road, Toowong, 4066  
*Phone* (07) 3844 6055  
*Email* [info@edq.org.au](mailto:info@edq.org.au)  
*Website* [eatingdisordersqueensland.org.au](http://eatingdisordersqueensland.org.au)

*The Eating Issues Centre (TEIC) and Eating Disorders Association (EDA) merged to form Eating Disorders Queensland (EDQ).*



## Gambling Help Online

**Health and Counselling:** Gambling Help Online provides free information, counselling, and support 24 hours a day, 7 days a week from an online counsellor using real time chat. It also offers free online self-help tools, information about group and peer support, and a link to find face-to-face counsellors in your local area. The 1800 number also offers free telephone counselling.

*Phone* 1800 858 858

*Website* [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



## Immigrant Women's Support Service

**Health & Counselling:** Counselling is available to provide a safe space to talk, assist with assessing needs and options, plan for the future and access other services. Support can be provided face to face or over the phone. Agency and self-referrals are accepted. Phone for appointments. To refer, call the number or submit the referral form located on the website. IWSS has interpreters from a diverse range of backgrounds.

*Eligibility* Women and their children from non-English speaking backgrounds are have or are experiencing domestic and/or sexual violence

*Phone* (07) 3846 3490

*Email* [mail@iwss.org.au](mailto:mail@iwss.org.au)

*Website* [www.iwss.org.au](http://www.iwss.org.au)  
[www.iwss.org.au/iwss-referral-form-2/](http://www.iwss.org.au/iwss-referral-form-2/)

*Service Hours* Mon-Fri 9am-4pm

*Immigrant Women's Support Service has further services listed under Emergency Relief, Housing, and Legal Assistance.*



## Multicultural Development Australia (MDA)

**Health and Counselling:** MDA provides crucial support to clients through the Status Resolution Support Services (SRSS) program while their refugee status is being processed, through individual case management. SRSS is a needs-based program that assists those in the community while they are waiting for their claim for refugee status to be resolved, and are experiencing certain barriers to employment, resolving their immigration status, or returning home. Submit applications via the email address below.

<i>Eligibility</i>	Eligibility criteria apply
<i>Address</i>	28 Dibley Street, Woolloongabba, 4102
<i>Phone</i>	(07) 3337 5444
<i>Email</i>	<a href="mailto:srssapplications@mdaltd.org.au">srssapplications@mdaltd.org.au</a> <a href="http://mdaltd.org.au/form-view/65">mdaltd.org.au/form-view/65</a>
<i>Website</i>	<a href="http://mdaltd.org.au">mdaltd.org.au</a> <a href="http://mdaltd.org.au/statusresolutionsupportservice/">mdaltd.org.au/statusresolutionsupportservice/</a>



## Next Step After Care

**Health and Counselling:** Young people who have been in foster care or other out of home care arrangements can access support to build independent lives. By contacting the 24/7 numbers below, young people can access practical advice and support regarding managing money, relationships, legal, employment, housing and accommodation. Additionally, friends, family and supporters of a person who has exited foster care and is concerned about them can call the number for advice in how to support them.

<i>Eligibility</i>	Aged between 15-25 years, have left the foster care system
<i>Address</i>	Life Without Barriers 34 Douglas Street, Milton 4064
<i>Phone</i>	(07) 3633 1500
<i>24/7 Contact</i>	1800 639 878 or text 0436 816 270
<i>Email</i>	<a href="mailto:nextstepreferrals@lwb.org.au">nextstepreferrals@lwb.org.au</a>
<i>Website</i>	<a href="http://nextstepaftercare.com.au/">nextstepaftercare.com.au/</a>



## Narcotics Anonymous

**Health and counselling:** Narcotics Anonymous is a 12 Step fellowship program for recovering addicts to support each other to stay clean. They run weekly meetings in which members share their recovery, work through the 12 Steps and support each other.

*Eligibility* Members must have a desire to stop using

*Address* 86 Bride Street, Wynnum, 4178

*Phone* 1300 652 820

*Website* [www.na.org.au](http://www.na.org.au)

*Service Hours* Thu 7pm



## Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)

**Health and Counselling:** QPASTT is a state-wide free and confidential service. They offer counselling to adults, children, young people, and families. Counselling sessions are usually held at our offices/ outreach rooms, and sometimes at school. This is arranged with the client as needed.

*Eligibility* People who have been tortured or who have suffered refugee related trauma prior to migrating to Australia.

*Address* 28 Dibley Street, Woolloongabba, 4102

*Phone* (07) 3391 6677

*Email* [admin@qpastt.org.au](mailto:admin@qpastt.org.au)

*Website* [qpastt.org.au](http://qpastt.org.au)



## Romero Centre

**Health and Counselling:** The Romero Centre offers practical and emotional support to people from refugee and asylum-seeking backgrounds. The Romero Centre, in collaboration with the Catholic Parish of Brisbane, also provides accommodation for women and children who are seeking asylum. Referrals are made through the Romero Centre.

*Address* 20 Dutton Street, Dutton Park, 4102

*Phone* (07) 3013 0100

*Email* [romero.admin@mercycommunity.org.au](mailto:romero.admin@mercycommunity.org.au)

*Website* [www.romero.mercycs.org.au](http://www.romero.mercycs.org.au)

*Office Hours* Mon-Fri 9am-4.30pm



## St. Vincent de Paul Society

**Health and Counselling:** St Vincent de Paul offers a residential recovery service program designed to help individuals recover from the effects of addiction to drugs and alcohol. The length of the program is based on the need, with the goal being to help develop practical strategies to live free of drugs and alcohol.

*Eligibility* Men and women over the age of 18. Initial phone assessment followed by comprehensive face to face to determine eligibility for the program.

*Phone* (07) 3028 9192

*Website* [www.vinnies.org.au](http://www.vinnies.org.au)

*Service Hours* Mon-Fri 7.30am-4pm

THE  
CENTRE  
FOR WOMEN  
& CO.

## The Centre for Women & Co.

**Health and counselling:** The Centre for Women & Co. provides holistic counselling for women and domestic violence counselling for women and children.

**Phone** (07) 3050 3060

**Email** [RedlandsAdmin@centreforwomen.org.au](mailto:RedlandsAdmin@centreforwomen.org.au)

**Website** [www.centreforwomen.org.au](http://www.centreforwomen.org.au)

**Office Hours** Mon, Tue, Wed and Fri 9am-4am  
Thu 1:30pm-4pm

*The Centre for Women & Co. has further services listed in this booklet.*

## Wynnum-Manly Community Health Centre

**Health and counselling:** The health centre provides 24-hour primary care (to treat minor injuries and illnesses), addiction and mental health counselling, breast screening and support for chronic diseases.

**Address** 20 New Lindum Road, Wynnum West, 4178

**Phone** (07) 3213 7800

**Website** [www.health.qld.gov.au/services/metrosouth/wynnum-manly-chc](http://www.health.qld.gov.au/services/metrosouth/wynnum-manly-chc)

**Office Hours** Mon-Sun 7:30am-5pm

# HOUSING



**BABI**  
Youth & Family  
Service  
Established 1963

## BABI Youth and Family Service

**Housing:** BABI provides supported housing and youth support to young people and their families. This includes Same House Different Landlord programs, semi-independent share houses and independent units.

*Eligibility* Eligibility criteria differ across each type of accommodation. Full details can be found on their website.

*Address* 34 Bay Terrace, Wynnum, 4178

*Phone* (07) 3393 4176

*Website* [www.babi.org.au](http://www.babi.org.au)

*Office Hours* Mon-Thu 9am-5am

**BRISBANE**  
**YOUTH**  
**SERVICE**

## Brisbane Youth Service

**Housing and accommodation:** The Housing and Tenancy Support Team help young people and young families find and sustain appropriate housing by assisting with housing applications, helping to move in and set up tenancies, provide ongoing support towards young people's goals and outreach support to young people in their home or community.

*Eligibility* Young people aged 12-25 and their children

*Address* 175 Winstanley St, Carina, 4152

*Phone* (07) 3620 2454

*Email* [admin@brisyouth.org](mailto:admin@brisyouth.org)

*Website* brisyouth.org

*Office Hours* Mon-Fri 9am-5pm



Queensland Government

Department of Housing and Public Works

## Department of Housing and Public Works

**Housing:** The Department of Housing and Public Works' website offers:

- Services to check your eligibility for a bond loan, and you can apply for a bond loan on their website. Bond loans are interest-free loans to help pay your bond or rental deposit when starting a tenancy
- Information on your eligibility for a rental grant, which is a once-off grant of two weeks rent to help you pay for the cost of moving into private rental accommodation
- Information about who is eligible for the National Rental Affordability Scheme (NRAS), and you can register/apply on the website or over the phone on the Housing Services phone line
- Information on emergency and temporary accommodation

Rent Connect is a service to help with applying for private rental properties. To make an appointment with a Rent Connect Officer, call the Housing Services line or visit a Housing Service Centre.

The Housing Assist QLD app can be used by people renting public housing, for example, to report maintenance problems or check rental balance. The app can also be used to apply for bond loans, rental grants, and NRAS housing.

*Address*            Bayside Housing Service Centre: Shop 3, 8-12 Dollery Road, Capalaba, 4157

*Phone*             Bayside Housing Service Centre: (07) 3034 9800

*Email*              Bayside: [baysidehsc@hpw.qld.gov.au](mailto:baysidehsc@hpw.qld.gov.au)

*Website*           [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)



## HART4000

**Housing:** HART4000 offers people who are homeless or at risk of homelessness help with housing support, referrals for emergency accommodation, referrals and assistance with community and social housing, TICA checks, and help to find and keep sustainable housing.

*Eligibility*        People who are homeless or at risk of homelessness.

*Address*            Maida Lilley Community Centre, Level 1, 5 Green Square Close (corner Alfred & Constance Streets), 4006

*Phone*             (07) 3004 0100

*Email*              [info@hart4000.org.au](mailto:info@hart4000.org.au)

*Website*           [communify.org.au/hart-4000](http://communify.org.au/hart-4000)

*Office Hours*    Mon-Fri 9am-5pm



## Immigrant Women's Support Service

**Housing and accommodation:** Help to access supported/crisis accommodation or other housing options.

*Eligibility* Women and their children from non-English speaking backgrounds

*Phone* (07) 3846 3490

*Email* mail@iwss.org.au

*Website* www.iwss.org.au

*Service* Mon-Fri 9am-4pm

*Hours*



## Mangrove Housing

**Housing and accommodation:** Mangrove Housing offers a range of housing programs including: community rent schemes, long term community housing, community managed studio units and the National Rent Affordability Scheme.

*Eligibility* Eligibility varies by program

*Address* 6/70 Andrew Street, Wynnum, 4178

*Phone* (07) 3893 3299

*Email* [reception@mangrovehousing.com.au](mailto:reception@mangrovehousing.com.au)

*Website* [www.mangrovehousing.com.au](http://www.mangrovehousing.com.au)

*Office Hours* Mon-Fri 8.30am-4.30pm



## Silky Oaks Children's Haven

**Housing and accommodation:** The program provides temporary supported accommodation and centre-based support. This includes case management support, such as referral to support services, Department of Housing applications, practical assistance (i.e. showers and access to internet/phone), advocacy and emotional support.

**Eligibility** Families who are homeless/imminent risk of homelessness, located in Manly, Wynnum and Redlands areas

**Address** 218 Manly Rd, Manly West, 4179

**Phone** (07) 3906 8888

**Email** [haven@silkyoaks.org.au](mailto:haven@silkyoaks.org.au)

**Website** [www.silkyoaks.org.au](http://www.silkyoaks.org.au)

**Office Hours** Mon-Fri 9am-5pm



## Tenants Queensland

**Housing:** QSTARS is the Queensland State-wide Tenant Advice and Referral Service, an independent advice and referral service for all Queensland renters, managed by Tenants Queensland. They offer a range of tenancy information and advocacy services and can assist tenants to understand and exercise their legal rights and advocate their concerns. They also provide information for tenants on their website, including information about resolving tenancy disputes, resources for Indigenous tenants, and fact sheets about tenancy.

**Eligibility** Eligibility criteria applies.

**Phone** 1300 744 263

**Email** [mail@tenantsqld.org.au](mailto:mail@tenantsqld.org.au)

**Website** [www.tenantsqld.org](http://www.tenantsqld.org)

**Office Hours** Monday, Thursday & Friday 9am-5pm  
Tuesday & Wed 9am-7pm



## Winnam Aboriginal & Torres Strait Islanders Corporation

**Housing:** Winnam Aboriginal & Torres Strait Islanders Corporation provides appropriate referrals and supports that assist tenants to maintain their tenancies. Support includes bond loans and rental grants, family support, financial budgeting and assistance.

*Address*            2-3/124 Florence Street, Wynnum, 4178

*Phone*             (07) 3396 3431

*Email*              [housing@winnam.org](mailto:housing@winnam.org)

*Website*          [www.winnam.org](http://www.winnam.org)

*Office Hours*    Mon-Fri 8:30am-5pm

# LAUNDRY, SHOWERS & OUTREACH



## Footprints

**Laundry, Showers and Outreach:** The Stand Up Step Out bus provides free showers, laundering, WIFI and phone charging. Staff can provide support and referrals to outreach services like mental health, accommodation and community care services.

*Address* St Peter's Anglican Church, 77 Charlotte Street, Wynnum, 4178

*Phone* (07) 3252 3488

*Email* [suso@footprintsinc.org.au](mailto:suso@footprintsinc.org.au)

*Website* [www.footprintsinc.org.au](http://www.footprintsinc.org.au)

*Service Hours* Mon (fortnightly) 9am-12pm

# LEGAL ASSISTANCE



## Australian Competition and Consumer Commission (ACCC)

**Legal:** Provides information about your rights under Australian Consumer Law.

*Phone* 1300 302 502 (Infocentre)  
1300 303 143 (Indigenous Infoline)

*Website* [www.accc.gov.au](http://www.accc.gov.au)  
[www.scamwatch.gov.au](http://www.scamwatch.gov.au)



## Basic Rights Queensland

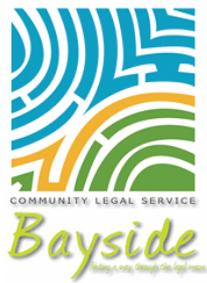
**Legal:** BRQ provides free information, advice, advocacy and legal services in Social Security (Centrelink and Employment Services), and Disability Discrimination issues. They do so from their Telephone Advice Line, which runs Mon-Fri.

*Phone* (07) 3847 5532 (Telephone Advice Line)  
1800 358 511 (Telephone Advice Line – free call)  
(07) 3421 2510 (Admin Line)

*Email* [brq@brq.org.au](mailto:brq@brq.org.au)

*Website* [www.brq.org.au](http://www.brq.org.au)

*Office Hours* Mon-Fri 9:30am-4pm (Telephone Advice Line)  
Mon-Fri 9am-5pm (Admin Line)



## Bayside Community Legal Service

**Legal:** Bayside Community Legal Service provides free legal advice and assistance, mediation services, community legal education and information, and information and referral services. Free legal advice and referral sessions are held each Monday evening from 6:30pm, clients seen in accordance with their appointment times as arranged by their coordinator.

*Phone* (07) 3162 3282 or 0490 062 760

*Email* [enquiries@bcls.org.au](mailto:enquiries@bcls.org.au)

*Website* <http://bcls.org.au/>

*Office Hours* Mon, Wed and Thu 9:30am-4pm



**Community  
Legal Centres  
Queensland**

## Community Legal Centres Queensland

**Legal:** Community Legal Centres provide free information and advice, as well as representation, casework, and community education, for vulnerable clients and communities facing legal problems. Most centres deal with all major areas of law and provide consultations for advice and information to people living or working in the local area.

Use their search function to find a legal service near you. You can search by location, as well as area of law: <http://communitylegalqld.org.au/find-legal-help/find-centre>

*Phone* (07) 3392 0092

*Email* [admin@communitylegalqld.org.au](mailto:admin@communitylegalqld.org.au)

*Website* [www.communitylegalqld.org.au](http://www.communitylegalqld.org.au)



## Immigrant Women's Legal Service

**Legal:** Urgent legal advice for immigration, family law, criminal matters and domestic violence orders.

*Eligibility* Women and their children from non-English speaking backgrounds

*Phone* (07) 3846 3490

*Email* mail@iwss.org.au

*Website* www.iwss.org.au

*Service Hours* Mon-Fri 9am-4pm



## LawRight

*Formerly QPILCH.*

**Legal:** LawRight provides referral to firms and barristers for people who can't afford a lawyer and who meet their pro bono eligibility criteria. They can also provide direct assistance in some cases.

Their Homeless Persons' Legal Clinic provides free legal representation and advice to people who are homeless or at risk of homelessness. It is run from various community organisation headquarters in Fortitude Valley, West End, New Farm, South Brisbane, and Spring Hill.

Duty Lawyer Service assists people in debt respond to enforcement proceedings and is available at the Brisbane Magistrate's Court every Wednesday from 8:30am-12pm.

Refugee Civil Law Clinic provides free civil law advice and assistance to refugees who have been in Australia for less than 5 years. Run out of MDA on Mon 1:30pm-4:30pm. Call to make an appointment on (07) 3337 5400.

Mental Health Law Practice provides free legal advice and assistance to people experiencing mental illness or impacted by mental health laws.

Self-Representation Service provides assistance to people who are representing themselves in court. Call to make an appointment.

*Eligibility* Eligibility criteria apply

*Phone* (07) 3846 6317

*Email* admin@lawright.org.au

*Website* www.lawright.org.au



## Legal Aid Queensland

**Legal:** Legal Aid Queensland provides legal information and assistance to people experiencing financial hardship. They provide online legal information and publications, and if you meet their criteria they can help with legal advice, help in court, dispute resolution, community education, and referral to other organisations. They deal with issues in criminal, family and civil law.

<i>Eligibility</i>	Eligibility criteria applies.
<i>Address</i>	44 Herschel Street, Brisbane, 4001
<i>Phone</i>	1300 651 188 (Legal Helpline) 1300 650 143 (Indigenous Information Line)
<i>Website</i>	<a href="http://www.legalaid.qld.gov.au">www.legalaid.qld.gov.au</a>



**RAILS**  
REFUGEE & IMMIGRATION  
LEGAL SERVICE INC

## Refugee and Immigrant Legal Service (RAILS)

**Legal:** RAILS is an independent not-for-profit organisation working with volunteers to provide free legal advice, assistance and community education to disadvantaged people. Evening advice sessions are every Monday and Wednesday from 5pm by appointment online (call the booking line).

<i>Address</i>	Level 1, 170 Boundary Street, West End
<i>Phone</i>	(07) 3846 9300 (main line) (07) 3846 9333 (booking line) – phones attended 10am-1pm & 2-4pm.
<i>Email</i>	<a href="mailto:admin@rails.org.au">admin@rails.org.au</a>
<i>Website</i>	<a href="http://www.rails.org.au">www.rails.org.au</a>
<i>Office Hours</i>	9am-5pm Mon-Fri

THE  
CENTRE  
FOR WOMEN  
& CO.

## The Centre for Women & Co.

**Legal Assistance:** The Centre for Women & Co. provides court-based support to women who experience domestic family violence and who have court proceedings before a Magistrates Court in relation to domestic and family violence matter.

**Address** Wynnum Magistrates Court, 76 Pine Street, Wynnum, 4178

**Phone** (07) 3050 3060

**Email** [RedlandsAdmin@centreforwomen.org.au](mailto:RedlandsAdmin@centreforwomen.org.au)

**Website** [www.centreforwomen.org.au](http://www.centreforwomen.org.au)

**Service Hours** Wed 9am-1pm



Women's Legal Service

## Women's Legal Service

**Legal:** Women's Legal Service provides free legal and social work services to women who cannot afford private legal representation and are not eligible for Legal Aid. They provide assistance relating to family law and domestic violence matters.

Free state-wide legal information is available from their Legal Information Helpline Mon-Fri, with a rural, regional, and remote Legal Advice Line on Tuesdays.

Drop in legal advice is available on Mon & Wed evenings at the Annerley office.

Women's Legal Service also offers free legal advice on outreach at the Mt Gravatt Family Relationships Centre every Tuesday morning, and at the Logan Family relationships Centre every second Thursday morning.

**Eligibility** Eligibility criteria applies.

**Address** 8 Ponsonby Street, Annerley, 4102

**Phone** 1800 957 957 (Legal Information Helpline)

1800 457 117 (Rural, Regional, and Remote Legal Advice Line)

(07) 3392 0644 (Admin Line)

**Email** [admin@wlsq.org.au](mailto:admin@wlsq.org.au)

**Website** [www.wlsq.org.au](http://www.wlsq.org.au)

**Office Hours** Mon-Fri 9am-3pm (Legal Information Helpline)

Tue 9:30am-1:30pm (Rural, Regional, and Remote Legal Advice Line)

Mon & Wed 5:30pm onwards (Annerley Drop-in Service)

# NO INTEREST LOAN SCHEME



Good Shepherd  
**Microfinance**

## Good Shepherd Microfinance

**No Interest Loan Scheme:** People on low incomes can take out a loan of up to \$1500 for essential household items.

<i>Eligibility</i>	To apply for a loan, you must be on a low-income earner, have resided in your current premises for at least 3 months and be willing and able to repay your loan over 12-18 months
<i>Address</i>	29 Loraine Street, Capalaba (Redlands Community Centre)
<i>Phone</i>	(07) 3245 2117 (Redland NILS)
<i>Website</i>	<a href="http://www.nils.com.au">www.nils.com.au</a>
<i>Office Hours</i>	Mon 9am-3pm



## Redland Community Centre

**No Interest Loan Scheme:** Redland Community Centre is a funded NILS provider. Loans are up to \$1,500 with repayments set up at an affordable amount over 12 to 18 months. Loans cannot be used for cash, bond, rent arrears, debt consolidation, holidays or bills.

Applications can be accessed via phone/email or hardcopy can be obtained at the center at Capalaba.

<i>Eligibility</i>	Have a Health Care Card or earn less than \$45,000 a year (after tax)
<i>Address</i>	29 Loraine Street, Capalaba, 4157
<i>Phone</i>	(07) 3245 2117
<i>Email</i>	<a href="mailto:nils@redlandcommunitycentre.org">nils@redlandcommunitycentre.org</a>
<i>Website</i>	<a href="http://www.redlandcommunitycentre.org/emergency-relief/no-interest-loan-scheme-program">www.redlandcommunitycentre.org/emergency-relief/no-interest-loan-scheme-program</a>
<i>Office Hours</i>	Mon-Fri (except Wed) 9am-3pm Wed 9am-12pm



## St. Vincent de Paul Society

**No Interest Loan Scheme:** The No Interest Loan Scheme (NILS) is a community credit program as one loan is repaid another loan can be given out. The NILS scheme will lend up to \$1200 to low income earners with repayments from \$30 per fortnight. This is for the purchase of essential electrical goods, such as refrigerators, washing machines or televisions.

*Eligibility* Have been at your current address for a minimum of three months, be classified as low income or receive a Centrelink payment, and be over the age 18

*Phone* (07) 3010 1029

*Email* nils@svdpqld.org.au

*Website* www.vinnies.org.au

# DISPUTE RESOLUTION



## Energy and Water Ombudsman Queensland

**Dispute Resolution:** The Energy and Water Ombudsman Queensland (EWOQ) is a free, fair and independent dispute resolution service. They can provide advice and assistance to customers experiencing difficulties paying accounts with their energy or water providers. They also facilitate outcomes that are agreeable to customers and providers and ensure energy providers provide hardship provisions to customers. They can assist with complaints, including but not limited to:

- Disconnection of supply
- Account errors/disputes
- Problems with payment
- Energy contract problems
- Privacy breaches by energy and water companies and credit reporting bodies

*Address* Level 16, 53 Albert Street, Brisbane, 4000  
*Phone* 1800 662 837  
*Email* Submit a complaint through <https://www.ewoq.com.au/submit-a-complaint>  
*Website* <https://www.ewoq.com.au/>



## Financial Ombudsman Service Australia

**Dispute Resolution:** The Financial Ombudsman Service (FOS) offers free, fair, and accessible dispute resolution between a person and their financial services provider. They can resolve disputes related to: banking and finance; home, contents, travel and life insurance; insurance broking; financial planning; managed funds; mortgage and finance broking; pooled superannuation funds; estate planning and management; traditional trustee services.

*Phone* 1800 367 287  
*Email* [info@fos.org.au](mailto:info@fos.org.au)  
*Website* <http://www.fos.org.au>  
*Office Hours* Mon-Fri 9am-5pm

# OTHER ASSISTANCE



## AskIzzy

AskIzzy is an online directory which gives information about services that can help people that are homeless or at risk of becoming homeless. Options include housing, food, everyday things (swags, clothes, food vouchers) and facilities. AskIzzy can be used anonymously and at no cost from mobile phones, tablets and computers.

*Website* [askizzy.org.au](http://askizzy.org.au)



## Asylum Circle

Asylum Circle enhances pathways for ongoing coordinated support, facilitates projects and assists with funding options in collaboration with other stakeholders in the sector with the aim of improving services for people seeking asylum.

*Website* <https://www.asylumcircle.com.au>



## Carers Queensland

**Finance:** The Young Carer Bursary Program offers a \$3000 scholarship to young carers aged 12-25, to assist with the costs of education. Applications open in late July/early August each year and are accepted for up to six weeks from the opening date. For more information email

*Eligibility* Eligibility criteria apply

*Phone* 1800 242 636

*Email* [ycbursaries@carersaustralia.com.au](mailto:ycbursaries@carersaustralia.com.au)

*Website* [carersqld.com.au/support-services/young-carers/](http://carersqld.com.au/support-services/young-carers/)  
[youngcarersnetwork.com.au/](http://youngcarersnetwork.com.au/)

**Finance:** The Better Start for Children with Disability initiative provides access to funding for early intervention services for eligible children (under 7 years) with a disability. Eligible children can receive up to \$12,000 to pay for early intervention services including therapeutic aids/equipment, an additional one-off support payment for families living in outer regional and remote areas to assist with the cost of accessing services, additional Medicare items to continue therapeutic services

*Eligibility* Under 7 years of age, has a confirmed diagnosis, Australian citizen or permanent resident

<i>Phone</i>	1800 242 636
<i>Email</i>	<a href="mailto:betterstart@carersqld.com.au">betterstart@carersqld.com.au</a>
<i>Website</i>	<a href="http://carersqld.com.au/support-services/disability-support/better-start/">carersqld.com.au/support-services/disability-support/better-start/</a>

## Energy Made Easy

The Energy Made Easy website is the independent electricity comparison site. The website is user-friendly; it helps to have your electricity bill handy when you access it. The website has information about consumer rights. General information is available in other languages.

*Phone* 1300 585 165 (Australian Energy Regulator)

## Energy Save

The Energy Save website has tips about how to find about electricity deals. It has information about consumer protections and what to consider before switching electricity providers. It also has information about concessions and financial assistance and your consumer rights.

*Website* <http://www.dews.qld.gov.au/electricity/energy-save>

## Essentials by AAI (supported by Good Shepherd Microfinance)

Offers care and contents insurance (eligibility criteria apply) with affordable premiums and flexible payment options, making it accessible for people on low incomes.

*Phone* 1800 429 598

*Website* [www.essentialsbyaai.com.au](http://www.essentialsbyaai.com.au)



## GIVIT

GIVIT connects people in need with people who have items to give away on their online platform. Organisations can request what is needed by a client and donors can look online and donate in response. Or, donors can pledge items for donations on the virtual warehouse and organisations can see and reserve what is available. Once the organisation receives the items from the donor, it is privately passed on to the recipient. To see a list of organisations in your area that are working with GIVIT, please visit the website.

*Email* [info@givit.org.au](mailto:info@givit.org.au)

*Website* <http://givit.org.au>



## Homeless Hotline

The Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness. The service can provide information regarding support services, accommodation, meals or showers, and may provide referral to other services.

*Phone* 1800 474 753

*Email* psosupport@smartservice.qld.gov.au

*Website* [www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld](http://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld)

