

# Referral Systems

## EMERGENCY ACCOMMODATION

### Homelessness

HPIQ – Homelessness Person's Information Queensland – **1800 474 753**

*If a person is homeless this should be the first place to call as they can provide financial help to pay for emergency accommodation for people for a few days.*

### The Base Services

*The Base will provide a backpack bed or swag for the homeless.*

9 Thomas Street  
Toowoomba Qld 4350

P: 0437 454 352  
W: baseservices.com.au

### Protea Place

*For women who are looking for accommodation, possibly a victim of Domestic Violence*

131 Russell Street  
Toowoomba QLD 4350

P: 07 4613 1378  
Email: [contact@protea.org.au](mailto:contact@protea.org.au)  
Website: <https://www.proteaplace.org.au>

### Semloh Support Services

*Semloh have emergency short-term accommodation which they have made available to Highlands if needed & if they are not using for their clients.*

Contact: Ben & Jess Holmes  
2/625 Ruthven St,  
Toowoomba City QLD 4350  
P: 07 4613 6413

### Youth Emergency Accommodation

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## **Gateway House**

*Gateway House provides 24 hour, fully supervised support to young people (16 to 25 years), who are homeless or at risk of homelessness.*

T: 07 4639 2740 (Toowoomba)

W: <https://youturn.org.au/what-we-do/>

E: [shsintake@youturn.org.au](mailto:shsintake@youturn.org.au)

## **Toowoomba Housing Hub**

*A new one-stop-shop connecting vulnerable people with housing and support services.*

Ground floor

10 Russell Street (entrance via Bell Street Mall)

Toowoomba Qld 4350

T: 07 4699 4440

E: [toowoombahousinghub@housing.qld.gov.au](mailto:toowoombahousinghub@housing.qld.gov.au)

Hours: Monday – Friday; 9am – 4.30pm

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## Domestic Violence or Sexual Assault

### DV Connect

QLD Sexual Assault Help Line, 7.30am-11.30pm 7 days a week **1800 010 120**

### Domestic Violence Counselling - 1800RESPECT

Supporting people impacted by sexual assault, domestic and family violence and abuse. **1800 737 732**

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Email: [contact@protea.org.au](mailto:contact@protea.org.au)

Website: <https://www.proteaplace.org.au>

### Civic Assist

*Provide minimal short-term case management working with other organisations to help support people impacted by DV etc.*

258 Spring Street,

Kearneys Spring Qld 4350

P: 4631 5822

W: [civicassist.org.au](http://civicassist.org.au)

### The Domestic Violence Action Centre

*Provides free and confidential services for people experiencing domestic, family, and sexual violence*

Hours: Mon-Fri 9am – 5pm

P: (07) 4642 1354 for support services

P: (07) 4566 2630 for general inquiries

W: <https://dvac.org.au>

### Mercy Services - Toowoomba

*Women's Support Service*

*Offer counselling programs that provide therapeutic support for children, young people and families. Support and counselling for depression, sexual assault trauma and conflict.*

P: 07 4617 7600

Hours: Monday – Friday; 9am – 5pm

# Referral Systems

## Clinical Psychologists

### **Nikki Nucifora**

North Cairns Clinical Psychology  
Level 1, 332 Pease Street,  
Edge Hill Qld 4870

P: (07) 4221 1668  
Phone / Zoom Consults available.  
Referral required

### **Katie McGreal**

*Focus on woman's health – perinatal health; mental health; executives & entrepreneurs*  
Heart Care  
Toowoomba Allied Health  
8 Scott Street  
Toowoomba Qld 4350

Hours: Friday: 1pm – 2.30pm; Saturday 7am – 2pm; Sunday 1pm – 3pm  
W: [heartcarepsychology.com.au](http://heartcarepsychology.com.au)  
Referral required.

## Mental Health

*If someone you know is distressed and needs help immediately you can call these organisations below:*

- **Lifeline Australia 24-hour Crisis Line** – personal crisis support & suicide prevention services **13 11 14**
- **Beyond Blue** – people needing help with mental health: **1300 224 636**
- **Mensline Australia** – free professional help for men 15 yrs & older **1300 78 99 78**
- **Kids Help Line** – for children & young people aged 5 to 25 **1800 551 800**
- **Red Nose Grief & Loss Helpline** – support for those impacted by the death of a child through miscarriage, stillbirth & SIDS **1300 308 307.**
- **Relationships Australia** – support for individuals & families trying to achieve positive relationship outcomes or amicable separation **1300 364 277**
- **The Base Services** – offer access to outreach support services **0437 454 352**
- **Suicide Call Back Service** – free counselling suicide prevention **1300 659 467**

# Referral Systems

## 24/7 Support Services

• <b>Emergency</b> Police/Fire/Ambulance	<b>000</b>
• ADIS (Alcohol & Drug Support)	1800 177 833
• Alcoholics Anonymous	1300 222 222
• Al-Anon Family Groups	1300 252 666
• Lifeline Darling Downs Crisis Line	13 11 14
• Open Arms – Veterans & Family Counselling	1800 011 046
• Policelink (non-urgent)	131 444
• QLD Heath – 13HEALTH	13 43 25 84
• QLD Health Mental Health Access	1300 64 22 55
• Toowoomba Hospital	4616 6000
• Qld Poisons Information Centre	13 11 26

## Counselling & Support Services

• GriefLine (6am – 2am)	3062 7327
• Sunrise Way (Rehab)	4638 9091
• Toowoomba Clubhouse (Mental health support)	4632 4688
• The Advocacy & Support Centre (legal service)	4616 9700
• The Older Men's Network (TOMNET)	4638 9080

## Catholic Care Social Services Toowoomba

*Supporting Refugees & Migrants to settle into community life*

*Provide family mediation & dispute resolution.*

*Counselling*

*Youth Program – disengaged youth*

146 Mort Street  
Toowoomba Qld 4350

T: 1300 477 433

Hours: Monday – Thursday; 8.30am – 5pm

# Referral Systems

## ORGANISATIONS THAT PROVIDE FOOD RELIEF

### FoodAssist

*FoodAssist pack and sell hampers at a cost of \$30.00. Each hamper covers a wide variety of kitchen needs from bread, cereal, fresh fruit and vegetables, pasta, milk and more.*

148 Russell Street  
Toowoomba QLD 4350

P: 4638 1939 (Office)  
P: 4634 1157 (Warehouse)

Open Monday – Friday 9am to 4pm  
<https://www.foodassist.com.au/buy-a-hamper>

### Tony's Community Kitchen

*Tony's Community Kitchen provides a free meal every day to anyone who needs. Dinner is served and the **kitchen closes at 6.30pm***

174A James Street,  
South Toowoomba QLD 4350

P: (07) 4602-0888  
Website: <https://www.tonyscommunity.com.au>

Open 7 days a week  
Kitchen closes at 6.30pm nightly.

### Rosies

*Offers food vouchers when they have them and provides a free BBQ/meal at the following locations & times:*

Harlaxton Park  
9 Gleeson Crescent  
Harlaxton Qld 4350

**Wednesday:**  
5:00pm – 7:00pm

Cathro Park  
Ruthven & Hodgson St  
Toowoomba Qld 4350

**Friday:**  
5:00pm – 7:00 pm

Wine Drive Park  
10 Wine Drive  
Wilsonton, Qld 4350

**Sunday (daytime):**  
10.30am – 12.30 pm

### The Basement Soup Kitchen

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*Provides a free nutritious **lunch weekdays from 11.30am – 1pm** to any person from the community.*

*They also provide swags, food hampers, clothing, hygiene packs and access to outreach support services which the Base Services host.*

9 Thomas Street  
Toowoomba Qld 4350

P: 0437 454 352  
W: baseservices.com.au

## **Civic Assist**

258 Spring Street,  
Kearneys Spring Qld 4350

P: 4631 5822  
W: civicassist.org.au

*They will provide*

- *Food Vouchers if they have them available*
- *Clothing*
- *Minimal short-term case management working with other organisations ie. DV*

## **PRAYER COUNSELLING**

### **Highlands Prayer Ministry**

David & Andrea Uebergang

P: 0411 583 221.  
E: [prayer@highlandschurch.org.au](mailto:prayer@highlandschurch.org.au)  
W: highlandschurch.au

Prayer ministry is a gentle, non-invasive process of praying with others to help people find understanding and healing from trauma, addiction, and generational patterns, in partnership with the Holy Spirit. Prayer ministry occurs during a 90-minute session led by two or three trained team members in a safe environment.