

Moreton Bay Regional Council

# Homelessness and Housing Services Guide



## ABOUT THIS GUIDE

The Moreton Bay Homelessness and Housing Services Guide has been developed by Moreton Bay Regional Council in collaboration with the Moreton Bay Homelessness and Housing Network; a group of organisations that provide services to support people experiencing or who are at risk of homelessness.

The guide provides information about services available in the Moreton Bay region to support people who are homeless, at risk of homelessness or who require assistance to sustain their tenancies.

**To access this directory online please visit:  
[www.moretonbay.qld.gov.au](http://www.moretonbay.qld.gov.au)**

Please note: The information included in this guide was correct at the time of going to press; however, services are subject to change or withdrawal at any time. The online version of this guide will be updated periodically to ensure it remains as accurate as possible. Inclusion or exclusion of services does not reflect endorsement. Moreton Bay Regional Council disclaims liability for any loss, costs or damages as a result of engagement with any of the services included in this guide.

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## HOW TO USE THIS GUIDE

The guide has been organised into service types:

<b>Emergency Relief</b>	<b>6-9</b>
<b>Accommodation Providers</b>	<b>10-17</b>
<b>Accommodation Support</b>	<b>18-23</b>
<b>Homeless Services</b>	<b>24-27</b>
<b>Tenancy Support</b>	<b>27-33</b>
<b>Aboriginal and Torres Strait Islander</b>	<b>34-39</b>
<b>Community Programs</b>	<b>40-42</b>
<b>Health and Wellbeing</b>	<b>43-55</b>
<b>Youth Services</b>	<b>56-65</b>
<b>Helplines and Community Directories</b>	<b>66-69</b>
<b>Camping options with amenities</b>	<b>70-71</b>



## TABLE OF CONTENTS

<b>EMERGENCY RELIEF .....</b>	<b>6</b>
Salvation Army.....	6
St Vincent de Paul Society.....	6
Lifeline .....	6
Global Care Bribe Island.....	7
Deception Bay Baptist Church .....	8
The Lakes Anglican Church .....	8
Lighthouse Centre Deception Bay.....	9
Tucker Box Ministries - Clontarf Beach Baptist Church.....	9
<b>ACCOMMODATION PROVIDERS.....</b>	<b>10</b>
Bric Housing .....	10
Churches of Christ Housing Services.....	12
Coast2Bay Housing Group.....	14
Housing Service Centre - Queensland Department of Housing and Public Works.....	16
Supported Accommodation Caboolture (Families)The Salvation Army.....	17
<b>ACCOMMODATION SUPPORT .....</b>	<b>18</b>
Assistance with Care and Housing (ACH) - Footprints .....	18
Assistance with Care and Housing (ACH) Oz Care .....	20
Moreton Bay Rent Connect Queensland Government.....	22
<b>HOMELESS SERVICES.....</b>	<b>24</b>
Orange Sky Australia.....	24
Stand Up Step Out (SUSO).....	25
The Breakfast Club Redcliffe Inc.....	26
<b>TENANCY SUPPORT.....</b>	<b>27</b>
Encircle Homestay.....	27
Enhance Care Inc. - Tenant Advice Service .....	28
Keys to Early Intervention in Homelessness Service (KEIHS) - Kyabra Community Association.....	29
QSTARS (Queensland Statewide Tenant Advice and Referral Service) .....	30
Tenancy Skills Institute .....	31
Upfront Intervention Team, The Salvation Army.....	32

## ABORIGINAL AND TORRES STRAIT ISLANDER .....

Mindle Bygul Aboriginal Corporation.....	34
Umpi Korumba Corporation for Housing .....	36
Moreton Aboriginal & Torres Strait Islander Community Health Service (MATSICHS) ...	38

## COMMUNITY PROGRAMS .....

Caboolture Community Action Inc.....	40
Deception Bay Neighbourhood Centre .....	41
Women's Legal Service Caboolture Office .....	42

## HEALTH & WELLBEING .....

Living and Learning Centre, Neami National .....	43
Micah Projects: Caboolture Young Mothers For Young Women.....	44
Public Dental Services.....	46
Queensland Injectors Health Network (QulHN).....	48
The Recovery and Wellness Program (Footprints) .....	50
Relationships Australia .....	52
Stride Hub Caboolture .....	54

## YOUTH SERVICES .....

ARROS (part of Community Living Program) .....	56
BEROS (Community Living Association & Micah Projects).....	57
Chameleon Regional Community Housing & Accommodation & Welfare Association .....	58
Intercept Youth and Family Service .....	60
Integrated Family Youth Service Ltd (IFYS) - Caboolture Youth Shelter.....	62
Integrated Family and Youth Service Ltd (IFYS) - Transitional Housing Program .....	63
Youth Advocacy Centre Inc. ....	64

## HELPLINES .....

Homeless Hotline Queensland Government .....	66
Lifeline .....	66
Suicide Call Back Service .....	67
Mensline .....	67
Kids Helpline .....	67
Beyond Blue.....	68
Headspace.....	68
Ask Izzy .....	69
Moreton Bay Community Directory .....	69

## CAMPING OPTIONS WITH AMENITIES .....



## EMERGENCY RELIEF

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### Salvation Army

Call emergency relief team on **1300 371 288** to be directed to nearest SalvosConnect community centre, where people can pick up a pre-approved help package.

There are 7 Salvos Stores in Moreton Bay (Brendale, Lawnton, Kallangur, Redcliffe, Rothwell, Burpengary and Morayfield). Visit website to find store addresses:

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

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### St Vincent de Paul Society

Provide vouchers for food and goods, and can assist people pay for utility bills and unexpected expenses. Call **1800 VINNIES (1800 846 643)** and enter postcode to be directed to nearest Helpline.

There are 6 Vinnies shops in Moreton Bay (Arana Hills, Albany Creek, Lawnton x 2, Margate, Bribie Island - Woorim). Visit website for store addresses:

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

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### Lifeline

Lifeline Shops sell donated goods, like clothing, books, furniture and bric-a-brac.

There are 7 Lifeline stores in Moreton Bay (Albany Creek, Brendale, Bribie Island - Bellara, Margate Beach and Margate, North Lakes and Strathpine). Visit website for stores addresses:

**Website:** [www.unitingcareqld.com.au/lifeline/shops](http://www.unitingcareqld.com.au/lifeline/shops)

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## EMERGENCY RELIEF

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### Global Care Bribie Island

- Offer low cost food parcels
- Free emergency food relief
- Free cooked meals for takeaway
- Free tea, coffee & snacks takeaway
- Free spiritual care & support - self referral
- Caring people whom people can chat with

Global Care Bribie Island food assist opening hours:  
Wednesday & Thursday - 11am to 12.30pm.

Emergency food relief and other support can be accessed 7 days a week by calling **07 3408 0429**.

**Address:** 8 Armitage St, Bongaree, QLD 4507

**Facebook:** [www.facebook.com/pages/category/Nonprofit-Organization/Global-Care-Bribie-Island-452294868230163](https://www.facebook.com/pages/category/Nonprofit-Organization/Global-Care-Bribie-Island-452294868230163)

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## EMERGENCY RELIEF

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### Deception Bay Baptist Church

Offer welfare parcels of long life and care items for those in need.

Opening hours are Wednesday - Thursday from 9am to 12pm.

Call the office on **07 3204 1311** for availability.

**Address:** 69 Maine Terrace, Deception Bay, QLD 4508

**Website:** [www.mycommunitydirectory.com.au/Queensland/Moreton\\_Bay/Religion\\_\\_Philosophy/Churches\\_and\\_Places\\_of\\_Worship/82853/214019/Deception\\_Bay\\_Baptist\\_Church](http://www.mycommunitydirectory.com.au/Queensland/Moreton_Bay/Religion__Philosophy/Churches_and_Places_of_Worship/82853/214019/Deception_Bay_Baptist_Church)

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### The Lakes Anglican Church

Offer emergency non-perishable items to people in need living in North Lakes, Griffin, Mango Hill, Dakabin, Murrumba Downs and Kallangur.

Monday, Wednesday and Friday between 10am - 12pm.

Call **0449 895 559** to arrange a time to visit.

**Address:** 22 Halpine Drive, Mango Hill, QLD 4509

**Facebook:** [www.facebook.com/thelakesfoodpantry](http://www.facebook.com/thelakesfoodpantry)

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## EMERGENCY RELIEF

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### Lighthouse Centre Deception Bay

Food help available. Call **07 3204 0143**.

Low cost grocery coop:  
Wednesday and Thursday - 9am to 12pm

**Address:** 8 Summer Street, Deception Bay, QLD 4508

**Facebook:** [www.facebook.com/pages/category/Church/Lighthouse-Centre-Deception-Bay-1272787279510650](http://www.facebook.com/pages/category/Church/Lighthouse-Centre-Deception-Bay-1272787279510650)

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### Tucker Box Ministries - Clontarf Beach Baptist Church

Practical outreach to those in need, serving the Redcliffe Peninsula 3 times a week.

Friday Dinner - 5.30pm to 7pm

Community Pantry:  
Tuesday - 9am to 12pm  
Wednesday - 9am to 12pm

**Address:** 147-149 Elizabeth Ave, Clontarf, QLD 4019

**Website:** <https://clontarfbaptist.org/ministries/tucker-box>

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## ACCOMMODATION PROVIDERS

### Bric Housing

Bric Housing provides affordable and secure housing solutions for those in the community who might be disadvantaged. We assist our tenants to sustain their tenancy and where possible achieve independence within the mainstream housing market.

**Eligibility:** Approved Department of Housing application.

**Service Areas:** Spring Hill to Caboolture, including Redcliffe Peninsula.

**Cost:** Income based rent.

**Referral:** Department of Housing or support services.

**Opening Hours:** Monday to Friday, 9am to 5pm.

**Address:** Level 1, 56 Little Edward Street, Spring Hill, QLD 4000

**Telephone:** 07 3230 5555

**Email:** info@bric.org.au

**Website:** www.bric.org.au

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## ACCOMMODATION PROVIDERS

### Notes:

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## ACCOMMODATION PROVIDERS

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### Churches of Christ Housing Services

#### Service Description:

**Seniors Long-Term Community Housing (LTCH), Bongaree, Bribie Island** - A mix of 170 one & two bedroom units for seniors (over 55).

**Crisis Family Accommodation, Bray Park and Pine Rivers** – Temporary supported accommodation. Three properties in Bray Park and two in Pine Rivers. Suitable for families. Unfurnished.

**Affordable Living, Kallangur** – A mix of 50 one, two & three bedroom units and townhouses. Privately owned, non-funded affordable housing model – discounted market rents.

#### Eligibility:

**Seniors LTCH** - Standard eligibility conditions for social/ community housing apply including income and asset tests and residency.

**Crisis Family Accommodation** – Qld residents at immediate risk of homelessness; must be willing to engage in support and case management planning to transition to longer term housing solutions. Prioritised for families with children.

**Affordable Living** – Singles, couples, families, sharers. Income and asset tests apply. Income to rent affordability must be within 30%.

#### Cost:

**Seniors LTCH** - Rents are 25% of income. Residents may be eligible for Commonwealth Rent Assistance (CRA).

**Crisis Family Accommodation** – As for LTCH.

**Affordable Living** - Rents are set to be affordable for low-med income earners / key workers. Residents may be eligible for CRA.

## ACCOMMODATION PROVIDERS

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### Churches of Christ Housing Services (continued)

#### Service Areas:

- Bongaree, Bribie Island
- Bray Park
- Pine Rivers
- Kallangur

#### Referral:

**Seniors Long-Term Community Housing (LTCH), Bongaree, Bribie Island** - Referrals received directly from the Department of Housing and Public Works (DHPW). Applicants must be registered with DHPW.

**Crisis Family Accommodation, Bray Park and Pine Rivers** – Applicants presenting to a homelessness service agency can be assessed and referred for vacancies via the Queensland Homelessness Information Platform (QHIP), or by contacting the Homeless Helpline.

**Affordable Living, Kallangur** – Private rental applications for advertised vacancies through real estate advertising websites; Referrals not required.

**Opening Hours:** By appointment only.

**Address:** Head Office - 41 Brookfield Road, Kenmore, QLD 4069

**Telephone:** 07 3327 1674

**Email:** [housingservices@cofcqld.com.au](mailto:housingservices@cofcqld.com.au)

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

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## ACCOMMODATION PROVIDERS

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### Coast2Bay Housing Group

#### Service Description:

Coast2Bay delivers Community and Affordable Housing programs to the Moreton Bay Region and has nearly 500 dwellings in the region.

**Longer Term Housing** - this program provides housing options for people on low incomes, who have complex needs and are on the Common Housing Register managed by the DHPW. Portfolio includes detached houses, townhouses and units in 1-4 bedroom configurations.

**Community Rent Scheme** – this program provides medium term transitional housing for people on the Common Housing Register, who have low incomes and are experiencing challenges, making the secure housing market difficult. This program assists people to transition back into the community and secure market housing. Portfolio includes a diverse range of housing forms.

**Disability Housing (Mental Health)** – 14 share houses for tenants recovering from mental health challenges. Support services are provided by partner organisations.

#### Eligibility:

All prospective tenants for Community Housing need to have an approved housing application with the Department of Housing.

All Prospective tenants for NRAS need to be registered with NRAS.

## ACCOMMODATION PROVIDERS

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### Coast2Bay Housing Group (continued)

**Service Areas:** Moreton Bay Region including Redcliffe Peninsula.

**Referral:** Community Housing referrals are received by the Department of Housing.

#### Opening Hours:

**Monday, Tuesday, Thursday & Friday, 9am to 4pm.**

**Wednesdays, 1pm to 4pm.**

**Address: 16 King Street, Caboolture, QLD 4510**

**Telephone: 1300 796 716**

**Email: [admin@coast2bay.com.au](mailto:admin@coast2bay.com.au)**

**Website: [www.coast2bay.com.au](http://www.coast2bay.com.au)**

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## ACCOMMODATION PROVIDERS

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### Housing Service Centre - Queensland Department of Housing and Public Works

#### Service Description:

- Social Housing delivery, including tenancy and property management.
- Private Rental Assistance, such as bond loans and Rental Grants.
- Referral pathway for Community Housing Providers offering transitional housing, longer term housing and affordable housing options.

#### Eligibility:

Australian citizenship or permanent residency, Queensland residency, income and asset limits apply.

**Service Areas:** Moreton Bay Local Government Area.

**Cost:** No cost for service and referrals. Public Housing rental charges are determined by household income.

**Referral:** Housing Applications can be submitted in person, by mail or email.

**Opening Hours:** Monday to Friday, 8.30am to 4.30pm.

**Address:** Level 5, Caboolture Square Shopping Centre,  
60-78 King Street, Caboolture, QLD 4510

**Telephone:** 07 5432 0700

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

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

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## ACCOMMODATION PROVIDERS

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### Supported Accommodation Caboolture (Families) The Salvation Army

#### Service Description:

The Salvation Army Supported Accommodation Caboolture provides temporary supported accommodation for families who are experiencing homelessness and / or who are at risk of homelessness.

**Eligibility:** Families experiencing homelessness, or who are at risk of homelessness.

**Service Areas:** Caboolture and surrounding areas.

**Cost:** No cost for service referrals. Once accommodated, rental charges are determined by household income.

**Referral:** Via Upfront Intervention Team (UIT) on 07 5495 4400.

**Opening Hours:** Monday to Friday, 8.30am to 4.30pm.

**Address:** Unit C, 80 King Street, Caboolture, QLD 4510

**Telephone:** Service Line 07 5495 3700  
Assessment Line 07 5495 4400

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

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## ACCOMMODATION SUPPORT

### Assistance with Care and Housing (ACH) - Footprints

#### Service Description:

The Assistance with Care and Housing (ACH) program is designed to support people who are Homeless or at risk of homelessness, to access appropriate and sustainable housing as well as community care and other support services, specifically targeted at avoiding homelessness or reducing the impact of homelessness. ACH also provides support to people experiencing symptoms of hoarding disorder or hoarding related behaviours.

**Eligibility:** Aged 50 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people), on a low income, are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation and eligible for registration with My Aged Care.

**Service Areas:** South East Queensland.

**Opening Hours:** Monday to Friday, 8am to 4.30pm.

**Address:** 24 Light Street, Fortitude Valley, QLD 4000

**Telephone:** 07 3252 3488

**Email:** RHWS@footprints.org.au

**Website:** www.footprintsinc.org.au

## ACCOMMODATION SUPPORT

#### Notes:

## ACCOMMODATION SUPPORT

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### Assistance with Care and Housing (ACH) Oz Care

#### Service Description:

If you are an older person on a low income who is homeless or at risk of homelessness the ACH program can help you find the right accommodation for your needs. This can include finding housing through the private rental market or applying for affordable social housing options.

Services include:

- Help to find suitable housing.
- Providing transport to view properties.
- Assistance with paperwork required to apply for a tenancy or social housing.
- Understanding the requirements of a new tenancy and access to loans.
- Assistance with arrangements to relocate.
- Providing links to assist you to retain the new tenancy where required.

The range of support includes:

- Case management.
- Investigating alternative housing options.
- Advocacy.
- Liaison and referral to health, community care, welfare and social support services.
- Assistance to maintain or build local support networks.

## ACCOMMODATION SUPPORT

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### Assistance with Care and Housing (ACH) Oz Care (continued)

**Eligibility:** ACH services are available to you if you are:

- Homeless or at risk of homelessness.
- Unable to access transport or the internet.
- Over 65 years old, or over 45 for Aboriginal and Torres Strait Islander people.

**Service Areas:** Brisbane North.

**Cost:** There is no cost for the ACH service, as it is funded by the Australian Government's Department of Social Services.

**Referral:** Online referral on the Ozcare website accepts referrals from all community, health and medical services. Referrals can also be made by contacting My Aged Care if 65 or over.

**Opening Hours:** Monday to Friday, 7.30am to 4pm.

**Address:** 113 Kittyhawk Drive, Chermside, QLD 4032  
5 Endeavour Boulevard, North Lakes, QLD 4509

**Telephone:** 1800 692 273

**Email:** [Housingprogram.northlakes@ozcare.org.au](mailto:Housingprogram.northlakes@ozcare.org.au)

**Website:** [www.ozcare.org.au/assistance-with-care-and-housing](http://www.ozcare.org.au/assistance-with-care-and-housing)

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## ACCOMMODATION SUPPORT

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### Moreton Bay Rent Connect Queensland Government

#### Service Description:

Helping Queenslanders to find, secure and sustain a home to rent in the private market. Helps people who are able to manage a tenancy but who are struggling to access the private rental market due to non-financial barriers, such as:

- Limited rental history.
- A lack of skills, knowledge or understanding of how the private rental market works.
- A lack of documents required for private rental applications.

Working together with clients to identify what type of assistance they may need and can include information on:

- How to find a suitable rental home.
- How the rental application process works.
- Preparing a rental application and organising paperwork.
- How to make a good impression on applications.
- Accessing financial assistance offered by the Department of Housing and Public Works, such as a bond loan or rental grant.
- Linking clients to community services and real estate agents.
- Assisting capable tenants to overcome short-term tenancy problems and strengthening their skills to maintain their private rental home.

## ACCOMMODATION SUPPORT

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### Moreton Bay Rent Connect Queensland Government (continued)

**Eligibility:** To receive one-on-one assistance from RentConnect, a client needs to:

- Meet income requirements for eligibility or be leaving social housing.
- Be facing non-financial barriers to renting in the private market and be able to successfully manage a private rental tenancy.

**Service Areas:** Moreton Bay Local Government Area.

**Cost:** Not applicable.

**Referral:** To make an appointment contact a RentConnect Officer.

**Opening Hours:** Monday to Friday, 8.30am to 4.30pm.

**Address:** Level 5, Caboolture Square Shopping Centre,  
60-78 King Street, Caboolture, QLD 4510

**Telephone:** 07 5432 0700

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

**Website:** [www.qld.gov.au/housing/renting/rent-assistance/rentconnect](http://www.qld.gov.au/housing/renting/rent-assistance/rentconnect)

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## HOMELESS SERVICES

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### Orange Sky Australia

**Service Description:**

Orange Sky Australia provides a platform for every day Australians to connect through a regular laundry and shower service. The focus is on creating a safe, positive and supportive environment for people who are too often ignored or who feel disconnected from the community. Our volunteers are not social workers or experts on homelessness – they are empathetic listeners and great conversationalists.

**Eligibility:** Individuals who are experiencing homelessness, sleeping rough or couch surfing.

**Service Areas:** For up to date service schedules visit:  
[www.orangesky.org.au/locations](http://www.orangesky.org.au/locations)

**Cost:** Free.

**Referral:** Self-referral, service agency.

**Opening Hours:** For up to date service schedules visit:  
[www.orangesky.org.au/locations](http://www.orangesky.org.au/locations)

**Telephone:** 07 3067 5800

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

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

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## HOMELESS SERVICES

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### Stand Up Step Out (SUSO)

**Service Description:**

The Stand Up Step Out program (affectionately referred to as SUSO) is an initiative providing mobile outreach support and services in a re-purposed council bus. The service targets vulnerable people currently experiencing homelessness and social / financial hardship in the outer suburbs of Brisbane. The project provides ongoing flexible outreach support through provision for showers, laundry and connection and in doing so building meaningful relationships for long-term community impact.

**Cost:** Free.

**Referral:** On site.

**Opening Hours:** Check our social media pages for the most up to date schedule - **Facebook:** [www.facebook.com/SUSOstandupstepout](http://www.facebook.com/SUSOstandupstepout)

**Telephone:** 07 3252 3488

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

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

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## HOMELESS SERVICES

### The Breakfast Club Redcliffe Inc.

#### Service Description:

The Breakfast Club is a food provider assisting the homeless and those in need. We provide free community meals 5 days a week. Our crisis hub operates 2 days a week and provides emergency food hampers and support to the homeless and those in need. Our outreach service operates 2 nights per week connecting with the homeless on the streets.

**Eligibility:** Anyone in need.

#### Opening Hours:

##### Free community meals -

**Breakfast:** Monday, Wednesday & Friday, 7am to 8am.

**Dinner:** Tuesday & Thursday, 4.30pm to 5.30pm.

##### Breakfast Club Hub -

Tuesday & Thursday, 9am to 1.30pm.

##### Outreach -

Wednesday & Sunday, 5.30pm to 7.30pm.

#### Address:

The Breakfast Club Hub – 2/508 Oxley Ave, Redcliffe, QLD 4020

Breakfast Club Meal services (free community meals) –  
Pensioners Hall, cnr Portwood & Oxley Ave, Redcliffe, QLD 4020

**Telephone:** 0467 811 380

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

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

## TENANCY SUPPORT

### Encircle Homestay

#### Service Description:

The aim of the Homestay program is to build client capacity to prevent and reduce the risk of homelessness.

Homestay Case Management Support is a partnership between the client and case workers, where together the underlying issues putting housing at risk can be addressed. These may include:

- Rent or mortgage arrears, Property maintenance issues, Hassles/disputes with neighbours, Money problems, Family relationship issues, Physical and mental health concerns, Problematic drug and alcohol use, Gambling, Loss of employment, Domestic and family violence.

**Eligibility:** 18+. Has identified issues sustaining a tenancy / received notices of breach in regards to the tenancy.

**Service Areas:** Redcliffe and surrounding areas, Pine Rivers.

**Cost:** Free.

**Referral:** Self-referral or via other services including your housing provider.

**Opening Hours:** Monday to Friday, 8am to 4.30pm.

**Address:** Pine Rivers Neighbourhood Centre  
865 Gympie Road, Lawnton, QLD 4501  
Redcliffe Neighbourhood Centre  
1 Lamington Drive, Redcliffe, QLD 4020

**Telephone:** Pine Rivers: 07 3881 3500  
Redcliffe: 07 3284 3081

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

## TENANCY SUPPORT

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### Enhance Care Inc. - Tenant Advice Service

#### Service Description:

Free tenant advice and advocacy for people who are at risk of homelessness or having difficulty sustaining a tenancy as well as having problems with their tenancy.

Assistance with QCAT applications and responses relating to tenancy matters.

Assistance with having names removed from TICA if unjustly listed.

**Eligibility:** Any tenant or person who is homeless or at risk of homelessness.

**Service Areas:** Moreton Bay Region.

**Cost:** Free.

**Referral:** Referral through QSTARS HUB - 1300 744 263 or by direct referral by network agencies.

**Opening Hours: Telephone advice line -  
Monday to Friday, 9am to 5pm.**

**Telephone:** 07 5432 3374

**Website:** [www.enhance.org.au](http://www.enhance.org.au) or  
[www.tenancyadvice.org.au](http://www.tenancyadvice.org.au)

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## TENANCY SUPPORT

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### Keys to Early Intervention in Homelessness Service (KEIHS) - Kyabra Community Association

#### Service Description:

- KEIHS is a voluntary service that provides early intervention to support individuals and families who are at risk of becoming homeless to sustain their current tenancy.
- Support is provided from a strengths-based and case management framework.
- KEIHS case workers provide support through, advocacy with Department Housing and Public Works, real estate agents, private landlords and social housing organisations. Referral to other services such as health, Centrelink, financial counselling, Q-Stars, Rent Connect, RTA and QCAT. KEIHS also provide information in relation to sustaining a tenancy.

**Eligibility:** Individuals and families must have:

- A current sustainable tenancy.
- Be at risk of becoming homeless.
- Must have a current lease.
- Must not be currently homeless.

**Service Areas / Contact:** Caboolture - 0448 413 141  
Deception Bay - 0448 413 110

**Referral:** Self-referral or referral from another organisation (with client consent).

**Opening Hours: Monday to Friday, by appointment only.**

**Telephone:** 07 5441 3837 (Head Office, Nambour)

**Email:** [keihs@kyabra.org](mailto:keihs@kyabra.org)

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## TENANCY SUPPORT

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### QSTARS (Queensland Statewide Tenant Advice and Referral Service)

#### Service Description:

Information and referral - to assist callers to access information regarding their renting rights and responsibilities, and information to sustaining tenancies. This includes factsheets, and a website (other information products being developed).

Individual advice and assistance - personalised advice and assistance about tenancy rights and available related services.

Expert advice and professional support - specialist advice on tenancy rights and personalised support to exercise tenancy rights.

**Eligibility:** Queensland tenants.

**Service Areas:** Queensland (state-wide).

**Cost:** Free.

**Referral:** Call Advice Line 1300 744 263.

**Opening Hours:** Monday to Friday, 9am to 5pm (extended hours on Tuesday and Wednesday until 7pm).

**Telephone:** 1300 744 263

**Website:** <https://qstars.org.au>

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## TENANCY SUPPORT

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### Tenancy Skills Institute

Tenancy Skills Institute delivers Tenant Education, including the Skillsets for Successful Tenancies - Dollars and Sense course. This is a free, competency-based course, available as a Face-to-Face classroom course; an Online (Virtual) Classroom course with a live Trainer; or a Self-Paced Online course.

Students will learn how to successfully manage their tenancies through the following skillsets - Effective Communication, Rights and Responsibilities, Cleaning and Maintenance; and Household Finances. A Real Estate Industry Guest Speaker provides students with insights about how to successfully manage their tenancy from a Property Manager's perspective.

The course will educate students how to be successful tenants and the inclusion of the Tenancy Skills Certificate of Attainment will strengthen rental applications and increase chances of gaining a rental property and sustaining the tenancy.

**Eligibility:** 16 years and over; Legally allowed to live in Australia; Currently residing in Queensland.

**Service Areas:** State-wide.

**Cost:** Free.

**Referral:** Online enrolments—see website.

**Opening Hours:** Monday to Friday, 9am to 4.30pm.

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

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TENANCY SUPPORT

Upfront Intervention Team, The Salvation Army

Service Description:

The Upfront Intervention Team works with people at risk of or experiencing homelessness across South East Queensland. Case work support is provided primarily over the phone, working with people to secure stable housing and reach their goals. Support, assessment and referral to other Salvation Army accommodation options and expressions, private and public housing options, and a range of support services.

Eligibility: Single adults and families.

Service Areas: South East Queensland.

Opening Hours: Monday to Friday, 8am to 4pm

Address: 97 School St, Spring Hill QLD (available for walk-ins or over-the-phone)

Telephone: 07 3832 1491 (Main line) / 07 5495 4400 (Caboolture)

Email: UIT@salvationarmy.org.au

TENANCY SUPPORT

Notes:

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## ABORIGINAL AND TORRES STRAIT ISLANDER

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### Mindle Bygul Aboriginal Corporation

#### Service Description:

Mindle Bygul Aboriginal Corporation works daily to support the aspirations and needs of First Nation Peoples of the Moreton Bay Region. Our projects change so feel free to make enquiries into how we may assist you or your clients. Services include but are not limited to:

**Child and Family Networker:** works to build connections between First Nation Peoples and mainstream service providers. Able to provide intensive case management, referral support, cultural support, network meetings and participation in steering groups.

**Parenting Courses:** Aboriginal specific and relevant parenting courses that work to build family strength and capacity.

**KidzMatter2:** Trauma and recovery counselling for children and the non-offending parent. This counselling is about strengthening attachment and providing recovery skills for those children and their families that have been affected by domestic and family violence.

## ABORIGINAL AND TORRES STRAIT ISLANDER

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### Mindle Bygul Aboriginal Corporation (continued)

#### Service Description:

All services require an appointment, in the first instance contact our office on 07 3293 0232

**Eligibility:** First Nation Peoples and parents of First Nation Children are eligible for any or all our services.

**Service Areas:** Moreton Bay Region.

**Cost:** Free.

**Referral:** First Nation Peoples may self-refer or alternatively you may refer your clients through to one of our programs.

**Opening Hours:** Monday to Friday, 8.30am to 3pm.

**Address:** 5 Bisschop Street, Deception Bay, QLD 4508

**Telephone:** 07 3293 0232

**Email:** [Projectmanager.mindlebygul@gmail.com](mailto:Projectmanager.mindlebygul@gmail.com)  
[Manager.mindlebygul@gmail.com](mailto:Manager.mindlebygul@gmail.com)

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

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## ABORIGINAL AND TORRES STRAIT ISLANDER

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### Umpi Korumba Corporation for Housing

#### Service Description:

Umpi Korumba Corporation for Housing provides three major service delivery areas:

- Social Housing in Zillmere and surrounding suburbs and support services to local Aboriginal Torres Strait Islander families. Long Term Community Housing (LTCH) eligibility guidelines in accordance with the Department of Housing and Digital Economy.
- Crisis Accommodation Program services for Aboriginal Torres Strait Islander families supported by funding from Social Housing System (SHS / SAAP).
- Outreach Services to the community by way of support to sustain tenancies and referrals specialist agencies (government and non-government) for the well-being of families.

Mutually agreed case management support is provided for families in a range of property types and service delivery.

The majority of properties are three or four-bedroom family houses, but there is some limited flexibility to provide properties that may better suit the housing needs of smaller households eligibility conditions apply, there are application processes for both programs.

## ABORIGINAL AND TORRES STRAIT ISLANDER

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### Umpi Korumba Corporation for Housing (continued)

**Eligibility:** Aboriginal or Torres Strait Islander families who are homeless or at risk of becoming homeless and are unable to access private or public housing and require a level of individualized support to re-develop self-reliance and independence.

**Service Areas:** Accommodation is provided in Turrabul and Yuggembeh country in Moreton Bay Regional Council and Brisbane City Council regions.

**Cost:** Tenants in both the Crisis and Long Term programs must pay rent for accommodation and water usage.

**Referral:** <https://umpikorumba.com.au/our-services/applying-for-community-housing-eligibility/>

**Opening Hours:** Monday to Thursday, 9am to 4pm.  
Friday, 9am to 12noon.

**Address:** 74 Handford Rd, Zillmere, QLD 4034

**Telephone:** 07 3865 7955 after hours 0417 778 269

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

**Website:** <https://umpikorumba.com.au>

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ABORIGINAL AND TORRES STRAIT ISLANDER

Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS)

Service Description: MATSICHS is a member of the Institute of Urban Indigenous Health, which leads the planning, development and delivery of comprehensive primary health care services to the Aboriginal and Torres Strait Islander population of SE Queensland. We deliver comprehensive primary health care services across the lifespan to approximately 12,500 patients across the Moreton Bay Region.

Eligibility: Aboriginal and Torres Strait Islander people.

Service Areas: Moreton Bay Region.

Cost: Nil. Referral: Self-referral

Address, Opening Hours and Telephone:

Caboolture: 3-5 James Street, Caboolture, QLD 4510 Mon to Fri 8am to 5pm. Tel: 07 5428 5855.

Morayfield: 10 Walkers Road, Morayfield, QLD 4506 Mon, Tue, Wed & Fri 8am to 5pm, Thu 8.30am to 7pm. Tel: 07 5429 1000.

Deception Bay: 3/675 Deception Bay Rd, Deception Bay, QLD 4508. Mon, Tue & Thu 8am to 5pm, Wed 8.30am to 7pm, Fri 8.30am to 4.30pm, Sat 8.30am to 1pm. Tel: 07 3884 1999.

Margate: 322 Oxley Avenue, Margate, QLD 4019 Mon to Thu 8am to 5pm, Fri 8am to 4pm Tel: 07 3480 8100.

Strathpine: 6/199 Gympie Road, Strathpine, QLD 4500 Mon to Fri, 8am to 5pm. Tel: 07 3897 0500.

Website: www.moretonatsichs.org.au

ABORIGINAL AND TORRES STRAIT ISLANDER

Notes:

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## COMMUNITY PROGRAMS

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### Caboolture Community Action Inc.

#### Service Description:

Food relief: Hot Breakfast, food hampers, lunch and take away dinner (during Covid-19).

Referrals, housing support, advocacy, crisis support, court support, household goods and furniture as available.

**Eligibility:** Referral, unemployed, low income.

**Service Areas:** Caboolture and surrounds.

**Cost:** Free.

**Referral:** Referrals, Drop in Centre.

#### Opening Hours:

**Monday to Friday, 8am to 4pm.**

**Saturday, 2pm to 6pm.**

**Address:** 23 Hayes Street, Caboolture, QLD 4510

**Telephone:** 07 5309 4122 and 0401 378 291

**Email:** office@caboolturecommunityaction.com

**Website:** www.caboolturecommunityaction.com

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## COMMUNITY PROGRAMS

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### Deception Bay Neighbourhood Centre

#### Service Description:

The Deception Bay Neighbourhood Centre is a community hub offering a range of services, activities and initiatives. The Centre offers several internal programs, have external providers operate out of the Centre and staff can make referrals to specialised services.

Services include:

- Emergency Relief.
- Financial Resilience Program.
- Counselling.
- Outreach Families Program.
- Training and Job Preparation.
- Courses and Workshops.

**Eligibility:** Residing in the local or surrounding area.

**Service Areas:** Each program is funded for different catchment areas. The Centre has a no wrong door policy; if cannot provide a service, will refer to services that can.

**Cost:** Free.

**Referral:** Drop in, Referral, Appointment via phone.

**Opening Hours:** Monday to Friday, 9.30am to 2.30pm.

**Address:** 24 Endeavour Street, Deception Bay, QLD 4508

**Telephone:** 07 3204 2022

**Email:** info@dbnc.org.au

**Website:** www.dbnc.org.au

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## COMMUNITY PROGRAMS

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### Women's Legal Service Caboolture Office

#### Service Description:

The Women's Legal Service offers assistance to women with respect to Domestic Violence, Family Law and Sexual Violence including:

- Separation.
- Divorce.
- Domestic Violence Protection Orders.
- Child Protection.
- Parenting arrangements.
- Child Support.
- Family law property matters.
- Sexual assault counselling notes privilege.
- Financial Counselling Assistance.

**Eligibility:** Women throughout Queensland seeking legal advice in relation to family law and domestic violence matters.

**Service Areas:** Statewide (Queensland).

**Cost:** Services are free to eligible clients.

**Referral:** Via Statewide helpline number 1800 957 957.

**Opening Hours:** Monday to Friday, 9am to 3pm.

**Telephone:** 1800 957 957

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

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## HEALTH & WELLBEING

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### Living and Learning Centre, Neami National

#### Service Description:

The Living and Learning Centre offers up to six-months of one-on-one support that can assist you make positive changes to your mental health and wellbeing, which includes: Wellbeing Coaching, Care Coordination and Psychotherapies.

Group programs run at the Living and Learning Centre that can help you to build confidence, gain independence and develop skills.

**Eligibility:** 18 years and over; residing in Pine Rivers area; mental health concerns.

**Service Areas:** Pine Rivers, or willing to travel to Strathpine for access.

**Cost:** Free.

**Referral:** Self-referral, GP, family member or friend, other health services, NGO and Government services, police services.

**Opening Hours:** Monday to Friday, 8.30am to 5pm. (except Public Holidays); Some evening groups.

**Address:** 7/327 Gympie Road, Strathpine, QLD, 4500

**Telephone:** 07 3493 6780

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

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

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## HEALTH & WELLBEING

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### Micah Projects: Caboolture Young Mothers For Young Women

#### Service Description:

To assist young pregnant and parenting women in Caboolture Region who may be experiencing complex challenges. Program would assist women to have:

- Access to healthcare during pregnancy-birth.
- Access options to obtain long-term accommodation / housing.
- Create safe and healthy relationships as a family through practical assistance / education / support.
- Access to full range of financial benefits with Centrelink support.
- Access to education, employment and training.
- Understand needs of children I early childhood.
- Access to early childhood education and childcare / support children to be school ready.
- Access to social connection with other young women through mother's group.

#### Eligibility:

1. Young women under 21 years old.
2. Pregnant or parenting women.
3. Living in 'Northern end' of Moreton Bay Region (Caboolture and surrounds).
4. Consents for referral to program / can self-refer.

## HEALTH & WELLBEING

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### Micah Projects: Caboolture Young Mothers For Young Women (continued)

#### Service Areas:

Caboolture and surrounds (including Morayfield, Elimbah, Naranga, Woodford / D'Aguiar, Upper Caboolture, Wamuran, Beachmere, Bribie Island, Burpengary and Kilcoy).

**Cost:** Free.

**Referral:** Caboolture Hospital / Other government agencies, community agencies, self-referral.

**Address:** 19 Morayfield Road, Caboolture South, QLD 4510

**Opening Hours:** Monday to Friday, 9am to 5pm.

**Telephone:** 07 5294 9600

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

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

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## HEALTH & WELLBEING

### Public Dental Services

#### Service Description:

Public dental services in Queensland are funded by the government and are provided free to eligible people. You are responsible for the cost of your transport to and from dental clinics.

For adults and their dependants to be eligible for free public dental care they must be a Queensland resident and, where applicable, receive benefits from any of the following concession cards:

- Pensioner Concession Card issued by the Department of Veterans' Affairs.
- Pensioner Concession Card issued by Centrelink.
- Health Care Card.
- Commonwealth Seniors Health Car.
- Queensland Seniors Card.

#### Children and adolescents:

For children to be eligible for free public dental care they must:

- be a Queensland resident or attend a Queensland school; and,
- be eligible for Medicare; and,
- meet at least one of the following criteria:
  - be aged four years or older and have not completed Year 10; or,
  - be eligible for the Medicare Child Dental Benefits Schedule; or,
  - hold, or be listed as a dependent on, a valid Centrelink concession card

## HEALTH & WELLBEING

### Public Dental Services (continued)

Public dental care for children may be provided on-site at schools through fixed or mobile dental clinics or at larger community dental clinics by teams including dentists, oral health therapists, dental therapists and dental assistants.

Dental examinations, emergency care, xrays, cleaning, fissure sealing, fillings, root canal treatments and extractions. Benefits are not available for orthodontic or cosmetic dental work.

#### Service Areas:

- Children's Oral Health Services
  - Queensland Children's Hospital
  - Oral Health Centre, Herston
- Child & Adolescent Oral Health Services
  - Ferny Hills
  - Caboolture
  - Indooroopilly
  - Kallangur
  - Kippa Ring
  - Mobile clinics across the Health Service
- General Practice Oral Health Services
  - Woodford
  - Kilcoy
  - Pine Rivers
  - Caboolture
  - Stafford

#### Making an appointment:

**Clinic Hours:** Monday to Friday, 8am to 5pm.

**Telephone:** 1300 300 850

**Email:** [mnohs-call-centre@health.qld.gov.au](mailto:mnohs-call-centre@health.qld.gov.au)



## HEALTH & WELLBEING

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### Queensland Injectors Health Network (QuiHN)

#### Service Description:

Provides a range of services to people who use drugs and/or have mental health issues, including GP clinic and nursing services, Needle and Syringe Program (NSP), Hepatitis C program, Counselling, Group Work, Case Management.

Also provide counselling outreach in Redcliffe, and Caboolture.

The Nurse Outreach Program provides nursing services, health referrals, and brief interventions in Redcliffe, Deception Bay, Caboolture and other North Moreton bay regions. This program provides a health service for all vulnerable populations in the area who may not otherwise seek medical support.

#### Eligibility:

- 18+.
- Reside in the catchment area.
- Have drug and alcohol use or support someone who does.
- No drug and alcohol use necessary for the nurse outreach program.

## HEALTH & WELLBEING

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### Queensland Injectors Health Network (QuiHN) (continued)

#### Service Areas:

GPs/nurses/NSP and counselling in Greater Brisbane from the Bowen Hills Office.

Counselling Outreach in Redcliffe.

Nurse Outreach Program in Redcliffe, Deception Bay and Caboolture.

**Cost:** Free.

**Referral:** Self Referral or a referral from any other service. Just call 07 3620 8111.

**Opening Hours:** Monday to Friday, 9am to 7pm.

Nurse outreach bus has a varied roster around the Moreton Bay area. Check website for up to date locations and times..

**Address:** 1 Hamilton Place, Bowen Hills, QLD 4006

**Telephone:** 07 3620 8111

**Email:** [quihn@quihn.org](mailto:quihn@quihn.org)

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

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## HEALTH & WELLBEING

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### The Recovery and Wellness Program (Footprints)

#### Service Description:

The Recovery, Wellness and Housing Service (RWHS) provides flexible, including community-based supports for people experiencing mental health challenges.

RWHS support is aligned with an individuals' mental health recovery journey for up to 12 months including:

- Build strategies for self-management of physical and mental health wellbeing.
- Housing Advocacy Support.
- Develop independent living skills and establish and maintain tenancy in their community of choice.
- Attend social groups and community based activities.
- Referrals and coordination of community support to meet people's independent living needs.
- Assistance with NDIS application.

#### Eligibility:

- Aged 18 years and over.
- Experiencing mental health issues.
- Accessing or recently accessed (last 3 months) Queensland Health Mental health Services.
- Living in boarding houses, supported accommodation and crisis accommodation.

## HEALTH & WELLBEING

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### The Recovery and Wellness Program (Footprints) (continued)

#### Service Areas:

Caboolture and Redcliffe Hospital and Community Mental Health Services.

**Cost:** Free.

**Referral:** By Metro North Hospital and Health Services.

**Opening Hours:** Monday to Friday, 8am to 4.30pm.

**Address:** 24 Light Street, Fortitude Valley, QLD 4000

**Telephone:** 07 3252 3488

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

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

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## HEALTH & WELLBEING

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### Relationships Australia

**Service Description:**

**Elder Mediation Support Service (free)** - empowers older persons (over 65 or Aboriginal and Torres Strait Islanders over 50) to plan for the future and make important decisions.

**The Gambling Help Service (free)** - assists people to respond to problems associated with gambling.

**Victims Counselling and Support Service (free)** - counselling and support service for Qld residents personally affected by crime (directly or indirectly).

**National Redress Scheme** - provides acknowledgement and support to people who experienced institutional child sexual abuse.

**Relationships Counselling service** equips individuals, couples & families with strategies to deal with everyday life issues.

**Eligibility:** Differs depending on the program.

## HEALTH & WELLBEING

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### Relationships Australia (continued)

**Service Areas:** Moreton Bay Region.

**Cost:** Most services are free.  
Counselling - \$75 p/h, \$35 concession (please contact if fees would prohibit engagement).

**Referral:** Call central intake numbers or visit website and complete an enquiry.

**Address:** Ground Floor Suite 2, Morayfield Health Hub,  
19-31 Dickson Road, Morayfield, QLD 4506

**Telephone:**

**General - 1300 364 277 (Monday to Friday, 8.30am to 5pm).**

**Gambling Helpline - 1800 858 858 (24 hours).**

**Victims of Crime Support Service - 1300 139 703 (24 hours).**

**Redress Scheme - 1800 552 127 (Monday to Friday, 8am to 8pm and Saturday, 10am to 4pm).**

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

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## HEALTH & WELLBEING

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### Stride Hub Caboolture

#### Service Description:

Stride Hub is a service in the Redcliffe / Caboolture region of South East Queensland providing a 'one stop shop' for people over the age of 18 living with moderate to severe mental health issues and their carers and family members.

Participants can access a range of community mental health support services; clinical mental health services, and assistance to connect with other services in the community such as employment and housing services, as well as drug and alcohol services. Please note Stride is not a crisis or drop-in service.

Stride Hub works with individuals and carers, at home and in the community, through group support, mutual support and self-help, personalised support and carer support, to provide tailored and holistic support to allow them to lead functional and fulfilling lives.

Services provided include:

- Mental Health Support Workers.
- Care Coordination— Support to link and engage with supports such as GP's, psychologists, psychiatrists, etc.
- Psychotherapies.
- Group support.
- Connection with other services.

## HEALTH & WELLBEING

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### Stride Hub Caboolture (continued)

**Eligibility:** Aged 18 years and over and with a diagnosable severe or severe and complex mental illness (episodic or persistent).

People receiving psychosocial support from an NDIS package or Queensland Health funded NGO provider are not eligible for psychosocial support through the hubs.

**Service Areas:** Redcliffe/Caboolture region.

**Cost:** Free for people not on the NDIS.

#### Referral:

GPs can make a referral through HealthPathways:

**<https://brisbanenorth.communityhealthpathways.org>**

Or service providers can make a referral through the redicase:

**<https://phnbnws.redicase.com.au/#!/referral/create>**

**Opening Hours:** Monday to Friday, 8.30am to 5pm.

**Address:** Level 1/21 Pettigrew St, Caboolture, QLD 4510

**Telephone:** 07 4593 0500

**Email:** [stridehub.caboolture@stride.com.au](mailto:stridehub.caboolture@stride.com.au)

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

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## YOUTH SERVICES

### ARROS (part of Community Living Program)

**Service Description:**

ARROS works with young people with a disability who are homeless or at risk. We currently run the following programs:

**Transition and Post Care Support:** holistic outreach support to young people transitioning from care.

**NDIS supports:** holistic outreach support service for young people with an NDIS plan.

**Therapeutic support:**

- **Counselling:** therapists are available to support people through either NDIS or Medicare Metal Health Care Plans. We specialise in supporting people with intellectual disability and young people at risk.
- **Disability specific parenting education:** support parents with an intellectual disability to enhance their parenting capacity and to navigate systems including child safety, through NDIS funding. Parents may have diverse parenting contexts and may or may not have their children in their care for some, or all the time.

**Eligibility:** Young people 15 – 25 years with a cognitive disability who are homeless or at risk of homelessness. Therapeutic supports are available to people with access to either NDIS or a Mental Health Care Plan (counselling only).

**Service Areas:** Brisbane North, up to Caboolture.

**Cost:** Free.

**Referral:** Self referral for most programs. Contact the service for information.

**Opening Hours:** Monday to Friday, 9am to 5pm.

**Address:** 23 Nundah Street, Nundah, QLD 4012

**Telephone:** 07 3266 3788

**Email:** arros@communityliving.org.au

**Website:** www.communityliving.org.au

## YOUTH SERVICES

### BEROS (Community Living Association & Micah Projects)

**Service Description:**

BEROS works with young people who are in the care of child safety who are on short or long term child protection orders and are identified as self-placing.

BEROS provides a 24/7 support response to young people who self-place which includes:

- Case management Monday to Friday, 9am to 5pm.
- Overnight support: sleeps up to 2 young people for 2 consecutive nights.
- Street to home: after hours outreach support.

**Eligibility:**

- 12-18 years old.
- Child protection order must be sort or long term.
- Eligible service centres: North Coast - Redcliffe, Strathpine, Caboolture, Morayfield.
- Must be self-placing with no open placement.

**Service Areas:** Moreton Region Geographical area.

**Cost:** Free.

**Address:** Shelter address is confidential.

**Referral / Telephone:** Monday to Friday, 9am to 5pm to Team Leader on **0447 385 199**. After 5pm to midnight (7 nights/week) **07 3036 4444** BEROS street to home.

**Website:** www.communityliving.org.au

YOUTH SERVICES

Chameleon Regional Community Housing and Accommodation and Welfare Association

Service Description:

Young people's share house 16 to 25 years. Young people must self-refer on 07 3284 4805.

Transitional Housing for young families 18 to 25 years with small children in their care. Clients must self-refer on 07 3284 4805.

Eligibility: See above.

Service Areas: Kippa-Ring and surrounding area.

Cost: 25% of income.

Referral: 07 3284 4805 (9am to 5pm). Please note clients must self-refer.

Opening Hours: Monday to Sunday 9am to 5pm.

Telephone: 07 3284 4805

Email: youthworkers@optusnet.com.au

Website: www.chameleonyouthhousing.com.au

YOUTH SERVICES

Notes:

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## YOUTH SERVICES

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### Intercept Youth and Family Service

#### Service Description:

Intercept is a not-for-profit community organisation that provides early intervention and prevention services for young people and their families in the Moreton Bay region.

Whether you are having trouble at school, coping with homelessness, living independently, want to access education options or deal with mental health or disability we are there for you.

Our teams cover family support, early intervention youth homelessness program, mental health outreach support, disability services, support services for young people in care, alternative education and training, and high school-based youth support.

Intercept runs seven separate programs.

#### Eligibility:

- Live in the Moreton Bay Region.
- Aged 12–18 years.
- Parent and young person consent to the service.
- Parent and adolescent conflict.
- Risk of homelessness.
- Willingness to reconnect with family.

## YOUTH SERVICES

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### Intercept Youth and Family Service (continued)

#### Service Areas:

- Bribie Island, Beachmere.
- Caboolture, Caboolture South, Bellmere, Upper Caboolture.
- Donnybrook, Rocksberg, Toorbul.
- Burpengary, Burpengary East, Narangba, Rothwell.
- Redcliffe, Clontarf, Scarborough, Kippa-Ring, Newport, Margate, Woody Point.

**Cost:** Free.

**Referral:** Young person, Family, Agency, Internal, School.

**Opening Hours:** Monday to Friday, 9am to 5pm (no crisis support).

**Address:** 1/69 King St, Caboolture,, QLD 4510

**Telephone:** 07 5428 1684

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

**Website:** [www.lutherservices.org.au/youth-and-family/our-locations/intercept-at-caboolture/](http://www.lutherservices.org.au/youth-and-family/our-locations/intercept-at-caboolture/)

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## YOUTH SERVICES

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### Integrated Family Youth Service Ltd (IFYS) - Caboolture Youth Shelter

**Service Description:**

The IFYS Caboolture Youth Shelter is funded by the Department of Housing and Digital Economy.

IFYS provide crisis accommodation for single young people aged 16-25 yrs who are homeless or at risk of homelessness. Whilst residing at the shelter, young people will be supported to achieve their personal goals and work towards finding and maintaining safe and stable housing options.

**Eligibility:** Aged 16-25 years and homeless or at risk of homelessness.

**Service Areas:** Moreton Bay Local Government Area.

**Cost:** Accommodation costs are assessed on individual circumstances.

**Referral:** Young people can make a referral by calling 07 3888 9355 seven days a week or the Homeless Hotline.

**Address:** Shelter address is confidential.

**Opening Hours:** 24 hours, 7 days.

**Telephone:** 07 3888 9355

**Email:** [caboolture@ifys.com.au](mailto:caboolture@ifys.com.au)

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

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## YOUTH SERVICES

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### Integrated Family and Youth Service Ltd (IFYS) - Transitional Housing Program

**Service Description:**

Short-term housing for young people and their children between the ages of 16-25 years.

**Eligibility:** Between the ages of 16-25 years.

**Service Areas:** Mostly Sunshine Coast with some properties in the Caboolture area.

**Cost:** Rent is calculated on a percentage of the family's income.

**Referral:**

QHIP assessment - Monday to Friday on 07 5438 3000.

**Opening Hours:** Monday to Friday, 8.30am to 4.30pm.

**Address:** 108 Parker Street, Maroochydore, QLD 4558

**Telephone:** 07 5438 3000

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

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## YOUTH SERVICES

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### Youth Advocacy Centre Inc.

#### Service Description:

Youth Advocacy Centre (YAC) is a community, legal and social welfare service for young people. Programs include:

- **Youth Accommodation Support Services (YASS)**, based in Caboolture) - providing mobile support (including case support work) to young people who are homeless or at risk of homelessness
- **Youth Court Assist Program (YCAP)** - providing brief intervention for young people who are attending Children's Court at Caboolture (Wednesday), Pine Rivers (Thursday) or Redcliffe (Friday).
- **Bribie Island Outreach Project** - providing opportunity for young people on Bribie Island to engage with support, and connect with Elders, volunteers, support workers and other community members.
- **Legal information** about the law, court processes and their rights.
- **Legal advice and representation** in court for youth justice and sometimes child protection matters.

#### Eligibility:

- **Moreton Bay Youth Support (YASS)** - 16-25 years living in Caboolture / Morayfield / Bribie / Redcliffe area who are homeless or at risk of homelessness.
- **Brisbane Youth Support Service (YASS)** - 16-19 years living in The Hills District (e.g. Ferny Hills, Everton Hills) who are homeless or at risk of homelessness
- **Court Support (YCAP)** - young people 10-18 years of age
- **Legal information talks, advice and representation** - young people 10-18 years of age

## YOUTH SERVICES

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### Youth Advocacy Centre Inc. (continued)

**Service Areas:** Moreton Bay areas.

**Cost:** Free.

**Referral:** Email details to Kristine and Shannon

**Address:** Unit 6/42 Beerburrum Rd, Caboolture, QLD 4510.

Contact should be made by phone as staff are mobile and office is used for admin only.

#### Opening Hours:

**Office Hours:** Monday to Friday, 9am to 5pm.

**Outreach on Bribie Project:** Tuesday, 12pm to 2pm and Thursday, 3pm to 5pm.

#### Telephone:

**YAC Office - 07 3356 1002**

**Youth support contacts - 0426 858 479 (Monday to Thursday)  
- 0426 858 217 (Tuesday to Friday)**

**Email:** [admin@yac.net.au](mailto:admin@yac.net.au)

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

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## HELPLINES

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### Homeless Hotline Queensland Government

Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness.

This is a confidential service that can provide information about where people can find support, accommodation, meals or showers.

**Telephone:**

**1800 474 753 - Free call (24 hours a day, 7 days a week)**

**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)**

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### Lifeline

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services.

**Telephone:**

**Call 13 11 14 (24 hrs a day) - calls from mobiles are free.**

**Chat Available - 7pm to Midnight (AEST) 7 days.**

**Lifeline Text - 0477 13 11 14 (6pm to Midnight AEST) 7 days.**

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

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## HELPLINES

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### Suicide Call Back Service

Suicide Call Back Service is an Australia-wide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

**Telephone:**

**1300 659 467 (24 hours a day) 7 days.**

**Online and Video chat also available (simple registration required).**

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

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### Mensline

MensLine Australia is a telephone and online counselling service for men with emotional health and relationship concerns.

**Telephone:**

**1300 78 99 78 (24 hours a day) 7 days.**

**Online and Video chat also available (simple registration required).**

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

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### Kids Helpline

Kids Helpline is a free, private and confidential 24/7 phone and online counselling service for young people in Australia aged 5 to 25.

**Telephone:**

**1800 55 1800 (Anytime) - Free call.**

**WebChat Counselling also available.**

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

## HELPLINES

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### Beyond Blue

The Beyond Blue Support Service provides advice and support via telephone 24/7 (call 1300 22 4636), and daily web chat (between 3pm–12am).

**Telephone:**

**1300 22 4636 (24 hours/7 days).**

**Online chat available - 3pm to Midnight (AEDST).**

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

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### Headspace

eheadspace provides free online and telephone support and counselling to young people 12-25 and their families and friends.

**Telephone:**

**1800 650 890 - 9am to 1am (Melbourne time) 7 days a week for a one-on-one chat.**

**Online chat also available.**

**Website: <https://headspace.org.au/eheadspace>**

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## HELPLINES & COMMUNITY DIRECTORIES

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### Ask Izzy

Ask Izzy helps people who are homeless or at risk of becoming homeless find the services they need, right now and nearby. The site lists over 350,000 services across Australia.

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

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### Moreton Bay Community Directory

This online directory lists over 1,000 community groups and services in Moreton Bay Region, including health, disability, housing, counselling services, and more.

Download the My Community Info app or visit

**[www.mycommunitydirectory.com.au/Queensland/Moreton\\_Bay](http://www.mycommunitydirectory.com.au/Queensland/Moreton_Bay)**

You can use a computer at any of the Moreton Bay Libraries to access the directory..

Need it near?  
You'll find it here!

Q Search Moreton Bay  
Community Directory

Supported By  
Moreton Bay  
Regional Council

My Community  
Directory+Diary

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# CAMPING OPTIONS WITH AMENITIES



This is a guide to campsites that have basic facilities including toilets and showers available for patrons. Please note that availability, price and amenities are subject to change. Please contact the location directly for up to date information. For other campsites available, visit [www.visitmoretonbayregion.com.au/blog/camping-moreton-bay-region](http://www.visitmoretonbayregion.com.au/blog/camping-moreton-bay-region) or for National Park campsites, visit <https://parks.des.qld.gov.au/camping/bookings>

## Bribie Island and surrounds

- 1 Bribie Island Caravan Park** - \$43 to \$160 p/n.  
40 Jacana Avenue, Woorim.  
Contact: 1800 649 831.  
[info@bribieislandcaravanpark.com.au](mailto:info@bribieislandcaravanpark.com.au)
- 2 Bellara Caravan Park** - Contact Caretaker.  
1-7 Eucalypt Street, Bellara.  
Contact: 07 3408 7436.
- 3 Bongaree Caravan Park** - \$36 to \$174 p/n.  
25-47 Welsby Parade, Bongaree.  
Contact: 07 3408 1054.  
[bongareecaravanpark@moretonbay.qld.gov.au](mailto:bongareecaravanpark@moretonbay.qld.gov.au)
- 4 Silver Shores Village Caravan Park** - Contact Caretaker.  
1 Kal Ma Kuta Drive, Sandstone Point.  
Contact: 07 5497 5566.
- 5 BIG4 Sandstone Point Holiday Resort** - \$110 to \$415 p/n.  
1820 Bribie Island Road, Sandstone Point.  
Contact: 07 3450 0732.
- 6 Donnybrook Caravan Park** - \$28.50 to \$39 p/n.  
10 Alice Street, Donnybrook.  
Contact: 07 5498 8219.  
[donnybrookcaravanpark@moretonbay.qld.gov.au](mailto:donnybrookcaravanpark@moretonbay.qld.gov.au)
- 7 Toorbul Caravan Park** - \$33.50 to \$134 p/n.  
119 Esplanade, Toorbul.  
Contact: 07 5498 8701.  
[toorbulcaravanpark@moretonbay.qld.gov.au](mailto:toorbulcaravanpark@moretonbay.qld.gov.au)
- 8 Beachmere Caravan Park** - \$28.50 to \$39 p/n.  
28 Biggs Avenue, Beachmere.  
Contact: 07 5496 8077.  
[beachmerecaravanpark@moretonbay.qld.gov.au](mailto:beachmerecaravanpark@moretonbay.qld.gov.au)

## Caboolture

- 9 Caboolture Showgrounds** - Contact Caretaker.  
140 Beerburrum Road, Caboolture.  
Contact: 07 5495 2030.

Camping	Bookings required	BBQ area/kitchen
Caravan	Shower	Drinkable water
Cabins	Toilets	Disabled access
Accessible by car	Laundry	Pet friendly

## Redcliffe

- 10 Scarborough Holiday Village** - \$42 to \$170 p/n.  
2 Reef Point Esplanade, Scarborough.  
Contact: 07 3203 8864.  
[enquiry@scarboroughholidayvillage.com.au](mailto:enquiry@scarboroughholidayvillage.com.au)
- 11 Bells Caravan Park** - \$33.50 to \$39 p/n.  
39 Thompson Crescent, Clontarf.  
Contact: 07 3283 2317.  
[bells caravanpark@moretonbay.qld.gov.au](mailto:bells caravanpark@moretonbay.qld.gov.au)

## Lawnton

- 12 Pine Rivers Showgrounds** - Contact Caretaker.  
757 Gympie Road, Lawnton.  
Contact: 07 3205 2597.

## Samford

- 13 Samford Showgrounds** - Contact Caretaker.  
Showgrounds Drive, Highvale.  
Contact: 07 3289 7057.

## Dayboro

- 14 Dayboro Showgrounds** - \$15 to \$20 p/n.  
3512 Mount Mee Road, Dayboro (access via Don Kerr Memorial Drive).  
Contact: 0407 869 123.

## D'Aguilar National Park

- 15 Archer Camping Area** - Contact Caretaker.  
Unnamed Road, D'Aguilar National Park (access near the park's Northern entrance). Map can be accessed online via [www.parks.des.qld.gov.au/parks/daguilar/camping](http://www.parks.des.qld.gov.au/parks/daguilar/camping)  
Contact: Bookings are essential via [www.parks.des.qld.gov.au/parks/daguilar/camping/archer](http://www.parks.des.qld.gov.au/parks/daguilar/camping/archer)  
prior to entering camping area. If unable to book online, phone 13 74 68.  
\* No phone reception at camping area. Walk-in access only.

## Woodford and surrounds

- 16 Woodford Showgrounds** - Contact Caretaker.  
38 Neurum Road, Woodford.  
Contact: 0437 390 862.
- 17 Running Creek Parklands** - \$6 to \$12 p/n.  
117 Nonmus Road, Stanmore.  
Contact: 07 5496 1715.  
[admin@runningcreek.net.au](mailto:admin@runningcreek.net.au)  
\* Must bring own water, no drinking water or taps on site.

## Moreton Bay Regional Council



**Web:** [www.moretonbay.qld.gov.au](http://www.moretonbay.qld.gov.au)



**Phone:** (07) 3205 0555



**Email:** [mbrc@moretonbay.qld.gov.au](mailto:mbrc@moretonbay.qld.gov.au)



**Mail:** PO Box 159 Caboolture QLD 4510