## Emergency Relief Information

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<tr>
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</thead>
<tbody>
<tr>
<td>Lifeline</td>
<td>Crisis Line Ph: 13 11 14 (24/7)</td>
<td>Individuals</td>
<td>Crisis support and suicide prevention</td>
<td>Financial Counselling Gambling Help Counselling NDIS support</td>
<td>Crisis Support Chat ONLINE is available 7pm – midnight (AEST), 7 days a week.</td>
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<td></td>
<td>Financial Counselling, Gambling Help, Community Connections</td>
<td>Children Families</td>
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<td></td>
<td>New National Text based Crisis Support Service (Trial) - Lifeline Text is available 6pm - Midnight (AEST), 7 days a week. Text 0477 13 11 14.</td>
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<td></td>
<td>Ph: 1300 991 443 Email: <a href="mailto:lifeline@lifelinedarlingdowns.org.au">lifeline@lifelinedarlingdowns.org.au</a> Website: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a></td>
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<td>Factsheets and helpful information: <a href="https://www.lifeline.org.au/get-help/facts-and-information">https://www.lifeline.org.au/get-help/facts-and-information</a></td>
</tr>
<tr>
<td>Granite Belt Neighbourhood Centres/CDS</td>
<td>Ph: 4681 3777 Email: <a href="mailto:admin@communityds.org.au">admin@communityds.org.au</a> Address: 8 Corundum St, Stanthorpe Follow on Facebook: <a href="https://www.facebook.com/granitebeltneighbourhoodcentre">https://www.facebook.com/granitebeltneighbourhoodcentre</a></td>
<td>Individuals Couples Families Children Youth</td>
<td>Emergency relief Food Support How are you going? Program If you, or someone you know, would like GBNC to make phone contact, then please register your name and number with us by contacting their office. This is not a counselling service. Their aim is to improve wellbeing and social connection during this time.</td>
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<td>GBNC is open to all clients, however if there is a high volume seeking assistance they will limit numbers in the building. If anyone is feeling unwell or quarantined they must phone GBNC instead.</td>
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<td>Emergency Relief - every 2nd month (Aug onwards)</td>
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<td></td>
<td>Emergency Relief - Mon, Wed &amp; Fri 10am- 11.30am at GBNC</td>
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<td>Food Support - eligibility for food support is via either ER or via their intake officer assessment. Unable to assist with car registration or water.</td>
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<td>Mamas Circle New Parent Group Thurs 9.30-11.30am fortnightly</td>
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<td>Girls Club – Thurs 3.30-5.30pm Aug 6 – Sept 10</td>
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<td>Life After Family Violence for 5-12 year old’s. This is group is to provide safe opportunities for children to acknowledge and articulate their journeys of family violence</td>
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<td>Please contact the GBNC/CDS office for more info.</td>
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<tr>
<td>Purple Dove (Ian and Chris)</td>
<td>Please call first to assist with social distancing. Park in the driveway and walk through the archway. Mbl: 0416 169 032 Address: 19 Church Rd, The Summit</td>
<td>Individuals Families</td>
<td>Vegetable garden provides an opportunity for people to pick their own produce.</td>
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<td>Follow Purple Dove on Facebook: <a href="http://www.facebook.com/pg/purpledoveAG/posts/">www.facebook.com/pg/purpledoveAG/posts/</a></td>
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</table>
| **BUSHkids Warwick and Stanthorpe** | Website: [www.bushkids.org.au](http://www.bushkids.org.au)  
Warwick Ph: 4667 1200  
Email: [Warwick@bushkids.org.au](mailto:Warwick@bushkids.org.au)  
Stanthorpe Mbl: 0428 504 392  
Email: [Stanthorpe@bushkids.org.au](mailto:Stanthorpe@bushkids.org.au)  
Follow BUSHkids on social media:  
Facebook: [https://www.facebook.com/BUSHkids](https://www.facebook.com/BUSHkids)  
Twitter: [https://twitter.com/bushkidsqld](https://twitter.com/bushkidsqld) or @BUSHkidsqld  
Instagram: [https://www.instagram.com/BUSHkids_Qld/](https://www.instagram.com/BUSHkids_Qld/) | Children  
Families | Preventative and early intervention allied health care to children and families. OT, Speech, Psychology, family health support and early intervention.  
**BUSHkids is still accepting referrals and providing allied health services throughout the region.** | **COVID-19 Update:**  
BUSHkids in Stanthorpe is opening again on 13/07/2020, running playgroups, Mother Goose, PALS, Read and Grow, Fun friends, Friends for Life and providing parenting support and parenting programs such as Brining up great kids and 123 Magic. BUSHkids can provide ongoing support via telehealth for families who may have vulnerabilities with theirs or a family members health.  
BUSHkids in Warwick is continuing a mixture of telehealth plus in person service provision as of the 13/07/2020. All services traditionally offered will be available either in person or via telehealth.  
| **St Vincent de Paul Society**   | Website: [www.vinnies.org.au](http://www.vinnies.org.au)  
Ph: 1800 846 643 (QLD)  
21 Creek St, Stanthorpe Ph: 4681 1996  
46 Grafton St, Warwick Ph: 4661 3718 | Individuals  
Families | Emergency Relief and other support services. | Stanthorpe: Emergency Relief support every 2nd month (July onwards). Support is via IGA vouchers and a Centrelink statement is required.  
Warwick and Stanthorpe Emergency Relief support – No face to face consults. For support please ring 1800 846 643 and you will be directed to your area.  
**Stanthorpe shop hours:** 9am – 4pm Mon – Fri  
**Warwick shop hours:** 9:30am - 4pm, Mon – Fri.  
**Cornerstone Program:** Business as usual – *See the Housing and Homelessness section for further information. |       |       |                                                                            |
| **The Salvation Army Southern Downs Corps** | Website: [www.salvationarmy.org.au](http://www.salvationarmy.org.au)  
Ph: 1300 371 288  
**Family Stores:**  
66 Grafton St, Warwick Ph: 4661 1031  
49 Maryland St, Stanthorpe Ph: 4681 4600  
49 Herbert St, Allora | Individuals  
Families | Emergency Relief                                                                 | Salvos shops are open 9am – 4pm, Mon to Fri Those requiring assistance are advised to phone 1300 371 288. |       |       |                                                                            |
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<td>Foodbank Australia</td>
<td>Website: <a href="http://www.foodbank.org.au">www.foodbank.org.au</a> Ph: 3395 8422 Email: <a href="mailto:admin@foodbankqld.org.au">admin@foodbankqld.org.au</a></td>
<td>Foodbank does not deal directly with the public</td>
<td>They distribute directly to charities which support the most vulnerable in our communities</td>
<td>Foodbank are encouraging people to refer to the Community Recovery Hotline on Ph: 1800 173 349. People who have been quarantined and are not able to be self-reliant can call the Helpline to arrange delivery of essential food and medication.</td>
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<td>Rapid Relief</td>
<td>Rapid Relief Team – Australia Website: <a href="http://www.rapidreliefteam.org">www.rapidreliefteam.org</a> Ph: 1300 858 208 Email: <a href="mailto:action@au-rapidreliefteam.org">action@au-rapidreliefteam.org</a></td>
<td>See criteria</td>
<td>RRT has been stepping in to support people in self-quarantine for the Coronavirus (COVID-19) outbreak by delivering RRT Food Boxes in QLD.</td>
<td>RRT Food Boxes To qualify for support, recipients must meet the following criteria, and be referred to their service by QLD Community Recovery service:   - Unemployed, or employed on a casual or temporary basis;   - In self-quarantine at home, not hospitalised;   - Documentation confirming need for quarantine/self-isolation. If you meet the criteria above, please reach out to your state-based health hotline on 13 77 88 for NSW and 13 HEALTH for QLD. They will be able to assess your situation, and organise support through this initiative should you qualify. <a href="https://www.rapidreliefteam.org/RRT-food-boxes/">https://www.rapidreliefteam.org/RRT-food-boxes/</a></td>
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<td>Recovery Connect</td>
<td>Website: <a href="https://recovery.serviceconnect.gov.au/">https://recovery.serviceconnect.gov.au/</a> Email: <a href="mailto:contact@bushfirerecovery.gov.au">contact@bushfirerecovery.gov.au</a> General enquiries: (02) 6228 6300</td>
<td>Australian communities affected by bushfires</td>
<td>Established on 6 January 2020, the National Bushfire Recovery Agency’s priority is to lead and coordinate a national response to rebuilding communities affected by bushfires across large parts of Australia. They are focused on connecting people, communities, primary producers and businesses with the services and assistance they may need to rebuild and recover to support the recovery of all Australians.</td>
<td>Bushfire, drought, flood and COVID-19 assistance: Combined list of help for individuals and families: <a href="https://bit.ly/3h51iFT">https://bit.ly/3h51iFT</a> Combined list of help for small business and not-for-profits: <a href="https://bit.ly/38ZijCN">https://bit.ly/38ZijCN</a> Combined list of help for Primary Producers: <a href="https://bit.ly/2WouGzc">https://bit.ly/2WouGzc</a> Follow the National Bushfire Recovery Agency on Facebook: <a href="https://www.facebook.com/FireRecoveryAU/">https://www.facebook.com/FireRecoveryAU/</a></td>
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**Emergency Relief Information**

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<tbody>
<tr>
<td>RED CROSS</td>
<td>COVID-19 Emergency Relief Support for People on Temporary Visas&lt;br&gt;www.redcross.org.au/emergencyrelief</td>
<td>People in Australia with urgent needs who:&lt;br&gt;- Are not Australian citizens or permanent residents; and&lt;br&gt;- Are not eligible for State or Territory funds for temporary visa holders; and&lt;br&gt;- Have no income or savings and no access to other support.</td>
<td>Emergency relief is to help people meet their basic needs, like food, medicine or shelter.&lt;br&gt;Australian Red Cross has received Government funding specifically to support people who are on temporary visas with a small one-off emergency relief payment.&lt;br&gt;Emergency relief payments are not income support. They are limited and they know may not meet all needs that you have.</td>
<td>How do I apply?&lt;br&gt;If you need help and you think you may be eligible, you can apply at this link below, and register: <a href="https://connect.redcross.org.au/Account/Login/Register?returnUrl=%2Fmsp-covid-relief%2F">https://connect.redcross.org.au/Account/Login/Register?returnUrl=%2Fmsp-covid-relief%2F</a>&lt;br&gt;After registering, you will need to provide personal information, such as your passport or visa type, and upload your bank statement so Red Cross can assess eligibility.&lt;br&gt;Red Cross is experiencing an extremely high level of demand, but someone from Red Cross will be in contact with you as soon possible about your application.</td>
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<tr>
<td>Anglicare Southern Queens</td>
<td>Website: <a href="https://www.betterrelationships.org.au/">https://www.betterrelationships.org.au/</a> Ph: 1300 114 397 9am – 5pm, Mon to Fri</td>
<td>Individuals and Families</td>
<td>Emergency Relief to help people work through difficult circumstances, including: addressing your immediate financial needs; providing referrals to services that will work together with you and helping with budgeting. Their Emergency Relief Services will help you to plan and understand how to achieve your goals. Planning can include: addressing your immediate financial needs; provide referrals to services that will work together with you on your goals (e.g. Financial Counselling; Family Counselling; Parenting; Domestic Violence; Mental Health; etc); and help with budgeting.</td>
<td>Emergency Relief Assistance available:</td>
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<td>- Purchased vouchers of a fixed value (for example, food vouchers) - Part-payment of an outstanding account (for example rent/accommodation, utility account/s) - Budgeting assistance - Information, advocacy and referrals.</td>
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<td>Emergency Relief Assistance that isn’t available: Food parcels; Cash; and Transport related costs including rego payments.</td>
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<td>What you need to bring to your appointment (minimum requirements):</td>
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<td>- Photo I.D. (e.g. Driver’s Licence; Student card; etc.) If Photo I.D. is not available - at least two formal identifications which shows the client’s name and current address (e.g. Health care card; Rent receipt; Electricity/ Gas bill; etc.) - Proof of the client’s current income (e.g. Centrelink pension/allowance card; recent pay slip; bank statement; etc.) - Copies of recently paid and outstanding bills (e.g. rent; gas; electricity; phone; credit cards; loans; school or childcare debts; etc.) - Evidence of financial hardship/emergency (e.g. police report)</td>
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<td>They understand that access to printing and time constraints may make bringing in paper copies difficult, so they do accept electronic copies of proof of income and bills.</td>
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<td>For more information on the emergency relief program head to:</td>
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<tr>
<td><strong>Woolworths</strong></td>
<td>Ph: 4681 9400 Stanthorpe Ph: 4667 6105 Warwick For opening hours, check with your local store.</td>
<td>All</td>
<td>Priority Assistance is in place to help the elderly, people with disability or compromised immunity, and those in mandatory isolation.</td>
<td></td>
<td>Woolworths Priority Assistance: To apply for Priority Assistance delivery, customers need to complete the form at <a href="http://www.woolworths.com.au/priorityassistance">www.woolworths.com.au/priorityassistance</a> or call 1800 000 610 to find out more. Community Pick up services: Now you can Pick up online orders for yourself or on behalf of someone you care for from the Stanthorpe &amp; Warwick stores. For their customers’ and their team members’ ongoing safety, Pick up is now contactless and will be in reusable bags. No more community hours, or community boxes. Some stock restrictions apply. Instore and online – toilet paper. Handwash</td>
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<tr>
<td><strong>Coles</strong></td>
<td>Ph: 4542 6800 Warwick Website: <a href="http://www.coles.com.au">www.coles.com.au</a> Please note new hours: 7am to 9pm, Mon to Fri 7am – 6pm, Sat 9am – 6pm, Sun</td>
<td>All</td>
<td>Coles COVID-19 Latest updates <a href="https://www.coles.com.au/customer">https://www.coles.com.au/customer</a> notice Store updates, health &amp; safety advice, lifting of product restrictions.</td>
<td>No current purchase limits however we will continue to monitor stock levels and ask that customers purchase only what they need. Please contact your local store for information if you have specific needs.</td>
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## Housing and Homelessness Supports

*If you are homeless or at risk of homelessness related to Domestic Violence, please refer to the Domestic Violence section in this support guide.*

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<tr>
<td>St Vincent de Paul Cornerstone Program</td>
<td>Ph: 4661-4777 44 Grafton St, Warwick</td>
<td>Cornerstone supports people who are marginalised, homeless or at risk of homelessness.</td>
<td>To be eligible for the service you must be over 18, homeless (couch surfing/sleeping rough/transitioning) or at risk of homelessness.</td>
<td></td>
<td>Cornerstone Homelessness Services utilise a holistic approach to homelessness. Through case management and support, works with clients to transitions, wherever possible, from homelessness into stable, long term housing. The Cornerstone Service works to assist wherever possible to sustain existing tenancies. Cornerstone is the local agent for the Toowoomba Housing Service Centre where community members can receive assistance if needed to complete forms and to submit forms.</td>
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<tr>
<td>Housing and Homelessness</td>
<td>Homeless Hotline – 1800 474 753 Calls to Homeless Hotline are free (calls from mobiles are charged at applicable rates). The service operates 24 hours a day, 7 days a week.</td>
<td>All</td>
<td>Those experiencing homelessness or risk of homelessness</td>
<td></td>
<td>For information on the Homeless Hotline head to: <a href="https://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld">https://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld</a></td>
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<tr>
<td>Queensland Government</td>
<td>The Community Recovery Hotline Ph: 1800 173 349 Website: <a href="https://www.qld.gov.au/community/disasters-emergencies/queensland-disasters/novel-coronavirus-covid-19">https://www.qld.gov.au/community/disasters-emergencies/queensland-disasters/novel-coronavirus-covid-19</a></td>
<td>Those who have no other means of getting food or essential items due to COVID-19</td>
<td>The Community Recovery Hotline will link seniors and other vulnerable Queenslanders to essential services and support.</td>
<td></td>
<td>The Community Recovery Hotline is also available to support vulnerable Queenslanders in home quarantine who have no other means of support. The hotline assists people who have been advised to quarantine at home by a medical professional, Queensland Health or through government direction and have no other mechanisms for support. Hotline staff will be able to work with partner organisations to arrange non-contact delivery of essential food and medication to people in quarantine with no other means of support.</td>
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Important Note: The listings in this document are subject to change without notice. This list is not exhaustive and does not cover every single community service. Any emergency relief may be subject to eligibility criteria. Please contact all agencies directly with any questions.
**Housing and Homelessness Supports**

*If you are homeless or at risk of homelessness related to Domestic Violence, please refer to the Domestic Violence section in this support guide.*

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<tr>
<td>RED CROSS Toowoomba</td>
<td>Office Number Ph: 3333 8733</td>
<td>All</td>
<td>Youth Housing and Reintegration Services (YHaRS) and Homestay programs</td>
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<td>Red Cross YHaRS program Ph: 4614 1600</td>
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<td>The Homestay Program Ph: 1800 733 276</td>
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<td>COVID-19 Update: The Toowoomba Office is operating remotely by:</td>
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<td>- Providing case management &amp; brokerage support to clients in their YHaRS and HomeStay programs.</td>
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<td>- Completing intake &amp; assessment of new clients via phone &amp; Skype</td>
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<td>- Providing case management support via phone &amp; Skype</td>
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<td>- Being available to attend priority in person appointments, where safe to do so, in compliance with social distancing requirements.</td>
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<td>Red Cross YHaRS program 4614-1600 assisting Youth in the Toowoomba region and into Warwick. YHARS accommodation</td>
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<td>- Young people aged 15 to 21yrs who: have been assessed as suitable and capable of semi-independent living; are eligible for or in receipt of an independent income; are eligible for social housing assistance; are in the process of applying for/have an approved application on the Housing Register.</td>
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<td>The Homestay Program 1800 733 276 is a Toowoomba regional service and also services Warwick. The HomeStay Support service provides support to clients, both: 1. <strong>before homelessness</strong>: early intervention support to prevent homelessness; and 2. <strong>after homelessness</strong>: support after an episode of homelessness, once independent living has been achieved to prevent a return to homelessness. <strong>NOTE: The Early Intervention does not target those who are already homeless or where a tenancy cannot be recovered.</strong></td>
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## Housing and Homelessness Supports

*If you are homeless or at risk of homelessness related to Domestic Violence, please refer to the Domestic Violence section in this support guide.*

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<th>Organisation or Program</th>
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</thead>
</table>
| Department of Housing and Public Works (Qld) | Website: [https://www.hpw.qld.gov.au/](https://www.hpw.qld.gov.au/)  
Local support for completing HPW forms is available from:  
- Court House Ph: 4681 4965, 51 Marsh St, Stanthorpe  
- Cornerstone Program Ph: 4661 4777, 44 Grafton St, Warwick | |
| Toowoomba and South West Housing Service Centre | Ph:4699-4400 or 1800 623 435 (toll free)  
Ph: 1300 650 915 (maintenance enquiries)  
Email: toowoombaahsc@hpw.qld.gov.au  
Address: Level 2 Condamine Centre  
10 Russell St, Toowoomba | Individuals and Families | | | |
| The Toowoomba Housing Hub | Ph: 4699-4440  
Hours: 9am – 4:30pm, Mon to Fri  
10 Russell St, Toowoomba | Individuals and Families | DHPW’s key partners in the delivery of the Toowoomba Housing Hub include:  
Lifeline Darling Downs  
Yellow Bridge Qld  
Salvation Army  
Red Cross Australia  
St Vincent De Paul  
Mission Australia  
Toowoomba and South-West Housing Service Centre. | The Toowoomba Housing Hub is a place where Queenslanders in need in the Toowoomba Region can access housing, homelessness and other support services in one location. At the Hub people can connect to local services and support. Customers can access assistance from housing, homelessness, disability support and mental health organisations through the Hub. They will take calls from our region (Southern Downs) but prefer a heads up in advance if you are calling on behalf of someone, where possible. They are advising that if anyone is travelling to Toowoomba to seek housing assistance that they ensure they have their own accommodation arrangements in place to tide them over while they are being assisted, as service provision can take some time. | |
| The Deck | Resource hub for the housing and homelessness sector | Housing & Homelessness sector | Strengthening the capability of the sector by providing training, resources, and services. | To review the realm of tools and resources available, visit: [https://theddeck.org.au/tools-resources/](https://theddeck.org.au/tools-resources/) | | |

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For information contact The Hub on Ph: 1800 497 161 OR SMS ‘Hi’ to 0480 000 782 | Renters, Property Owners, Agents and Property Managers | A central point where you can find information and support on the COVID-19 changes affecting renting in Queensland. | A new online rental hub has information and resources to help tenants, property owners and agents negotiate new arrangements if the tenants are financially impacted by COVID-19.  
| Uniting Care QLD | Website: [www.unitingcareqld.com.au](http://www.unitingcareqld.com.au)  
Your housing needs and preferences will change over time. It is important to think now about what you may need to support the quality of life and level of independence you want later in life. Early discussions and planning can help you take charge of your housing future and give you opportunities to make your own choices, on your terms.  
Some topics they can talk to you about include:  
Planning – getting started | Staying in your current home | Moving to a new home | Renting | Contracts and Finances. |
**Housing and Homelessness Supports**

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| Tenants Queensland      | Website: [https://tenantsqld.org.au](https://tenantsqld.org.au)  
Ph: 1300 744 263 or Ph: 3832 9403  
9am – 5pm, Mon to Fri  
Extended hours to 7pm Tues & Wed | Residential Tenants | Information and advocacy for residential tenants | Tenants Queensland seeks to represent the concerns of all Queensland tenants who live in rental accommodation, including caravan park and boarding house residents. They aim to improve conditions for residential tenants by assisting tenants to understand and exercise their legal rights and advocate their concerns.  
Information for tenants including helpful factsheets can be found at: [https://tenantsqld.org.au/info-for-tenants/](https://tenantsqld.org.au/info-for-tenants/)  
| Tenancy Skills Institute | Website: [https://www.tenancyskills.com.au/](https://www.tenancyskills.com.au/)  
Ph: 3413 6997  
Email: info@tenancyskills.com.au | Queensland tenants and their families | This short series will address common rental challenges resulting from the COVID-19 pandemic to help Queensland tenants and their families survive the crisis and secure their housing for the future.  
Your Tenancy During COVID and Beyond  
Premiering as a 4-part show, each episode offers valuable insights on current tenancy issues, and provides practical advice to help renters stabilise their tenancies. Join Queensland’s favourite breakfast radio host, Abby Coleman and her team of professionals as they tackle a range of issues. Head to: [https://www.tenancyskills.com.au/covid/](https://www.tenancyskills.com.au/covid/)  
As all scheduled face to face Tenancy Skills training courses have been postponed, you can access online training instead at: [https://www.eventbrite.com.au/o/tenancy-skills-institute-17273978307](https://www.eventbrite.com.au/o/tenancy-skills-institute-17273978307) |
## Coronavirus (COVID-19)

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</table>
| **Australian Government** | **Coronavirus (COVID-19)**  
Website: [www.australia.gov.au](http://www.australia.gov.au)  
National Coronavirus Helpline  
Ph: 1800 020 080 | All | The latest official coronavirus news, updates and advice from the Australian Government:  
- News and updates  
- Health alerts & advice  
- Key updates  
- Restrictions  
- State & Territory Government information | Coronavirus Australia App:  
Download the official government “Coronavirus Australia” app from the App Store (apple devices) or Google Play (Android devices) or join their WhatsApp Channel – find the link here: [www.australia.gov.au](http://www.australia.gov.au)  

| **Department of Health - Australian Government** | **Coronavirus (COVID-19)**  
Website: [www.health.gov.au](http://www.health.gov.au)  
National Coronavirus Helpline  
Ph: 1800 020 080 | All | Coronavirus COVID-19 Information & Updates:  
- Key facts and figures  
- Contacts and phone numbers  
- answers to your questions  
- Looking after your mental health  
- National Health Plan  

| **COVIDSafe App** | **COVIDSafe App Help** | **COVIDSafe App**  
COVIDSafe App Help  
For troubleshooting and answers to your questions about the COVIDSafe app, you can use our online help any time, email us, or call our helpline.  
Email: support@covidsafe.gov.au  
Ph: 1800 020 080 | Individuals  
Families | The COVIDSafe app speeds up contacting people exposed to coronavirus (COVID-19). This helps us support and protect you, your friends and family.  
The COVIDSafe app is the only contact trace app approved by the Australian Government. | The COVIDSafe App is completely voluntary. Downloading the app is something you can do to protect you, your family and friends and save the lives of other Australians. The more Australians connect to the COVIDSafe App, the quicker we can find the virus. Download from the App Store (for apple devices) and from Google Play (for android devices).  
**Translated information**  
Information about COVID-19 and the COVIDSafe App is available in other languages. | |

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<tbody>
<tr>
<td>Queensland Government</td>
<td>Unite &amp; Recover - COVID-19</td>
<td>All</td>
<td>Information &amp; advice on:</td>
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<td>- QLD COVID-19 Statistics;</td>
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<td>- Essential Information;</td>
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<td>- Latest updates &amp;</td>
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<td>- Staying home and going out;</td>
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<td>- Family, friends and community;</td>
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<td>- Business, industry and working safely; &amp;</td>
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<td>- Resources and translations.</td>
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<tr>
<td>Coronavrius (COVID-19)</td>
<td>All</td>
<td>Coronavirus COVID-19 Information &amp; Updates</td>
<td>Latest Updates</td>
<td>Protect Yourself and Others</td>
<td>Keep Well</td>
<td>Information for First Nations People, Older Qld’rs, Parents, People with disability &amp; carers, Multicultural communities &amp; Health Professionals</td>
<td>Stay Informed</td>
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</table>
| Workplace Health and Safety Queensland (WHSQ) | Coronavirus (COVID-19)  
Ph: 1300 362 128  
COVID-19 Work Health and Safety Hotline:  
1300 005 018  
Providing advice for employers on managing the risks of COVID-19 – your duties and managing a clean and hygienic workplace.  
COVID-19 Workplace Relations Referral Service  
1300 003 519  
For long service leave, child employment, trading hours and public holiday advice. | Workers  
Employers  
Businesses | The WHSQ website includes a range of information to assist in developing a workplace health and safety plan to demonstrate how your organisation is COVID Safe. | Keeping your workplace safe, clean and healthy during COVID-19: [https://bit.ly/2Wq7noy](https://bit.ly/2Wq7noy)  
Workplace Health and Safety Plan for COVID-19  
Template to assist businesses with their WHS COVID19 risk management plan. Existing WHS Plans covering COVID-19 risks and developed in consultation with staff are also acceptable. [https://bit.ly/391qnyF](https://bit.ly/391qnyF) | |
| WorkCover Queensland | COVID-19 FAQs  
Website: [https://bit.ly/2ZxIKIr](https://bit.ly/2ZxIKIr) | Workers  
Employers  
Medical and Allied Health Professionals  
Legal Providers | WorkCover is here to support their customers and address their needs during this time.  
They have some frequently asked questions (FAQs) to help workers, employers and providers with general questions regarding both COVID-19 claims, and existing workers’ compensation claims that are not COVID-19 related. | Worker FAQs: [https://bit.ly/3h7Nj6g](https://bit.ly/3h7Nj6g)  
Employer FAQs: [https://bit.ly/2Ceo9Qs](https://bit.ly/2Ceo9Qs)  
Medical and Allied Health Provider FAQs: [https://bit.ly/3gZe4Wg](https://bit.ly/3gZe4Wg)  
| Safe Work Australia | Website: [https://www.safeworkaustralia.gov.au/](https://www.safeworkaustralia.gov.au/) | Employers and organisations | COVID-19 information for workplaces  
## Coronavirus (COVID-19)

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<tr>
<td>Queensland Government</td>
<td>Support for Workers Affected by COVID-19 <a href="https://www.qld.gov.au/jobs/support-workers-coronavirus">https://www.qld.gov.au/jobs/support-workers-coronavirus</a></td>
<td>Workers</td>
<td>Whether you have been stood down, have had your hours reduced or have closed the door on your business, find financial assistance and support to help during this uncertain time.</td>
<td>Support for Workers Affected by COVID-19: Jobs Finder Qld <a href="https://www.jobsfinder.qld.gov.au/">https://www.jobsfinder.qld.gov.au/</a> Free online courses &amp; skill sets</td>
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| Queensland Health | Coronavirus (COVID-19)  
Website: [https://www.health.qld.gov.au](https://www.health.qld.gov.au)  
Feeling sick? If you have any COVID-19 symptoms, no matter how mild, call your doctor or [13HEALTH](13 43 25 84) straight away. | All | COVID-19 Health Information | Chief Health Officer (CHO) Public Health Directions  
Agencies and communities are encouraged to subscribe to the CHO Direction newsletter to receive immediate updates with links to new resources. Visit: [https://bit.ly/3eC9bRW](https://bit.ly/3eC9bRW)  
Follow Queensland Health on social media:  
Facebook: [https://www.facebook.com/QLDHealth/](https://www.facebook.com/QLDHealth/)  
Twitter: [https://twitter.com/qldhealthnews](https://twitter.com/qldhealthnews) or @qldhealthnews  
YouTube: [https://www.youtube.com/user/HealthierQueensland](https://www.youtube.com/user/HealthierQueensland)  
Instagram: [https://www.instagram.com/queenslandhealth/](https://www.instagram.com/queenslandhealth/) | | | | |
| Beyond Blue | Coronavirus Mental Wellbeing Support Service  
Ph: 1800 512 348  
Counsellors Available 24/7  
Online forums 24/7  
Web chat support service 24/7  
Website: [https://coronavirus.beyondblue.org.au/](https://coronavirus.beyondblue.org.au/) | All | If you need support during the coronavirus pandemic, Beyond Blue’s Coronavirus Mental Wellbeing Support Service is there for you. Phone support, online community forum, information, advice and strategies, helpful resources to support your social and emotional wellbeing. | Website provides information & advice:  
I need support now | I have coronavirus | Impacts on my work | Managing my daily life | I’m supporting others | Helpful Resources | | | |
| SBS | Coronavirus Information in Your Language  
| Southern Downs Regional Council | COVID-19 Information Portal  
Website: [www.sdrc.qld.gov.au](http://web.sdrc.qld.gov.au)  
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<td>Care Army – Queensland</td>
<td>Website: <a href="https://www.covid19.qld.gov.au/carearmy">https://www.covid19.qld.gov.au/carearmy</a></td>
<td>All</td>
<td>The Care Army is made up of everyday Queenslanders who want to help older people living in the community who may not have friends, family or neighbours who are able to support them.</td>
<td>The Care Army is looking out for those most at risk, including People over the age of 70, or over the age of 60 with underlying health conditions, and people of Aboriginal or Torres Strait Islander descent over the age of 50 – in ways that maintain social distancing.</td>
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<tr>
<td>Care Army Volunteer Registration</td>
<td>To volunteer for the Care Army you can either: Register online here: <a href="https://www.qld.gov.au/community/support-for-carers/care-army">https://www.qld.gov.au/community/support-for-carers/care-army</a> or Call the Community Recovery Hotline on Ph: 1800 173 349 or email: <a href="mailto:helpdesk@volunteeringqld.org.au">helpdesk@volunteeringqld.org.au</a></td>
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<td>Agency Partnering with Care Army – Accessing extra volunteer assistance for your COVID-19 response: <a href="https://bit.ly/2DNd1vF">https://bit.ly/2DNd1vF</a></td>
<td>If you need volunteers or want to find out more about how Care Army volunteers can work in your community with your teams, please contact Volunteering Queensland directly at on Ph: 3002 7600.</td>
<td>NGOs, Community Groups, Church Organisations</td>
<td>Qld’s community organisations are encouraged to think about how they could use volunteers to assist with meeting the needs of older and vulnerable people in their communities. This could be achieved through phone calls or video chats to check on the wellbeing of older and vulnerable Qld’rs and help reduce the impacts of social isolation. It could also involve non-contact delivery of food, medication and essential items, driving older people to appointments, mowing lawns, or similar chores.</td>
<td>Care Army volunteers can help in front-line service delivery roles where they support older and vulnerable people who are impacted by COVID-19. Care Army volunteers can also assist the operations of your organisation while your current volunteers focus on delivery of essential services to people in need at this challenging time. Talented Care Army volunteers may be able to assist you to maintain existing operations and begin putting plans in place for a post-COVID-19 environment. The safety and health of Care Army volunteers and the safety, health and privacy of those they assist is of primary importance. Community organisations are asked to ensure all necessary screenings, briefings and PPE are in place. There are resources available to support agencies leading volunteers during COVID-19 at: <a href="https://volunteeringqld.org.au/covid-19/for-organisations">https://volunteeringqld.org.au/covid-19/for-organisations</a></td>
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| RED CROSS    | **COVID-19 Emergency Relief Support for People on Temporary Visas**  
www.redcross.org.au/emergencyrelief | People in Australia with urgent needs who:  
- Are not Australian citizens or permanent residents; and  
- Are not eligible for State or Territory funds for temporary visa holders; and  
- Have no income or savings and no access to other support. | Emergency relief is to help people meet their basic needs, like food, medicine or shelter.  
Australian Red Cross has received Government funding specifically to support people who are on temporary visas with a small one-off emergency relief payment.  
Emergency relief payments are not income support. They are limited and they know may not meet all needs that you have. | How do I apply?  
If you need help and you think you may be eligible, you can apply at this link below, and register:  
https://bit.ly/3f8hE8T  
After registering, you will need to provide personal information, such as your passport or visa type, and upload your bank statement so Red Cross can assess eligibility.  
Red Cross is experiencing an extremely high level of demand, but someone from Red Cross will be in contact with you as soon possible about your application. |

**The COVID Collective podcast series**  
As the COVID-19 pandemic forces us indoors, binding us by shared grief and fear and loss, a new kind of community is taking shape. We feel it in our living rooms and on our phone screens, in our backyards and on our balconies. This podcast, hosted by Francis Leach, unpacks the stories and skills that will enable this new community to thrive and flourish.  
Adults  
The podcasts are hosted by Australian radio announcer and journalist Francis Leach.  
Podcasts can be accessed here:  
https://soundcloud.com/australian-red-cross/sets/the-covid-collective  
There are several episodes available with more to follow:  
- Ep1. The community in your living room  
- Ep2. Surviving Isolation  
- Ep 3 Playing by the New Rules  
- Ep 4. The Art of the Phone Call  
- Ep 5. In Isolation, Creativity is Born |

**COVID Connect**  
Website:  
For more information, call the Australian Red Cross Customer Care Team on Ph: 1800 733 276  
Adults of all ages  
COVID Connect is a free service to provide support and community connection to people who are feeling socially isolated as a result of COVID-19.  
If you are not in regular contact with others, the COVID Connect service can help you.  
To register for COVID Connect, visit:  
Note: It is not a service for people wanting assistance with their mental health or those who require assistance in a crisis.
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<td>What is a second wave and how your actions can stop one in Australia: <a href="https://bit.ly/3fUPl">https://bit.ly/3fUPl</a></td>
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<td>Join the Australian Red Cross Digital Advocates Facebook Public Group: <a href="https://www.facebook.com/groups/digitaladvocates">https://www.facebook.com/groups/digitaladvocates</a></td>
<td>Individuals</td>
<td>Digital Advocates is an online community, supported by Australian Red Cross, made up of good humans who work together to actively share information and spark conversations. Their mission is to flatten the curve, help those left most vulnerable and isolated, and support all Australians to cope with disruption and uncertainty.</td>
<td></td>
<td>Digital Advocates are a social movement taking action to spread responsible, calm and factual information. They are posting infographics, articles, key tips and other resources to share with our communities and networks, and spark conversations that promote storytelling and social connection. This is a space for promoting community, a sense of hope and kindness in a difficult time for us all. Together, they’ll be sharing practical resources to maintain your wellbeing and manage isolation, as well as opportunities to take further action.</td>
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<tr>
<td>Migration Council Australia</td>
<td>Website: <a href="https://migrationcouncil.org.au/">https://migrationcouncil.org.au/</a></td>
<td>People from Culturally and Linguistically Diverse backgrounds</td>
<td>A resource app for information about the COVID-19 virus and how it impacts you in Australia</td>
<td></td>
<td>MyAus COVID-19: A new multilingual mobile app <a href="https://migrationcouncil.org.au/news/">The MyAusCOVID-19 app</a> allows users to: - Browse articles to find out more about COVID-19 and support in Australia - Search for topics or points of interest - View short animations with helpful summaries of specific topics - Find useful tips and contacts to help adjusting during COVID-19. The app will be available in English, Mandarin, Vietnamese, Cantonese, Korean, Khmer, Punjabi, Japanese, Italian, Greek, French, Spanish, Thai, Indonesian, Tagalog, Russian, Turkish, Tamil, Somali, Arabic, Burmese, Karen, Dari, Persian, and Urdu. The app is distributed for free and is available to download from Apple Store and Google Play. Information about the app is also available from <a href="https://migrationcouncil.org.au/news/">https://migrationcouncil.org.au/news/</a>.</td>
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### Community Safety

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<td>In an Emergency: Dial Triple Zero (000)</td>
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<td>Policelink: <a href="https://www.police.qld.gov.au/units/policelink-131-444">www.police.qld.gov.au/units/policelink-131-444</a></td>
<td>All</td>
<td></td>
<td>Policelink: Non-Urgent Enquiries/Reports: A non-urgent report is something that doesn't require a police officer to attend to as a priority. These include: Lost property; Wilful property damage (e.g. graffiti); Break and enter; Stealing offences; Stolen vehicles.</td>
<td></td>
<td></td>
<td>Policelink mobile app – Download from the App Store (apple devices) or Google Play Store (Android devices).</td>
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<td>For Non-Urgent enquiries:</td>
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<td>- Ph: 131 444</td>
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<td>- Report via the Policelink mobile app; or</td>
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<td>NEW domestic and family violence reporting tool for non-urgent matters</td>
<td>Individuals</td>
<td>Reporting of non-urgent domestic violence related matters.</td>
<td>Is the incident of domestic violence happening now? Is anyone seriously injured or in immediate danger? Is anyone’s life being threatened? If yes, contact the police on Triple Zero (000)</td>
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<tr>
<td></td>
<td>You can make contact with a police officer or police station by completing an online form available from this website: <a href="https://www.police.qld.gov.au/domestic-violence">https://www.police.qld.gov.au/domestic-violence</a></td>
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<td></td>
<td>Otherwise, you can call QPS on 131 444 (24/7) regarding non-urgent domestic violence related matters.</td>
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<td></td>
<td>As well as responding to crime when it happens, Queensland Police Service (QPS) works with communities to prevent crime and make Queensland a safer place to live, work and play.</td>
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# Community Safety

<table>
<thead>
<tr>
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<th>Resources</th>
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</thead>
<tbody>
<tr>
<td>Crimestoppers Qld</td>
<td>Ph: 1800 333 000 Website: Crimestoppers Qld <a href="https://www.crimestoppersqld.com.au/">https://www.crimestoppersqld.com.au/</a></td>
<td>All</td>
<td>Report</td>
<td>crime information via telephone or via online form.</td>
<td>Subscribe to their newsletter.</td>
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<tr>
<td>Technology Safety Australia</td>
<td>Website: <a href="http://www.techsafety.org.au">www.techsafety.org.au</a> Ph: 1800 937 638</td>
<td>Women</td>
<td>Safety</td>
<td>Net Australia provides a wide range of trainings, technical advice,</td>
<td>This service provides resource guides ranging from online privacy and</td>
<td></td>
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<td></td>
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<td></td>
<td>and policy guidance on the topics of technology safety, investigating</td>
<td>safety tips to smartphone privacy and location safety information. They</td>
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<td>and evidence collection, and victim privacy and security rights.</td>
<td>also provide Legal guides and an App Safety Centre.</td>
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<td></td>
<td></td>
<td>Young people</td>
<td></td>
<td>are physically isolated from family members, friends, colleagues and</td>
<td>COVID-19: an online safety kit for parents and carers</td>
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<td></td>
<td></td>
<td>Parents</td>
<td></td>
<td>support networks. The internet is a great way to socialise, learn,</td>
<td>The eSafety Guide: Learn about the latest games, apps and social media,</td>
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<td></td>
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<td>Senior Schools</td>
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<td>work, play and be entertained. But there are also risks. So eSafety</td>
<td>including how to protect your information and report inappropriate</td>
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<td></td>
<td></td>
<td>Aboriginal &amp;</td>
<td></td>
<td>is adding new content every day to help you stay safe online.</td>
<td>content. <a href="https://www.esafety.gov.au/key-issues/esafety-guide">https://www.esafety.gov.au/key-issues/esafety-guide</a></td>
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<td></td>
<td>Torres Strait</td>
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<td>COVID-19: 5 steps to keep students safe during online learning</td>
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<td>Islander People</td>
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<td></td>
<td><a href="https://bit.ly/32qPA4i">https://bit.ly/32qPA4i</a></td>
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<tr>
<td>Warwick Safe Haven Inc</td>
<td>Bette Bonney, President Mobile: 0429 432 510 Email: <a href="mailto:safehavenwarwick@gmail.com">safehavenwarwick@gmail.com</a></td>
<td>Community</td>
<td>Supporting</td>
<td>domestic violence prevention and recovery</td>
<td>Follow Warwick Safe Haven Inc on Facebook: <a href="https://www.facebook.com/warwicksafehaveninc/">https://www.facebook.com/warwicksafehaveninc/</a></td>
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<td></td>
<td></td>
<td>Individuals</td>
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<td></td>
<td></td>
<td>Families</td>
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<td>Australian Competition and Consumer Commission (ACCC)</td>
<td>Website: <a href="https://www.scamwatch.gov.au/">https://www.scamwatch.gov.au/</a></td>
<td>Young people and adults</td>
<td>The purpose of Scamwatch is to help you recognise scams and avoid them.</td>
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**Current COVID-19 Scams**


Scammers are using the spread of COVID-19 to take advantage of people. Common scams include phishing for personal information, online shopping, and superannuation scams. Scamwatch urges everyone to be cautious and remain alert to coronavirus-related scams. Do not provide your personal, banking or superannuation details to strangers who have approached you.

To report a scam or to find out more information visit: [https://www.scamwatch.gov.au/get-help](https://www.scamwatch.gov.au/get-help)

Tools and resources can be found at: [https://www.scamwatch.gov.au/about-scamwatch/tools-resources](https://www.scamwatch.gov.au/about-scamwatch/tools-resources)
### Financial Subsidies & Assistance – Individuals and Businesses | Employment Services | Financial Counselling

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<tr>
<td>Centrelink, Services Australia</td>
<td><strong>Warwick Service Centre</strong>&lt;br&gt;Ph: 13 24 68&lt;br&gt;Address: 37 Albion St, Warwick&lt;br&gt;Hours: 8:30am – 4:30pm Mon – Fri</td>
<td>Individuals</td>
<td>Centrelink services</td>
<td>Medicare services</td>
<td>Services Australia Website: <a href="https://www.servicesaustralia.gov.au/">https://www.servicesaustralia.gov.au/</a></td>
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<td><strong>Stanthorpe Service Centre</strong>&lt;br&gt;Ph: 13 24 68&lt;br&gt;Address: 10 Corundum St, Stanthorpe&lt;br&gt;Hours: 8:30am – 4:30pm Mon – Fri&lt;br&gt;Closed daily from 12:30pm – 1:30pm</td>
<td>Individuals</td>
<td>Centrelink services</td>
<td></td>
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<tr>
<td></td>
<td><strong>JobSeeker Payment Phone Line</strong>&lt;br&gt;Ph: 132 850&lt;br&gt;Hours: 8am – 8pm (AEDT) Mon – Fri</td>
<td>For jobseekers aged 22 and Aged Pension age</td>
<td>JobSeeker Payment – Financial help if you’re between 22 and Age Pension age and looking for work. It’s also for when you’re sick or injured and can’t do your usual work or study for a short time.</td>
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<td><strong>COVID-19 and How We May Help:</strong>&lt;br&gt;visit Services Australia <a href="https://bit.ly/390MF3y">https://bit.ly/390MF3y</a></td>
<td>Individuals</td>
<td>Information and services to help you if you’re affected by coronavirus (COVID-19) or looking for more details.</td>
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<tr>
<td>Queensland Government – Jobs Finder</td>
<td>Website: <a href="https://www.jobsfinder.qld.gov.au/">https://www.jobsfinder.qld.gov.au/</a></td>
<td>Displaced workers due to COVID-19</td>
<td>Register as a job finder&lt;br&gt;Review other job opportunities&lt;br&gt;Access online skills courses</td>
<td>Queenslanders whose employment has been impacted by COVID-19 and are now looking for work, can register their details, location and skills to be matched with suitable job opportunities by professional recruitment agencies.</td>
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<tr>
<td>APM Warwick &amp; Stanthorpe</td>
<td>Contact by Phone Only&lt;br&gt;Ph: 4667 0796 – Warwick Office&lt;br&gt;Stanthorpe office closed – use the Warwick number listed above.&lt;br&gt;Website: <a href="https://apm.net.au/">https://apm.net.au/</a>&lt;br&gt;Address: Shop 1, 80 Palmerin St, Warwick</td>
<td>Individuals People with a Disability</td>
<td>APM delivers job seeker, disability, workplace health, NDIS support and home assessment services.</td>
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# Financial Subsidies & Assistance – Individuals and Businesses | Employment Services | Financial Counselling

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</thead>
<tbody>
<tr>
<td>BEST Employment Stanthorpe</td>
<td><strong>Contact by Phone Only</strong>&lt;br&gt;Most staff are working remotely. Reception to direct calls.&lt;br&gt;Ph: 4681 6900&lt;br&gt;Email: <a href="mailto:Stanthorpe@best.com.au">Stanthorpe@best.com.au</a>&lt;br&gt;Website: <a href="http://www.best.com.au">www.best.com.au</a>&lt;br&gt;Address: 21-25 Victoria St, Stanthorpe&lt;br&gt;Hours: 9am-5pm Monday – Fri</td>
<td>Individuals</td>
<td>BEST Employment works with local businesses to match jobseekers with suitable and sustainable positions.</td>
<td></td>
<td>BEST Employment delivers several employment programs: Jobactive, Youth Jobs PaTH, Harvest Labour and Disability Employment Services.</td>
<td></td>
<td>NDIS approved providers.</td>
</tr>
<tr>
<td>BEST Employment Warwick</td>
<td><strong>Contact by Phone Only.</strong>&lt;br&gt;Most staff are working remotely. Reception to direct calls.&lt;br&gt;Ph: 4660 2900&lt;br&gt;Email: <a href="mailto:Warwick@best.com.au">Warwick@best.com.au</a>&lt;br&gt;Website: <a href="http://www.best.com.au">www.best.com.au</a>&lt;br&gt;Address: 45 Guy St, Warwick&lt;br&gt;Hours: 9am-5pm Mon – Fri</td>
<td>Individuals</td>
<td>BEST Employment works with local businesses to match jobseekers with suitable and sustainable positions.</td>
<td></td>
<td>BEST Employment delivers several employment programs: Jobactive, Youth Jobs PaTH, Harvest Labour and Disability Employment Services.</td>
<td></td>
<td>NDIS approved providers.</td>
</tr>
<tr>
<td>Queensland Government</td>
<td><strong>Backpacker Information</strong>&lt;br&gt;<a href="https://www.covid19.qld.gov.au/help-and-advice/backpacker-information">https://www.covid19.qld.gov.au/help-and-advice/backpacker-information</a></td>
<td>Seasonal workers inc. temporary visa holders</td>
<td>Work in Queensland – Information for seasonal workers, including temporary visa holders</td>
<td></td>
<td>Important information for seasonal workers, including temporary visa holders, in relation to COVID-19 and working in Queensland such as: looking for work; moving between jobs; where to stay; overnight stays; travelling into and within Queensland; health advice and requirements; at work and in the community; workplace health and safety; applying for visa extension; compliance for temporary visa holders and more information including flow charts explaining the changes.</td>
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| MAX Employment          | **Contact by Phone Only**  
Ph: 4660 4200  
Address: Unit 9, 91 Grafton St, Warwick  
Hours: 8:30am – 5pm Mon – Fri | Individuals | MAX Employment provides services for people to prepare for, find and maintain a job.  
Warwick Services:  
- jobactive  
- Disability Employment Services  
- Health Services | COVID-19 Update:  
MAX Employment offices remain open and are currently operating services by phone and online. For the latest updates visit: [https://bit.ly/3fvMy1v](https://bit.ly/3fvMy1v) |
| NEATO Employment Services Stanthorpe | **Contact by Phone Only**  
Ph: 4681 9600  
Address: Shop 2, IGA Centre, Cnr Railway & Davadi Sts, Stanthorpe | Individuals | Services for jobseekers | COVID-19 Update:  
All NEATO Employment Services appointments will be conducted via telephone or email to ensure they adhere to social distancing measures and government regulations. They request that job seekers and customers do not attend agencies until further advised. |
| NEATO Employment Services Warwick | **Contact by Phone Only**  
Ph: 4667 8300  
Address: 47 Guy St, Warwick | Individuals | Services for jobseekers | COVID-19 Update:  
All NEATO Employment Services appointments will be conducted via telephone or email to ensure they adhere to social distancing measures and government regulations. They request that job seekers and customers do not attend agencies until further advised. |
| Invest Southern Downs – Southern Downs Regional Council | Economic Development Unit  
To speak with someone about a concern or question you may have related to your business please email edu@sdrc.qld.gov.au and the team will call or email you as soon as they can. | Businesses | COVID-19 Information, Support and Resources for Business | COVID-19 Information, Support and Resources for Business [https://investsoutherndowns.com.au/business-support/coronavirus-covid-19-support/](https://investsoutherndowns.com.au/business-support/coronavirus-covid-19-support/)  
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<th>Resources</th>
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</table>
| Queensland Government   | Smart Savings Website:  
| Money Smart             | Website:  
  Facebook:  
  [https://www.facebook.com/MoneySmartAu](https://www.facebook.com/MoneySmartAu) | Adults | Money Smart helps Australians take control of their money and build a better life with free tools, tips and guidance. | Moneysmart offers guidance for all Australians, whatever your situation, wherever you find yourself in life. Their simple tools, tips and calculators help people of all ages, backgrounds and incomes to build a better life.  
  For tips and resources relevant to COVID-19 head to:  
| Rural Aid               | Ph: 1300 327 624 or  
  Ph: 3054 5979 (if you’re having issues getting through due to 1300 numbers national load issues)  
  Website:  
  [www.ruralaid.org.au](http://www.ruralaid.org.au)  
  Website:  
  For Counselling Assistance, contact:  
  Jane McCollum on Mbl: 0428 234 743  
  Email:  
  jane.mccollum@ruralaid.org.au | Registered Primary Producers  
  New registrations welcome | Services include financial assistance, domestic water deliveries, counselling support via phone or skype, & fodder drops will continue at this stage in assigned areas. Community assistance funding grants can be applied for assessment.  
  HIVE Aid – Beekeeper Drought & Bushfire Relief. | COVID-19 | Changes to Services:  
  Rural Aid Counsellors can now resume visits to clients where it is deemed to be low-risk.  
  Otherwise services can be accessed via phone and online. To access any of these services please call 1300 327 624. Currently providing check-in and counselling calls for their registered clients, and assist to connect clients with other relevant services.  
  Rural Aid Community Builders Webinar Series:  
  These webinars focus on community rebuilding and resilience by bringing fresh ideas to help support your community. Topics covered are designed to inspire and help you prepare for post COVID-19. Topics include: Finding your community asset base and Grants for your community. The webinar recordings and notes can be found at:  
| Find a Justice of the Peace or Commissioner for Declarations | Website:  
  Search for your nearest JP or Commission for Declarations here:  
  [https://bit.ly/3hgbtaX](https://bit.ly/3hgbtaX) | Adults | JPs and Cdecs can witness and certify your routine legal documents, e.g. wills, affidavits, statutory declarations and enduring documents. | COVID-19 Update:  
  Some JPs in the Community Program signing sites are re-opening following COVID safe requirements. If necessary, phone the site or its centre to check before travelling to the site.  
  Tips for using JP or Cdec services during the COVID-19 pandemic before you go – Select “During the COVID-19 pandemic” link:  

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| **Small Business Rural Financial Counselling Service (RFCS) Southern Queensland** | Website: [www.rfcssq.org.au](http://www.rfcssq.org.au)  
Small Business:  
Ph: 1300 732 777  
Email: smallbusiness@rfcssq.org.au  
Follow Small Business Rural Financial Counselling Service – Southern Queensland on Facebook: [https://www.facebook.com/RFCSSQsmallbus/](https://www.facebook.com/RFCSSQsmallbus/) | Small Business | The primary role of the Small Business Financial Counselling Program is to support Small Businesses who are experiencing hardship associated with the long standing drought conditions or the impacts of COVID-19, and have no alternative source of impartial support. Their services are free of charge, confidential, impartial and independent. They are delivered by skilled, local professionals who know your area and industry. |  
Subscribe to the RFCSSQ monthly newsletter from the bottom of their website homepage. |  
**Small Business RFCS can help to:**  
- Identify and assist you to access grants, loans & other support programs offered by governments;  
- Provide information about hardship programs and/or payment deferrals;  
- Help you negotiate with creditors;  
- Provide information about assistance programs available for any of your staff;  
- Provide assistance to develop strategies to help make your cash last longer. |  
**Small Business Support Updates:**  
**Commercial Tenancy Enquiries:**  
Small Business Financial Counsellors are working with the QLD Small Business Commission to assist Landlords & Tenants with Commercial Tenancy queries. For more information, visit: [https://bit.ly/2Zyuy24](https://bit.ly/2Zyuy24)  
| **Rural Financial Counselling Service (RFCS) Southern Queensland** | Website: [www.rfcssq.org.au](http://www.rfcssq.org.au)  
Rural Program  
Rural Financial Counsellors - Warwick Office:  
Micheal Fagg  
Ph: 0419 732 591  
Email: micheal.fagg@rfcssq.org.au  
Kim Zerner  
Ph: 0491 259 950  
Email: kim.zerner@rfcssq.org.au | Adults | The primary role of the Rural Financial Counselling Service Program is to support farmers, beef producers, grain growers, forestry workers and harvesters, horticulture growers and other primary producers who are experiencing hardship associated with drought, flood or fire conditions and have no alternative source of impartial support. |  
Subscribe to the RFCSSQ monthly newsletter from the bottom of their website homepage. |  
**Their services are free of charge, confidential, impartial and independent. They are delivered by skilled, local professionals who know your area and industry.**  
**Coronavirus & RFCSSQ Update:**  
Rural Financial Counsellors have resumed ‘farm’ visits to clients where it is deemed to be low-risk.  
Meetings are also available in designated local offices.  
## Financial Subsidies & Assistance – Individuals and Businesses | Employment Services | Financial Counselling

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<td>Gambling Help (Call or Online)</td>
<td>Call the Gambling Helpline Ph: 1800 858 858 24/7 counselling, information &amp; support Website: <a href="https://www.gamblinghelponline.org.au/">https://www.gamblinghelponline.org.au/</a></td>
<td>Anyone affected by problem gambling, inc. family members</td>
<td>Confidential counselling and financial counselling</td>
<td>Counsellors are available 24/7 on webchat or on the Helpline COVID-19 Support Information: <a href="https://www.gamblinghelponline.org.au/covid-19-update">https://www.gamblinghelponline.org.au/covid-19-update</a></td>
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| National Debt Helpline  | Website: [www.ndh.org.au](http://www.ndh.org.au)  
Ph: 1800 007 007  
COVID-19 Changes: Bushfires – Dealing with Financial Difficulty  
Advice about how to deal with the financial difficulty that arises when people has experienced a bushfire [https://ndh.org.au/debt-problems/bushfires-financial-difficulty/](https://ndh.org.au/debt-problems/bushfires-financial-difficulty/) |
| Business.gov.au  
Australian Government | Ph: 13 28 46  
Online chat option | Online email option | Subscribe to business.gov.au newsletter. |
| National COVID-19 Coordination Commission | Website: [https://www.pmc.gov.au/ncc](https://www.pmc.gov.au/ncc) | Businesses Industry Not-For-Profits | The Commission has two key roles: to help minimise and mitigate the impact of the COVID-19 on jobs and businesses, and to facilitate the fastest possible recovery of lives and livelihoods. | Planning tool to help business reopen and be COVIDSafe  
Online planning tool to help business develop a plan to keep their workers, customers and the community safe as they reopen or increase their activities in the weeks and months ahead can be found at: [https://bit.ly/30jpMV2](https://bit.ly/30jpMV2) |
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</table>
| Business Queensland    | Small Business Hotline  
Ph: 1300 654 687  
(Available 24/7)  
| Business Queensland    | Business Health and Safety Resources for COVID-19  
| Business Queensland    | Employing seasonal workers in agribusiness and commercial fisheries—COVID-19  
[https://bit.ly/3fzntnk](https://bit.ly/3fzntnk) | Qld agribusiness & commercial fisheries employing seasonal workers | New measures to help Qld agribusiness & commercial fisheries employing seasonal workers to ensure Qld’s food supplies are secure while meeting COVID-19 health directions. | | | | Information for businesses, including templates for the health management plans. |
## Financial Subsidies & Assistance – Individuals and Businesses | Employment Services | Financial Counselling

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| **Business Queensland** | AusIndustry Help Your Business to Revive & Thrive FREE webinar series  
www.business.gov.au  
Ph: 13 28 46 | Businesses | In these challenging times, the road to COVID-19 recovery is by building business and financial resilience. This free webinar series aims to provide you with expert guidance on achieving efficiencies, know-how and the confidence to proactively help your business revive and thrive. | | AusIndustry Help Your Business to Revive & Thrive FREE webinar series  
1. 23 July – Customer-Centric Marketing – Hear about how to attract your ideal customer using proactive marketing with Danielle MacInnis, MacInnis Marketing, 10am -12pm. Register here: https://bit.ly/2OqBtUo  
2. 29 July & 12 August - Efficient Inventory Management – Hear about how efficient inventory management can increase your cash flow and profit with Scott Blakemore, Blackemoresource, 10am – 12pm. Register here: https://bit.ly/2ZsuBMt  
3. 6 August - Lean Thinking for Business – Hear about how to eliminate waste, reduce costs and increase productivity in your business using Lean Thinking with Scott Blakemore, Blackemoresource, 10am – 12pm. Register here: https://bit.ly/2CeRtGu | |
| **Small Business Skills Hub Queensland** | Website:  
https://www.qldskills.com.au/ | Small Business owners | The Small Business Skills Hub has been developed by GO1.com with support from the Queensland Government to deliver free online training and learning opportunities for COVID-19 impacted small businesses. | | With short courses covering everything from IT skills through to sales and marketing and leadership skills, the Small Business Skills Hub provides free on-demand learning to business owners.  
**Eligibility:** The Small Business Skills Hub is available to any COVID-19 impacted Queensland small business with less than 20 staff with a registered ABN.  
**Topics:** Examples include foundations business skills; leading a successful business; connecting business and customer; and digital skills & adapting to change. | |

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## Financial Subsidies & Assistance – Individuals and Businesses | Employment Services | Financial Counselling

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If you have a query that isn't covered by Ergon's FAQ's or can't be completed in My Account, and it's not an urgent matter, please send Ergon a message via Facebook or Messenger and they'll get back to you as soon as they can. Otherwise, the Ergon customer service teams can help during business hours Monday-Friday:  
- 13 10 46 for residential  
- 1300 135 210 for business | Adults | Other Rebates  
The Qld Government's $200 rebate for all households and $500 rebate for small to medium businesses that consume less than 100-thousand kilowatt hours annually has been applied to all eligible accounts. The Qld Government utility bill relief credit will be displayed in the other charges and credits section of your bill.  
Ergon Coronavirus FAQs: [https://bit.ly/3h4zXnj](https://bit.ly/3h4zXnj) | |
You can now choose to renew your vehicle’s registration for a 1-month period. The new registration renewal period complements the existing 3, 6 and 12-month registration periods, and allows you to choose more manageable registration payment amounts.  
You can only access 1 month registration through the direct debit online service – enrol here: [https://bit.ly/3h1At5s](https://bit.ly/3h1At5s)  
For information on concessional registration eligibility head to: [https://www.qld.gov.au/transport/registration/fees/concession](https://www.qld.gov.au/transport/registration/fees/concession) | |
| Department of Education, Skills and Employment | Website: [https://www.dese.gov.au/](https://www.dese.gov.au/)  
Ph: 1300 566 046 (Switchboard is open 8:30am to 5pm AEST, Mon – Fri, except public holidays) | Students, Parents, Education Providers, Jobseekers, and Employers | The Department of Education, Skills and Employment works to ensure Australians can experience the wellbeing and economic benefits that quality education, skills and employment provide. | COVID-19  
This site will help students, parents, and education providers, as well as job seekers and employers find the information they need to make informed decisions about managing risk associated with COVID-19.  
Jobs Hub  
The Australian Government is supporting job seekers and employers to connect in a rapidly changing jobs market. You can explore available job opportunities, and there are tools to help you identify similar jobs matching your skills for a broader range of options. | |

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## Organisations

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</table>
| Tafe Queensland         | ISOLEARN (online skills courses)  
Tafe Queensland website:  
www.tafeqld.edu.au  
Ph: 1300 308 233 | Individuals  
Small & Medium Business  
Large Enterprise  
Eligibility criteria applies | In response to the COVID-19 pandemic, TAFE Queensland, in conjunction with the Queensland Government, is offering a range of education and training to support individuals, and small, medium and large businesses. | Tafe Queensland’s COVID-19 Response:  
For Individuals - free micro-credentials & free online skill sets  
For Small & Medium Business – Financial Resilience Webinars  
For Large Enterprise – custom enterprise solutions  
Preparation Queenslanders to Return to Work  
- COVID Safe for Dining in (micro-credential)  
- COVID Safe for Beauty therapy, nail salons, tanning, tattoo parlours & spas (micro-credential)  
- Infection control skill set (Retail, Food Handling & Transport and Logistics)  
Free Online Skill Sets (subject to eligibility criteria)  
Blogs | LiveChat or Online email contact options. |
| CQ University          | FREE* Online Skill Sets  
CQU website:  
www.cqu.edu.au  
Ph: 13 27 86 | Eligibility criteria applies | Have you been impacted by COVID-19? Skill sets give you the opportunity to add to your current knowledge, learn up-to-date techniques or reskill in a new industry area, without having to do a full qualification. | Each skill set is made up of one or more industry-recognised competencies that provide you with the skills and knowledge that employers are looking for.  
Free skill sets are available to job seekers or workers impacted by COVID-19. This program is funded by the Queensland Government. |
| Dept. of Industry, Science, Energy and Resources, Australian Government | Website:  
[https://www.energy.gov.au/](https://www.energy.gov.au/)  
Follow on Facebook:  
[https://www.facebook.com/energygovau/](https://www.facebook.com/energygovau/) | Households  
Business | Practical advice to reduce your home energy bills, improve comfort and sustainability.  
Advice to manage your business energy costs, energy efficiency technologies and opportunities. | Cost effective tips on how you can save heat, and reduce energy costs this winter.  
Information specific to Seniors can be found at:  
COVID-19 Help - Support for Australian Businesses  
[https://bit.ly/3h7a8Dg](https://bit.ly/3h7a8Dg) |
| Energy & Water Ombudsman QLD | Website:  
Free call 1800 662 837 | Energy and water customers QLD | Information on the Household Relief Package, rebates, hardship programs etc. | Support for Customers Impacted by COVID-19:  
To support you in these uncertain times, EWOQ has put together some information on assistance available for energy and water customers. Please head to:  
### Financial Subsidies & Assistance – Individuals and Businesses | Employment Services | Financial Counselling

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| Recovery Connect | Website: [https://recovery.serviceconnect.gov.au/](https://recovery.serviceconnect.gov.au/)  
Email: contact@bushfirerecovery.gov.au  
General enquiries: (02) 6228 6300 | Australian communities affected by bushfires | Established on 6 January 2020, the National Bushfire Recovery Agency's priority is to lead and coordinate a national response to rebuilding communities affected by bushfires across large parts of Australia. They are focused on connecting people, communities, primary producers and businesses with the services and assistance they may need to rebuild and recover to support the recovery of all Australians. | | Bushfire, drought, flood and COVID-19 assistance:  
Combined list of help for individuals and families: [https://bit.ly/3h51iFT](https://bit.ly/3h51iFT)  
Follow the National Bushfire Recovery Agency on Facebook: [https://www.facebook.com/FireRecoveryAU/](https://www.facebook.com/FireRecoveryAU/) | |
| RED CROSS | Bushfire Financial Assistance Grants:  
Applications open until 31 August 2020. | Grants for people in financial hardship as a result of the Australian bushfires 2019/20. | Financial assistance is available for bushfire-affected people in financial hardship including these cash grants:  
- Emergency grant  
- Injury grant  
- Primary residence repair grant  
- Re-establishment grant (formerly the Rebuild Grant) | | Re-establishment Grant:  
Red Cross has changed the bushfire Rebuild Grant to the Re-establishment grant. This is to ensure that the grant is accessible to people in complex or varying living arrangements which may include owners/renters whose primary residence was a home, caravan or mobile home. [https://www.redcross.org.au/get-help/emergencies/recovering-from-emergencies/grants#reestablishment](https://www.redcross.org.au/get-help/emergencies/recovering-from-emergencies/grants#reestablishment)  
Applications for the various grants will be open until 31 August 2020. | |
| The Salvation Army | MoneyCare Program  
Free Financial Counselling  
Contact:  
Debbie Robbie  
Team Leader – Bushfire Recovery  
Mbl: 0436 353 071  
Email: debbie.robbie@salvationarmy.org.au  
Hours: 8:30am – 4:30pm, Mon to Fri | Anyone impacted by the drought, bushfires, floods or COVID-19, suffering financial stress | The Salvation Army MoneyCare Program can assist you in your recovery journey.  
FREE Financial Counselling program servicing the Southern Downs region. | | FREE Service offering advocacy assistance with creditors, debt collectors and utility providers, insurance claims and appropriate referrals to other support services.  
Currently providing in office client appointments at Warwick to residents in need in the Southern Downs region.  
Please contact Debbie Robbie to book an appointment or to make further enquiries. |
### Hospitals | Health Services

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<tr>
<td></td>
<td>If you have any COVID-19 symptoms, no matter how mild, call your doctor or <a href="">13HEALTH (13 43 25 84)</a> straight away. In an emergency, dial Triple Zero (000) for an ambulance.</td>
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<td>COVID-19 Stanthorpe Hospital For the latest information on visitor restrictions and measures of entry to the hospital, visit this link: <a href="https://bit.ly/30dRzq6">https://bit.ly/30dRzq6</a></td>
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<td>Please submit patient travel forms electronically where possible. If you do not have a scanner, they will also accept a photo emailed to: <a href="mailto:stanthorpe_ptss@health.qld.gov.au">stanthorpe_ptss@health.qld.gov.au</a></td>
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<td>To access patient travel forms, or for more information, click on this link: <a href="https://bit.ly/30jrMww">https://bit.ly/30jrMww</a></td>
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<td>If you have any COVID-19 symptoms, no matter how mild, call your doctor or <a href="">13HEALTH (13 43 25 84)</a> straight away. In an emergency, dial Triple Zero (000) for an ambulance.</td>
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<td>COVID-19 Warwick Hospital For the latest information on visitor restrictions and measures of entry to the hospital, visit this link: <a href="https://bit.ly/30dRzq6">https://bit.ly/30dRzq6</a></td>
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<td>Please submit patient travel forms electronically where possible. If you do not have a scanner, they will also accept a photo emailed to: <a href="mailto:PTSS_Warwick@health.qld.gov.au">PTSS_Warwick@health.qld.gov.au</a></td>
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<td><strong>Department of Health</strong></td>
<td><strong>Medicare Benefit Scheme Telehealth Services</strong> Details of temporary telehealth bulk-billed items for COVID-19 – Fact Sheets: <a href="https://bit.ly/30hZna2">https://bit.ly/30hZna2</a></td>
<td>All Medicare eligible Australians can now receive these services.</td>
<td>As part of the Australian Government’s response to COVID-19, A number of new temporary MBS telehealth services have been created in response to the COVID-19 pandemic.</td>
<td><strong>COVID-19 Temporary MBS Telehealth Services</strong> <strong>Consumer Fact Sheet:</strong> From 13 March 2020, new temporary MBS telehealth items have been made available to help reduce the risk of community transmission of COVID-19 and provide protection for patients and health care providers. The new items are available to GPs, medical practitioners, nurse practitioners, participating midwives, allied and mental health providers. A service may only be provided by telehealth where it is safe and clinically appropriate to do so. It is a legislative requirement that the new telehealth services must be bulk billed for Commonwealth concession card holders, children under 16 years old and patients who are more vulnerable to COVID-19 for GP and Other Medical Practitioner (OMP) services. As of 20 April 2019, specialist and allied health service providers are no longer required to bulk bill these new telehealth items.</td>
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| Medical Centres & GPs | **COVID-19 Telehealth Services** If you have any questions about how to access appointments with your GP, particularly in relation to telehealth or face-to-face, please call your local GP, clinic or medical centre to check their specific arrangements. A list of local clinics and centres is provided, however it may not be exhaustive of all those available in the Southern Downs region. | Individuals Families Children | General medical services | **Allora Medical Practice** | **Ph:** 4666 3336 | **Warwick** | **Ph:** 4664 1296 |
| | | | | **Killarney Medical Centre** | **Ph:** 4664 1296 |
| | | | | **Carbal Medical Services** | **Ph:** 4661 0800 |
| | | | | **Condamine Medical Centre** | **Ph:** 4666 9666 |
| | | | | **Peppertree Medical** | **Ph:** 4661 3722 |
| | | | | **Rose City Medical Centre** | **Ph:** 4574 4810 |
| | | | | **Stanthorpe** | **Granite Belt Medical Service** | **Ph:** 4681 2733 |
| | | | | **My Family Medical** | **Ph:** 4681 0816 |
| | | | | **Southern Downs Medical** | **Ph:** 4681 1159 |
| | | | | **Stanthorpe Medical Clinic** | **Ph:** 4681 1666 |

*Please note the above list may not be exhaustive.*
### Hospitals | Health Services

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<td><strong>Pharmacies</strong></td>
<td><strong>COVID-19 The Home Medicines Service</strong>&lt;br&gt;Contact your local pharmacy to check if they are participating in this service.&lt;br&gt;Further Information for Consumers, including who is eligible for this service: <a href="https://bit.ly/3fwUNeM">https://bit.ly/3fwUNeM</a></td>
<td>Patient Eligibility applies – see the website link for further details</td>
<td>The service is available for people in home isolation and for vulnerable patient groups who wish to limit their potential exposure to COVID-19.</td>
<td>COVID-19 – This is a temporary service:&lt;br&gt;This service supports the use of home medicines delivery options available through pharmacies enabling patients to have their PBS and Repatriation PBS (RPBS) prescriptions delivered to their home.&lt;br&gt;You can receive the service no more than once per month.</td>
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<td>Pharmacy Home Delivery or Click &amp; Collect Services&lt;br&gt;For information about general home delivery and/or Click &amp; Collect options for medicines and other instore products, contact your local pharmacy to discuss what arrangements they may have in place.&lt;br&gt;A list of local pharmacies is provided, however it may not be exhaustive of all those available in the Southern Downs region.</td>
<td>All</td>
<td>Home delivery and/or Click &amp; Collect options</td>
<td>Allora Pharmacy&lt;br&gt;Ballandean Pharmacy&lt;br&gt;Killarney Pharmacy&lt;br&gt;Amcal+ Pharmacy Stanthorpe&lt;br&gt;Guardian Pharmacy Stanthorpe&lt;br&gt;Discount Drug Stores Warwick&lt;br&gt;Priceline Pharmacy Warwick&lt;br&gt;The Friendly Society Health Centre&lt;br&gt;Warwick Friendly Society Pharmacy</td>
<td>Ph: 4666 3100&lt;br&gt;Ph: 4684 1003&lt;br&gt;Ph: 4664 1370&lt;br&gt;Ph: 4681 1155&lt;br&gt;Ph: 4681 2088&lt;br&gt;Ph: 4661 1036&lt;br&gt;Ph: 4661 1283&lt;br&gt;Ph: 4667 0692&lt;br&gt;Ph: 4661 1944</td>
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<td><strong>Granite Belt Diagnostic Imaging</strong></td>
<td><strong>Phone to book, re-schedule or discuss an appointment</strong>&lt;br&gt;Ph: 4681 0811&lt;br&gt;Email: <a href="mailto:info@gbdi.com.au">info@gbdi.com.au</a>&lt;br&gt;Website: <a href="http://www.gbdi.com.au">www.gbdi.com.au</a>&lt;br&gt;Address: 27 Creek St, Stanthorpe</td>
<td>Individuals&lt;br&gt;Community&lt;br&gt;Families</td>
<td>Currently open and providing their full suite of services.</td>
<td>All staff are trained in COVID-19 infection control, and rooms are regularly sanitised.&lt;br&gt;Anyone with flu-like symptoms is asked to re-schedule their appointment.&lt;br&gt;Follow Granite Belt Diagnostic Imaging on Facebook: <a href="https://www.facebook.com/GraniteBeltDI">https://www.facebook.com/GraniteBeltDI</a></td>
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<td><strong>Queensland X-Ray Warwick</strong></td>
<td><strong>Phone to book an appointment</strong>&lt;br&gt;Ph: 4660 2800&lt;br&gt;Email: <a href="mailto:warwick@qldxray.com.au">warwick@qldxray.com.au</a>&lt;br&gt;Website: <a href="https://www.qldxray.com.au/locations/warwick/">Warwick Practice</a>&lt;br&gt;Address: 51 Wood St, Warwick&lt;br&gt;Hours: 8:30am – 5pm Mon – Fri</td>
<td>Individuals&lt;br&gt;Community&lt;br&gt;Families</td>
<td>They offer a comprehensive range of services, using the latest techniques and equipment, in a professional and sensitive environment: CT; Ultrasound; X-ray; Vascular Ultrasound; SPG and Lateral Ceph; Pregnancy Imaging &amp; CT Calcium Scoring.</td>
<td>Live Chat Available on the Qld X-Ray website.&lt;br&gt;For important information from Queensland X-Ray about Coronavirus (COVID-19), visit:<a href="https://www.qldxray.com.au/covid19/">https://www.qldxray.com.au/covid19/</a>&lt;br&gt;Website: <a href="http://www.qldxray.com.au">Queensland X-Ray</a></td>
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## Hospitals | Health Services

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| Carbal Medical Services | Phone to book an appointment  
Warwick Medical Centre/Wellbeing Hub  
Ph: 4661 0800 or 1300 379 558  
Address: 55 Wood St, Warwick  
Website: [www.carbal.com.au](http://www.carbal.com.au) | Aboriginal & Torres Strait Islander People | Carbal’s clinics are still open and continuing to meet your medical needs.  
Culturally appropriate group support for individuals, their family and community.  
All groups cancelled – resources can be delivered to letter boxes on request. |  | COVID-19 Update:  
The majority of appointments will involve an over the phone consult with your GP (Telehealth).  
All other appointments will be assessed according to the triage process for COVID-19. Please call the clinic for appointments and be aware that in most cases your entire consult will be over the phone.  
Follow Carbal Medical Services on social media:  
Facebook: [https://www.facebook.com/CarbalMedical/](https://www.facebook.com/CarbalMedical/)  
YouTube: [https://www.youtube.com/channel/UCZirKgLpRxesz9dypuNpA/featured](https://www.youtube.com/channel/UCZirKgLpRxesz9dypuNpA/featured) | |
| Goolburri Aboriginal Health Advancement Co. Ltd - Warwick | Goolburri Family Wellbeing Service Warwick  
Ph: 4661 5155  
Email: intake@goolburri.org.au  
65 Grafton St, Warwick  
Allan Oliver Mbl: 0447 841 978  
Delphine Charles Mbl: 0438 732 778 | Children, Parents and Families | Goolburri Family Wellbeing Service help and support you to manage challenges and keep your children and family together.  
Supports may include: in-home support; parenting: child behaviour; helping with schools, mental health services; linking with other services; helping with school issues; attending meetings with you; health and wellbeing; and supporting foster and kinship carers.  
You can refer yourself or your family members. Goolburri can also receive referrals from schools, health services, Child Safety or other support agencies. |  | COVID-19 Update:  
The Warwick Office is moving back to business as usual, including undertaking home visits.  
Please call the office, or Allan or Delphine to make an appointment prior to attending the office.  
Website: [www.goolburri.org.au](http://www.goolburri.org.au)  
Follow Goolburri on Facebook: [https://www.facebook.com/GoolburriHealth/](https://www.facebook.com/GoolburriHealth/) | |

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<td>Warwick - GP Respiratory Clinic</td>
<td>Warwick - GP Respiratory Clinic  Condamine Medical Centre GP Respiratory Clinic  Location: 67 Guy St, Warwick  Operating hours by appointment: 9am to 5:30pm Mon to Fri 9am to 11:30am Sat  Making a booking: Anyone wishing to be seen at the Respiratory clinic needs to make an appointment. For bookings or more information phone 07 4666 9666.</td>
<td>Individuals Families Children</td>
<td>As a part of the Australian Government Department of Health’s response to COVID-19 testing and management, GP respiratory clinics are being established in the Darling Downs and West Moreton region.</td>
<td></td>
<td>A GP Respiratory Clinic is now open at Condamine Medical Centre in Warwick to clinically assess people with mild to moderate COVID-19 symptoms (a fever, cough, shortness of breath, a sore throat and/or unusual fatigue). Patients who present to the GP respiratory clinics who meet the criteria for COVID-19 testing will be tested accordingly, with results to be carbon copied to their usual GP. If a patient tests positive, the patient will be referred to the local Public Health Unit. If a patient tests negative, the patient will be notified of the result by staff at Condamine Medical Centre. Depending on symptoms, the patient will be referred back to their usual GP.</td>
<td></td>
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<tr>
<td>Health and Wellbeing QLD (HW Qld)</td>
<td>Website: <a href="https://hw.qld.gov.au/">https://hw.qld.gov.au/</a>  Boost Your Healthy</td>
<td>All Australians</td>
<td>Support, information and ideas to stay healthy and active at home</td>
<td></td>
<td>If you’re unsure of the best way to Boost your Healthy during this time, that’s fine – HW Qld is here to help. So, whether you’re a cooking legend or have only just worked out how to turn the oven on, are a fitness fanatic or just prefer to use your active wear as lounge wear (it’s comfortable right, no judgement here) HW Qld is rolling out a series of challenges that you’ll want to get on board with.  Follow on Facebook: <a href="https://www.facebook.com/healthandwellbeingqld">https://www.facebook.com/healthandwellbeingqld</a></td>
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</tbody>
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# Disability Services

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<thead>
<tr>
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<th>Need</th>
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<th>Tools</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Granite Belt Support Services Inc</td>
<td>Ph: 4681 3020 Email: <a href="mailto:admin.team@gbss.org.au">admin.team@gbss.org.au</a> Website: <a href="http://www.gbss.org.au">www.gbss.org.au</a></td>
<td>People with a Disability</td>
<td>NDIS – Therapy and Day services and Specialist Disability Support in Schools Therapy.</td>
<td>With Qld borders closed, unable to provide services outside of the Granite Belt.</td>
<td>Planning to offer Telehealth, Skype and over the phone supports.</td>
<td>Follow GBSS on Facebook: <a href="https://www.facebook.com/GBSSInc/">https://www.facebook.com/GBSSInc/</a></td>
<td></td>
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<tr>
<td>Queenslanders with Disability Network (QDN)</td>
<td>Ph: 1300 363 783 Email: <a href="mailto:qdn@qdn.org.au">qdn@qdn.org.au</a> Website: <a href="http://www.qdn.org.au">www.qdn.org.au</a> Coronavirus (COVID-19) Information <a href="https://qdn.org.au/home/covid-19/">https://qdn.org.au/home/covid-19/</a></td>
<td>People with a Disability</td>
<td>Check the QDN Coronavirus (COVID-19) Information webpage to: Get the Facts; Make a Plan; Stay Connected. QDN in consultation with QLD Health have developed accessible ‘Easy Read’ information and checklists to support people with Disability and assist them in their COVID-19 preparedness activities. These tools are available at: <a href="https://qdn.org.au/home/covid-19/make-a-plan/">https://qdn.org.au/home/covid-19/make-a-plan/</a></td>
<td>The QDN website offers ‘Listen’ functionality. The QDN website offers information in a range of languages – select language from the homepage.</td>
<td>Follow the QDN on social media: Facebook: <a href="https://www.facebook.com/QueenslanderswithDisabilityNetwork/">https://www.facebook.com/QueenslanderswithDisabilityNetwork/</a> Twitter: <a href="https://twitter.com/QDNltd">https://twitter.com/QDNltd</a> or @QLDDisabilityNetwork Instagram: <a href="https://www.instagram.com/qdnorg/">https://www.instagram.com/qdnorg/</a></td>
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### National Injury Insurance Scheme, Qld (NIISQ)

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<tr>
<td></td>
<td>Ph: 1300 607 566</td>
<td>Anyone who sustains particular serious personal injuries in a motor vehicle accident in Queensland may be eligible to participate in NIISQ.</td>
<td>The NIISQ is a no-fault scheme that provides necessary and reasonable lifetime treatment, care and support to those who sustain eligible serious personal injuries in a motor vehicle accident in Queensland, on or after 1 July 2016.</td>
<td>Subscribe to their newsletter via their ‘Contact Us’ page</td>
<td>Coronavirus (COVID-19 updates)</td>
<td><a href="https://niis.qld.gov.au/covid-19-coronavirus-update-2">https://niis.qld.gov.au/covid-19-coronavirus-update-2</a></td>
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<td></td>
<td>Email: <a href="mailto:enquiries@niis.qld.gov.au">enquiries@niis.qld.gov.au</a></td>
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<td></td>
<td>Website: <a href="https://niis.qld.gov.au/">https://niis.qld.gov.au/</a></td>
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<td></td>
<td>Accessibility and interpreter assistance:</td>
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<td>Ph: 1300 607 566</td>
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### Carer Gateway Support Services

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<td></td>
<td>Wellways is your first point of contact in Qld.</td>
<td>People registered as a carer for an older person or for someone with a disability or mental health condition</td>
<td>If you support a family member or friend who has a disability, mental health condition, chronic health condition, terminal illness, or is frail aged you can access free supports via Carer Gateway.</td>
<td>COVID-19 Update: With the current climate it is more important than ever that you have access to carer supports. Some services have been modified to limit face-to-face contact.</td>
<td><a href="https://www.carergateway.gov.au/covid-19">https://www.carergateway.gov.au/covid-19</a></td>
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<td>Ph: 1300 111 400</td>
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<td></td>
<td>Website: <a href="http://www.wellways.org.au">www.wellways.org.au</a></td>
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<td></td>
<td>Email: <a href="mailto:enquiries@wellways.org">enquiries@wellways.org</a></td>
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<td>For more information about Carer Gateway, visit <a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a></td>
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### Endeavour Foundation

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<td></td>
<td>Website: <a href="http://www.endeavour.com.au">www.endeavour.com.au</a></td>
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<td>Email: <a href="mailto:hello@endeavour.com.au">hello@endeavour.com.au</a></td>
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<td>Endeavour COVID-19 Hotline</td>
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<td>Ph: 1800 983 006 (open 24/7)</td>
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| **Every Australian Counts** | Website: [https://everyaustraliancounts.com.au/](https://everyaustraliancounts.com.au/)  
(If the above link does not work, just do a web search for: Every Australian Counts)  
For general enquiries, email: [info@everyaustraliancounts.com.au](mailto:info@everyaustraliancounts.com.au) | People with Disability  
Families  
Carers  
Disability Sector Workers  
Supporters & Advocates | Every Australian Counts is a community of people with disability, families, carers, people who work in the disability sector, friends and supporters, who campaign and advocate for the needs of those with disability. | NDIS and the Coronavirus  
(If the above link does not work, just do a web search for: Every Australian Counts, then click on the yellow NDIS & CORONAVIRUS button)  
Resources, tools, FAQs  
Follow Every Australian Counts on social media:  
Facebook: [https://www.facebook.com/everyaustraliancounts/](https://www.facebook.com/everyaustraliancounts/)  
Twitter: [https://twitter.com/EveryAustralian](https://twitter.com/EveryAustralian)  
YouTube: [https://www.youtube.com/user/everyaustralian](https://www.youtube.com/user/everyaustralian) | |
| **Department of Social Services** | Disability Information Hotline  
Ph: 1800 643 787  
Available:  
Mon to Fri 8am to 8pm (AEST)  
Sat & Sun 9am to 7pm (AEST).  
Not available on national public holidays.  
Website: [https://bit.ly/3fJP1pW](https://bit.ly/3fJP1pW) | People with Disability, their families, carers, support workers & services | The Disability Information Helpline provides information and referrals for people with disability who need help because of coronavirus (COVID-19). The Disability Information Helpline is free, private and fact-checked. | If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service on 133 677.  
Access to Auslan and Easy Read materials  
| **Women with Disabilities Australia (WWDA)** | WWDA website: [www.wwda.org.au](http://www.wwda.org.au)  
Access to Easy Read and Easy English information, Auslan, translations, information and updates, and useful resources.  
Information on offerings from major supermarkets & chemists.  
Provides links to Help & Support.  
Subscribe to their newsletter.  
Follow WWDA on social media:  
Facebook: [https://www.facebook.com/WWDA.Australia](https://www.facebook.com/WWDA.Australia)  
Twitter: [https://twitter.com/wwda_au](https://twitter.com/wwda_au) or @WWDA_AU | |
## Disability Services

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<tr>
<td>Women with Disabilities Australia (WWDA) – Youth Network</td>
<td>WWDA Youth Network website: <a href="http://youth.wwda.org.au">http://youth.wwda.org.au</a></td>
<td>Young women and girls with disabilities</td>
<td>The aim of WWDA Youth Network is to specifically voice the needs and rights of young women and girls with disability. They are a national voice, working as part of WWDA to empower young women with disability through education on their rights and options.</td>
<td>WWDA Youth Network has created resources to help young women and girls with disability learn about their human rights, health, advocacy, safety, empowerment and more. Provides links to Help &amp; Support. Subscribe to their newsletter. Follow WWDA Youth on social media: Facebook: <a href="https://www.facebook.com/WWDAyouth">https://www.facebook.com/WWDAyouth</a> Twitter: <a href="https://twitter.com/wwda_youth">https://twitter.com/wwda_youth</a> or @WWDA_Youth Instagram: <a href="https://www.instagram.com/wwda_youth/">https://www.instagram.com/wwda_youth/</a></td>
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<tr>
<td>People with Disability Australia (PWDA)</td>
<td>Website: <a href="http://www.pwd.org.au">www.pwd.org.au</a> Ph: 1800 422 015 (toll free) TTY: 1800 422 016 (toll free) Email: <a href="mailto:pwd@pwd.org.au">pwd@pwd.org.au</a> Office Hours: 9am – 5pm, Mon to Fri</td>
<td>People with disability</td>
<td>PWDA has a fundamental commitment to self-help, mutual support and self-representation for all people with disability, by all people with disability. It does so by empowering people with disability to take control of their own lives by providing information, education and mutual support, by providing personal advocacy support to individuals and groups whose rights have been violated, and by identifying and promoting social change to realise human rights.</td>
<td>COVID-19 Hub <a href="https://pwd.org.au/covid-19-hub/">https://pwd.org.au/covid-19-hub/</a> People with Disability Australia have a COVID-19 Hub with information and resources for the needs and rights of people with disability. Follow PWDA on social media: Facebook: <a href="https://www.facebook.com/PWD.Australia/">https://www.facebook.com/PWD.Australia/</a> Twitter: <a href="https://twitter.com/pwdaustralia">https://twitter.com/pwdaustralia</a> or @PWDAustralia</td>
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### Legal Services | Domestic Violence Services | Family Support

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</table>
| **TASC**     | Ph: 4616 9700    | Vulnerable and marginalised members of the community | Disability Advocacy, NDIS Coordination of Supports, Free Legal services, Tenancy Advocacy, Mens clinic (for family law and DV matters) Assist and provide services to people in regional, rural and remote communities who are financially disadvantaged; who have a disability and/or mental illness; people from culturally and linguistically diverse backgrounds; people experiencing or at risk of domestic or family violence and members of our communities over the age of 65. | **COVID-19 Update:** TASC is pleased to advise that they will gradually be able to offer a return to face-to-face appointments. As they return to meeting with you in person, you will still have the option of phone appointments. They will be checking to see if you have any coronavirus or cold and flu symptoms before booking an appointment, and if you have any concerns about your health. TASC is encouraging all client documents to be sent in by email to reception@tascnational.org.au but also have a drop-off box outside each office for documents that cannot be sent by email. Please contact their office if you are intending to drop-off any documents.  
Tenancy Clients: All Tenancy clients must first be referred to Tenants Queensland on 1300 744 263 for initial advice.  
**NEW Men’s clinic:** Hotline appointments are on a Tuesday between 9am-1pm. Ph: 1800 948 145 (Free call)  
Legal Aid applications: Applications can be downloaded or emailed out to you. For more info: http://www.legalaid.qld.gov.au/Get-legal-help/Get-a-lawyer-to-represent-you |
|              | Email: reception@tascnational.org.au  
Website: http://www.tascnational.org.au/  
Follow TASC on Facebook: https://www.facebook.com/tascnational/ |             |         |      |         |       |           |
| **Legal Aid QLD** | Website: https://www.legalaid.qld.gov.au/Home  
If you need legal help, please call the contact centre on 1300 65 11 88  
Hours: 10am to 4pm AEST, Mon to Fri  
Toowoomba office  
1st floor, 154 Hume St  
Toowoomba Qld 4350  
Ipswich office  
Icon Ipswich Tower  
Level 7, 117 Brisbane St  
Ipswich Qld 4305 | Legal help to financially disadvantaged people | For information on the full range of services they provide, visit: https://www.legalaid.qld.gov.au/Get-legal-help/Our-services | Their front office counters will reopen to the public from Monday 13 July 2020.  
If you are an adult and you need legal advice about your court appearance, please call 1300 004 924.  
If you are under 18 years old, please call their Youth Legal Advice Hotline on 1300 527 527.  
If you are self-represented and you need help with a family law issue, please call 1300 267 762. You can also call this number for child protection and domestic violence duty lawyer services.  
**Legal Aid applications:** Applications can be downloaded or emailed out to you. For more info: http://www.legalaid.qld.gov.au/Get-legal-help/Get-a-lawyer-to-represent-you |

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</table>
| Domestic Violence Action Centre (DVAC) | Website: [www.dvac.org.au](http://www.dvac.org.au)  
Toowoomba: Ph: 4642 1354  
TOOWOOMBA Email: COVIDResponseTBA@dvac.org.au  
Intake Service Lines and Emails (client related)  
Ipswich Intake Crisis Line Ph: 3816 3000  
Email: intakeipswich@dvac.org.au  
Sexual Violence Line Ph: 3816 3282  
Toowoomba Intake Crisis Line Ph: 4642 1354  
Email: intaketwba@dvac.org.au  
Sexual Violence Line Ph: 4566 2633  
Mens Behavioural Change Program Line Ph: 4566 2635  
Fax: 3816 3100 (Both Ipswich & Toowoomba sites) | Telephone information, referral, advocacy and support services to women and children.  
Court support for women.  
Counselling services for women and children | Assistance for Non-English Speaking clients:  
Translating and Interpreting Service (TIS National) 131 450  
Assistance for Hearing Impaired clients: refer to the National Relay Service | Counselling and support, Court support, Education and training.  
All face to face services have moved to phone and video conferencing.  
To access resources head to: [https://www.dvac.org.au/home/resources/](https://www.dvac.org.au/home/resources/)  
For information on crisis support go to: [https://www.dvac.org.au/crisis-support/](https://www.dvac.org.au/crisis-support/)  
If you need urgent DV Crisis Accommodation contact DV Connect on Ph: 1800 811 811 |
| DV Connect | Website: [http://www.dvconnect.org/](http://www.dvconnect.org/)  
24 hour Domestic Violence Helpline  
1800 811 811  
Womensline 1800 811 811  
Mensline 1800 600 636  
Sexual Assault Helpline 1800 010 120  
1800RESPECT, confidential counselling, information and referral service. | Families | They provide emergency transport and accommodation, as well as crisis counselling and safety planning to help Queensland women, men, children and pets find pathways to safety, away from domestic, family and sexual violence.  
Assistance for Non-English Speaking clients:  
Translating and Interpreting Service (TIS National) 131 450  
Assistance for Hearing Impaired clients: refer to the National Relay Service | DV Connect is adhering to Government guidelines and continue to be available 24/7.  
For more information about the range of services go to: [http://www.dvconnect.org/about-2/](http://www.dvconnect.org/about-2/)  
For links to other relevant services, go to: [http://www.dvconnect.org/other-services/](http://www.dvconnect.org/other-services/) |
| Warwick Safe Haven Inc | Bette Bonney, President  
Mobile: 0429 432 510  
Email: safehavenwarwick@gmail.com | Community  
Individuals  
Families | Supporting domestic violence prevention and recovery | Follow Warwick Safe Haven Inc on Facebook: [https://www.facebook.com/warwicksafehaveninc/](https://www.facebook.com/warwicksafehaveninc/) |
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</table>
| Women’s Legal Service QLD | Rural, Regional And Remote Priority Advice Line  
Ph: 1800 457 117  
9:30am - 1:30pm, every Tues  
Free legal advice by telephone for women from rural, regional and remote areas of Queensland on domestic violence, child protection, child support and complex family law matters.  
Statewide Helpline for assistance on  
Ph: 1800 957 957  
9am - 3pm, Mon to Fri  
Website: [www.wlsq.org.au](http://www.wlsq.org.au) | Women | They assist women in the areas of family law, child support, child protection, domestic violence and some areas of sexual assault | In response to COVID-19, for the foreseeable future all WLS staff will be working remotely. Please call their Statewide Helpline for assistance on 1800 957 957 Monday to Friday, 9am to 3pm.  
If you are in immediate danger call the Police on 000 or DV Connect 1800 811 811.  
For info on all the services they provide go to: [https://wlsq.org.au/get-help/](https://wlsq.org.au/get-help/)  
To access resources head to: [https://wlsq.org.au/information-sheets/](https://wlsq.org.au/information-sheets/) | | |
| Aboriginal Family Legal Service Southern Queensland | Website: [https://aflssq.org.au/](https://aflssq.org.au/)  
Freecall: 1800 185 950  
Email: courtsupport@aflssq.org.au  
Goondiwindi (Region), Southern Downs (Region), Toowoomba (Region) and Western Downs (Region). | Aboriginal and Torres Strait Islander families | Assists with legal services, education and counselling services, courts support, advocacy and referral services. | COVID-19 Update:  
The office is currently closed and the AFLSSQ is only providing telephone advice/facetime support.  
Call/text/email their office on:  
Freecall: 1800 185 950  
Mobile: 0427 697 448  
Email: courtsupport@aflssq.org.au | | |
| Care Goondiwindi Community Legal Services | Ph: 4670 0700  
Email: legal@caregoondiwindi.org.au  
Legal Aid Ph: 4670 0716 | Individuals Families | Care Goondiwindi Community Legal Services is a free legal service providing general legal advice, referrals and community legal education.  
They do not provide ongoing or court representation, but assist with referrals to and information including about what organisations that do provide these services. | COVID-19 Update:  
The Care Goondiwindi Office is closed, but the service is contactable via phone.  
Stanthorpe Office – Phone Appointments only  
Ph: 4670 0716 | | |
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<tr>
<td>Men's Referral Service</td>
<td>No to Violence Website: <a href="http://www.ntv.org.au">www.ntv.org.au</a> Ph: 1300 766 491 8am – 9pm, Mon to Fri 9am – 5pm, Weekends Live Chat now (National) 8am – 9pm, Mon to Fri 10am – 3pm, Weekends/Public Hols</td>
<td>Individuals Families Carers</td>
<td>The Men's Referral Service is a men’s family violence telephone counselling, information and referral service. They also provide support and referrals for women and men seeking information on behalf of their male partners, friends or family members, and workers in a range of agencies seeking assistance for their clients who are men. Follow No to Violence on social media: Facebook: <a href="http://https://www.facebook.com/NTVPeakBody/">https://www.facebook.com/NTVPeakBody/</a> Twitter: [<a href="https://twitter.com/NTVorg">https://twitter.com/NTVorg</a> or @NTVorg](<a href="http://https://twitter.com/NTVorg">http://https://twitter.com/NTVorg</a> or @NTVorg) YouTube: <a href="http://https://www.youtube.com/user/WhatMenCanDo">https://www.youtube.com/user/WhatMenCanDo</a></td>
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<td>1800 Respect National Helpline</td>
<td>Website: <a href="http://www.1800respect.org.au">www.1800respect.org.au</a> Ph: 1800 737 732 (24/7) National Relay Service Ph: 1800 555 677 Interpreter Ph: 13 14 50 &amp; ask to be connected to 1800RESPECT Information on website in several languages.</td>
<td>Those at risk of or have experienced violence, their friends and families</td>
<td>Open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse. Information on DV, healthy relationships, safety planning, counselling and links to helpful Apps. 24/7 support over the phone or to chat online head to: <a href="http://https://chat.1800respect.org.au/#/welcome">https://chat.1800respect.org.au/#/welcome</a> For answers to FAQs, visit: <a href="http://https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling">https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling</a></td>
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## Legal Services | Domestic Violence Services | Family Support

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<tbody>
<tr>
<td>Dept. of Child Safety, Youth and Women - Child Safety After Hours Emergency &amp; Crisis Care</td>
<td>Website: <a href="https://www.csyw.qld.gov.au/department-child-safety-youth-women">https://www.csyw.qld.gov.au/department-child-safety-youth-women</a>  Regional Intake Services  Ph: 1300 683 390 (9am-5pm, Mon to Fri)  Child Safety After Hours Service:  Ph: 1800 177 135 (Freecall)  (Available 24/7)  Persons with a hearing impairment:  TTY: (07) 3012 8655</td>
<td>Families  Carers  Community</td>
<td>The service operates 24 hours a day, 7 days a week to report worries about yours or other children.  For support info head to: <a href="https://www.csyw.qld.gov.au/news/novel-coronavirus">https://www.csyw.qld.gov.au/news/novel-coronavirus</a></td>
<td>This service provides a range of services to current clients of Child Safety Services. It is also the contact point when you are concerned that a child has been harmed or may be at risk of harm, and provides support for foster and kinship carers.  If you are concerned about possible harm to a child please contact the Department of Child Safety Youth and Women Regional Intake Service on Ph: 1300 683 390 (9am-5pm, Mon – Fri) or for after-hours concerns call the Child Safety After Hours Service on 1800 177 135. <a href="https://bit.ly/3fwVgxy">https://bit.ly/3fwVgxy</a></td>
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<tr>
<td>Parentline</td>
<td>Website: <a href="http://www.parentline.com.au">www.parentline.com.au</a>  Ph: 1300 30 1300 8am – 10pm, 7 days a week – QLD  Webchat: 8am – 9pm, 7 days a week <a href="https://parentline.com.au/get-help/webchat-counselling">https://parentline.com.au/get-help/webchat-counselling</a></td>
<td>Parents and Carers</td>
<td>Parentline offers confidential phone and WebChat counselling and support for parents and carers of children in Queensland. Parentline is a service of Yourtown.</td>
<td>Support for parents and their children (from infancy to 9yrs and older). You can talk to their qualified counsellors about anything to do with those challenges you’re facing as a parent or those issues affecting your family – such as strategies for challenging behaviour, your relationship with your children, co-parenting guidance or mental health.  Follow Parentline on Facebook: <a href="https://www.facebook.com/ParentlineQLDNT/">https://www.facebook.com/ParentlineQLDNT/</a></td>
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<tr>
<td>Relationships Australia Queensland (RAQ)</td>
<td>Website: <a href="https://www.raq.org.au/">https://www.raq.org.au/</a>  Ph: 1300 364 277  (Mon to Fri, 8am-8pm &amp; Sat, 10am-4pm)  Nearest centre: 477 Ruthven St, Toowoomba</td>
<td>Individuals  Families  Community</td>
<td>Aiming to support all people in Australia to achieve positive and respectful relationships. We support people living in Aboriginal and Torres Strait Islander communities, those suffering from family violence, poor mental health, addictions, people who are socially excluded and those living in remote areas.</td>
<td>Some of RAQ services are available to access in person again. They have commenced some of the services at their Ipswich venue, with plans to open several other venues in the week of 8 June 2020.  This service will assist across the following areas: Rural and remote counselling, gambling, relationship services, family dispute resolution (mediation), addiction, trauma related issues and diverse groups.  For information on all their services head to: <a href="https://www.raq.org.au/services">https://www.raq.org.au/services</a>  COVID-19 Update:  All services have been moved to phone and video. For more details on the RAQ response to COVID-19, visit: <a href="https://bit.ly/2B3hFU9">https://bit.ly/2B3hFU9</a></td>
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<td>COVID-19 and custody or court orders</td>
<td>Website: <a href="https://www.covid19.qld.gov.au/government-actions/gatherings">https://www.covid19.qld.gov.au/government-actions/gatherings</a></td>
<td>Those with custody arrangements or those attending court</td>
<td>Relates to social distancing requirements under COVID-19</td>
<td></td>
<td>Includes information on shared custody arrangements of children, and movements to attend Court or comply with a Court order. Queensland Courts are open and hearing cases with some changes to operations to reduce the potential for transmission of the virus. Specific information for each court is available at: <a href="https://www.courts.qld.gov.au/about/covid-19-response">https://www.courts.qld.gov.au/about/covid-19-response</a></td>
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<tr>
<td>Catholic Care Social Services &amp; Family Relationship Centre</td>
<td>CatholicCare Ph: 1300 477 433 Family Relationship Centre (FRC) Ph: 1300 348 248. Website: <a href="http://www.catholiccare.services">www.catholiccare.services</a> Email: <a href="mailto:enquiries@catholiccare.services">enquiries@catholiccare.services</a> Follow CatholicCare Social Services – Toowoomba Region on Facebook: <a href="https://www.facebook.com/CatholicCareToowoomba/">https://www.facebook.com/CatholicCareToowoomba/</a></td>
<td>Parents Families Youth Individuals Migrants</td>
<td>Provide a range of services available to help support individual, family and community wellbeing. CatholicCare’s TRAMS program has developed a suite of audio resources in Kurdish Kurmanji to help make accurate information readily accessible. Head to: CatholicCare Social Services – Toowoomba Facebook page.</td>
<td></td>
<td>COVID-19 Update: CatholicCare is resuming face to fact support in July, however will continue to run all services online. Services include: Family &amp; Relationship Counselling; Family Dispute Resolution; Family Mediation; Couples Counselling; Child Counselling; Employee Assistance Program; Youth Support; and TRAMS – Toowoomba Refugee &amp; Migrant Support. To access online support videos head to: <a href="https://www.catholiccare.services/news/online-support-videos">https://www.catholiccare.services/news/online-support-videos</a></td>
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<tr>
<td>Our Watch</td>
<td>Website: <a href="https://www.ourwatch.org.au/">https://www.ourwatch.org.au/</a></td>
<td>Practitioner focused</td>
<td>Our Watch focuses on advocacy, awareness, prevention, and research based tools and resources relating to DV.</td>
<td></td>
<td>Our Watch provides practitioner links and resources including updates regarding their campaigns, handbooks and implementation guides, which you can access here: <a href="https://www.ourwatch.org.au/our-work/">https://www.ourwatch.org.au/our-work/</a> Our Watch does not provide emergency assistance or support services to people who are experiencing or at risk of experiencing domestic and family violence and/or sexual assault.</td>
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<td>Tenants Queensland</td>
<td>Website: <a href="https://tenantsqld.org.au/">https://tenantsqld.org.au/</a> Ph:1300 744 263 or Ph: 3832 9403 9am – 5pm, Mon to Fri Extended hours to 7pm, Tues &amp; Wedn</td>
<td>Tenants. Tenants affected by Domestic Violence (DV)</td>
<td>Tenants Queensland seeks to represent the concerns of all Queensland tenants who live in rental accommodation, including caravan park and boarding house residents. They aim to improve conditions for residential tenants by assisting tenants to understand and exercise their legal rights and advocate their concerns.</td>
<td>DV TOOLKIT</td>
<td>This integrated tenancy toolkit aims to build the capacity of domestic and family violence service providers, when assisting women affected by domestic violence to START, STAY or LEAVE their rental accommodation. <a href="https://tenantsqld.org.au/dv-toolkit/">Toolkit can be found at:</a> In support of the toolkit, Tenants Queensland provides domestic and family service providers and workers supporting women with DFV related tenancy issues in Queensland with an advisory line at (07) 3708 4833 Or email <a href="mailto:RoseB@tenantsqld.org.au">RoseB@tenantsqld.org.au</a> General tenancy advice including helpful factsheets can be found at: <a href="https://tenantsqld.org.au/info-for-tenants/">https://tenantsqld.org.au/info-for-tenants/</a> COVID-19 Information – A summary of changes for tenants and residents during COVID-19: <a href="https://tenantsqld.org.au/coronavirus-covid-19-information-2/">https://tenantsqld.org.au/coronavirus-covid-19-information-2/</a></td>
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<tr>
<td>Safe and Together Institute (International)</td>
<td>Website: <a href="https://safeandtogetherinstitute.com/">https://safeandtogetherinstitute.com/</a> Safe &amp; Together Institute PO Box 745 Canton, Connecticut USA</td>
<td>Adults, friends and family of those concerned for the safety of someone they know.</td>
<td>This is a resource identified by Child Family Community Australia (CFCA) Safe &amp; Together: Offers specific concrete steps that family and friends can take to support a loved one who is being abused. Free Resources for Family and Friends: <a href="https://bit.ly/3j3dA5">https://bit.ly/3j3dA5</a> COVID-19 Case Planning: <a href="https://bit.ly/3h8txnF">https://bit.ly/3h8txnF</a> FREE Friends and Family Ally Guide - This book is for friends and family who know a loved one experiencing domestic violence and coercive control and would like to know how best to support them. It is also for friends and family who have concerns about a loved one, but who aren’t sure whether abuse is happening. Access it here: <a href="https://bit.ly/38ZaQIM">https://bit.ly/38ZaQIM</a>.</td>
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| **Mercy Community Services** | Website: [https://www.mercycommunity.org.au/](https://www.mercycommunity.org.au/)  
Mercy Community Services  
Address: 104 South St, Toowoomba  
Ph: 13 32 64 OR Ph: 4617 7600  
Email: [toowoomba.admin@mercycommunity.org.au](mailto:toowoomba.admin@mercycommunity.org.au) | Families  
Young People | Programs and support for families and young people.  
All group programs are cancelled and the delivery of face-to-face services will be somewhat reduced as we take reasonable measures to maintain the safety of the people we serve. Wherever possible all contact with children, young people, families and stakeholders will occur via phone and email. Where face-to-face contact is assessed as necessary for any family, child and/or young person, Mercy Community will undertake a COVID19 risk assessment prior to visiting, as a precaution against any health risks. |
Mercy Community Warwick  
Address: 113 Percy St, Warwick  
(Currently unmanned) please call Toowoomba office for referral directly to practitioners  
Ph: 13 32 64 OR Ph: 4617 7600 | Individuals and families | Individual and family support, Early Years programs, Youth Support Service and Child and Family Connect. | Family programs include – Integrated Early Learning, Pathways for Early Learning and Development (PELD), Pop-up Playgroup and the Home Interaction Program for Parents and Youngsters (HIPPY).  
All group programs are cancelled and the delivery of face-to-face services will be somewhat reduced as we take reasonable measures to maintain the safety of the people we serve. Wherever possible all contact with children, young people, families and stakeholders will occur via phone and email. |
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</table>
| **Mercy Community - Family Services Southern Downs**  | **Family and Child Connect**  
Website: [www.familychildconnect.org.au](http://www.familychildconnect.org.au)  
Ph: 13 FAMILY (13 32 64)  
or complete their online referral form.  | Your family or someone you know  | Practical support to help with the day-to-day work of raising children.  | Family and Child Connect can help with a range of family and parenting challenges. They’ll talk with you about your situation and work out the type of support you might find helpful. Referral and connection to key local services to help you and your family.  
They can connect you to local services that can help with:  
- managing your child’s behaviour (e.g. skipping school, running away from home, homework, tantrums);  
- building better family relationships;  
- stopping any violence at home;  
- budgeting and managing money;  
- alcohol, drug or gambling problems;  
- housing, health care or access to other community or government services.  
*You can use this service as often as you need. There is no limit and no cost.*  |  |
| **Youth Support Services**  | **Address**113 Percy Str, Warwick  
**Phone:** 4617 7600  
Website: [https://www.mercycommunity.org.au/](https://www.mercycommunity.org.au/)  
Join the Warwick Youth Support Service – Private Group on Facebook: [https://www.facebook.com/groups/523868841650721/?ref=share](https://www.facebook.com/groups/523868841650721/?ref=share)  | **Youth 12-21 yrs**  | **We are primarily about connection:** connection with family, friends, education, employment and community services, depending on your needs. You are in control of setting your own goals and we are there to help where we can, every step of the way.  | The aim of the Warwick Youth Support Service is to create a safe place for young people to come and talk with a trained professional about the things that are worrying them. Young people aged 12-21 years who live in Warwick and surrounding areas can sign up to receive tailored assistance to navigate a range of challenges they may be experiencing. We can assist young people for as long as is needed in order for them to achieve their goals.  |  |
| **Queensland Police Service (QPS)**  | **NEW domestic and family violence reporting tool for non-urgent matters**  
You can make contact with a police officer or police station by completing an online form available from this website: [https://www.police.qld.gov.au/domestic-violence](https://www.police.qld.gov.au/domestic-violence)  
Otherwise, you can call QPS on 131 444 (24/7) regarding non-urgent domestic violence related matters.  | **Individuals**  | **Reporting of non-urgent domestic violence related matters.**  | Is the incident of domestic violence happening now?  
Is anyone seriously injured or in immediate danger?  
Is anyone’s life being threatened?  
If yes, contact the police on Triple Zero (000)  |  |
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<td>Partners in Prevention (PiP)</td>
<td>Website: <a href="https://www.partnersinprevention.org.au">https://www.partnersinprevention.org.au</a> Ph: (03) 8346 5200 (Victoria)</td>
<td>Practitioner focused</td>
<td>Partners in Prevention (PiP) is a network of practitioners working across Victoria to prevent violence against women</td>
<td>PiP supports prevention practitioners to hone their practice skills, connect with one another and strengthen their knowledge of the evidence base around respectful relationships education and the primary prevention of violence against women. Find a range of resources here: <a href="https://www.partnersinprevention.org.au/resources/">https://www.partnersinprevention.org.au/resources/</a></td>
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<tr>
<td>Raising Children - The Australian Parenting Website</td>
<td>Website: <a href="https://raisingchildren.net.au/">https://raisingchildren.net.au/</a></td>
<td>For all Australian parents and carers.</td>
<td>This website is also for the professionals who work with and support parents and carers including health nurses, teachers, social workers, psychologists and so on.</td>
<td>The website offers tools, information guides, mobile apps and other products to help your family grow and thrive together, which you can access here: <a href="https://raisingchildren.net.au/guides">https://raisingchildren.net.au/guides</a> COVID-19 Resources: A family guide Find information on COVID-19 and protective hygiene, plus tips to help you and your family cope. <a href="https://raisingchildren.net.au/guides/coronavirus-covid-19-guide">https://raisingchildren.net.au/guides/coronavirus-covid-19-guide</a></td>
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### Alcohol and Other Drugs Supports

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<tr>
<td>Alcohol &amp; Drug Service</td>
<td>Warwick Hospital, Liz Brown Ph: 4660 3901 8am – 4.30pm Mon – Fri</td>
<td>Adults</td>
<td>Assessment, referral, counselling, information, case management, dual diagnosis and group programs.</td>
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<td>Transitioning to Telehealth – ring to check.</td>
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<tr>
<td>Lives Lived Well Alcohol &amp; Drug Counselling and Support</td>
<td>Warwick, Stanthorpe &amp; Surrounds, Lindsay McMahon Mbl: 0439 653 462 Email: <a href="mailto:lindsay.mcmahon@liveslivedwell.org.au">lindsay.mcmahon@liveslivedwell.org.au</a>, Heidi Davidson Mbl: 0400 001 756 Email: <a href="mailto:heidi.davidson@liveslivedwell.org.au">heidi.davidson@liveslivedwell.org.au</a>, Address: 54 Grafton St, Warwick, Website: <a href="http://www.liveslivedwell.org.au">www.liveslivedwell.org.au</a> Ph: 1300 727 957 (QLD)</td>
<td>Adults Young people over the age of 12yrs.</td>
<td>Support for people who are being impacted by alcohol or drugs.</td>
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<td>Lives Lived Well services are delivered face-to-face, or via telephone or video link.</td>
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<td>People can self-refer, or be referred, by calling the local staff as listed, or by filling out a form on their website at <a href="http://www.liveslivedwell.org.au">www.liveslivedwell.org.au</a>.</td>
</tr>
<tr>
<td>HOA/DrugARM</td>
<td>Trevor Horsnell Mbl: 0436 923 399, Warwick, Stanthorpe, Texas</td>
<td>For people who want help to address issues related to their alcohol or other drug use</td>
<td>Relapse prevention, coping strategies, relationship skills, anger management, emotional regulation, mental health, and other life skills support.</td>
<td></td>
<td>Addiction counselling &amp; support now delivered by phone and/or telelink.</td>
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<tr>
<td>HOA/DrugARM</td>
<td>Breakthrough for Families &amp; Our Way Program, Ph: 3620 8880</td>
<td>Families/ Partners</td>
<td>Free program to help families/partners impacted by others’ alcohol/drug use.</td>
<td></td>
<td>One on one and group sessions now delivered by phone &amp;/or telelink.</td>
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<tr>
<td>DrugARM</td>
<td>Website: <a href="http://www.drugarm.com.au">www.drugarm.com.au</a> General Enquiries Ph: 1300 656 800 Intake Service: QLD 3620 8880 8:30am – 4:30pm Mon to Fri</td>
<td>Children/Youth, Adults, Families</td>
<td>Helping people, families and communities impacted by alcohol and other drugs to achieve positive transformations through awareness, rehabilitation and management.</td>
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<td>COVID-19 Update: Most of their programs are now available face-to-face. Where this is not yet possible, they will continue to offer telephone and online services.</td>
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| DrugInfo Line  
Email: druginfo@adf.org.au  
Ph: 1300 85 85 84                                             | Individuals | DrugInfo is a confidential, non-judgemental telephone and email information and referral service for anyone seeking help for their own or another person’s alcohol or drug use. |         |       | Easily accessible information about alcohol and other drugs by calling or emailing DrugInfo. Help for yourself, a friend or a family member. Provides information and contact details for counselling, treatment and support services.  
Coping with coronavirus (COVID-19)  
| Text the Effects  
(Alcohol and Drug Foundation)                             | SMS 0439 TELL ME  
(0439 835 563*)  
*standard call rates apply – this is not a free call*  
Ph: 1300 85 85 84                                             | Individuals | Text the Effects is a drug information service via SMS. It provides information about the effects of drugs in a confidential and accessible way, any location, any time. |         |       | SMS service. Simply text the name of the drug you want to know about to 0439 TELL ME (0439 835 563) |
| National Alcohol and Other Drug Hotline                       | Ph: 1800 250 015 to speak to someone in your state.  
Ph: 1300 85 85 84                                             | Individuals | Free and confidential advice about alcohol and other drugs. |         |       |                                                                                                     |
| Counselling ONLINE                                           | Website: [https://www.counsellingonline.org.au/](https://www.counsellingonline.org.au/)  
Free Drug & Alcohol counselling 24/7  
Follow on Counselling ONLINE on social media:  
Facebook: [https://www.facebook.com/CounsellingOnlineAU/](https://www.facebook.com/CounsellingOnlineAU/)  
Twitter: [https://twitter.com/CounsellingOnAu](https://twitter.com/CounsellingOnAu)  
@CounsellingOnAu                                             | Individuals concerned about their own drinking or drug use, or concerned family, relatives or friends | Their primary service is online text-based counselling for people concerned about their own drinking or drug use. The service is equally available to people concerned about a family member, relative or friend.  
The service also provides:  
- support by email  
- tools such as self-assessments and self-help modules  
- an SMS service to keep you focused and on track  
- an online community forum to connect you with peers for support. |         |       | Counselling Online services are free and available 24 hours a day, seven days a week. Private and Confidential  
Webchat 24/7 | Online Forum | Blog  
COVID-19 Update:  

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<tr>
<td>Ken’s Place</td>
<td>Churches of Christ Home and Community Care Ph: 4661 7088</td>
<td>People living with dementia</td>
<td>Weekday or weekend respite</td>
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<td>Ring Churches of Christ for current arrangements.</td>
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<tr>
<td>Carer Gateway Support Services</td>
<td>Wellways is your first point of contact in Qld. Ph: 1300 111 400 Website: <a href="http://www.wellways.org.au">www.wellways.org.au</a> Email: <a href="mailto:enquiries@wellways.org">enquiries@wellways.org</a> For more information about Carer Gateway, visit <a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a> <strong>Carer Gateway COVID-19 Information:</strong> <a href="https://www.carergateway.gov.au/covid-19">https://www.carergateway.gov.au/covid-19</a></td>
<td>People registered as a carer for an older person or for someone with a disability or mental health condition</td>
<td>If you support a family member or friend who has a disability, mental health condition, chronic health condition, terminal illness, or is frail aged you can access free supports via Carer Gateway For advice on how to get help go to <a href="https://www.carergateway.gov.au/help-advice/getting-help">https://www.carergateway.gov.au/help-advice/getting-help</a></td>
<td>COVID-19 Update: With the current climate it is more important than ever that you have access to carer supports. Some services have been modified to limit face-to-face contact. <strong>Wellways also has a Helpline</strong> for mental health information, support and referral advice 1300 111 500 (9am -9pm, Mon to Fri). <strong>Wellways COVID-19, services and programs:</strong> <a href="https://www.wellways.org/covid-19">https://www.wellways.org/covid-19</a> Mental Health Service Navigator can advise and liaise.</td>
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<tr>
<td>Older Person’s Mental Health Service</td>
<td>Warwick Hospital Vanessa Kent Ph: 4660 3901 8am – 4:30pm, Mon to Fri</td>
<td>Generally, but not exclusively, adults 65+yrs.</td>
<td>Specialist psychiatric and aged mental health services</td>
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<td>Transitioning to Telehealth – ring to check.</td>
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<td>RED CROSS</td>
<td>TELECROSS Website: <a href="http://www.redcross.org.au/get-help/community-services/telecross">www.redcross.org.au/get-help/community-services/telecross</a> Ph: 1300 885 698</td>
<td>- frail &amp; aged - have a disability - housebound - recovering from an illness or accident</td>
<td>Red Cross provides regular telephone calls to people who have little or no social connection with other people. Friendly volunteers call participants at an agreed time, either for a welfare check or for an open ended chat.</td>
<td></td>
<td>Telecross – Welfare check Follow Australian Red Cross on social media: Facebook: <a href="https://www.facebook.com/AustralianRedCross/">https://www.facebook.com/AustralianRedCross/</a> Twitter: <a href="https://twitter.com/RedCrossAU">https://twitter.com/RedCrossAU</a> YouTube: <a href="https://www.youtube.com/user/AustralianRedCross">https://www.youtube.com/user/AustralianRedCross</a></td>
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<td>COVID Connect</td>
<td>Website: <a href="https://www.redcross.org.au/get-help/community-services/covid-connect">https://www.redcross.org.au/get-help/community-services/covid-connect</a></td>
<td>Adults of all ages</td>
<td>COVID Connect is a free service to provide support and community connection to people who are feeling socially isolated as a result of COVID-19.</td>
<td></td>
<td>If you are not in regular contact with others, the COVID Connect service can help you. <strong>To register for COVID Connect, visit:</strong> <a href="https://connect.redcross.org.au/covid-connect/">https://connect.redcross.org.au/covid-connect/</a> <strong>Note:</strong> It is not a service for people wanting assistance with their mental health or those who require assistance in a crisis.</td>
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## Seniors Support | Elder Abuse Support

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<tr>
<td>Queensland Seniors</td>
<td>Website: <a href="http://www.qld.gov.au/seniors">www.qld.gov.au/seniors</a> General Enquiries Ph: 13 QGOV (13 74 68)</td>
<td>QLD seniors</td>
<td>Links to online services and information about support and services for older Queenslanders.</td>
<td>Seniors’ card, concessions, home support, health, transport, social programs, recreation, elder abuse and more. Online information, videos. Links to COVID-19 information.</td>
<td>Follow Queensland Seniors on Facebook: <a href="https://www.facebook.com/qldseniors/">https://www.facebook.com/qldseniors/</a></td>
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<td>Time for grandparents /Grandparents Information</td>
<td>Website: <a href="http://www.grandparentsqld.com.au">www.grandparentsqld.com.au</a> Grandparents Information Line Ph: 1300 135 500 9am-5pm Mon to Fri</td>
<td>Grandparents who have the full time care of their grandchildren and with at least one child for whom they do not receive the Foster or Kinship Carer Payment from the Dept of Child Safety. Provides telephone information, referral and support.</td>
<td>Supports grandparents who have the full time care of their grandchildren and with at least one child for whom they do not receive the Foster or Kinship Carer Payment from the Dept of Child Safety. Provides telephone information, referral and support.</td>
<td>Find a local service</td>
<td>Follow Time for Grandparents on Facebook: <a href="https://www.facebook.com/Seniors-Enquiry-Line-Time-for-Grandparents-Program-140805255944585/">https://www.facebook.com/Seniors-Enquiry-Line-Time-for-Grandparents-Program-140805255944585/</a></td>
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<td>Elder Abuse Prevention Unit</td>
<td>Website: <a href="http://www.eapu.com.au">www.eapu.com.au</a> Elder Abuse Helpline <a href="https://www.eapu.com.au/helpline">https://www.eapu.com.au/helpline</a> Ph: 1300 651 192 or Ph: 1800 ELDERSHEL ( 1800 353 374) 9am-5pm Mon to Fri during the pandemic to provide confidential information, advice and referrals. Follow Elder Abuse Prevention Unit on social media Facebook: <a href="https://www.facebook.com/eapuqlducc/">https://www.facebook.com/eapuqlducc/</a> Twitter: <a href="https://twitter.com/ElderAbuseQld">https://twitter.com/ElderAbuseQld</a> Or @ElderAbuseQ</td>
<td>Anyone who experiences, witnesses or suspects abuse of an older person</td>
<td>The Elder Abuse Helpline provides free assistance to anyone who experiences, witnesses or suspects the abuse of an older person by someone they know or trust. All calls are confidential and can remain anonymous. Service brochures</td>
<td>If you or anyone you know are currently feeling threatened or unsafe it is best to call Triple Zero (000). The police can remove an abusive person from a situation or support someone to reach safety. The QLD Government Elder Abuse campaign offers information on how to recognise the signs and how to get help. Head to: <a href="https://www.communities.qld.gov.au/campaign/know-the-signs">https://www.communities.qld.gov.au/campaign/know-the-signs</a></td>
<td>Other confidential advice and support services: Lifeline: 13 1114 (24-hour crisis support line) Legal Aid Queensland: 1300 651 188 (10am to 4pm, Mon to Fri) DVConnect Womensline: 1800 811 811 (24/7) DVConnect Mensline: 1800 600 636 (9am to midnight, 7 days) Sexual Assault Helpline: 1800 010 120</td>
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| Department of Health, Australian Government | **Coronavirus (COVID-19) advice for older people**  
People aged 70 years and over, people aged 65 years and over with chronic medical conditions, people with compromised immune systems, and Aboriginal and Torres Strait Islander people over the age of 50, are at greater risk of more serious illness if they are infected with coronavirus. | Information on:  
- why the virus is dangerous for older people  
- protecting yourself  
- Symptoms  
- Assistance with food and meals  
- Wellbeing support  
- National Coronavirus Helpline Ph: 1800 020 080 |
| The Older Persons COVID-19 Support Line  
PH: 1800 171 866 | Senior Australians, their families and carers | The Older Persons COVID-19 Support Line provides information and support to senior Australians, their families and carers. | Senior Australians, their families and carers can call the Older Persons COVID-19 Support Line if they:  
- would like to talk with someone about the COVID-19 restrictions and the impact on them;  
- are feeling lonely or are worried about a loved one;  
- are caring for someone and need some information or a listening ear;  
- need help or advice about changing the aged care services they are currently receiving;  
- need help to access new care services or essential supplies such as shopping;  
- are concerned about a friend or family member living with dementia. |
| Community Visitors Scheme (CVS)  
Queensland Community Care Network Inc is the CVS network member for Qld. Contact Kieran Mawdsley if you have questions about the CVS, want to refer someone or yourself to the CVS, or would like to become a volunteer visitor.  
Email: Kieran@qccn.org.au  
Ph: 3379 7200 | Available to anyone receiving government-subsidised residential aged care or Home Care Packages. | The CVS arranges volunteer visits to older people to provide ongoing friendship and companionship. | The CVS is a free service that coordinates volunteer visits to provide ongoing friendship and companionship to eligible older people who are lonely or socially isolated. With increased isolation during the pandemic, the CVS is instead supporting phone and virtual friendships. The aim of the call is to improve a care recipient’s social health and wellbeing by providing regular and friendly contact.  
For more information visit the website, or contact Kieran Mawdsley with your questions, referrals or if you wish to register as a volunteer visitor. |
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<tr>
<td><strong>Department of Health, Australian Government</strong></td>
<td>Personal Monitoring technology for Senior Australians</td>
<td>Seniors</td>
<td>The factsheet provided on the departments’ website outlines eligibility criteria.</td>
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<td><strong>My Aged Care</strong></td>
<td>Website: <a href="https://www.myagedcare.gov.au/">https://www.myagedcare.gov.au/</a> Ph: 1800 200 422 (Freecall from landlines &amp; most mobiles) Hours: 8am – 8pm, Mon to Fri 10am – 2pm, Sat</td>
<td>Older Australians</td>
<td>My Aged Care can provide support to help you access Australian Government-funded aged care services.</td>
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**Commonwealth Home Support Programme (CHSP) service providers can use unspent 2019–20 funding to buy up to $1000 worth of personal monitoring technology for vulnerable clients during COVID-19. Older Australians receiving Home Care Packages can also use their packages to access monitoring services.**

In addition to personal monitoring, to help Home Care Package recipients stay connected with loved ones and their community, package funds can be used to purchase suitable digital technology and video conferencing equipment that meet their needs and access assistance in setting up and learning how to use the technology. Further information is available on [the department’s website](https://www.health.gov.au/). Talk with your Home Care Provider about what you might be able to include in your package.

**My Aged Care**

Website: [https://www.myagedcare.gov.au/](https://www.myagedcare.gov.au/) Ph: 1800 200 422 (Freecall from landlines & most mobiles) Hours: 8am – 8pm, Mon to Fri 10am – 2pm, Sat

Older Australians

My Aged Care can provide support to help you access Australian Government-funded aged care services.

If you need some help around the house or think it’s time to look into aged care homes, My Aged care is here to help. This is the governments starting point to navigate your aged care journey including understanding the assessment process, providers and how to manage your services.

**COVID-19 Information and Support for Older Australians:** The COVID-19 pandemic is impacting all Australians. However, the travel restrictions and self-isolation are causing particular challenges for older Australians.

**Access vital information to support you in this time here:** [https://www.myagedcare.gov.au/covid-19-information-support](https://www.myagedcare.gov.au/covid-19-information-support)

**Additional support for those in crisis:** If you are an older Australian in crisis, uncomfortable with, or unable to access the internet to order groceries, and your support networks are unavailable the My Aged Care contact centre can help you. To register for My Aged Care call the contact centre on 1800 200 422.
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<tr>
<td>Meals on Wheels Queensland (MOWQ)</td>
<td>Website: <a href="https://www.qmow.org/">https://www.qmow.org/</a> Ph: 1300 90 97 90</td>
<td>The elderly, people with a disability and others following illness, hospital stays or procedures.</td>
<td>MOWQ deliver healthy meals to clients’ homes to not only ensure their nutritional requirements are being met, but to provide regular social contact and a friendly check to see all is well.</td>
<td>To make a client referral, visit: <a href="https://www.qmow.org/make-a-referral">https://www.qmow.org/make-a-referral</a> or Ph: 1300 909 790</td>
<td>COVID-19 Guidelines for Clients</td>
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<td>MOW Killarney</td>
<td>Meals on Wheels Killarney Ph: 4664 1488 Email: <a href="mailto:admin@kmac.net.au">admin@kmac.net.au</a></td>
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<td>MOW Stanthorpe</td>
<td>Meals on Wheels Stanthorpe Ph: 0488 529 060 Email: <a href="mailto:stanthorpemealsonwheels@gmail.com">stanthorpemealsonwheels@gmail.com</a></td>
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<td>Dementia Australia</td>
<td>National Dementia Helpline Ph: 1800 100 500 Hours: 9am–5pm, Mon to Fri (exc. Public holidays) *from July will operate with extended hours from 8am – 8pm, Monday to Friday exc. public holidays Website: <a href="http://www.dementia.org.au">www.dementia.org.au</a> Queensland Counselling Services Ph: 3014 6620 to book a phone appointment Helpline webchat: <a href="https://www.dementia.org.au/helpline/webchat/">https://www.dementia.org.au/helpline/webchat/</a> Email Support: <a href="mailto:helpline.nat@dementia.org.au">helpline.nat@dementia.org.au</a></td>
<td>People living with dementia &amp; their Carers, Family &amp; Friends</td>
<td>National Dementia Helpline is a free and confidential service where you can chat with caring and experienced professionals about dementia and memory loss concerns for yourself or others. The website has a range of information, resources and help sheets, (including translated information in more than 40 languages) along with details of support services &amp; helplines.</td>
<td></td>
<td>Dementia Australia COVID-19 Update: <a href="https://bit.ly/3h0Wb9N">https://bit.ly/3h0Wb9N</a> COVID-19 - Tips for People Living with Dementia: <a href="https://bit.ly/3j7aU4F">https://bit.ly/3j7aU4F</a> Dementia Resources and Support Available in QLD: <a href="https://www.dementia.org.au/support/in-your-region/qld">https://www.dementia.org.au/support/in-your-region/qld</a> Supports include counselling, national library service, education programs, and friendship clubs. The Dementia Guide is an important resource for any person impacted by any form of dementia, of any age. It can help anyone learn about dementia and the treatments, support and services available, and may also be useful to the friends, families and carers of people living with dementia, as it contains information about the impact dementia may have on a person, the treatment, support and services they may need, as well as for anyone taking on a caring role. Access the Guide here: <a href="https://bit.ly/32o09VG">https://bit.ly/32o09VG</a> Follow Dementia Australia on social media: Facebook: <a href="https://www.facebook.com/DementiaAustralia">https://www.facebook.com/DementiaAustralia</a> Twitter: [<a href="https://twitter.com/DementiaAus">https://twitter.com/DementiaAus</a> or @DementiaAus](<a href="https://twitter.com/DementiaAus">https://twitter.com/DementiaAus</a> or @DementiaAus) Instagram: [<a href="https://www.instagram.com/Dementia_Australia/">https://www.instagram.com/Dementia_Australia/</a> or dementia_australia](<a href="https://www.instagram.com/Dementia_Australia/">https://www.instagram.com/Dementia_Australia/</a> or dementia_australia) YouTube: <a href="https://www.youtube.com/c/DementiaAustralia">https://www.youtube.com/c/DementiaAustralia</a></td>
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| COTA Queensland | Website: [https://www.cotaqld.org.au/](https://www.cotaqld.org.au/)  
Ph: 1300 738 348  
Email: info@cotaqld.org.au  
Hours: 9am – 5pm, Mon to Fri (closed Public Holidays)  
COTA Qld Engagement Hub [https://cotaqld.engagementhub.com.au/](https://cotaqld.engagementhub.com.au/) | Older Australians | Council on the Ageing (COTA) Queensland is a statewide not for profit organisation advancing the rights, interests and futures of people as we age. They promote older people’s rights and advocate to Government on issues that affect us all as we age. | Provide older people with information that enables them to make informed choices and act on their own behalf. Advocate giving priority to older people experiencing injustice, discrimination, disadvantage or disability.  
Follow COTA Qld on social media:  
Facebook: [https://www.facebook.com/COTAQld](https://www.facebook.com/COTAQld)  
Twitter: [https://twitter.com/COTAQld](https://twitter.com/COTAQld) or @COTAQld | |
| National COVID Older Persons Information Line | Ph: 1800 171 866  
*The National COVID Older Persons Information Line is a joint initiative of COTA Australia, National Seniors Australia, Older Persons Advocacy Network and Dementia Australia, supported by the Commonwealth Government.* | Older Persons | This hotline provides particular support to those accessing aged care services who are disproportionately impacted by health precautions and restrictions. | The new COVID-19 hotline will help older Australians get the critical information they need to stay healthy and safe during the pandemic, providing an accessible one-stop source for personal support, questions and up-to-date guidelines. | |
| Department of Transport & Main Roads (QLD) TMR | Changes for renewing drivers licence for those aged 75+  
Due to COVID-19 the Queensland Government has temporarily changed its medical certificate requirements for drivers aged 75 and over.  
Department of Transport and Main Roads Ph: 13 23 80 | Seniors aged 75+ | Licence renewals and notification of your medical condition. | **COVID-19 Update:**  
Changes to the requirement for medical certificates:  
If you are 75 and over and don’t have an ‘M’ condition on your driver licence:  
- you won’t be committing an offence if you drive without holding a valid medical certificate during the COVID-19 emergency period;  
- if you have a medical certificate that expired after 29 January 2020, it will still be considered valid during the emergency period.  
For all licence holders, if you have an ‘M’ condition on your driver licence and your medical certificate is due to expire, you will need to call TMR on 13 23 80 or email medcert@tmr.qld.gov.au to have it extended for a maximum of 6 months.  
If your most recent contact details are registered with TMR, you will be notified of this information.  
If you can obtain a medical certificate via telemedicine, you or your doctor can lodge this certificate with TMR by emailing medcert@tmr.qld.gov.au.  
If your condition worsens, or if a new condition develops, you must not drive until you are able to be assessed by a doctor and have a new medical certificate issued. | |

**Important Note:** The listings in this document are subject to change without notice. This list is not exhaustive and does not cover every single community service. Any emergency relief may be subject to eligibility criteria. Please contact all agencies directly with any questions.
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<td>Aged Care Quality and Safety Commission (ACQSC)</td>
<td>Website: <a href="https://www.agedcarequality.gov.au">https://www.agedcarequality.gov.au</a></td>
<td>Residential care homes, residents and visitors</td>
<td>Residential care homes, residents and visitors need to work together to find the right balance between protecting residents from COVID-19 and providing them with vital social connections and support.</td>
<td></td>
<td>This is about ensuring visiting procedures support the rights of older people and can be sustained in a way that also maintains the protection of all residents of an aged care home over the longer term. They have provided guidance resources for the aged care sector including specific guidance about visitations, which can be found at: <a href="https://bit.ly/3j87dff">https://bit.ly/3j87dff</a></td>
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<td>Older Persons Advocacy Network</td>
<td>Website: <a href="https://opan.com.au/">https://opan.com.au/</a> Email: <a href="mailto:covid@opan.com.au">covid@opan.com.au</a> Ph: 1800 700 600 6am-10pm, 7 days a week (This number will connect you with the aged care advocacy organisation in your state or territory) OPAN’s COVID-19 Helpline Call to chat about your COVID-19 concerns Ph: 1800 237 981 6am – 10pm, 7 days a week (AEDT)</td>
<td>Seniors</td>
<td>Older Persons Advocacy Network organisations support consumers and their families and representatives to effectively access and interact with Commonwealth funded aged care services and have their rights protected.</td>
<td></td>
<td>Older Persons Advocacy Network has developed a mobile application (Elder Help) and a video (Noticed Something?) which aim to provide information to volunteers and all those in contact with older people to recognise the possible signs of abuse. These resources also educate the wider community on the rights of older people receiving aged care, and how to access aged care advocacy services. <a href="https://opan.com.au/elder-abuse/">https://opan.com.au/elder-abuse/</a> They also provide COVID-19 updates and resources: <a href="https://opan.com.au/covid/">https://opan.com.au/covid/</a></td>
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<td>Uniting Care</td>
<td>Website: <a href="https://www.unitingcareqld.com.au/">https://www.unitingcareqld.com.au/</a> Ph: 1300 135 500. Mon-Fri, 9am-5pm.</td>
<td>Seniors</td>
<td>UnitingCare offers programs and fundamental support for seniors, whatever their situation — whether they are experiencing elder abuse, are the primary carers for their grandchildren, or simply looking for information on services in their local area.</td>
<td></td>
<td>Consumer Protection Program by Seniors Enquiry Line — If you’ve encountered a scam, fraud or consumer issue, it might have been difficult to know where to get help. It can be difficult to tell if something is real or fake — whether by letter, email, someone at the door, a voicemail or a phone call. Is it from a real business or a scammer? We will support you with information that could be critical in deciding what to do next.</td>
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<td>Queensland Police Service (QPS)</td>
<td>QPS Elder Abuse Website: <a href="https://www.police.qld.gov.au/elder-abuse">https://www.police.qld.gov.au/elder-abuse</a> If a crime is happening now, call Triple Zero (000) If not, think Policelink 131 444 You can also visit your nearest police station.</td>
<td>Seniors</td>
<td>QPS will act to protect and support victims of elder abuse. This may include: - Applying for a Domestic Violence Protection Order; - Investigating criminal offences; - Referring the victim and the offender to support services.</td>
<td></td>
<td>Information on how to recognise and seek help. The QPS Elder Abuse brochure provides information on how to understand, recognise and seek help to prevent elder abuse: <a href="https://bit.ly/2WmMjz8">https://bit.ly/2WmMjz8</a></td>
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<td>Office of the Public Guardian (OPG)</td>
<td>Website: <a href="https://www.publicguardian.qld.gov.au">https://www.publicguardian.qld.gov.au</a>  Ph: 1300 653 187  Hours: 9am to 5pm, Mon – Fri, local call cost  Email: <a href="mailto:publicguardian@publicguardian.qld.gov.au">publicguardian@publicguardian.qld.gov.au</a></td>
<td>Adults unable to make decisions for themselves</td>
<td>For adults with impaired decision-making capacity the OPG:  - makes personal, health and legal decisions (not related to property or finance) if the Public Guardian is their guardian or attorney;  - investigates allegations of abuse, neglect or exploitation;  - advocates and mediates on behalf of adults with impaired decision-making capacity; and  - educates the public on the guardianship and attorney systems.</td>
<td>The Office of the Public Guardian protects the rights and interests of adults who are unable to make decisions for themselves. The Public Guardian is empowered to investigate when it is suspected a senior with impaired capacity is being neglected, abused or exploited.  An Advance Health Directive allows you to plan what medical treatment or health care you would like in the event that you cannot make decisions for yourself.  For information on Advance Health Directives head to: <a href="https://www.publicguardian.qld.gov.au/health-decisions">https://www.publicguardian.qld.gov.au/health-decisions</a> For COVID-19 Updates: <a href="https://bit.ly/2Ot2SVZ">https://bit.ly/2Ot2SVZ</a></td>
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<tr>
<td>Community Legal Centres Queensland</td>
<td>Seniors Legal Advice and Support Service  Website: <a href="https://communitylegalqld.org.au/slass">https://communitylegalqld.org.au/slass</a>  Toowoomba Seniors Legal Support Service  The Advocacy and Support Centre (TASC)  Ph: 4616 9700  223 Hume St  SOUTH TOOWOOMBA QLD 4350</td>
<td>Seniors</td>
<td>If you are a victim of elder abuse or feel that you have been mistreated or taken advantage of financially. Senior Legal and Support Services (SLASS) provides free legal assistance, information and social work services for people over 60.</td>
<td>The service can assist you with:  - legal information and advice  - social work services  - short-term counselling  - advocacy on your behalf  - a referral to other legal, consumer and support services  - representation in court or before tribunals (in certain circumstances).</td>
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### Global Centre for Modern Ageing (GCMA)

**Website:** [https://www.gcma.net.au/](https://www.gcma.net.au/)

**Ph:** (08) 6117 5510 (South Australia)

**Email:** info@gcma.net.au

<table>
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<tr>
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Veteran and Family Support*

*Please also see other listings noted in the Mental Health Support section and the RHealth Mental Health resources document.

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| Open Arms         | Website: [www.openarms.gov.au](http://www.openarms.gov.au)  
                   Ph: 1800 011 046  
                   24hr crisis support       | Current & ex-serving ADF personnel and their families | Free and confidential counselling, group treatment programs, suicide prevention training and a community and peer network to support mental health and wellbeing.  
                   Counselling, group programs, workshops.  
                   Open Arms is open 24/7 if you need someone to talk to.  
                   If you have a counselling session scheduled but are feeling unwell or have concerns about attending it in person, call them on 1800 011 046 and they’ll reschedule it for you or discuss options for conducting it via telephone or video conferencing.  
                   Or, if you’re simply after helpful hints check out their news page: [https://www.openarms.gov.au/about/news](https://www.openarms.gov.au/about/news)  
                   Great to be Grounded: [https://bit.ly/3h7C1uT](https://bit.ly/3h7C1uT) | | |
| V360              | Website: [www.v360.org.au](http://www.v360.org.au)  
                   Veteran Crisis Line       | Immediate and Confidential Assistance for veterans & their families in Crisis | Homelessness and crisis support | Follow V360 on social media:  
                   Facebook: [www.facebook.com/Veterans360Australia](https://www.facebook.com/Veterans360Australia)  
                   Twitter: [https://twitter.com/V360Aust](https://twitter.com/V360Aust) or @V360Aust  
                   Subscribe to their newsletter on the website under ‘Contact us’. | | |
| Head to Health    | Website: [https://headtohealth.gov.au/supporting-yourself/support-for/veterans](https://headtohealth.gov.au/supporting-yourself/support-for/veterans) | Veterans and their immediate family members | Digital mental health resources for your needs. If you’re trying to improve your own mental health, or support somebody else with mental health issues, Head to Health provides links to trusted Australian online and phone supports, resources and treatment options. | Tools for support include: Apps – High Res app, On Track with the Right Mix, Operation Life App, PTSD Coach Australia app  
                   Website links to a variety of supports.  
### Veteran and Family Support*

*Please also see other listings noted in the Mental Health Support section and the RHealth Mental Health resources document.*

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<tr>
<td>Defence Family Helpline</td>
<td>Ph: 1800 624 608 (Available 24/7) Website: <a href="https://www.defence.gov.au/DCO/Defence-Helpline.asp">https://www.defence.gov.au/DCO/Defence-Helpline.asp</a> Email the Helpline at: <a href="mailto:DefenceFamilyHelpline@defence.gov.au">DefenceFamilyHelpline@defence.gov.au</a> — Get a response within 24 hours.</td>
<td>Defence families</td>
<td>The Defence Family Helpline is your first point of call for support, information and connection with your community, including your local Defence Community Organisation team.</td>
<td></td>
<td>The Helpline is available 24/7 and is staffed by qualified human services professionals including social workers and psychologists. Other supports include: 1800 IM SICK (1800 467 425) - 24-hour health advisory service for ADF members.</td>
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<tr>
<td>Department of Defence</td>
<td>Website: <a href="http://www.defence.gov.au/health/healthportal/ForVeterans.asp">www.defence.gov.au/health/healthportal/ForVeterans.asp</a> Defence All Hours Support Line (ASL) 1800 628 036 Confidential telephone service for ADF members and their families, available 24/7</td>
<td>For veterans, members transitioning out of the Service, and ex-serving members</td>
<td>Links to information for veterans, members transitioning out of the Service, and ex-serving members to assist with issues such as DVA entitlements, compensation claims and rehabilitation services, transition support, and support from ex-service organisations.</td>
<td></td>
<td>COVID-19 <a href="https://www.defence.gov.au/Health/COVID-19/">https://www.defence.gov.au/Health/COVID-19/</a></td>
<td></td>
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<tr>
<td>Southern Downs Ex-Services Association Queensland Inc (SDESA)</td>
<td>Email: <a href="mailto:warvet02@bigpond.com">warvet02@bigpond.com</a> Website: <a href="http://www.sdesa.com.au">www.sdesa.com.au</a> Ph: 4661 5099 or Call Barbara Cutmore on Mbl: 0417 674 121</td>
<td>Australian servicemen and women, Police, Ambulance, Fire &amp; Rescue and State Emergency Services personnel</td>
<td>Support Through Friendship and Understanding. Membership is open. Contact SDESA on 0417 674 121 for more information on how to join or check out details on their website.</td>
<td></td>
<td>COVID-19 Update: SDESA re-opened on 10 July 2020. SDESA is COVID-19 ready. The centre has been re-arranged to conform with social distancing rules and sanitizer is placed at the entry for members and visitors. The Executive are doing random calls to check-on members, particularly those without email or internet. Follow SDESA on social media: Facebook: <a href="https://www.facebook.com/SDESA2018/">https://www.facebook.com/SDESA2018/</a> Instagram: <a href="https://www.instagram.com/warwick_x_services/">https://www.instagram.com/warwick_x_services/</a> Access to member newsletter.</td>
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Veteran and Family Support*

*Please also see other listings noted in the Mental Health Support section and the RHealth Mental Health resources document.

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| Mates4Mates           | Website: [mates4mates.org](https://mates4mates.org/)  
Ph: 1300 4 MATES (1300 462 837) during business hours  
Get in touch via online enquiry: [https://mates4mates.org/Contact-us](https://mates4mates.org/Contact-us)  
Eligibility criteria & how to join Mates4Mates: [https://mates4mates.org/Get-help/Join-Mates4Mates](https://mates4mates.org/Get-help/Join-Mates4Mates) | Veterans with service-related injuries and their families                     | From psychological and physical rehabilitation services, to wellbeing programs and social connection activities – Mates4Mates services are proven to make a real difference. | Veterans: If you’re a veteran who has been impacted by your service, we are here to provide you with a place of understanding, acceptance and community.  
Follow Mates4Mates on social media:  
Facebook: [https://www.facebook.com/Mates4Mates/](https://www.facebook.com/Mates4Mates/)  
Twitter: [https://twitter.com/Mates4Mates or @Mates4Mates](https://twitter.com/Mates4Mates)  
Instagram: [https://www.instagram.com/mates4mates/](https://www.instagram.com/mates4mates/)  
YouTube: [https://www.youtube.com/user/Mates4MatesAus](https://www.youtube.com/user/Mates4MatesAus) |         |       |           |
| Toowoomba LEGACY      | Ph: 4632 2352  
Email: Toowoomba.legacy@bigpond.com  
Hours: 9am – 1pm, Tues, Wed & Fri  
Address: Suite 8, 4 Mylne St, Toowoomba  
For urgent matters if the above phone or email do not work, please contact the President on:  
Mobile: 0413 484 757  
Email: ima85871@bigpond.net.au | Veterans – Individuals and and their families | Legacy is dedicated to caring for the families of deceased and incapacitated veterans., and to enhancing the lives and opportunities of our families through innovative and practical programs aimed at:  
- the protection of individuals and families basic needs;  
- advocating for their entitlements, rights and benefits;  
- assisting families through bereavement; and  
- helping people thrive, despite their adversity and loss. | Toowoomba Legacy Services:  
- Advocacy for Pensions and Welfare – Contact voluntary Pension Officer/Advocate Level 2 – Legatee, David Melandri. Appointments are available Wednesday & Friday mornings. Book by calling 4632 2352.  
- Financial Assistance:  
  o To Widows – interest free loans  
  o For Children’s education e.g. subsidy for books/uniforms  
  o For the purchase of other education items  
  o For extra-curricular activities  
  o Widows’ holidays  
  o Junior Legatees camps  
  o Widows’ and dependants social clubs. |         |       |           |
| LEGACY Australia       | General Enquiries  
Ph: 1800 LEGACY (1800 534 229)  
Email: enquiries@legacy.com.au  
Website: [https://www.legacy.com.au/](https://www.legacy.com.au/) | Veterans – Individuals and and their families | Legacy is dedicated to caring for the families of deceased and incapacitated veterans. Their work includes:  
- Support for young families and children  
- Protecting ageing and vulnerable widows  
- Caring for dependants with disabilities  
- Protection for defence force families  
- Pension advocacy. | Legacy invites volunteers:  
You can register online to volunteer at: [https://www.legacy.com.au/VolunteerOnline](https://www.legacy.com.au/VolunteerOnline) or  

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**Veteran and Family Support**

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| Department of Veterans’ Affairs        | Website: [www.dva.gov.au](http://www.dva.gov.au)  
Ph: 1800 555 254  
Hours: 8am – 5pm, Mon to Fri  
My Service [https://www.dva.gov.au/myservice](https://www.dva.gov.au/myservice) | War veterans, serving and former serving members of the ADF, Australian Federal Police and their families | DVA supports those who serve or have served in defence of our nation, and their families through delivery of government programs and services such as health, mental health and financial services and supports. | COVID-19 Information:  
Mental Health Support Services  
[https://bit.ly/2Wo55Gw](https://bit.ly/2Wo55Gw) |         |       | DVA’s Veteran Access Network (VAN) and Veteran Support Officers (VSOs) are two of their most important access points for clients — They will continue to provide online and telephone support to the veteran community and their families. Veterans will have access to the services they need and rely on from DVA. The shift in service delivery, aligns with social distancing requirements due to COVID-19. DVA’s number one priority will remain the health and wellbeing of the Australian veteran community including, focussing their efforts on supporting essential services for veterans and their families. DVA services can be accessed via telephone on 1800 555 254 and online through the DVA website and My Service. |
### Mental Health Supports

*Please also see the RHealth Mental Health resources document.*

For Emergency mental health assistance:

Call 000 for ambulance or police

Toowoomba Acute Care Team Ph: 4616 5210

Call Lifeline 13 11 14

After hours: go to the Emergency Department of your local hospital

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<tr>
<td>RHealth Mental Health Service Navigator (HSN)</td>
<td>Ph: 1300 012 710 9am – 5pm, Weekdays Local HSN: Helen O’Brien Mbl: 0459 022 561</td>
<td>Children Young people Adults Families</td>
<td>Those needing assistance to navigate mental health services that fit their needs, can access easily, and free or low cost.</td>
<td>Information, referrals and coordination of mental health services at all levels of need. Information about general community services, programs and resources.</td>
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<tr>
<td>Rural Mental Health Service</td>
<td>Warwick Hospital Ph: 4660 3901 8am – 4:30pm, Mon to Fri</td>
<td>Adults</td>
<td>Assessment, assistance and referral with moderate to severe mental illness.</td>
<td>Acute Mental Health Unit, Clinicians, Telehealth, Education and information/resources. Transitioning to Telehealth – ring to check.</td>
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<tr>
<td>Child &amp; Youth Mental Health Services</td>
<td>Warwick Hospital Cathy Sinnott Ph: 4660 3901 8am – 4:30pm, Mon to Fri</td>
<td>Young people up to 18yrs</td>
<td>Free confidential assessment and treatment</td>
<td>Transitioning to Telehealth – ring to check.</td>
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<tr>
<td>Older Person’s Mental Health Service</td>
<td>Warwick Hospital Vanessa Kent Ph: 4660 3901 8am – 4:30pm, Mon to Fri</td>
<td>Generally, but not exclusively, adults 65+yrs.</td>
<td>Specialist psychiatric and aged mental health services</td>
<td>Transitioning to Telehealth – ring to check.</td>
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<tr>
<td>Rural Mental Health Service</td>
<td>Stanthorpe Hospital “The Boulders” Ph: 4683 3412</td>
<td>Adults</td>
<td>Assessment, assistance and referral with moderate to severe mental illness.</td>
<td>Transitioning to Telehealth – ring to check.</td>
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<tr>
<td>Child &amp; Youth Mental Health Services</td>
<td>Stanthorpe Hospital “The Boulders” Ph: 4683 3412</td>
<td>Young people up to 18yrs</td>
<td>Usually outreach from Warwick</td>
<td>Now delivered by tele link Appointments and intake by arrangement Intake Ph: 4660 3794</td>
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### Mental Health Supports*

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<tr>
<td>Mental Health Nurse Care Program</td>
<td>HealthWISE Ph: 1800 931 540 Email: <a href="mailto:mentalhealth@healthwise.org.au">mentalhealth@healthwise.org.au</a></td>
<td>For people diagnosed with a severe, or complex mental health condition 16yrs+</td>
<td>Mental health nurse services through a clinic setting or outreach model including clinical care coordination. GP referral &amp; Mental Health Care Plan required. Mental Health Service Navigator can advise and liaise.</td>
<td>In normal circumstances is delivered in person - Currently available by phone or Telehealth.</td>
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<td>Lived Experience Support Program</td>
<td>HealthWISE Ph: 1800 931 540 Email: <a href="mailto:mentalhealth@healthwise.org.au">mentalhealth@healthwise.org.au</a></td>
<td>For people diagnosed with a severe, or complex mental health condition 18yrs+</td>
<td>Non-clinical peer support - referrals can be made by self-referral, GP or support person. Mental Health Service Navigator can advise, liaise and refer.</td>
<td>In normal circumstances is delivered in person - Currently available by phone or Telehealth</td>
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<tr>
<td>NewAccess Program (Low Intensity Mental Health Support) Lives Lived Well</td>
<td>Warwick, Stanthorpe &amp; Surrounds Lindsay McMahon Mbl: 0439 653 462 Email: <a href="mailto:lindsay.mcmahon@liveslivedwell.org.au">lindsay.mcmahon@liveslivedwell.org.au</a> Anita Crispin Mbl: 0438 802 956 Email: <a href="mailto:anita.crispin@liveslivedwell.org.au">anita.crispin@liveslivedwell.org.au</a> Gemma Draper Mbl: 0438 730 704 Email: <a href="mailto:gemma.draper@liveslivedwell.org.au">gemma.draper@liveslivedwell.org.au</a> Lauren Jones Mbl: 0438 796 861 Email: <a href="mailto:lauren.jones@liveslivedwell.org.au">lauren.jones@liveslivedwell.org.au</a> (Residential Aged Care Facilities) Address: 54 Grafton St, Warwick Website: <a href="http://www.liveslivedwell.org.au">www.liveslivedwell.org.au</a> Ph: 1300 971 309 (QLD)</td>
<td>Adults Young people over the age of 12yrs.</td>
<td>NewAccess is a free Beyond Blue program that offers 6 CBT sessions to help people better manage worry, stress, anxiety, low mood, and life pressures. A specialised program is available for residents of Residential Aged Care Facilities</td>
<td>Lives Lived Well services are delivered <a href="https://www.liveslivedwell.org.au/our-services/qld/mental-health/newaccess">face-to-face, or via telephone or video link</a>. Referrals are accepted from clients, support services, GP’s, and school counsellors. A Mental Health Care Plan is not required to participate in the New Access Program. For more information: <a href="https://www.liveslivedwell.org.au/our-services/qld/mental-health/newaccess/">https://www.liveslivedwell.org.au/our-services/qld/mental-health/newaccess/</a></td>
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<td><strong>Targeted Psychological Therapies</strong></td>
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<tr>
<td>The Centre for Healthy Living, Warwick</td>
<td>Ph: 4661 3340</td>
<td>Children, Young people, Adults</td>
<td>Counselling sessions free of charge, no gap fee. Available both Warwick &amp; Stanthorpe. For moderate – severe mental health needs; GP referral &amp; Mental Health Care Plan required. Mental Health Service Navigator can advise and liaise.</td>
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<td>Delivered in person and/or by Telehealth. Check with the provider. Urgent referral sessions available.</td>
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<tr>
<td>Searle Psychology, Stanthorpe</td>
<td>Ph: 4681 4434</td>
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| **Bushfire Support** | | | | | | | |
| Centre for Healthy Living, Warwick | Ph: 4661 3340 | Individuals, families and emergency service personnel affected by the bushfires | Up to 10 sessions, no fees. No Mental Health plan required. | | Delivered in person and/or by Telehealth. Check with the provider. | | |
| Searle Psychology, Stanthorpe | Ph: 4681 4434 | | | | | | |

| **Rural Aid** | | | | | | | |
| | Ph: 1300 327 624 or Ph: 3054 5979 (if you’re having issues getting through due to 1300 numbers national load issues) | Registered Primary Producers | Services include financial assistance, domestic water deliveries, counselling support via phone or skype, & fodder drops will continue at this stage in assigned areas. Community assistance funding grants can be applied for assessment. HIVE Aid – Beekeeper Drought & Bushfire Relief. | | COVID-19 | Changes to Services: Rural Aid Counsellors can now resume visits to clients where it is deemed to be low-risk. Otherwise services can be accessed via phone and online. To access any of these services please call 1300 327 624. Currently providing check-in and counselling calls for their registered clients, and assist to connect clients with other relevant services. | |
| For Counselling Assistance, contact: Jane McCollum on Mbl: 0428 234 743 Email: [jane.mccollum@ruralaid.org.au](mailto:jane.mccollum@ruralaid.org.au) | | | | | | |

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**Mental Health Supports**

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| Goolburri Aboriginal Health Advancement Co. Ltd - Warwick | Goolburri Family Wellbeing Service Warwick  
Ph: 4661 5155  
Email: intake@goolburri.org.au  
65 Grafton St, Warwick  
Allan Oliver Mbl: 0447 841 978  
Delphine Charles Mbl: 0438 732 778 | Children, Parents and Families | Goolburri Family Wellbeing Service help and support you to manage challenges and keep your children and family together. Supports may include: in-home support; parenting: child behaviour; helping with schools, mental health services; linking with other services; helping with school issues; attending meetings with you; health and wellbeing; and supporting foster and kinship carers. You can refer yourself or your family members. Goolburri can also receive referrals from schools, health services, Child Safety or other support agencies. | COVID-19 Update:  
The Warwick Office is moving back to business as usual, including undertaking home visits.  
Please call the office, or Allan or Delphine to make an appointment prior to attending the office.  
Website: www.goolburri.org.au  
Follow Goolburri on Facebook: https://www.facebook.com/GoolburriHealth/ |
| Mindfulness Based Stress Reduction | Mallow Wellbeing  
Website: [http://www.mallow.net.au/retreats](http://www.mallow.net.au/retreats)  
Helen Ferrier Mbl: 0401 557 338 | 18+years, Stanthorpe based | Group based program & individual mindfulness training to assist people with stress, anxiety, and depression | Now delivered by telelink. |
| Happy Chat Peer Support Group | Kath Ives  
Email: kath.ives@mac.com | Stanthorpe residents living with mental health conditions | Peer support and connection. | Access via closed Facebook group. Anyone interested in joining can message Kath through her Facebook page Kath Ives [https://www.facebook.com/kath.ives1](https://www.facebook.com/kath.ives1) |
| Carer Gateway Support Services | Wellways is your first point of contact in Qld.  
Ph: 1300 111 400  
Website: [www.wellways.org.au](http://www.wellways.org.au)  
Email: enquiries@wellways.org  
For more information about Carer Gateway, visit [www.carergateway.gov.au](http://www.carergateway.gov.au)  
Carer Gateway COVID-19 Information: [https://www.carergateway.gov.au/covid-19](https://www.carergateway.gov.au/covid-19) | People registered as a carer for an older person or for someone with a disability or mental health condition | If you support a family member or friend who has a disability, mental health condition, chronic health condition, terminal illness, or is frail aged you can access free supports via Carer Gateway  
With the current climate it is more important than ever that you have access to carer supports. Some services have been modified to limit face-to-face contact.  
Wellways also has a Helpline for mental health information, support and referral advice 1300 111 500 (9am -9pm, Mon to Fri).  
Wellways COVID-19, services and programs: [https://www.wellways.org/covid-19](https://www.wellways.org/covid-19)  
Mental Health Service Navigator can advise and liaise. |
### Mental Health Supports*

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</table>
| The Way Back Support Service | Richmond Fellowship  
Ph: 1300 168 839  
Email: thewayback@rfq.com.au | Those who have previously attempted suicide or experienced a suicidal crisis | Personalised non-clinical care and practical support following a suicide attempt or suicidal crisis | Guiding their way back booklet available from: https://bit.ly/30d1qfD |
| Beyond Blue | Coronavirus Mental Wellbeing Support Service  
Ph: 1800 512 348  
Counsellors Available 24/7  
Online forums 24/7  
Web chat support service 24/7  
Website: https://coronavirus.beyondblue.org.au/ | All | If you need support during the coronavirus pandemic, Beyond Blue’s Coronavirus Mental Wellbeing Support Service is there for you. Phone support, online community forum, information, advice and strategies, helpful resources to support your social and emotional wellbeing. | Website provides information & advice:  
I need support now | I have coronavirus | Impacts on my work  
Managing my daily life | I’m supporting others | Helpful Resources.  
Subscribe to regular emails with information, advice and support for you and your loved ones.  
| Black Dog Institute | Website: www.blackdoginstitute.org.au  
Follow Black Dog Institute on social media:  
Facebook: https://www.facebook.com/blackdoginst/  
Twitter: https://twitter.com/blackdoginst/  
or @blackdoginst  
Instagram: https://www.instagram.com/blackdoginst/  
YouTube: https://www.youtube.com/user/BlackDogInst/ | Not specified | A list of evidence-based tools and resources to assist those with mental health and to support mental wellbeing. | Coronavirus: Resources for Anxiety, Stress & Wellbeing: https://bit.ly/2CiSbCF  
| Emerging Minds | Website: https://emergingminds.com.au/ | Parents & Carers | Supporting children during COVID-19 pandemic. | This curated selection of resources will assist parents and carers to best support their children and reduce worry and distress. It contains videos, factsheets and tips about what you can expect and how you can help children cope.  
### Mental Health Supports*

*Please also see the RHealth Mental Health resources document.*

<table>
<thead>
<tr>
<th>Organisation or Program</th>
<th>Contact Details</th>
<th>Demographic</th>
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<th>Updates</th>
<th>Tools</th>
<th>Resources</th>
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<tbody>
<tr>
<td>This Way Up</td>
<td>Website: <a href="https://covid19.thiswayup.org.au/">https://covid19.thiswayup.org.au/</a> It is not a crisis support service and cannot provide tailored clinical advice. Email: <a href="mailto:contact@thiswayupclinic.org">contact@thiswayupclinic.org</a> Ph: 02 8382 1437</td>
<td>Youth and Adults</td>
<td>THIS WAY UP™ provides online learning programs, education and research in anxiety, depressive disorders and physical health.</td>
<td>This organisation offers guided workbooks with practical tips and strategies that can support your emotional well-being during times of stress and uncertainty. They also provide access to audio guides, resource packs and self-help tools. <strong>They are offering FREE access to their courses during COVID-19.</strong></td>
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<tr>
<td>The Australian Men's Shed Association (AMSA) Online</td>
<td>Website: <a href="https://mensshed.org/theshedonline/">https://mensshed.org/theshedonline/</a> Email: <a href="mailto:theshedonline@mensshed.net">theshedonline@mensshed.net</a> Ph: 1300 550 009 (The AMSA)</td>
<td>Men</td>
<td>Opportunity for engagement and connection with other men. Users will need to complete a member registration form prior to participating on the site.</td>
<td>The AMSA Shed Online (Blog &amp; Discussion Forums) is set up to provide the Men’s Shed community with an online platform to share information, projects and engage in general discussion. Common topics include general shed chat, health &amp; wellbeing information, latest Men’s Shed &amp; community news, shed projects and shed operations FAQs &amp; troubleshooting. <strong>Follow The AMSA on social media:</strong> Facebook: <a href="https://www.facebook.com/australianmenshedassociation/">https://www.facebook.com/australianmensshedassociation/</a> Instagram: <a href="https://www.instagram.com/australianmenshedassociation/">https://www.instagram.com/australianmensshedassociation/</a> YouTube: <a href="https://www.youtube.com/channel/UCsD09vO1uwPls7F3i8Xn_Qg">https://www.youtube.com/channel/UCsD09vO1uwPls7F3i8Xn_Qg</a></td>
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### Mental Health Supports*

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</table>
| **MATES** (in construction, energy & mining) | Website: [www.mates.org.au](http://www.mates.org.au)  
Helpline Ph: 1300 642 111 (24/7 support) | Australians working in the construction, energy & mining industries. | MATES: STRONGER TOGETHER  
MATES provides suicide prevention through community development programs on sites, and by supporting workers in need through case management and a 24/7 help line.  
They serve the construction industry in QLD, NSW, SA and WA, the Energy industry in QLD and NSW, and nationally to the Mining industry. | COVID-19 Support  
MATES will continue to provide Case Management support on 1300 642 111 without interruption. Site visits will be conducted in accordance with Government advice. Please contact your field officer or MATES office should you wish to discuss options available.  
Follow MATES on social media:  
Instagram: [https://www.instagram.com/matesinconstruction/](http://https://www.instagram.com/matesinconstruction/) or @matesinconstruction  
YouTube: [https://www.youtube.com/channel/UCEtiudbGFbLHaQtsT0vMjTA](http://https://www.youtube.com/channel/UCEtiudbGFbLHaQtsT0vMjTA) | |
| **The Banksia Project** | Website: [www.thebanksiaproject.org.au](http://www.thebanksiaproject.org.au)  
Email: info@thebanksiaproject.org.au  
Register online, and for more information contact the Growth Rooms Project Director: Jack Jones Mbl: 0431 204 579 or on the above email.  
Follow The Banksia Project on social media:  
Facebook: [https://www.facebook.com/thebanksiaproject/](http://https://www.facebook.com/thebanksiaproject/) | Men | The Banksia Project is a mental health initiative that focuses on mental health prevention and recovery in the male community. The Banksia Project aims to empower people through community led therapeutic lifestyle changes and solutions that will lead to positive mental health. | The Banksia Project is hosting regular Virtual Growth Rooms during COVID-19  
The Banksia Project runs:  
Garden Rooms – Free open forums on Mental Health and Wellness, which occur once a quarter; and  
Growth Rooms – Provide a supportive community for anyone experiencing anxiety or struggling with life’s challenges. They are an opportunity to share stories and learn practical skills to navigate through tough times. Facilitated by trained Facilitators, each Room provides lifestyle tips designed by health professionals, such as effective communication and mindfulness. In line with government regulations, all Growth Rooms will be conducted virtually and will be open to both men and women. Once self-isolation regulations lift and it is safe to do so, they will resume their face-to-face Growth Rooms, and continue their virtual offering.  
Subscribe to their newsletter. | | | |
### Mental Health Supports

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<tr>
<td>EACH Crew4Youth Program</td>
<td>Ph: 1300 003 224 or Ph: 3810 9490 Toowoomba (Darling Downs) for further information Hours: 8:30am – 4:30pm Mon to Fri Email: <a href="mailto:info@each.com.au">info@each.com.au</a> Service is offered in the Southern Downs. Website: <a href="https://www.each.com.au/service/crew4youth/">https://www.each.com.au/service/crew4youth/</a></td>
<td>Children and young people up to age 25</td>
<td>Supporting children and young people up to the age of 25 with or at risk of developing severe mental health conditions.</td>
<td>COVID-19 Update: Crew4Youth is fully functioning and accepting referrals as per normal. All team members are now set up to work from home and can provide assistance and support to young people and families via phone/skype/zoom – through a Telehealth model. Follow Crew4Youth on Facebook: <a href="https://www.facebook.com/groups/crew4youth/">https://www.facebook.com/groups/crew4youth/</a></td>
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<td>Independent Community Living Australia (ICLA) – eFriend program</td>
<td>Website: <a href="https://efriend.org.au/">https://efriend.org.au/</a> (Currently undergoing website changes so may be unaccessible at times)</td>
<td>eFriend is for all Australians aged 18 and over.</td>
<td>eFriend has come about as an immediate response to the COVID-19 situation in Australia. eFriend is a virtual platform to provide support from the comfort of your own home.</td>
<td>Sometimes we all will need a friendly ear and someone to help us through hard times. At times we all feel lonely, isolated, anxious or distressed. At these times eFriend can help. eFriend is a virtual platform where you can connect using your personalised login to talk with a trained peer support worker over video chat or voice chat. Your eFriend Peer will listen, chat with you and offer guidance when needed. There is no need to have a mental health diagnosis or referral, eFriend can be used to simply debrief about what has been happening for you under any circumstance. When you sign up for eFriend you are eligible for 3 – 6 free calls with a peer support worker who will listen and provide support for you.</td>
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<tr>
<td>Queensland Mental Health Commission</td>
<td>Website: <a href="https://www.qmhc.qld.gov.au">www.qmhc.qld.gov.au</a> Ph: 1300 855 945 Email: <a href="mailto:info@qmhc.qld.gov.au">info@qmhc.qld.gov.au</a></td>
<td>Queenslanders</td>
<td>Improving the mental health and wellbeing of Queenslanders</td>
<td>COVID-19 and Mental Health Links to supports, services and information for: People with live experience</td>
<td>Mental health and wellbeing strategies</td>
<td>Managing stress or distress</td>
<td>Latest updates</td>
</tr>
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</table>
### Mental Health Supports*

*Please also see the RHHealth Mental Health resources document.*

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</table>
| **SANE Australia**      | Website: [https://www.sane.org/](https://www.sane.org/)  
The SANE Help Centre  
[https://www.sane.org/services/help-centre](https://www.sane.org/services/help-centre)  
Phone: 1800 187 263  
Hours: 10am – 10pm, Mon to Fri  
Chat online  
Hours: 10am – 10pm, Mon to Fri  
Book a call  
Email: helpline@sane.org and SANE will respond within 48 hours | People living with complex mental health issues and the people who care about them. | Phone, online counselling and peer support. SANE is not a crisis service.  
Do you need to talk or connect with someone? SANE supports people living with complex mental health issues and the people who care about them. The SANE Help Centre is staffed by qualified counsellors who will provide you with phone and online counselling, support, information and referrals. | COVID-19 Supports:  
Forums: [https://saneforums.org/](https://saneforums.org/)  
Connect with people who get it, in a supportive environment, open 24/7. It’s moderated by mental health professionals, but the real support comes from connecting with one another.  
- Lived Experience Forum  
- Friends, Family & Carers Forum  
Information & Stories: [https://www.sane.org/information-stories](https://www.sane.org/information-stories)  
Access The SANE Blog; Factsheets & Guides, and People Like Us (real life stories from people affected by complex mental health issues). |
| **PANDA – Perinatal Anxiety & Depression Australia** | Website: [https://www.panda.org.au/](https://www.panda.org.au/)  
PANDA National Helpline Phone: 1300 726 306  
(Mon to Fri, 9am - 7.30pm AEST/AEDT)  
PANDA counsellors are always happy to discuss suitability prior to referral - call their Health Professionals Line on (03) 9926 9018 or email intensive@panda.org.au | New mothers | The program is designed to support people who are:  
- Expecting and new parents with an infant under 1 year  
- Highly vulnerable and underserviced communities  
- Unable to attend face to face appointments  
- Experiencing significant mental health decline or existing mental health diagnosis  
- Presenting with psychosocial complexities that has a significant impact on capacity to care for self and infant  
- Would benefit from assertive referral and ongoing service coordination to ensure connection with generalist and specialist services. | The program offers free telephone-based care coordination, advocacy, flexible and proactive support and follow up, counselling and service navigation for expecting and new parents in the who are experiencing moderate to severe perinatal mental health issues and. The focus of PANDA’s work is in assisting families to overcome obstacles to access and engagement with services within the local community.  
This is a stepped care service to provide support for mothers and the program has provided support and effective linkages for families during the perinatal period with significant psychosocial complexity who might be otherwise unable to engage with universal or specialist services.  
**National Perinatal Anxiety & Depression Helpline:** [https://bit.ly/3exwk7Q](https://bit.ly/3exwk7Q)  
### Grief and Loss*

*Please also see other listings noted in the Mental Health Support section and the RHealth Mental Health resources document.

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<tr>
<td>Lifeline</td>
<td>Crisis Line Ph: 13 11 14 (24/7) Website: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a></td>
<td>All</td>
<td>Counselling support</td>
<td></td>
<td>Free counselling and support (24 hours a day, 7 days a week). Helpful downloads and fact sheets. On trauma, anxiety, and loneliness.</td>
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<td>The Compassionate Friends, Queensland</td>
<td>Ph: 1300 064 068 24hr National Helpline Website: <a href="http://www.compassionatefriendsqld.org.au">www.compassionatefriendsqld.org.au</a></td>
<td>Families</td>
<td>Providing support for families who have experienced the death of a family member (child).</td>
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<td>Provides access to a range of resources including online videos, and brochures on grief and loss. Telephone and email support and access to support groups. For resources head to: <a href="https://www.compassionatefriendsqld.org.au/our-support-resources/">https://www.compassionatefriendsqld.org.au/our-support-resources/</a></td>
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<td>ReachOut.com</td>
<td>Online service only Website: <a href="https://au.reachout.com/tough-times/grief-and-loss">https://au.reachout.com/tough-times/grief-and-loss</a></td>
<td>Families</td>
<td>An online mental health organisation for young people and their parents.</td>
<td></td>
<td>Practical support, tools and tips to help young people get through grief, and information for parents. Community forums, apps. Follow ReachOut.com on social media: Facebook: <a href="https://www.facebook.com/ReachOutAUS/">https://www.facebook.com/ReachOutAUS/</a> Twitter: <a href="https://twitter.com/reachout_aus">https://twitter.com/reachout_aus</a> or @ReachOut_Aus YouTube: <a href="https://www.youtube.com/user/ReachOutAus">https://www.youtube.com/user/ReachOutAus</a> Instagram: <a href="https://www.instagram.com/reachout_aus/">https://www.instagram.com/reachout_aus/</a></td>
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<tr>
<td>Sands</td>
<td>Phone: 1300 072 637 24/7 phone support Website: <a href="http://www.sands.org.au">www.sands.org.au</a></td>
<td>Parents</td>
<td>Support for those who have suffered a miscarriage, stillbirth or newborn death</td>
<td></td>
<td>60+ volunteers provide peer-to-peer support services for bereaved parents around the clock through our national support line, email, live chat and local face-to-face support groups. Provides 24/7 phone support, online support, groups, men’s support services and a range of fact sheets for different age groups. Newsletter. Join a coffee chat (Zoom) session with other members at: <a href="https://www.sands.org.au/Event/community-coffee-weekday">https://www.sands.org.au/Event/community-coffee-weekday</a></td>
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<td>Beyondblue</td>
<td>Phone: 1300 224 636 Available 24/7 Or chat online 3pm-12am/ 7 days a week Website: <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a></td>
<td>All</td>
<td>If you are feeling depressed and want to talk to a trained professional about your problems (24 hours a day, 7 days a week).</td>
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<td>For specific information on grief and loss head to: <a href="https://www.beyondblue.org.au/the-facts/grief-and-loss">https://www.beyondblue.org.au/the-facts/grief-and-loss</a> Provides programs for Aboriginal and Torres Strait Island peoples.</td>
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### Grief and Loss*

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<tbody>
<tr>
<td>Parentline</td>
<td>Ph: 1300 301 300</td>
<td>Parents</td>
<td>Support</td>
<td>for parents</td>
<td>For counselling &amp; support for parents (8am–10pm, 7 days).</td>
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<tr>
<td>Kids Help Line</td>
<td>Ph: 1800 551 800</td>
<td>5-25yrs of age</td>
<td>Support</td>
<td>for children and young people</td>
<td>For free counselling (24 hrs/7 days a wk).</td>
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<tr>
<td>Headspace</td>
<td>Eheadspace</td>
<td>12-25yrs of age</td>
<td>Support</td>
<td>for young people</td>
<td>eheadspe online and telephone service supports young people and their families going through a tough time.</td>
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<td>Chat online 9am – 1am (AEST)</td>
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<td>Email: Eheadspace.org.au</td>
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<td>Website: <a href="https://headspace.org.au/eheadspace/">https://headspace.org.au/eheadspace/</a></td>
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<td>MensLine Australia</td>
<td>Ph: 1300 789 978</td>
<td>Men</td>
<td>Support</td>
<td>for Men</td>
<td>Professional support &amp; advice for men (24 hrs/7 days a wk).</td>
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<td></td>
<td>Online and Phone Counseling</td>
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<td>Information and support on parenting, relationships, mental health, domestic violence and health and wellbeing.</td>
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<tr>
<td>Australian Centre for Grief and Bereavement</td>
<td>Victoria based</td>
<td>Families</td>
<td>Tools</td>
<td>for self-care</td>
<td>Support via an App: World first MyGrief app launched by the Australian Centre for Grief and Bereavement. MyGrief app is specifically designed to support bereaved individuals and their family and friends and free to download for Apple and Android devices.</td>
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<td>Email: <a href="mailto:info@grief.org.au">info@grief.org.au</a></td>
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<td>- Counselling</td>
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<td>Website: <a href="http://www.grief.org.au">www.grief.org.au</a></td>
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<td>- Support groups</td>
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<td>- Other bereavement services</td>
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<td>- Community languages</td>
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<td>- MyGrief App</td>
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<td>- Grief &amp; Bereavement and COVID-19</td>
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<tr>
<td>Department of Aboriginal and Torres Strait Islander Partnerships</td>
<td>Coronavirus</td>
<td>Sorry Business and Funeral</td>
<td>Aboriginal and Torres Strait Islander People</td>
<td>Information and advice on Sorry Business and funerals during the coronavirus pandemic.</td>
<td>Coronavirus Resources, Fact sheets and Information on Funerals exemptions:</td>
<td><a href="https://bit.ly/3exw1mO">https://bit.ly/3exw1mO</a></td>
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<td>Contacting DATSIP during COVID-19:</td>
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<td>Connect with the Toowoomba Office:</td>
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<td>Ph: 3819 7606</td>
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<td></td>
<td>Email: <a href="mailto:Ask_SW@DATSIP.qld.gov.au">Ask_SW@DATSIP.qld.gov.au</a></td>
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## Grief and Loss*

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<tr>
<td>Blue Care Grief &amp; Loss Program</td>
<td>Blue Care is currently working towards re-commencing the program in Stanthorpe &amp; Warwick in July. In the interim you may register for the program wait list. For information about the program or to register for the wait list, contact: Margaret Spinks Administrative Assistant Blue Care Grief and Loss Program Ph: 0491 071 787 or Email: <a href="mailto:bluecare.grief.loss@gmail.com">bluecare.grief.loss@gmail.com</a></td>
<td>Individuals</td>
<td>The Blue Care Grief and Loss Program provides support for people who have experienced the loss of a loved one.</td>
<td>The Blue Care Grief &amp; Loss Program is a free small group program that provides information, practical advice and effective coping skills as well as social and emotional support. <a href="https://www.bluecare.org.au/services/grief-and-loss-programs">https://www.bluecare.org.au/services/grief-and-loss-programs</a></td>
<td>COVID-19 Update: Blue Care is currently working towards re-commencing the program in Stanthorpe &amp; Warwick in July.</td>
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<tr>
<td>For Blue Care Grief &amp; Loss Support while the program is suspended, contact: Barbara Betts Wellbeing Coordinator, Blue Care Chaplain, Grief &amp; Loss Facilitator, South West Cluster Mbl: 0418 882 460 Email: <a href="mailto:b.betts@bluecare.org.au">b.betts@bluecare.org.au</a></td>
<td>Individuals</td>
<td>Can provide assistance to anyone who is struggling with the loss of a loved one, until such time as the Blue Care Grief &amp; Loss Program recommences.</td>
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<tr>
<td>My Grief Assist</td>
<td>Website: <a href="http://www.mygriefassist.com.au">www.mygriefassist.com.au</a></td>
<td>Individuals</td>
<td>Provides information about grief and how to help those grieving.</td>
<td>Provides Factsheets, postcards and posters, and inspiration and resources around the topics of grief and loss including recommended books, videos, movies, songs, quotes, a meditation, and links to Australian grief support groups and tip sheets, as well as a news update section.</td>
<td>For factsheets head to: <a href="https://www.mygriefassist.com.au/factsheets/">https://www.mygriefassist.com.au/factsheets/</a></td>
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<tr>
<td>GriefLink</td>
<td>Website: <a href="http://www.grieflink.org.au">www.grieflink.org.au</a></td>
<td>Individuals</td>
<td>The GriefLink website provides information and resources for people experiencing grief, and those who are supporting them.</td>
<td>GriefLink can help you find information about different experiences of grief, the feelings and reactions you or those you care for might be experiencing and links to other information sources and organisations including web links to other grief-related sites. COVID-19 – Facing Coronavirus <a href="https://grieflink.org.au/facing-coronavirus/">https://grieflink.org.au/facing-coronavirus/</a></td>
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## Water | Drought

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<tr>
<td><strong>Granite Belt Drought Assist Group Inc (GBDA)</strong></td>
<td>Phone: 0478 439 519</td>
<td>Email: <a href="mailto:info@gbdagroup.org.au">info@gbdagroup.org.au</a></td>
<td>Adults Individuals</td>
<td>Water on Wheels Program offers up to 40,000 litres of water to eligible applicants.</td>
<td>For updates, follow Granite Belt Drought Assist on Facebook: <a href="http://www.facebook.com/granitebeltdrought">www.facebook.com/granitebeltdrought</a></td>
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<td>Website: <a href="http://www.gbdagroup.org.au">www.gbdagroup.org.au</a></td>
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<td>Families</td>
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<td>For information on their programs, visit their website: <a href="http://www.gbdagroup.org.au">www.gbdagroup.org.au</a></td>
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<td><strong>Granite Belt Water Relief (GBWR)</strong></td>
<td>Mbl: 0439 420 289</td>
<td>Landmark Shed, New England Highway, Applethorpe</td>
<td>Adults Individuals</td>
<td>COVID-19 Update</td>
<td>GBWR is still in operation for bottled water, pods &amp; stock water. Processes for social distancing, hygiene and safety procedures have been put in place. Bottled water is for rural residents, but may be available for town residents with medical conditions. Phone GBWR to check. For PODS, prior registration is required – call Mbl: 0439 420 289 or send a private message via the GBWR Facebook page.</td>
<td>For updates, follow Granite Belt Water Relief on Facebook: <a href="http://www.facebook.com/Granite-Belt-Water-Relief/103715427672939/">www.facebook.com/Granite-Belt-Water-Relief/103715427672939/</a></td>
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<td>Hours: 2pm – 4pm Wednesdays</td>
<td>Families</td>
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<td><strong>Rotary Satellite of Tenterfield - The Granite Belt Emergency Water</strong></td>
<td>Currently taking emergency requests only: Mbl: 0428 310 409 (Don Gaske)</td>
<td></td>
<td>Adults Individuals</td>
<td>COVID-19 Update</td>
<td>Bottled water and PODs. For emergency requests only, please contact: Mbl: 0428 310 409 (Don Gaske)</td>
<td>For updates, following Rotary Satellite of Tenterfield and the Granite Belt on Facebook: <a href="http://www.facebook.com/rotarygranitebeltemergencywater/">www.facebook.com/rotarygranitebeltemergencywater/</a></td>
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<tr>
<td>Southern Downs Regional Council</td>
<td>Drought Assistance Information</td>
<td>Website: <a href="https://www.sdrc.qld.gov.au/council/drought-assistance-information">https://www.sdrc.qld.gov.au/council/drought-assistance-information</a></td>
<td>Individuals, Families, Farmers/Producers</td>
<td>The Southern Downs was drought declared in May 2018. While we can’t make it rain, there are other ways our farmers can be supported through this incredibly tough time. If you or someone you know is seeking support to access drought assistance, please contact Council.</td>
<td>There are a number of government and community drought-assistance and financial support programs available to farmers who are adversely affected by drought. The website provides links to financial assistance, mental health and wellbeing supports*, tips on caring for your land and your animals and other topics of interest. *Please also see other listings noted in the Mental Health Support section above &amp; the attached RHealth Mental Health resources document.</td>
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<tr>
<td>The Salvation Army Drought Support</td>
<td>Drought Community Support Initiative</td>
<td>Apply online at <a href="http://www.salvationarmy.org.au/drought">www.salvationarmy.org.au/drought</a></td>
<td>Adults</td>
<td>The Salvation Army is delivering assistance through the Australian governments Drought Community Support Initiative (DCSI – Round 2). The second round of this assistance commenced on 21 November 2019. DCSI – Round 2 has been extended until the end of 2020.</td>
<td>If you are a farmer, farm worker, farm supplier or farm contractor who is doing it tough due to the drought you may be eligible for a one off payment of up to $3,000. To be eligible you need to be: - Over the age of 18 years - Be an Australian citizen or permanent resident - Live and / or work in the Southern Downs, Goondiwindi, Toowoomba - Have not already received this payment from The Salvation Army or St Vincent de Paul since 21 November 2019 The maximum amount a household can receive is $3,000. If more than one eligible household members reside in the same residence, the total assistance provided to the household cannot exceed $3,000. Payments can cover numerous expenses such as groceries, vehicle maintenance, energy &amp; utility bills, health &amp; medical expenses. The payment is not considered taxable income. If you had assistance in DCSI Round 1 which concluded on 30.06.19 you are eligible to apply for assistance for DCSI Round 2.</td>
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**Water | Drought**

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<tr>
<td>The Salvation Army</td>
<td>MoneyCare Program</td>
<td>Free Financial Counselling</td>
<td>Anyone impacted by the drought, bushfires, floods or COVID-19, suffering financial stress</td>
<td>The Salvation Army MoneyCare Program can assist you in your recovery journey. FREE Financial Counselling program servicing the Southern Downs region.</td>
<td>FREE Service offering advocacy assistance with creditors, debt collectors and utility providers, insurance claims and appropriate referrals to other support services. Currently providing in office client appointments at Warwick to residents in need in the Southern Downs region. Please contact Debbie Robbie to book an appointment or to make further enquiries.</td>
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<td>QCWA</td>
<td>QCWA Public Rural Crisis Fund (PRCF)</td>
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<td>Eligibility requirements apply.</td>
<td>The QCWA PRCF provides assistance to women and their families suffering from natural disasters (e.g flood, fire, cyclone &amp; drought) and other crises (e.g. general financial hardship) through: - food vouchers or store credit - payment of bills e.g. utility, electricity, rates, phone, vehicle registration, school &amp; medical expenses.</td>
<td>To apply for the QCWA Public Rural Crisis Fund: Use the Application form – Natural Disaster: <a href="https://bit.ly/3eA3wva">https://bit.ly/3eA3wva</a> Proof of residential address must be included with all applications. This should be a copy of applicant’s Driver’s Licence. If no Licence held, please provide a recent copy of water or land rates account showing the affected address. Assistance up to a maximum of $1,000 per family/household is available to eligible applicants. Only one application will be accepted each calendar year per family per household.</td>
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<td>Rural Aid</td>
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<td>Registered Primary Producers New registrations welcome</td>
<td>Services include financial assistance, domestic water deliveries, counselling support via phone or skype, &amp; fodder drops will continue at this stage in assigned areas. Community assistance funding grants can be applied for assessment. HIVE Aid – Beekeeper Drought &amp; Bushfire Relief.</td>
<td>COVID-19</td>
<td>Changes to Services: Rural Aid Counsellors can now resume visits to clients where it is deemed to be low-risk. Otherwise services can be accessed via phone and online. To access any of these services please call 1300 327 624. Currently providing check-in and counselling calls for their registered clients, and assist to connect clients with other relevant services. Rural Aid Community Builders Webinar Series: These webinars focus on community rebuilding and resilience by bringing fresh ideas to help support your community. Topics covered are designed to inspire and help you prepare for post COVID-19. Topics include: Finding your community asset base and Grants for your community. The webinar recordings and notes can be found at: <a href="https://www.ruralaid.org.au/towns/webinars/">https://www.ruralaid.org.au/towns/webinars/</a></td>
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**Important Note:** The listings in this document are subject to change without notice. This list is not exhaustive and does not cover every single community service. Any emergency relief may be subject to eligibility criteria. Please contact all agencies directly with any questions.
### Lifeline Darling Downs & South West QLD Ltd (LLDDSWQ)

**Community Drought Support Package**
To enquire about this support package and to request an application form, contact LLDDSWQ on Ph: 1300 991 443 or 1800 951 052
Alternatively, the Application Form can be downloaded from the Drought Assistance Information webpage on the SDRC website here: [https://www.sdrc.qld.gov.au/council/drought-assistance-information](https://www.sdrc.qld.gov.au/council/drought-assistance-information)

Eligible families or individuals
LLDDSWQ has been appointed by the Queensland Government to distribute $500+ allocations per family/individual of Emergency Assistance as part of the Community Drought Support Package.

**Your family may be eligible for an assistance payment if:**
You are currently experiencing difficulty to financially pay your home electricity bill, to pay for household food and fuel to travel for personal matters.

**If you are eligible, you may receive:**
$500.00 per application* (only one application per family/individual)  *subject to availability of remaining funds
Only limited funding is available, and it is expected that the funds will expended by 31 December 2020.

### Community Connections Program

**Email:** connect@lifelinedarlingdowns.org.au
**Ph:** 1300 991 443

Drought affected communities and community members
To help drought affected communities and community members access training and resources around social and emotional wellbeing, supporting others, and building strong communities.
Community Connections facilitators work with individuals within these communities to highlight existing services, provide access to the right resources and build awareness of community wellbeing.
Service is offered to the Southern Downs region.

**COVID-19 Update:**
Due to COVID-19 and the restrictions currently placed on gatherings, face-to-face training is available with social distancing requirements being met.

**Free Community Training:**
- Social & Emotional Wellbeing – Accidental Counsellor
- Professional Boundaries
- Personal Resilience
- This Way Up
- Suicide Awareness – LivingWorks Start
- Webinar – Road to Recovery

**Customised Workshops:** Community Connections
For more information or to enrol, please contact Community Connections at connect@lifelinedarlingdowns.org.au or 1300 991 443

### ATO Drought Help

**Drought Help**
**Ph:** 1800 806 218

Drought-affected individuals, businesses and primary producers
If the drought is causing financial difficulties for you or your business, the ATO can help with:
- more time to pay or payment plans with interest-free periods
- waiving penalties/ interest charges
- tax incentives for primary producers
- small business tax concessions.

**Help for Individuals and businesses and Primary Producers**
Information about how drought assistance payments affect tax and accessing help from other government agencies.
## Water | Drought

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<tr>
<td>Queensland Rural and Industry Development Authority (QRIDA)</td>
<td>Website: <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a> Ph: 1800 623 946 (Freecall) Email: <a href="mailto:contact_use@qrida.qld.gov.au">contact_use@qrida.qld.gov.au</a></td>
<td>Primary producers</td>
<td>With over 65% of QLD drought declared and many of these areas experiencing prolonged drought conditions, QRIDA is here to support producers with a number of options available.</td>
<td>Drought Support</td>
<td><a href="https://www.qrida.qld.gov.au/current-programs/drought-support">https://www.qrida.qld.gov.au/current-programs/drought-support</a></td>
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<td>Ergon Energy</td>
<td>Support for farmers Website: <a href="https://www.ergon.com.au/retail/business/support-for-farmers">https://www.ergon.com.au/retail/business/support-for-farmers</a></td>
<td>Farmers in drought affected areas</td>
<td>Ergon offers farming communities a range of support through drought relief, farming tariffs, small business tariffs, payment extension and tips for businesses with simple energy saving steps.</td>
<td>Drought Relief</td>
<td>For full information about who is eligible for drought relief, the types of drought relief available (waived charges or deferred payments), and how to apply for drought relief, visit: <a href="https://www.ergon.com.au/retail/residential/support-programs/drought-relief">https://www.ergon.com.au/retail/residential/support-programs/drought-relief</a></td>
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<tr>
<td>RED CROSS</td>
<td>Drought Resilience Program (DRP)</td>
<td><a href="https://www.redcross.org.au/drought-resilience-program">Website</a></td>
<td>People, organisations and communities across Australia who have been living with the long-term impacts of drought.</td>
<td>The DRP focuses on wellbeing and is led by communities themselves. Red Cross recognises that people who have been living through dry times know what they need, and how best to manage their wellbeing. The program offers them support to do it. The website also has information on maintaining wellbeing in tough times: - understanding the signs of stress; - looking after yourself; and - supporting others.</td>
<td>The DRP runs across several states including Qld and offers: - Workshops and training for organisations and service providers about communicating in times of stress, ‘supporting the supporters’ and psychological first aid; - Training for community members on Farm First Aid, becoming resilient leaders and supporting others through psychological first aid; - Linking community leaders and members with specialist support, guidance and resources, as well as a mentor program for those looking for further guidance on supporting their community; - Wellbeing support and practical assistance at community events, gatherings and meetings, as well as outreach direct to homes and properties.</td>
<td><strong>Drought Specific Service/Support Links:</strong> <a href="https://bit.ly/30hMT2i">https://bit.ly/30hMT2i</a></td>
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**Tune In and Tune Up**

FREE Drought & Wellbeing Webinars

[Website](https://www.redcross.org.au/drought-resilience-program)

Email: [drought@redcross.org.au](mailto:drought@redcross.org.au)

People, organisations and communities across Australia who have been living with the long-term impacts of drought.

Join Australian Red Cross in a five-part series of free webinars exploring wellbeing. They have invited expert speakers to share their insights with us so we can better support our own communities, ourselves and our loved ones in these tough times.

If you have trouble registering with the Zoom links, contact Red Cross via email at [drought@redcross.org.au](mailto:drought@redcross.org.au)

**Webinars – Topics | Dates | Times | Zoom Registration links**

- **Family wellbeing in the face of ongoing stress**
  Wed, 29 July 2020, 10am – 11:15am
  [https://zoom.us/webinar/register/WN_BnQ6FRBRAWdRppLdQFcQ](https://zoom.us/webinar/register/WN_BnQ6FRBRAWdRppLdQFcQ)

- **Preparing for tough times**
  Wed, 12 August 2020, 10am – 11:15am
  [https://zoom.us/webinar/register/WN_77YhW0vwTXaMnA0WH84ubw](https://zoom.us/webinar/register/WN_77YhW0vwTXaMnA0WH84ubw)

If you can’t join in the webinars, view the recordings at: [https://www.redcross.org.au/drought-resilience-program](https://www.redcross.org.au/drought-resilience-program)

Previous webinar topics include:

- Maintaining wellbeing through drought & prolonged stress
- The drought cycle; adaptation and strengthening resilience
- Wellbeing after the rains

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<tr>
<td>Granite Belt Neighbourhood Centres/CDS</td>
<td>Ph: 4681 3777 Email: <a href="mailto:admin@communityds.org.au">admin@communityds.org.au</a> Address: 8 Corundum St, Stanthorpe Follow on Facebook: <a href="https://www.facebook.com/granitebeltneighbourhoodcentre">https://www.facebook.com/granitebeltneighbourhoodcentre</a></td>
<td>Individuals Couples Families Children Youth</td>
<td>Emergency relief Food Support <strong>How are you going? Program</strong> If you, or someone you know, would like GBNC to make phone contact, then please register your name and number with us by contacting their office. This is not a counselling service. Their aim is to improve wellbeing and social connection during this time.</td>
<td>GBNC is open to all clients, however if there is a high volume seeking assistance they will limit numbers in the building. If anyone is feeling unwell or quarantined they must phone GBNC instead. <strong>Emergency Relief</strong> - every 2nd month (Aug onwards) <strong>Emergency Relief</strong> - Mon, Wed &amp; Fri 10am- 11.30am at GBNC <strong>Food Support</strong> - eligibility for food support is via either ER or via their intake officer assessment. Unable to assist with car registration or water. <strong>Mamas Circle New Parent Group</strong> Thurs 9.30-11.30am fortnightly <strong>Girls Club</strong> – Thurs 3.30-5.30pm Aug 6 – Sept 10 <strong>Life After Family Violence for 5-12 year old’s</strong>. This is a group is to provide safe opportunities for children to acknowledge and articulate their journeys of family violence Please contact the GBNC/CDS office for more info.</td>
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<td>Drought Angels</td>
<td>Website: <a href="https://www.droughtangels.org.au/">https://www.droughtangels.org.au/</a> Email: <a href="mailto:admin@droughtangels.org.au">admin@droughtangels.org.au</a> Ph: 4662 7371 Follow Drought Angels on social media: Facebook: <a href="https://www.facebook.com/droughtangels/">https://www.facebook.com/droughtangels/</a> Instagram: <a href="https://www.instagram.com/droughtangels/">https://www.instagram.com/droughtangels/</a> or follow droughtangels</td>
<td>Registered Primary Producers</td>
<td>Services include financial assistance, food hampers and care packs. New Registrations welcome.</td>
<td>Drought Angels provides support to Primary Producers affected by all natural disasters – drought, fire or flood – Australia wide. Applications can be made via their website or calling their office located in Chinchilla, Qld. The Drought Angels’ Farmer Support team members are farmers themselves, which means they understand the inner workings of farm life. They can also help connect you with other organisations such as Services Australia, Rural Financial Counselling Service or Neighbourhood Centres who may offer assistance in our region.</td>
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<td>Department of Natural Resources, Mines and Energy (DNRME)</td>
<td>Website: <a href="https://www.dnrme.qld.gov.au/home/about-us/support-assistance/drought-declared-areas">https://www.dnrme.qld.gov.au/home/about-us/support-assistance/drought-declared-areas</a> Phone: 13QGOV (13 74 68)</td>
<td>Drought-affected individuals, businesses and primary producers</td>
<td>Information on drought assistance</td>
<td>Water Licence Fees: Water users in drought declared and disaster affected areas will continue to be exempt from annual water licence fees in 2020 – 2021 and 2021 - 2022. Please visit the website for information on land rent rebates and land rent deferral.</td>
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<tr>
<td><strong>Australian Government</strong></td>
<td>Energy Efficiency Communities Program – Dairy Farming Business Grants</td>
<td>Website: <a href="https://bit.ly/3j8byix">https://bit.ly/3j8byix</a></td>
<td>Dairy Farmers</td>
<td>Grants from $5000 to $20,000 for dairy farming businesses to improve energy efficiency, reduce energy costs and lower on-farm emissions.</td>
<td>Grants are available to upgrade equipment to reduce energy consumption, invest in monitoring systems to better manage energy use, and conduct energy audits to investigate other opportunities for energy efficient activities. Access the grant guidelines and details about how to apply at <a href="https://bit.ly/2WoDfKm">https://bit.ly/2WoDfKm</a></td>
<td>Applications close on 17 August 2020 at 5pm.</td>
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| Rural Financial Counselling Service (RFCS) Southern Queensland | Website: [www.rfcssq.org.au](http://www.rfcssq.org.au) Rural Program [https://www.rfcssq.org.au/rural/](https://www.rfcssq.org.au/rural/) | Rural Financial Counsellors - Warwick Office: Micheal Fagg Ph: 0419 732 591 Email: micheal.fagg@rfcssq.org.au Kim Zerner Ph: 0491 259 950 Email: kim.zerner@rfcssq.org.au | Adults | The primary role of the Rural Financial Counselling Service Program is to support farmers, beef producers, grain growers, forestry workers and harvesters, horticulture growers and other primary producers who are experiencing hardship associated with drought, flood or fire conditions and have no alternative source of impartial support. Subscribe to the RFCSSQ monthly newsletter from the bottom of their website homepage. | Their services are free of charge, confidential, impartial and independent. They are delivered by skilled, local professionals who know your area and industry. **Coronavirus & RFCSSQ Update:** Rural Financial Counsellors have resumed ‘farm’ visits to clients where it is deemed to be low-risk. Meetings are also available in designated local offices. **Rural Support Updates:** [https://bit.ly/30fOMwr](https://bit.ly/30fOMwr) | To view support webinars: [https://www.rfcssq.org.au/latest-news/webinars-popular/](https://www.rfcssq.org.au/latest-news/webinars-popular/) |
## Aboriginal and Torres Strait Islander Supports

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<tr>
<td>Department of Health - Australian Government</td>
<td>Coronavirus (COVID-19) Advice for Aboriginal and Torres Strait Islander peoples</td>
<td>Aboriginal &amp; Torres Strait Islander People</td>
<td>Provides information on:</td>
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<td>COVID-19 Newsletter</td>
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<td>Website: <a href="https://bit.ly/2Oq18N8">https://bit.ly/2Oq18N8</a></td>
<td></td>
<td>- Protecting your mob &amp; stopping the spread</td>
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<td></td>
<td>National Coronavirus Helpline</td>
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<td>- Where you can get help</td>
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<td></td>
<td>Ph: 1800 020 080</td>
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<td>- Keeping in touch with your community</td>
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<td>- Travel restrictions</td>
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<td>- Resources</td>
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</tbody>
</table>
| Department of Aboriginal and Torres Strait Islander Partnerships | Keeping Queensland communities safe during coronavirus  
[https://www.datsip.qld.gov.au/coronavirus](https://www.datsip.qld.gov.au/coronavirus) | Aboriginal and Torres Strait Islander People | Information, advice and resources.          |       | Information and advice on: |       |           |
|                                                   | Contacting DATSIP during COVID-19: Connect with the Toowoomba Office:  
Ph: 3819 7606  
Email: Ask_SW@DATSIP.qld.gov.au |                                          | Travel restrictions to remote communities: |       | [https://bit.ly/3j6JaNG](https://bit.ly/3j6JaNG) |       |           |
| Services Australia - Centrelink                    | Warwick Service Centre  
Address: 37 Albion St, Warwick  
Hours: 8:30am – 4:30pm Mon to Fri  
Centrelink Indigenous Call Centre  
Pht: 1800 136 380 (Freecall)  
Hours: 8am – 5pm Mon to Fri  
Website: [https://www.servicesaustralia.gov.au/individuals/services/centrelink/centrelink-indigenous-call-centre](https://www.servicesaustralia.gov.au/individuals/services/centrelink/centrelink-indigenous-call-centre) | Aboriginal & Torres Strait Islander People | Centrelink services  
Medicare services | Warwick Service Centre | Customers can attend Warwick Service Centre for any enquiries. However, if the enquiry is urgent or complex, or of a cultural nature, customers can ask their support person (if affiliated with an organisation) to contact the Indigenous Services Officer. Alternatively, customers can call the Centrelink Indigenous Call Centre. |       |           |
## Aboriginal and Torres Strait Islander Supports

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact Details</th>
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<th>Service</th>
<th>Need</th>
<th>Updates</th>
<th>Tools</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal Family Legal Service Southern Queensland</td>
<td>Website: <a href="https://aflssq.org.au/">https://aflssq.org.au/</a>  Freecall: 1800 185 950  Email: <a href="mailto:courtsupport@aflssq.org.au">courtsupport@aflssq.org.au</a>  Goondiwindi (Region), Southern Downs (Region), Toowoomba (Region) and Western Downs (Region).</td>
<td>Aboriginal and Torres Strait Islander families</td>
<td>Assists with legal services, education and counselling services, courts support, advocacy and referral services.</td>
<td>COVID-19 Update:  The office is currently closed and the AFLSSQ is only providing telephone advice/facetime support.  Call/text/email their office on:  Freecall: 1800 185 950  Mobile: 0427 697 448  Email: <a href="mailto:courtsupport@aflssq.org.au">courtsupport@aflssq.org.au</a></td>
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<tr>
<td>Carbal Medical Services</td>
<td>Phone to book an appointment  Warwick Medical Centre/Wellbeing Hub  Ph: 4661 0800 or 1300 379 558  Address: 55 Wood St, Warwick  Website: <a href="http://www.carbal.com.au">www.carbal.com.au</a></td>
<td>Aboriginal &amp; Torres Strait Islander People</td>
<td>Carbal’s clinics are still open and continuing to meet your medical needs.  Culturally appropriate group support for individuals, their family and community.  All groups cancelled - resources can be delivered to letter boxes on request.</td>
<td>COVID-19 Update:  The majority of appointments will involve an over the phone consult with your GP (Telehealth).  All other appointments will be assessed according to the triage process for COVID-19. Please call the clinic for appointments.  Follow Carbal Medical Services on social media:  Facebook: <a href="https://www.facebook.com/CarbalMedical/">https://www.facebook.com/CarbalMedical/</a>  YouTube: <a href="https://www.youtube.com/channel/UCZiRkGKJLpRXesy9dypuNpA/featured">https://www.youtube.com/channel/UCZiRkGKJLpRXesy9dypuNpA/featured</a></td>
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<tr>
<td>Goolburri Aboriginal Health Advancement Co. Ltd - Warwick</td>
<td>Goolburri Family Wellbeing Service Warwick  Ph: 4661 5155  Email: <a href="mailto:intake@goolburri.org.au">intake@goolburri.org.au</a>  65 Grafton St, Warwick  Allan Oliver Mbl: 0447 841 978  Delphine Charles Mbl: 0438 732 778</td>
<td>Children, Parents and Families</td>
<td>Goolburri Family Wellbeing Service help and support you to manage challenges and keep your children and family together.  Supports may include: in-home support; parenting; child behaviour; helping with schools, mental health services; linking with other services; helping with school issues; attending meetings with you; health and wellbeing; and supporting foster and kinship carers.  You can refer yourself or your family members. Goolburri can also receive referrals from schools, health services, Child Safety or other support agencies.</td>
<td>COVID-19 Update:  The Warwick Office is moving back to business as usual, including undertaking home visits.  Please call the office, or Allan or Delphine to make an appointment prior to attending the office.  Website: <a href="http://www.goolburri.org.au">www.goolburri.org.au</a>  Follow Goolburri on Facebook: <a href="https://www.facebook.com/GoolburriHealth/">https://www.facebook.com/GoolburriHealth/</a></td>
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## Aboriginal and Torres Strait Islander Supports

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<tr>
<td>Australian Indigenous HealthInfoNet</td>
<td>COVID-19 Updates and Information Website: <a href="https://bit.ly/3fzuK0x">https://bit.ly/3fzuK0x</a></td>
<td>Aboriginal &amp; Torres Strait Islander People</td>
<td>To keep you updated with the latest information available on coronavirus (COVID-19).</td>
<td></td>
<td>Lists a range of information and links regarding COVID-19 relevant to Aboriginal and Torres Strait Islander People. Resources include Coronavirus (COVID-19) recordings in Aboriginal languages.</td>
<td></td>
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<tr>
<td>AODconnect App</td>
<td>The AODconnect App provides a national directory of alcohol and other drug treatment services for Aboriginal and Torres Strait Islander people. Further information visit the Australian Indigenous HealthInfoNet Alcohol and Other Drugs Knowledge Centre: <a href="https://aodknowledgecentre.ecu.edu.au/">https://aodknowledgecentre.ecu.edu.au/</a></td>
<td>Aboriginal and Torres Strait Islander People</td>
<td>The app is intended for Aboriginal and Torres Strait Islander alcohol and other drug (AOD) workers, community members or any health professional working in the AOD sector looking for a culturally appropriate service.</td>
<td></td>
<td>The AODconnect app helps Aboriginal and Torres Strait Islander peoples to find culturally appropriate support for alcohol and other drug issues. You can find a service by: - state, territory or region through an interactive map; - alphabetical listing; or - type of treatment. The app is available for download from the App Store (apple devices) and Google Play (Android devices).</td>
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<tr>
<td>Breakthrough Our Way</td>
<td>Website: <a href="https://www.qaihc.com.au/resources/breakthrough-our-way">https://www.qaihc.com.au/resources/breakthrough-our-way</a> Delivered by HOA DRUG Arm in Darling Downs South West and West Moreton. Ph: 3620 8880 <a href="http://www.drugarm.com.au">www.drugarm.com.au</a></td>
<td>Aboriginal &amp; Torres Strait Islander Families</td>
<td>Breakthrough Our Way program for Aboriginal and Torres Strait Islander families provides voluntary information sessions for families, significant others and the broader community whose lives are affected by ice and other drugs.</td>
<td></td>
<td>Provides access to free information covering basic harm reduction ideas for families, stages of change, the coexistence of drug use and mental health issues, boundaries and ideas around how to look after yourself. Sessions aim to remind families of the strength they already have and where they can go for further support. COVID-19 Update: Breakthrough for Families program: - Face to Face individual brief interventions have transitioned to telephone or online appointments; and - Community Information Sessions have transitions from face to face to virtual classroom delivery.</td>
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<tr>
<td>Granite Belt Aboriginal &amp; Torres Strait Islander Corporation (GBATSIC)</td>
<td>Maria De Vries Ph: 0431 227 227 Email: <a href="mailto:gbatsic@outlook.com">gbatsic@outlook.com</a></td>
<td>Aboriginal &amp; Torres Strait Islander People</td>
<td>The group was formed in 2013 to encourage the many local Indigenous people to have a voice and to take an active role in the community. Art services, employment &amp; training.</td>
<td></td>
<td>Follow GBATIC on Facebook: <a href="https://www.facebook.com/gbatsic/">https://www.facebook.com/gbatsic/</a></td>
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</table>

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### Aboriginal and Torres Strait Islander Supports

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<th>Resources</th>
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<tbody>
<tr>
<td>Respect</td>
<td>Part of the Australian Campaign – Violence Against Women – “Let’s stop it at the start” Website: <a href="https://www.respect.gov.au/">https://www.respect.gov.au/</a> If you or someone you know is in immediate danger, call 000. For sexual assault, domestic and family violence counselling services call 1800RESPECT on 1800 737 732 for 24/7</td>
<td>All</td>
<td>A resource to prompt communities to take action and get involved in this campaign.</td>
<td></td>
<td>Resources for Aboriginal and Torres Strait Islanders:</td>
<td><a href="https://www.respect.gov.au/resources/atsi-resources/">https://www.respect.gov.au/resources/atsi-resources/</a></td>
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<td>Resources on the following topics:</td>
<td>- Respecting women and girls - Understanding our excuses - The Respect Checklist - Teaching Respect - Yarning about Respect You can also access: posters, postcards, and case studies. Translated resources in many other languages.</td>
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</tbody>
</table>
## Southern Downs Regional Libraries Service

<table>
<thead>
<tr>
<th>Service or Program</th>
<th>Contact Details</th>
<th>Website</th>
<th>Social Media Channel</th>
<th>Demographic</th>
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<th>Need</th>
<th>Updates</th>
<th>Tools</th>
<th>Resources</th>
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</thead>
<tbody>
<tr>
<td>Southern Downs Regional Libraries</td>
<td>Warwick Branch Ph: 4661 0342</td>
<td></td>
<td></td>
<td>All</td>
<td>Southern Downs Regional Council provides a wide range of resources and services to residents through its libraries.</td>
<td>COVID-19 Update: Stage 3 of restrictions began on Monday 6 July 2020. Access is restricted to 7 people at a time in Allora Library, 30 people at a time in Stanthorpe Library and 40 people at a time in Warwick Library with social distancing measures in place. As per direction from Chief Health Officer customers are required to provide their contact details upon entry to the libraries. The Home Delivery Service is still available. Please note: if you are unwell, please stay home and use the home delivery service and digital resources. If you have questions, please phone your local library.</td>
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<td>Stanthorpe Branch Ph: 4681 2141</td>
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<tr>
<td>Home Delivery Service</td>
<td>Warwick Branch Ph: 4661 0342</td>
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<td>All</td>
<td>Provides home delivery of items that you have reserved. The Library staff are currently unable to pick up books. The after-hours returns chutes will be open at the Warwick, Stanthorpe, and Allora branches.</td>
<td>To place reservations: - Contact the Warwick or Stanthorpe Library to place reservations over the phone. - Visit our online catalogue and place reservations using your Library membership log in. - Your username is your Library card barcode number (e.g. B9*******) - Your password is the first 4 letters or your surname in capital letters. - Once you have received your reservation notification, please contact the library if you require home delivery and staff will confirm delivery dates and times.</td>
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<td>Stanthorpe Branch Ph: 4681 2141</td>
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<td>Warwick Branch Online catalogue: <a href="http://www.southerndowns.spydus.com">www.southerndowns.spydus.com</a></td>
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<tr>
<td>Public PCs</td>
<td>Warwick Branch Ph: 4661 0342</td>
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<td>All</td>
<td>Access to public PCs, printing and photocopying services</td>
<td>COVID-19 Update: Public access to PCs is limited to 30min per person per day. Minimum membership requirement for PC use is an ‘Online Membership’. Printing and photocopying available for 20c per page, A4 B&amp;W, single sided only. Cash only.</td>
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<td>Stanthorpe Branch Ph: 4681 2141</td>
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<th>Service</th>
<th>Need</th>
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<tbody>
<tr>
<td><strong>Online catalogue</strong></td>
<td>Catalogue homepage:</td>
<td><a href="http://www.southerndowns.spydus.com">www.southerndowns.spydus.com</a></td>
<td></td>
<td>All</td>
<td>Provides online access to our catalogue. Allows you to:</td>
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<td></td>
<td></td>
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<td>- search for items;</td>
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<td>- place reservations;</td>
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<td>- renew items; and</td>
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<td>- access all online resources.</td>
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<tr>
<td><strong>Audiobooks, ebooks and magazines</strong></td>
<td>RB Digital:</td>
<td><a href="https://southerndowns.rbdigitalglobal.com/">https://southerndowns.rbdigitalglobal.com/</a></td>
<td></td>
<td>Junior Fiction</td>
<td>Access via website or via app.</td>
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<td>Young Adult</td>
<td>Apps are available on the App Store</td>
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<td>Adult Fiction</td>
<td>and on Google Play.</td>
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<td>Non-Fiction titles</td>
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<td>available.</td>
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<td></td>
<td>Borrowbox:</td>
<td><a href="https://fe.bolindadigital.com/wldcs_bol_fo/b2i/mainPage.html?b2bSite=5191">https://fe.bolindadigital.com/wldcs_bol_fo/b2i/mainPage.html?b2bSite=5191</a></td>
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<tr>
<td><strong>Online courses</strong></td>
<td>Transparent Language Online:</td>
<td><a href="https://library.transparent.com/southerndowns/game/ng/#/login">https://library.transparent.com/southerndowns/game/ng/#/login</a></td>
<td></td>
<td>Young adult and adult</td>
<td>Transparent Language Online provides unlimited access to over 80 free language course.</td>
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<td></td>
<td>Universal Class provides access to a wide range of online learning courses, in a range of different subject areas.</td>
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<td>The Computer School provides access to over 6000 technology training tutorials, with step-by-step instructions.</td>
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<td>Universal Class:</td>
<td><a href="https://southerndowns.universalclass.com/barcode-login.htm">https://southerndowns.universalclass.com/barcode-login.htm</a></td>
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<td></td>
<td>The Computer School:</td>
<td><a href="https://www.thecomputerschool.net/smartcart/smart_skillsindex.php?logname=southern&amp;logtype=2">https://www.thecomputerschool.net/smartcart/smart_skillsindex.php?logname=southern&amp;logtype=2</a></td>
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</table>

**Updates | Tools | Resources**

- Login is located in the top right hand corner.
- Your username is your Library card barcode number (e.g. B9********)
- Your password is the first 4 letters or your surname in capital letters.

**RB Digital:**
- Download the app or go to the website
- You will need to create an account
- Once you have an account, you can sign in using the username (or email address) and password that you chose.

**Borrowbox:**
- Download the app or go to the website
- You do not need to create an account
- To login you need to search for Southern Downs Regional Libraries and then enter your library card barcode number (e.g. B9********)

**Transparent Language Online:**
- You will need to Sign Up and create your own account
- You will need to use your library card barcode number (e.g. B9********)
- You can then use these details to log in.

**Universal Class:**
- You will need to enter your library barcode number to begin
- You will then need to create an account
- You can then use these details to log in at any time

**The Computer School:**
- You will need to enter your library barcode number to begin

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</thead>
</table>
| Digital film and television | Kanopy: https://southerndowns.kanopy.com/  
Kanopy includes: movies; documentaries; & independent films.  
Kanopy Kids includes: children’s movies; children’s television series & documentaries.  
Both Kanopy and Kanopy Kids use the same app platform. | Kanopy:  
- You will need to download the app or go to the website  
- You will need to create an account using your library card barcode number (e.g. 89*******)  
- Once you have an account, you will have access to both Kanopy and Kanopy Kids. |        |       |               |         |       |                     |
| Ancestry Library Edition | Ancestry: https://southerndowns.spydus.com/cgi-bin/spydus.exe/MSGTRNGEN/WPAC/ANC | All | Provides home access to the Ancestry Library website until the end of July. | You will need to login through the link on our website:  
- Your username is your Library card barcode number (e.g. 89*******)  
- Your password is the first 4 letters or your surname in capital letters.  
When you have logged in, you will be able to access the Ancestry Library website. |        |       |               |         |       |                     |
There is no need to create an account. |        |       |               |         |       |                     |
| Ziptales                 | Ziptales https://www.ziptales.com/subs/southerndowns/ | All | An online literacy library filled with stories, lessons and fun activities.  
Ziptales offers 500+ interactive levelled stories and curriculum aligned English lessons as well as voice overs, follow-up comprehension quizzes and over 1500 printable worksheets. | Enter your library card number into the login screen. |        |       |               |         |       |                     |
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<tbody>
<tr>
<td>Free Online Membership</td>
<td>Warwick Branch</td>
<td>Ph: 4661 0342</td>
<td></td>
<td>All</td>
<td>Allows access to all online resources.</td>
<td></td>
<td>If you wish to use any of the online resources, contact the Warwick or the Stanthorpe Libraries to arrange an online membership. You will then be able to access any of our online resources. Your log in details: - Your username is your Library card barcode number (e.g. B9*******) - Your password is the first 4 letters or your surname in capital letters.</td>
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<tr>
<td></td>
<td>Stanthorpe Branch</td>
<td>Ph: 4681 2141</td>
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## Physical Activities at Home

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</thead>
</table>
| **World Health Organisation**        | Website: [https://www.who.int/news-room/q-a-detail/be-active-during-covid-19](https://www.who.int/news-room/q-a-detail/be-active-during-covid-19) | | Individuals, Families | - What is physical activity?  
- Why do we need it?  
- How much physical activity is recommended?  
- How do I stay active in and around the home?  
- How do I stay safe while exercising in COVID-19? | This website answers your questions about exercising during COVID-19 |
| **ABC News**                         | Website: [https://mobile.abc.net.au/news/2020-03-27/how-are-community-sports-adapting-with-coronavirus-shutdowns/12088272?pfmredir=sm](https://mobile.abc.net.au/news/2020-03-27/how-are-community-sports-adapting-with-coronavirus-shutdowns/12088272?pfmredir=sm) | | Individuals, Families | Many sporting groups and recreation clubs have had to adjust their activities and present them online to their clients. | Exercise and sporting groups learning to adapt to life during COVID-19. It is important to keep moving for our physical and mental health. |
(repeat workout for 20 minutes) | Available for free on Instagram  
• Follow Tiffany Hall |
| **Chris Hemsworth**                  | Website: [https://centr.com/join-us](https://centr.com/join-us)  
Free for six weeks from 23 March 2020 | | Individuals, Families | Concentrates on physical activity Nutrition Mental Fitness Meditation / sleep visualisation | Available for free  
• View online |
| **Sam Wood**                         | Facebook: [https://www.facebook.com/samwood28/](https://www.facebook.com/samwood28/) | | Individuals, Families | FREE live workouts  
9am (AEST) daily  
All workouts are kid friendly | Available for free on Facebook  
• Follow Sam Wood |
| **Fitness Australia**                | Website: [https://keeponmoving.fitness.org.au/](https://keeponmoving.fitness.org.au/) | | Individuals, Families | Information on keeping active at home, adapting your workouts, and staying motivated | Find an online trainer, a virtual workout, a class or training option that suits you. This website provides a range of free and paid training options for all levels and ages. |
## Physical Activities at Home

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Website</th>
<th>Social Media Channel</th>
<th>Demographic</th>
<th>Service</th>
<th>Need</th>
<th>Updates</th>
<th>Tools</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>The House of Wellness</td>
<td>Website: <a href="http://www.houseofwellness.com.au/lifestyle/parenting/how-to-keep-kids-active-during-coronavirus-lockdown">www.houseofwellness.com.au/lifestyle/parenting/how-to-keep-kids-active-during-coronavirus-lockdown</a></td>
<td></td>
<td>Children</td>
<td>Activities and ideas on how to keep the kids active when they are home all day</td>
<td></td>
<td></td>
<td>Free online programs to keep kids fit and active using resources you already have at home</td>
<td></td>
</tr>
<tr>
<td>Queensland Government – Boost your Healthy</td>
<td>Website: <a href="https://hw.qld.gov.au/blog/resources/">https://hw.qld.gov.au/blog/resources/</a></td>
<td></td>
<td>Individuals</td>
<td>A range of services, programs, activities, resources and challenges that Queenslanders can use to boost their daily activity, healthy eating and wellbeing.</td>
<td></td>
<td></td>
<td>Staying at more often during COVID-19 doesn’t mean staying still. Find ideas, information and challenges to keep you and your family moving more at home, eating healthy and boosting your daily wellbeing.</td>
<td></td>
</tr>
</tbody>
</table>
# Activities for Children & Families

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Website</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Buzzfeed</td>
<td><a href="https://www.buzzfeed.com/mikespohr/activities-for-kids-while-inside-because-of-the-coronavirus">Website</a></td>
<td></td>
<td>Children Families</td>
<td>Indoor activities to get the whole family involved in whilst at home</td>
<td>27 activities and ideas to access via Instagram or YouTube</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storyline Online</td>
<td><a href="https://www.youtube.com/user/StorylineOnline">YouTube</a></td>
<td></td>
<td>Children Families</td>
<td>Stories read by Celebrities to children</td>
<td>Available for free on YouTube</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Story time from Space</td>
<td><a href="https://www.youtube.com/results?search_query=astronauts+reading+stories+from+space&amp;sp=mAE">YouTube</a></td>
<td></td>
<td>Children Families</td>
<td>Stories read by Astronauts from Space to children</td>
<td>Available for free on YouTube</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual Tours Online</td>
<td><a href="https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours">Website</a></td>
<td></td>
<td>Children Families</td>
<td>Visit iconic Museums and Art Galleries by taking a virtual online tour</td>
<td>Available for free online with Google</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kidspot</td>
<td><a href="https://www.kidspot.com.au/kitchen/recipes/collections/cooking-with-kids">Website</a></td>
<td></td>
<td>Children Families</td>
<td>Get the kids in the kitchen making fun recipes that will get both their brains and hands working</td>
<td>Recipes available online for free</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIY and Crafts</td>
<td>[Website](<a href="https://www.diyn">https://www.diyn</a> crafts.com/42896/home/parenting/15-easy-diy-kids-puzzles-that-are-fun-to-make-and-play-with)</td>
<td></td>
<td>Toddlers Children Families</td>
<td>Help keep kids busy with DIY puzzle creations</td>
<td>15 easy DIY puzzles to create at home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Filmed on Stage</td>
<td><a href="www.filmedonstage.com">Website</a></td>
<td></td>
<td>Children Families</td>
<td>Visit Broadway in New York or the West End in London to see professional filmed the stage productions</td>
<td>An online database for filmed Broadway and West End Theatre</td>
<td></td>
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<td></td>
</tr>
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<tr>
<td>Zoos Victoria</td>
<td>Website: <a href="http://www.zoo.org.au/animals-at-home/">www.zoo.org.au/animals-at-home/</a></td>
<td></td>
<td>Children Families</td>
<td>Visit your favourite animals via live feeds 24/7</td>
<td>Bringing the Zoo to you! Live stream cameras have been set up at Melbourne Zoo, Healesville Sanctuary and Werribee Open Range Zoo for everyone to see what the animals get up to in their homes.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BUSHkids</td>
<td>Stanthorpe Centre: Read &amp; Grow Online Story Time Joanne McKinnon Mbl: 0474 969 386 Email: <a href="mailto:joanne@bushkids.org.au">joanne@bushkids.org.au</a></td>
<td>Children Families</td>
<td>Read and Grow promotes the development of early literacy and language skills, working to give children a good start in life. Everyone welcome!</td>
<td>Download the video conferencing app. Zoom Call or email Joanne to register for online story time and receive the zoom link. Online Story Time offered on Monday &amp; Tuesday at: - 11:30am to 12pm; and - 2pm to 2:30pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warwick Centre:</td>
<td>Website: <a href="http://www.time.com/5804655/cooking-at-home-coronavirus/">www.time.com/5804655/cooking-at-home-coronavirus/</a></td>
<td>Children Families</td>
<td>A comforting and productive way to pass the time while you are at home. Teach the kids to cook by using what is in your pantry</td>
<td>5 tips from chefs on cooking from your pantry whilst you are at home</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creative Alliance</td>
<td>Website: <a href="https://caa.creativealliance.org.au/holiday-fun-from-your-lounge-room/">https://caa.creativealliance.org.au/holiday-fun-from-your-lounge-room/</a></td>
<td>Children Families</td>
<td>Child friendly activities – family fun for all at home</td>
<td>List of activities, events and downloadable resources from various organisations and groups.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Go Noodle</td>
<td>Website: <a href="http://www.gonoodle.com">www.gonoodle.com</a></td>
<td>Children Families</td>
<td>Movement and mindfulness videos for children and families</td>
<td>Free activities available online to inspire children to be active, mindful and ready to learn.</td>
<td></td>
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### Activities for Children & Families

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<tr>
<td>Queensland Family &amp; Child Commission (QFCC)</td>
<td>Growing Up in Queensland&lt;br&gt;www.qfcc.qld.gov.au/growingup&lt;br&gt;STEP UP. SPEAK OUT. MAKE YOUR VOICE HEARD!</td>
<td>4-7 Year Olds&lt;br&gt;8-12 Year Olds&lt;br&gt;13-18 Year Olds&lt;br&gt;The <em>Growing Up in Queensland</em> project gives children and young people the opportunity to share their experiences of life in Queensland. Through surveys, postcards and art activities, the project seeks to gather insights about what is important to children and young people, what their communities are like and their hopes and dreams for the future. Due to COVID-19 and in the interest of safety and wellbeing, the project has been moved online this year. In times of difficulty, the voices of children and young people can often be the least heard. While adults are keeping our community safe, it is important we are listening to our children and young people.</td>
<td></td>
<td>Growing Up in Queensland 2020&lt;br&gt;For 4 – 7 Year Olds&lt;br&gt;Children aged 4-7 years are invited to share their views through artwork. The art activity asks parents to support their child to listen to a story online, discuss one of three themes (community, hopes and dreams, or worries) and create an artwork.&lt;br&gt;&lt;br&gt;<strong>Art Activity –Get Creative:</strong> <a href="https://bit.ly/2OwbNpC">https://bit.ly/2OwbNpC</a>&lt;br&gt;The surveys and postcards give children and young people the chance to tell QFCC what it’s like to be a young Queenslander in 2020.&lt;br&gt;&lt;br&gt;<strong>For 8 – 12 Year Olds</strong>&lt;br&gt;&lt;br&gt;<strong>Junior Survey:</strong> <a href="https://bit.ly/3fAXbB3">https://bit.ly/3fAXbB3</a>&lt;br&gt;<strong>Junior Postcards:</strong> <a href="https://bit.ly/30cvwzW">https://bit.ly/30cvwzW</a>&lt;br&gt;&lt;br&gt;<strong>For 13 – 18 Year Olds</strong>&lt;br&gt;&lt;br&gt;<strong>Youth Survey:</strong> <a href="https://bit.ly/2B1kiWm">https://bit.ly/2B1kiWm</a>&lt;br&gt;<strong>Youth Postcards:</strong> <a href="https://bit.ly/2CfZVp8">https://bit.ly/2CfZVp8</a>&lt;br&gt;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Global Centre for Disaster Preparedness (part of the International Red Cross arm)</td>
<td>Website: <a href="https://www.preparecenter.org/toolkit/kidskit/">https://www.preparecenter.org/toolkit/kidskit/</a></td>
<td>Children Families</td>
<td>Games, exercises and how to cope with stress during the Coronavirus Pandemic</td>
<td>Free activities and resources available online in various languages</td>
<td></td>
<td></td>
<td></td>
</tr>
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## Education and Learning from Home

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</tr>
</thead>
<tbody>
<tr>
<td>Department of Education – Queensland</td>
<td>Website: <a href="https://education.qld.gov.au/curriculum/learning-at-home">https://education.qld.gov.au/curriculum/learning-at-home</a></td>
<td></td>
<td>Parents Students Families</td>
<td>Learning@home</td>
<td></td>
<td>Learning@home refers to the way schools will maintain teaching and learning during COVID-19</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="https://education.qld.gov.au/student/Documents/coronavirus-fact-sheet-for-parents-and-carers.PDF">https://education.qld.gov.au/student/Documents/coronavirus-fact-sheet-for-parents-and-carers.PDF</a></td>
<td></td>
<td>Parents Children Families</td>
<td>Fact Sheet for parents and carers on how to support children and young people during the Coronavirus pandemic</td>
<td></td>
<td>Tips to help parents and carers have calm conversations with children about Coronavirus – ensuring they have accurate information and their mental health and wellbeing is supported.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| | Website: <https://education.qld.gov.au/curriculum/learning-at-home/wellbeing-of-students#supporting> |  | Parents Students Families | Children and young people may need help to understand what is going on in a way that is appropriate for their age and development |  | Information on:  
  - Supporting your child  
  - Maintaining healthy routines  
  - Setting up a learning space  
  - Communication with teachers |  |  |
| | Website: <https://education.qld.gov.au/curriculum/learning-at-home/learning-resources> |  | Parents Students Families | Additional learning resources |  | Detailed information on extra learning resources available to parents and carers. |  |  |
| | Website: <https://education.qld.gov.au/curriculum/learning-at-home/physical-activity-and-health> |  | Parents Students Families | A suite of resources to assist students Physical health and wellbeing |  | To assist parents/carers and students to implement a home based health and physical activity program that supports their wellbeing whilst unable to attend school. |  |  |
| The Australian Government Department of Education, Skills & Employment | Website: <https://www.education.gov.au/parent-engagement-research-and-resources> |  | Parents Students Families | Parent Engagement Resources |  | Links to key resources for parents to engage with their children whilst at home |  |  |
| The Conversation | Website: <https://theconversation.com/6-strategies-to-juggle-work-and-young-kids-at-home-its-about-flexibility-and-boundaries-134138> |  | Parents Children Families | 6 strategies to juggle work and children at home |  | To entertain and home school your children while working from home is going to take self-awareness, planning and communication. These strategies will help you plan what works best for you and your family. |  |  |
## Education and Learning from Home

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<tr>
<td>ABC TV Education</td>
<td><a href="http://www.abc.net.au/tveducation/">www.abc.net.au/tveducation/</a></td>
<td></td>
<td>Students, Families</td>
<td>Thousands of programs, games and videos to help your children learn at home.</td>
<td></td>
<td></td>
<td></td>
<td>Free educational resources for primary and secondary students available at various times throughout the day. Print friendly versions of information can be downloaded.</td>
</tr>
<tr>
<td>Youtube</td>
<td><a href="https://www.youtube.com/watch?v=DA_SsYw0w">Time to Come In, Bear</a></td>
<td></td>
<td>Children, Families</td>
<td>Tips for teaching your children about social distancing</td>
<td></td>
<td></td>
<td></td>
<td>Free website with stories for children on how to social distance</td>
</tr>
<tr>
<td>Generation Next</td>
<td><a href="https://www.generationnext.com.au/2020/03/how-to-talk-to-your-children-about-coronavirus-top-10-questions-answered/">How to talk to your children about coronavirus: top 10 questions answered</a></td>
<td></td>
<td>Parents, Children, Families</td>
<td>How to talk to your children about Coronavirus</td>
<td></td>
<td></td>
<td></td>
<td>Top ten questions answered</td>
</tr>
<tr>
<td>Australian Farmers</td>
<td><a href="http://www.farmers.org.au/news/5-fab-farm-school-resources-for-at-home-learning">5 fab school resources for at-home learning</a></td>
<td></td>
<td>Parents, Students, Families</td>
<td>Talk to your children about where their food and fibre comes from</td>
<td></td>
<td></td>
<td></td>
<td>Resources covering agriculture and horticulture within Australia</td>
</tr>
<tr>
<td>Scholastic*</td>
<td><a href="https://classroommagazines.scholastic.com/support/learnathome.html">https://classroommagazines.scholastic.com/support/learnathome.html</a></td>
<td></td>
<td>Parents, Students</td>
<td>Learning at home resources for parents and students</td>
<td></td>
<td></td>
<td></td>
<td>Day by day projects to keep children reading, thinking and growing. *Please note this is an American-based website.</td>
</tr>
<tr>
<td>Queensland Government - Trade and Investment</td>
<td><a href="https://www.studyqueensland.qld.gov.au/Live/Student-Support/">https://www.studyqueensland.qld.gov.au/Live/Student-Support/</a></td>
<td></td>
<td>International Students</td>
<td>Queensland Student Hub Network to give international students aged 18 and over counselling and support on visas, accommodation, wellbeing and crisis assistance</td>
<td></td>
<td></td>
<td></td>
<td>Students are encouraged to contact their university and schools directly as many are offering assistance packages.</td>
</tr>
<tr>
<td>Australian Government – eSafety Commissioner</td>
<td><a href="https://www.esafety.gov.au/key-issues/covid-19">https://www.esafety.gov.au/key-issues/covid-19</a></td>
<td></td>
<td>Parents, Children, Students</td>
<td>Tips on how to help keep your children safe online</td>
<td></td>
<td></td>
<td></td>
<td>Staying connected online has never been more important and the internet is a great way to socialise, learn, work, play and be entertained. However there are also risks and eSafety is adding new content every day to help you stay safe online.</td>
</tr>
</tbody>
</table>
## Arts and Creative Industries Supports

<table>
<thead>
<tr>
<th>Organisation or Program</th>
<th>Contact Details</th>
<th>Demographic</th>
<th>Service</th>
<th>Need</th>
<th>Updates</th>
<th>Tools</th>
<th>Resources</th>
</tr>
</thead>
</table>
| ArtsHub                 | Website: [www.artshub.com.au](http://www.artshub.com.au)  
Member Helpline Ph: (03) 9605 3800  
Email: info@artshub.com.au | Performing Arts, Visual Arts, Writing and Publishing | ArtsHub is Australia’s leading independent online resource dedicated to the world of the arts. Their passionate team actively pursues a vision for a dynamic, diverse and prosperous arts culture and industry. | Access information on jobs, grants, courses, What’s On – digital exhibitions; online workshops & courses; streaming events etc, and member information and rewards; and opportunities.  
Follow ArtsHub on Facebook: [https://www.facebook.com/ArtsHub](https://www.facebook.com/ArtsHub) | |
| Arts Law Centre of Australia | Website: [https://www.artslaw.com.au](http://www.artslaw.com.au)  
During the COVID-19 response with staff working remotely, if you are in need of legal advice, please contact the legal enquiry form on the website at [www.artslaw.com.au/services/legal-advice/](http://www.artslaw.com.au/services/legal-advice/)  
Any other enquiries can be directed to email: artslaw@artslaw.com.au | Artists and Arts Organisations | Arts Law is a community legal service providing legal advice and support to artists and arts organisations. | COVID-19 FAQs for Artists  
The arts sector has been hit hard with cancellations and disruption in the wake of the COVID-19 crisis. Arts Law has put together answers to some of the most common question’s they’ve received from artists and arts organisations. [https://bit.ly/3eAdYTq](https://bit.ly/3eAdYTq)  
| Arts Tasker – work, skill and community sharing during COVID19 | Public Facebook Group [https://www.facebook.com/groups/1564573513700864/](https://www.facebook.com/groups/1564573513700864/)  
Visual Arts, Performing Arts/Theatre | This is a skill and work sharing platform. They seek to use this time to continue to grow as individuals and a community and maintain connection, under social distancing conditions. | The group seeks to lean on each other to develop your theatre work, your skills and remind each other that your community still exists.  
For this group to work, members are asked to:  
- Pitch ideas or ask questions  
- Respond to these group ideas and questions | | |
| Australian Arts amidst COVID-19 | Private Facebook Group [https://www.facebook.com/groups/867638387034820/](https://www.facebook.com/groups/867638387034820/) | Australian Artists | This is a place for Australian Arts to ask questions and share ideas about how to work with Covid-19. | They seek to avoid fear and panic, and aim for sharing information and ways artists & organisations all over the world are innovating and surviving.  
Request to join the group using the ‘Join Group’ button on the Facebook page. | |
## Arts and Creative Industries Supports

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</thead>
</table>

**Arts and Cultural Recovery Package**

**Creative to Go:** Provides QLD-based artists & arts organisations with support to deliver live performances & engagement activities in regional QLD. Funding up to $20,000 Applications close when funding is exhausted. [https://www.arts.qld.gov.au/ag-funding/creative-to-go](https://www.arts.qld.gov.au/ag-funding/creative-to-go)

**Play Local:** Designed to support QLD’s performance venues to program QLD artists & arts organisations while social distancing restrictions are in place and during the subsequent recovery phase. This includes live music venues & performing arts venues. Funding up to $20,000 Applications close at 9am, 27 July 2020. [https://www.arts.qld.gov.au/ag-funding/play-local](https://www.arts.qld.gov.au/ag-funding/play-local)

**Live Music Venue Support:** Supports QLD-based live music venues with a track record in presenting original live music that have been significantly impacted by COVID-19. Funding up to $15,000 for small venues (up to 499 pax.) Funding up to $25,000 for large venues (Over 500 pax.) Applications close when funding is exhausted. [https://www.arts.qld.gov.au/ag-funding/live-music-venue-support](https://www.arts.qld.gov.au/ag-funding/live-music-venue-support)


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**Follow Arts Queensland on social media:**

**Facebook:** [https://www.facebook.com/artsqueenslandAQ/](https://www.facebook.com/artsqueenslandAQ/)

**Twitter:** [https://twitter.com/artsqueensland](https://twitter.com/artsqueensland) or @artsqueensland

**Instagram:** [https://www.instagram.com/artsqueensland/](https://www.instagram.com/artsqueensland/)

**Subscribe to the Arts Queensland eNews** for funding, updates and news: [https://www.arts.qld.gov.au/enews](https://www.arts.qld.gov.au/enews)

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**Assistance for the Arts Sector during COVID-19**


Follow Arts Queensland on social media:

Facebook: [https://www.facebook.com/artsqueenslandAQ/](https://www.facebook.com/artsqueenslandAQ/)

Twitter: [https://twitter.com/artsqueensland](https://twitter.com/artsqueensland) or @artsqueensland

Instagram: [https://www.instagram.com/artsqueensland/](https://www.instagram.com/artsqueensland/)


Arts and Cultural Recovery Package

Creative to Go: Provides QLD-based artists & arts organisations with support to deliver live performances & engagement activities in regional QLD. Funding up to $20,000 Applications close when funding is exhausted. [https://www.arts.qld.gov.au/ag-funding/creative-to-go](https://www.arts.qld.gov.au/ag-funding/creative-to-go)

Play Local: Designed to support QLD’s performance venues to program QLD artists & arts organisations while social distancing restrictions are in place and during the subsequent recovery phase. This includes live music venues & performing arts venues. Funding up to $20,000 Applications close at 9am, 27 July 2020. [https://www.arts.qld.gov.au/ag-funding/play-local](https://www.arts.qld.gov.au/ag-funding/play-local)

Live Music Venue Support: Supports QLD-based live music venues with a track record in presenting original live music that have been significantly impacted by COVID-19. Funding up to $15,000 for small venues (up to 499 pax.) Funding up to $25,000 for large venues (Over 500 pax.) Applications close when funding is exhausted. [https://www.arts.qld.gov.au/ag-funding/live-music-venue-support](https://www.arts.qld.gov.au/ag-funding/live-music-venue-support)


## Arts and Creative Industries Supports

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| Arts Front              | Website: [https://artsfront.com/](https://artsfront.com/)  
Email: contact@artsfront.com | Arts and cultural sector | Arts Front is a four-year arts sector visioning project (2017–2020) being led by Feral Arts. It connects all artforms and supports all parts of the Australian arts and cultural sector to identify and act on issues that affect all of us. By focusing on the arts sector's contributions to the broader cultural and social fabric, Arts Front is designed to complement and enhance efforts to articulate and evidence the intrinsic and economic value of the arts. | LITTLE LUNCH ONLINE (LLOL):  
LLOL is a daily online meet up and creative exchange to support the Australian arts sector during the Coronavirus pandemic. It’s a chance to check in and connect with each other while you grab a quick bite of lunch in a 30 minute window to share ideas and resources. [https://bit.ly/3es6stW](https://bit.ly/3es6stW)  
For information on how to access the LLOL, visit: [https://bit.ly/2CGeEta](https://bit.ly/2CGeEta) | |
| Australia Council for the Arts | Website: [www.australiacouncil.gov.au](http://www.australiacouncil.gov.au)  
Australia Council Response to COVID-19 [https://www.australiacouncil.gov.au/programs-and-resources/australia-council-response/](https://www.australiacouncil.gov.au/programs-and-resources/australia-council-response/) | Artists, Arts Practitioners, Arts Groups and arts Organisations | Their focus is on increasing the visibility of Australia’s vibrant arts and culture, and recognising the evolving way that Australians make and experience art. Their role is to support the unimagined along with the reimagined, the unknown and experimental along with the keenly anticipated. They are a champion for Australian arts both here and overseas. They invest in artistic excellence through support for all facets of the creative process, and are committed to the arts being accessible to all Australians. | Grants & Funding [https://www.australiacouncil.gov.au/funding/](https://www.australiacouncil.gov.au/funding/)  
COVID-19 Resources, Research and Assistance:  
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<tr>
<td><strong>Australia Council for the Arts</strong></td>
<td><strong>RE-IGNITE: A Framework for the Arts &amp; Cultural Sectors in a COVID-19 Environment</strong>&lt;br&gt;<a href="https://bit.ly/3eCAhbc">https://bit.ly/3eCAhbc</a></td>
<td>The Australia Council has been listening to arts and cultural organisations, peak bodies and independent artists about the impacts of COVID-19 and the changes needed to re-ignite arts and cultural activity across the country. As a result, they have produced a two-part response: Re-activate which supports jurisdictional compliance; and Re-imagine that seeks to influence the national response to COVID-19.</td>
<td><strong>Re-Activate</strong> is a practical, user-friendly guide for independent artists and organisations. It outlines how to confidently comply with government guidelines to recommence practice and open doors to welcome audiences, visitors and customers. It complies with the existing requirements of steps 2 and 3 of the Australian Government’s 3-Step Framework for a COVIDSafe Australia. <a href="https://bit.ly/2Zys2c4">https://bit.ly/2Zys2c4</a>&lt;br&gt;&lt;br&gt;<strong>Re-Activate: Beyond Step Three</strong> sets out protocols for the arts and cultural industry to consider in preparation for moving into the next phase of Australia’s response to COVID-19. <a href="https://bit.ly/2WmrLXy">https://bit.ly/2WmrLXy</a></td>
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<td><strong>DIGITAL RESOURCES</strong></td>
<td><strong>First Nations’ Roundtable</strong>&lt;br&gt;<a href="https://bit.ly/2WqB60x">https://bit.ly/2WqB60x</a></td>
<td>The Australia Council for the Arts will be hosting a series of First Nations' Roundtables for arts and creative independents, and organisations, to discuss the current situation that affects us all in relation to COVID-19.</td>
<td>A weekly Roundtable enabled people to connect, share and put forward ideas on how we navigate this period of the COVID-19 challenge. Access past roundtables on topics such as: digital space; mental and spiritual health, industry, advocating the arts, now and the future, protecting our cultural knowledge and heritage, youth and culture, and more.</td>
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<td><strong>DIGITAL RESOURCES</strong></td>
<td><strong>Creative Connections: Webinar Series</strong>&lt;br&gt;<a href="https://bit.ly/3eyQnCD">https://bit.ly/3eyQnCD</a></td>
<td>Creative Connections is an online webinar series for the cultural and arts sectors and will offer practical, accessible and useful content delivered by industry experts on key topics and emerging themes.</td>
<td><strong>Connect. Adapt. Respond</strong>&lt;br&gt;The series is focused around the theme of adaptation, and sessions will explore digital adaptation, leadership adaptation and arts practice adaptation. Sessions will be facilitated by experts in specific topic areas, with over thirty sessions available. All webinars are free and will be published after the live session. <a href="https://creative-connections.heysummit.com/">https://creative-connections.heysummit.com/</a> Weeky session times: Wed, 3pm – 4pm &amp; Fri, 11am – 12pm View the schedule: <a href="https://creative-connections.heysummit.com/schedule/">https://creative-connections.heysummit.com/schedule/</a></td>
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| **Australia Council for the Arts** | **DIGITAL RESOURCES**  
Think Inside the Square:  
https://bit.ly/3BIUni | Arts and Creative Independents & organisations | This weekly online conversation has been developed for the Arts and creative industry: digital solution Facebook Group. |  | Every week, industry experts, artists and digital adaptors will join the panel to discuss solutions and ideas that inform the industry.  
Register for upcoming episodes, and access previous episodes. |       |           |
|  | **DIGITAL RESOURCES**  
NEW Arts and creative industry: digital solution Facebook Group:  
https://www.facebook.com/groups/669197597161146/ | The Arts community | This private group was created to support the arts community in the digital space. |  | The arts and creative industry is seeing incredible feats to stay connected in this time especially when there are many conversations and questions around digital solutions to sharing our content. This is an ever-evolving group designed to empower the community.  
Request to join the group using the ‘Join Group’ button on the Facebook page. |       |           |
|  | **DIGITAL RESOURCES**  
INTEL: Podcast Series  
https://bit.ly/2C89uGN | Cultural and Arts sectors | The Australia Council’s INTEL: PODCAST SERIES is a peer-to-peer market intelligence resource designed to inform and upskill the arts sector on ‘live’, best practice, and innovative approaches to international engagement. |  | The series spotlights guests who are actively forging pathways for the internationalisation of Australian work, and who continue to work within a cross-cultural and cross-border capacity. |       |           |
| **Creative Alliance** | Website:  
https://caa.creativealliance.org.au/ | Creative & cultural sectors | Creative Arts Alliance is a leading arts industry body working to strengthen the creative and cultural sectors across regional Queensland. |  | Arts Online:  
Creative Alliance have compiled a list of creative programs, funding, opportunities, professional development and support in the time of COVID-19. This is updated weekly.  
https://bit.ly/2Zyh46n |       |           |
| **Creative Arts Sunshine Coast** | Creative Arts Journal | Artists, Emerging Artists, Creatives, Artworkers, Creative Industries | The Creative Arts newsletter is the go to place for what’s happening in the arts on the Sunshine Coast. Find out about networking and professional development opportunities and creative events in the region. |  | Although this newsletter is based at the Sunshine Coast, there are often a range of articles or details about professional development opportunities and links to resources for those in the arts and creative industries.  
Subscribe to the newsletter here:  
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| Creative Partnerships Australia | Website: [https://creativepartnershipsaustralia.org.au/](https://creativepartnershipsaustralia.org.au/)  
Contact their team for advice on any of their programs, events and services, philanthropy, fundraising and arts partnerships.  
Follow Creative Partnerships Australia on social media:  
Facebook: [https://www.facebook.com/CreativePartnershipsAustralia/](https://www.facebook.com/CreativePartnershipsAustralia/)  
Twitter: [https://twitter.com/CreativePships](https://twitter.com/CreativePships) or @CreativePships | Artists  
Arts Organisations  
Supporters & Investors | They bring the arts, donors and business together for mutual benefit, creating a more vibrant, ambitious and sustainable cultural sector for the benefit of all Australians.  
Their website provides information on: Funding programs & initiatives | Coaching and Mentoring: [https://bit.ly/2DJIbmt](https://bit.ly/2DJIbmt)  
CPA State Managers provide one-on-one coaching & mentoring sessions offering guidance and consultation on a variety of organisational needs. Appointments for coaching and mentoring services are free of charge. Contact the Qld State Manager using the enquiry form on their website:  
Helps small to medium arts organisations incentivise their fundraising by offering dollar for dollar matched funding. Rewarding clear strategy and a creative approach to fundraising, the program supports arts organisations to diversify revenue and build relationships with supporters. Depending on the size of your organisation, you could be eligible for up to $25,000 (Stream A) or up to $50,000 in matched funding (Stream B).  
Applications close 6 August 2020 at 5pm AEST. | |
| Entertainment ASSIST | Website: [www.entertainmentassist.org.au](http://www.entertainmentassist.org.au)  
Email: entertainmentassist@gmail.com | Performing Arts and Entertainment Industries | Respect, compassion and collaboration for mental health and wellbeing in the Australian Entertainment Industry.  
Mental health and wellbeing in the performing arts and entertainment communities is particularly susceptible to stressors such as financial uncertainty, crazy work hours, the ups and downs of freelancing, creative pressure and competing personal and professional commitments. Entertainment ASSIST lists a range of specialist support services that address some of the pressures and life events associated with mental and emotional distress. | INTERMISSION: Free Mental Health Support Videos for the Australian Entertainment Industry  
Staying Connected Webinar + other useful resources for tips on staying connected: [https://bit.ly/38ZmQRD](https://bit.ly/38ZmQRD)  
Sleep Webinar + other useful resources on healthy sleep habits: [https://bit.ly/2CG2RuS](https://bit.ly/2CG2RuS)  
Find a range of resources to assist you and your wellbeing and mental health including fact sheets, tips, videos and apps: [https://www.entertainmentassist.org.au/resources](https://www.entertainmentassist.org.au/resources) | | | |
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| Flying Arts Alliance Inc | Website: [www.flyingarts.org.au](http://www.flyingarts.org.au)  
Email: [info@flyingarts.org.au](mailto:info@flyingarts.org.au)  
Ph: (07) 3216 1322 | Visual arts – artists, young artists, artworkers & educators | Flying Arts is an arts and cultural development organisation which has been delivering visual arts projects and services to regional and remote Queensland since 1971. The Association has played a significant role in inspiring artists and communities, as well as helping to overcome the impacts of regional isolation and remote living.  
**Final Entries Closing Date – 27 July 2020, 5pm AEST**  
**Streams of Funding:**  
RAF Relief Round 1: up to $5000  
Applications open: 1 July 2020, 9am  
Applications close: 31 August 2020, 5pm or when funds expended  
RAF Relief Round 2: up to $5000  
Applications open: 14 September 2020, 9am  
Applications close: 30 October 2020, 5pm or when funds expended  
RAF Recovery: up to $30,000  
Applications open: 31 August 2020, 9am  
Applications close: 12 October 2020, 5pm  
RAF Renewal: up to $150,000 over 3 years  
Applications open: 10 January 2021 (by invitation)  
Applications close: EOs close March 2021 |
| I Lost My Gig Australia | Website: [www.ilostmygig.net.au](http://www.ilostmygig.net.au)  
Email: [media@ilostmygig.net.au](mailto:media@ilostmygig.net.au) | Creative Industries | I Lost My Gig Australia (ILMG) is an initiative of the Australian Festivals Association (AFA) and the Australian Music Industry Network (AMIN). ILMG was established as a short-term quick response data capture project to quantify the immediate impact of the COVID-19 pandemic on Australia’s live event and entertainment industries.  
**I Lost My Gig Australia Impact Survey:** Tell ILMG how you’ve been impacted here: [https://ilostmygig.net.au/ilostmygig](https://ilostmygig.net.au/ilostmygig)  
**Latest News:** [https://ilostmygig.net.au/latest-news](https://ilostmygig.net.au/latest-news)  
[https://ilostmygig.net.au/resources-%2B-govt-links](https://ilostmygig.net.au/resources-%2B-govt-links) |
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<td>Live Performance Australia (LPA)</td>
<td>Website: <a href="https://liveperformance.com.au/">https://liveperformance.com.au/</a></td>
<td>Members in the live performance industry</td>
<td>LPA is the peak body for Australia’s live performance industry.</td>
<td>COVID-19 Resources: LPA publishes regular Member updates with key COVID-19 information that is relevant to their industry. Their COVID-19 resources also include media releases and fact sheets. <a href="https://bit.ly/3g5Dghk">https://bit.ly/3g5Dghk</a></td>
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<td>Email: <a href="mailto:info@liveperformance.com.au">info@liveperformance.com.au</a></td>
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<td>Ph: (03) 8614 2000 Office Hours: 9am – 5:30pm, Mon to Fri</td>
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<td>Media, Entertainment &amp; Arts Alliance (MEAA)</td>
<td>Website: <a href="http://www.meaa.org">www.meaa.org</a></td>
<td>Media, Entertainment &amp; Arts</td>
<td>MEAA is the largest and most established union and industry advocate for Australia’s creative professionals.</td>
<td>COVID-19 (coronavirus) <a href="https://www.meaa.org/campaigns/coronavirus/">https://www.meaa.org/campaigns/coronavirus/</a> Click on information tabs for: Advice to Members</td>
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<td>MEAA members seeking more information, advice or assistance about coronavirus should contact MEAA Member Central on 1300 656 513 or email: <a href="mailto:members@meaa.org">members@meaa.org</a></td>
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<td><a href="https://bit.ly/3g5Dghk">https://bit.ly/3g5Dghk</a></td>
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<td>Freecall: 1800 866 101 Email: <a href="mailto:information@magsq.com.au">information@magsq.com.au</a></td>
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| National Association for the Visual Arts (NAVA) | Website: [www.visualarts.net.au](http://www.visualarts.net.au)  
NAVA is working closely with national peak organisations as well as state and federal ministries and government departments to understand the impacts that COVID-19 is having on the arts and represent them in detail, so that government at all levels is in the best position to consider urgent policy and funding responses.  
| Office for the Arts, Australian Government | Website: [www.arts.gov.au](http://www.arts.gov.au)  
The Office for the Arts remains open for business.  
If you are unable to find the advice you need on our website or through one of the links provided, please email: [COVID-19@arts.gov.au](mailto:COVID-19@arts.gov.au) | Arts, cultural and creative sector | COVID-19 is having unprecedented effects on communities in Australia and around the world. The Office for the Arts understands that this is a difficult time for all Australians and we acknowledge the impact coronavirus (COVID-19) is having on the cultural and creative sector. | | COVID-19 Update: [https://www.arts.gov.au/covid-19-update](https://www.arts.gov.au/covid-19-update)  
Provides information on: What the Government is doing for the cultural & creative sector | | |

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| QMUSIC                  | Website: [www.qmusic.com.au](http://www.qmusic.com.au)  
                           Email: [info@qmusic.com.au](mailto:info@qmusic.com.au)  
                           Ph: (07) 3257 0013  
                           Hours: 10am – 5pm, Mon to Fri | Queensland music industry | The work of QMusic is critical to the success of QLD’s contemporary music economy. It is the only significant and established non-government organisation (not-for-profit) in QLD dedicated to delivering sector development and major music events including BIGSOUND and the Queensland Music Awards to stimulate and grow the state’s music sector. | QMUSIC CONNECT: Online QMusic Business Program  
QMUSIC CONNECT is a FREE series of online workshops and masterclasses to up-skill Queensland’s music industry during this crisis. It’s on now until July and accessible via the QMusic Facebook Page [https://bit.ly/2CbM2lw](https://bit.ly/2CbM2lw) through live streams from their page, so ‘Like’ QMusic Network on Facebook and register your attendance to receive notifications. If you have issues accessing the internet, please contact info@qmusic.com.au (07) 3257 0013 for assistance with accessing the program. | QMUSIC – GRANTS  
QMUSIC – WOMXN IN MUSIC:  
Woman In Music programs and initiatives aim to highlight and amplify the important and valuable work done by womxn in the music industry.  
QMXNTORSHIP: Become a Mente  
Applications close: 28 July 2020 at 11:59pm AEST  
BECOME A QMXNTOR  
Applications close: 28 July 2020 at 11:59pm AEST  
CAROL LLOYD AWARD  
Applications close: 7 September 2020 at 11:59pm AEST  

QMUSIC COVID-19 RESOURCE DATABASE  
Has a comprehensive list of resources including funding, mental health, government resources for everyone in the music industry.  
QMUSIC COVID-19 INDUSTRY SUPPORT PLAN  
April 202 – October 2020  
To ensure the connectivity and ongoing support of the Queensland music industry during the COVID-19 pandemic.
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<td>SWQ Regional Arts (RASN)</td>
<td>South West Regional Arts Services Network Website: <a href="https://bit.ly/3h1s5mt">https://bit.ly/3h1s5mt</a> Michelle Blair, Regional Arts Officer Email: <a href="mailto:michelle@empiretheatre.com.au">michelle@empiretheatre.com.au</a> Mbl: 0488 289 405 Follow SWQ Regional Arts on Instagram: <a href="https://www.instagram.com/swqregionalarts/">https://www.instagram.com/swqregionalarts/</a></td>
<td>Artists, Emerging Artists, Creatives, Artworkers, Creative Industries</td>
<td>RASN is an initiative of the QLD Government through Arts Queensland. The network will drive regional development and work with the local arts sector, the community and key stakeholders to determine specific arts and cultural priorities for each region, including the Southern Downs.</td>
<td>Artists/ Arts Worker Profiles: SWQ Regional Arts would like to give creatives the opportunity to promote who they are and the great work that they do, on the SWQ, Regional Arts Insta and FB site. SWQ Regional Arts will showcase one creative per day on their Instagram feed. You must reside within the SW – Maranoa, Balonne, Goondiwindi, Western Downs, Toowoomba, Southern Downs, Lockyer Valley and Scenic Rim. Email a high res image of your work, or you working, along with a 50 word bio and your Instagram account OR a link to an online profile to <a href="mailto:michelle@empiretheatre.com.au">michelle@empiretheatre.com.au</a> Gallery Get Togethers: All Galleries within the South West region are invited to connect via Zoom to network and share your stories! Contact Michelle by email to check dates and RSVP.</td>
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| **Stanthorpe Regional Art Gallery (SRAG)** | Website: [www.srag.org.au](http://www.srag.org.au)  
Ph: 4681 1874  
Gallery Director: Mary Findlay  
Email: gallerydirector@srag.org.au | All | Located in the heart of the Granite Belt Queensland, the SRAG tempts you to experience quality exhibitions of both national and local importance. An epicentre for all visual arts, the art gallery fosters a program of regional artist exhibitions and displays that are relevant to the history and character of the region. This strong collection of noted artists’ works is sourced from acquisitions made during the biennial [Stanthorpe Art Prize](https://www.srag.org.au). | SRAG has a new exhibition **Cloudland** by Lorraine Moll. Lorraine feels compelled to capture clouds in her work. She loves to paint their fleeting beauty, fraility and strength and says it’s all about the horizon, the big sky and the clouds.  
**EARTH | AIR | FIRE | WATER Project: Creating art & documenting drought, fire and COVID-19 on the Granite Belt**  
The Granite Belt community has experienced difficult times in the last few years. From severe drought which impacted everyone, to the 2019 bush fires which devastated large bushland areas and many homes. From the ‘leave now’ of the fires to the ‘stay at home’ instructions of COVID-19, our lives have changed significantly. This project seeks to document this time through art, poetry and stories. SRAG wants to help future generations understand the experience of the 2019-2020 drought, bushfires & COVID-19 in our region. The best records are often those created closest to the time the event happens. Historically, first-hand accounts are often the most accurate and the most authentic. They need your help to capture our first-hand experience of this event. Anyone in the Granite Belt region is welcome to contribute. SRAG would love you to contribute to this project. Send your art to artprize@srag.org.au along with the story behind your work and how it relates to the themes. Include links to your artist website or social media accounts so they can link to you if they share your work. For more details on this project and to stay up to date with the latest Gallery news and offerings, follow them on Facebook: [https://www.facebook.com/stanthorpeartgallery/](https://www.facebook.com/stanthorpeartgallery/). | **EARTH | AIR | FIRE | WATER Project: Creating art & documenting drought, fire and COVID-19 on the Granite Belt**  
The Granite Belt community has experienced difficult times in the last few years. From severe drought which impacted everyone, to the 2019 bush fires which devastated large bushland areas and many homes. From the ‘leave now’ of the fires to the ‘stay at home’ instructions of COVID-19, our lives have changed significantly. This project seeks to document this time through art, poetry and stories. SRAG wants to help future generations understand the experience of the 2019-2020 drought, bushfires & COVID-19 in our region. The best records are often those created closest to the time the event happens. Historically, first-hand accounts are often the most accurate and the most authentic. They need your help to capture our first-hand experience of this event. Anyone in the Granite Belt region is welcome to contribute. SRAG would love you to contribute to this project. Send your art to artprize@srag.org.au along with the story behind your work and how it relates to the themes. Include links to your artist website or social media accounts so they can link to you if they share your work. For more details on this project and to stay up to date with the latest Gallery news and offerings, follow them on Facebook: [https://www.facebook.com/stanthorpeartgallery/](https://www.facebook.com/stanthorpeartgallery/). |

| **Adopt an Artist** | Website: [https://adoptanartistfund.com/](https://adoptanartistfund.com/)  
Email: adoptanartistfund@gmail.com  
Registration (for Artists and Donors): [https://adoptanartistfund.com/register](https://adoptanartistfund.com/register) | Artists, Creatives and Donors | Adopt and Arist is a triage fund, independently pairing donors to artists. They have filtered thousands of dollars from generous and passionate donors to struggling creative since the COVID-19 outbreak. Adopt an Artist is a not-for profit organisation. | **Adopt an Artist is a three part organisation:**  
Part one is recruiting philanthropists and financially able individuals in order to pair them with an artist in need.  
Part two is to assess the urgency of the artists and prioritise their requirements, matching them with a donor.  
Part three is to provide a one-stop donation jar where the organisers of **Adopt an Artist** will distribute the funds to people in immediate need.  
They give the donors options with small profiles, with the hope that they build a relationship with the artists through these events and beyond. | **Adopt an Artist is a three part organisation:**  
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**Important Note:** The listings in this document are subject to change without notice. This list is not exhaustive and does not cover every single community service. Any emergency relief may be subject to eligibility criteria. Please contact all agencies directly with any questions.
### Arts and Creative Industries Supports

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<th>Service</th>
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<th>Updates</th>
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<th>Resources</th>
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| SUPPORTACT              | Website: [https://supportact.org.au/](https://supportact.org.au/)  
General Ph: 1300 731 303  
Follow SUPPORTACT on social media:  
Facebook: [https://www.facebook.com/SupportAct](https://www.facebook.com/SupportAct)  
Twitter: [https://twitter.com/SupportAct](https://twitter.com/SupportAct) or @SupportAct  
Instagram: [https://www.instagram.com/supportact/](https://www.instagram.com/supportact/)  
YouTube: [https://www.youtube.com/user/supportactorg](https://www.youtube.com/user/supportactorg) | Anyone working in Australian music or the Australian Performing Arts | Support Act is Australia’s only charity delivering crisis relief services to artists, crew and music workers as a result of ill health, injury, a mental health problem, or some other crisis that impacts on their ability to work in music. | Their assistance can take the form of paying the rent or the mortgage, buying a bed or wheelchair, paying for car repairs, medical / dental / phone / electricity bills, or a credit card debt. They provide referrals to other support services; funding for funerals; and they support friends and family seeking to raise funds for an artist or music worker in crisis through their Help a Mate program. | COVID-19 Resources: SUPPORTACT appreciates how much information there is to process at the moment, especially in relation to Government benefits and related entitlements. They have collated the following resources to help you access the information easily and take advantage of the different sorts of support that are available to you, should you need it: [https://supportact.org.au/covid-19-resources/](https://supportact.org.au/covid-19-resources/) |

| The Support Act Wellbeing Helpline | Ph: 1800 959 500  
The service is accessible 24 hours a day, 365 days per year.  
Website: [https://supportact.org.au/wellbeinghelpline/](https://supportact.org.au/wellbeinghelpline/) | Anyone working in Australian music or the Australian Performing Arts | The helpline is a free, confidential counselling service that is available to anyone working in Australian music (all genres), or the Australian Performing Arts, who needs to talk to someone about any aspect of their wellbeing. | You can also access the wellbeing helpline by emailing SUPPORTACT through the online enquiry form accessible from the link below and a counsellor will call you back. Zoom sessions are also available. | [https://supportact.org.au/wellbeinghelpline/](https://supportact.org.au/wellbeinghelpline/) |

| Theatre Network Australia (TNA) | Website: [https://www.tna.org.au/](https://www.tna.org.au/)  
Email: info@tna.org.au | Performing Arts | TNA is the leading industry development organisation for the performing arts. A national organisation, that prioritises independent artists and small to medium companies. | COVID-19 Update: Due to COVID-19, TNA staff are working from home.  
**1000 X 1000: CRISIS CASH FOR ARTISTS**  
A one-off emergency payment to support INDEPENDENT ARTISTS / PRODUCTION CREW / PRODUCERS IN THE PERFORMING ARTS who have been significantly affected by COVID-19 in Australia and who do not have access to a financial safety net. TNA seeks to ensure independents are able to continue their practice while dealing with the day to day impacts of COVID-19 on their lives. Applications for Support Open Now. [https://www.tna.org.au/1000-x-1000-crisis-cash-for-indies/](https://www.tna.org.au/1000-x-1000-crisis-cash-for-indies/) For more information, contact Jamie Lewis, Program Manager at Theatre Network Australia: info@tna.org.au |
## Arts and Creative Industries Supports

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Ph: 4661 0434  
Gallery Director Karina Devine  
Email: karina.devine@sdrc.qld.gov.au  
Gallery Reception Email: warwickart@sdrc.qld.gov.au | All | The Warwick Art Gallery provides a range of services to the community including:  
- A program of temporary exhibitions  
- Public programs including visual art workshops, education and outreach projects  
- Arts-related advice to the community, including support of local arts groups, by offering assistance with the management of exhibits, professional development advice and assistance with applications for government grants  
- Management of the visual art component of the Jumers and Jazz in July annual arts festival. |  | Warwick Art Gallery re-opened on 18 June 2020 after 3 months of closure. The exhibition program has been updated with all planned exhibitions re-scheduled. To ensure the safety of Gallery visitors and volunteers, they will be staggering the re-opening of their spaces in three stages:  
Stage 1 – Orange Wall Gallery and Reception – opened on 18 June 2020  
Stage 2 – Main and Foyer Galleries – opened on 2 July 2020.  
Up to 20 visitors are permitted in the Gallery to see **Craftivism. Dissident Objects and Subversive Forms** on tour from Shepparton Art Museum.  
Stage 3 – Studio – opening on Tuesday 4 August 2020.  
At all times the Gallery will be staying aware of social distancing requirements and they have a COVID-19 Safety Plan available on their website. |  |  |
| **Copyright Agency** | Website: [https://www.copyright.com.au/](https://www.copyright.com.au/)  
Ph: 1800 066 844 (Toll Fre)  
Online Enquiry: [https://help.copyright.com.au/hc/en-gb](https://help.copyright.com.au/hc/en-gb) | Writers, Visual Artists | The Copyright Agency’s mission is to provide simple ways for people to reproduce, store and share words, images and other creative content, in return for fair payment to creators. They are committed to encouraging the development of lively and diverse markets for published works with our range of commercial licences and through our Cultural Fund. |  | CREATE GRANTS  
Offering opportunities for mid-career and established creative writers and visual artists to create and develop new work.  
Grants of $10,000, $15,000 or $20,000 to provide a living allowance to artists to develop new work for publication or exhibition. See FAQs for eligibility: [https://bit.ly/2WpYtr1](https://bit.ly/2WpYtr1)  
Applications close: 14 September 2020 at 1pm  
## Other Tools & Supports

<table>
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| Queensland Rural Regional and Remote Women’s Network Inc | 'Rising Beyond Now - Strategies for Health, Life & Business’ 8-week webinar series  
Website: [https://www.qrrrwn.org.au/rising-beyond-now/](https://www.qrrrwn.org.au/rising-beyond-now/)  
For questions about the webinar series, contact QRRRWN President, Tracey Martin on:  
Mbl: 0400 744 517 or  
Email: president@qrrrwn.org.au. | Everyone in rural and regional areas | This initiative is in response to COVID and seeks to support everyone in rural and regional areas who are going through tough times.  
Over the series it takes participants from ways to support their health and wellbeing, to practical steps they can apply in business that can define their next steps | FREE Program open to everyone - men, women, children, families and anyone in business.  
You can register for one, or all of the webinars. | **Webinar Calendar:**  
- **21 July:** Stay Connected - Why and how to achieve it! - Dr Tim Driscoll, RFDS  
- **28 July:** Planning your next 90 days! Goal Setting Tips for You, Your Family and Your Business - Lisa Duncan, Future with Focus  
- **4 August:** Managing Yourself, Managing Your Time ... You really can have your cake and eat it too! - Bec Fing, House Paddock Training and Consulting  
- **11 August:** Getting the most out of a crisis! - Lisa Duncan, Future with Focus | **Register here:** [https://us02web.zoom.us/meeting/register/tZIkce6tqDkvH9NUDN77pTkjGnfkHC8T7T7A](https://us02web.zoom.us/meeting/register/tZIkce6tqDkvH9NUDN77pTkjGnfkHC8T7T7A) |
ONLINE, PHONE & INTERACTIVE MENTAL HEALTH INFORMATION & SUPPORT

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ALCOHOL, DRUG & GAMBLING SUPPORT

Alcohol and Drug Information Service 1800 177 833
Free 24/7 counselling, information and referral for people concerned about their own or others use of alcohol or other drugs

Alcohol think again

Alcoholics Anonymous  1300 222 222

Counselling Online 1800 888 236
24/7 Online chat and phone counselling for people concerned about their own or others drug or alcohol use  www.counsellingonline.org.au

Beyond Blue

Family Drug Support 1300 368 186
Free 24/7 telephone support line, and arrange of other supports online and in-person including bereavement support  www.fds.org.au

Quit Helpline 137848
Call 13 7848, or request a call from Quitline below. Quitline calls from a private number. You can speak to a Quitline counsellor between 8am and 9pm, 7 days a week. Outside of these hours, a customer service assistant will record your details and arrange for a counsellor to call you back during service hours.  https://quithq.initiatives.qld.gov.au/quit-support/quitline/get-help-from-quitline/

Reach Out – Ray’s Night Out - free
Ray’s main goal is to teach you how to drink alcohol safely while having fun. Increase awareness of drinking limits, education, harm minimisation. Developed by QUT and Young and Well Cooperative Research Centre  https://au.reachout.com/tools-and-apps/rays-night-out

APPS, INTERACTIVE SITES & PODCASTS

Centre for Rural and Remote Mental Health,
For individuals, families, and young people – Self-help resources for those managing mild to moderate symptoms, Link to Apps, Online programs, Podcasts, quizzes and books  www.crrmh.com.au/get-help-now/self-help-resources/,

e-Couch
e-Couch is a free self-help interactive program with modules for depression, generalised anxiety and worry, social anxiety, relationship breakdown, and loss and grief; teaches coping strategies as well as relaxation and physical activity.  https://ecouch.anu.edu.au/welcome
Mental Health Online
Our online mental health assessment, e-PASS – a free, comprehensive online psychological self-assessment available 24 hours a day, 7 days a week, provides information about your mental health and recommend your next steps.
Free access to 12-week evidence-based self-based treatment programs.
Free access to support from a trained eTherapist if you are completing a treatment program.
Choose your preferred communication method - email, chat, or video.
https://www.mentalhealthonline.org.au

Moodgym
Moodgym is like an interactive self-help book which helps you to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety - 5 modules, interactive game, anxiety and depression assessments, downloadable relaxation audio, workbook and feedback assessment. Over 1 million users worldwide; scientifically evaluated
www.moodgym.anu.edu.au

myCompass (Black Dog Institute)
A personalised self-help tool for your mental health - Learn new ways to deal with thoughts, feelings and behaviours that cause you trouble. MyCompass has 14 self-paced interactive learning Activities - learn skills and strategies taught by doctors and psychologists to make positive changes in your life. https://www.mycompass.org.au/

My Digital Health
Free web, tablet and mobile enabled, self-help digital health programs developed by Ballarat University; programs for mental health symptoms such as anxiety, depression, PTSD, insomnia and benzodiazepine dependence, as well as programs to improve general wellbeing. Digital connection to your own current healthcare practitioner via their My Digital Health program account. https://www.mydigitalhealth.org.au/

My Team
Mental health and wellbeing app which helps encourage the set-up of supports, goal setting and mood monitoring, and connects users with resources.
https://www.redcross.org.au/internal/my-team-app

OnTrack
OnTrack offers free access to online programs, information, quizzes and advice providing people with information and skills to enable them to manage their own problems, helping them to keep their life "On Track". https://www.ontrack.org.au/web/ontrack/about

Pebble in the Pond
Mental health podcast with interviews from people in mental health – lived experience.
Available on Spotify and Anchor

The BRAVE Program
An interactive, online program for the prevention and treatment of anxiety. The program provides ways for young people to better cope with their worries. There are also programs for parents. Can be used on any computer or tablet device and includes up to 10 self-paced sessions. https://brave4you.psy.uq.edu.au/
CHILDREN & YOUNG PEOPLE

**Australian Childhood Foundation 1800 176 453**
Trauma counselling for children and young people, and their parents, affected by abuse; community education & training [www.childhood.org.au](http://www.childhood.org.au)

**Biteback**
BITE BACK is an online interactive space developed by the Black Dog Institute, where you can learn how to amplify the good stuff in life. Through the activities, videos and fact sheets, you can learn how to increase your levels of wellbeing, deal with stress and harness your strengths so you can live your best life. [https://www.biteback.org.au](https://www.biteback.org.au)

**Check In**
Free app designed by Beyond Blue and Two Bulls in consultation with young people to help take the fear out of having a conversation with a friend who might be struggling. It helps young people plan a conversation, where they will have the conversation, what they will ask, what they have noticed and what they can do to support their friend. [https://www.beyondblue.org.au/about-us/about-our-work/youthbeyondblue/the-check-in-app](https://www.beyondblue.org.au/about-us/about-our-work/youthbeyondblue/the-check-in-app)

**CREATE Foundation 1800 655 105**
The national consumer body representing the voices of children and young people with an out-of-home care experience. [https://create.org.au/who-we-are/](https://create.org.au/who-we-are/)

**eHeadspace 1800 650 890**

**Emerging Minds**

**Kids HelpLine 1800 551 800**
Free 24 hour counselling service for kids and young people aged 5-25 years, phone, email or web, help with all sorts of problems, big and small [www.kidshelp.com.au](http://www.kidshelp.com.au)

**Mood Mission**
When you tell MoodMission how you’re feeling, it gives you a tailored list of 5 simple, quick, effective, evidence-based Missions to improve your mood. All Missions are taken from scientific research, made accessible to you through the app, so you can learn exactly how what you’re doing is helping. Completing Missions earns you rewards in the app, motivating you to take steps towards becoming healthier, happier, and more confident. Developed by Monash University [http://moodmission.com/#app-section](http://moodmission.com/#app-section)

**Mood Prism**
Helps you learn about your mood by transforming daily mood reports into a colourful summary of your emotional health. Feedback on your mood each day, and the more you use the app, the more detailed this information will become – with flourishing scores after 1 week’s use, and depression/anxiety scores after 2 weeks of use. It also provides health
information based on your daily mood, and links to mental health resources. Funded by Beyond Blue, developed by Monash University.  http://www.moodprismapp.com/

**Reachout Australia**
https://au.reachout.com/
https://school.au.reachout.com/ (ReachOut Schools)
https://parents.au.reachout.com/ (ReachOut Parents)
https://au.reachout.com/tools-and-apps (ReachOut Tools and Apps)
Practical support, information on a range of topics, tools and tips to help young people get through anything from everyday issues to tough times and take control of their mental health and wellbeing. Information for parents and teachers to support young people. Links to over 60 Apps from all over the world; provide a self-test and get suggestions for useful articles or Apps. https://au.reachout.com/

**Reach Out – Breathe**
ReachOut Breathe helps you reduce the physical symptoms of stress and anxiety by slowing down your breathing and your heart rate with your iPhone or Apple Watch. ReachOut Breathe helps you to control your breath and measures your heart rate in real-time using the camera in your phone. This means that you can actively address the onset of physical stress symptoms such as shortness of breath, increased heart rate and a tightening of the chest. https://au.reachout.com/tools-and-apps/reachout-breathe

**Reach Out – WorryTime**
ReachOut WorryTime interrupts repetitive thinking by helping you set aside your worries until later, so you don't get caught up in them and can get on with your day. This means you can deal with worries once a day, rather than carrying them around with you 24/7. https://au.reachout.com/tools-and-apps/reachout-worrytime

**Youth Beyond Blue 1300 224 636**
Free phone, online chat, online forum counselling for young people 12-25yrs  
www.youthbeyondblue.com  
Alcohol and other drugs - www.youthbeyondblue.com/understand-what's-going-on/alcohol-and-drugs

**Bullying. No way!**
Help with understanding, responding and preventing bullying for young people, children, teachers, parents and carers, school leaders and community members.  
www.bullyingnoway.gov.au

**Butterfly Foundation 1800 334 673**
Online and phone information, counselling and support for people concerned about eating disorders www.thebutterflyfoundation.org.au

**CanTeen 1800 835 932**
Phone, online and email counselling and forums for young people 12-24yrs coping with cancer www.canteen.org.au
LET IT OUT NOW.com
A downloadable app to give teenagers suffering from anxiety or depression a safe and anonymous place to vent their feelings; it also has links to support services, and also allows people to make on and off line recordings. Great to help kids and carers.

***See also the LGBTIQ listing

CRISIS & SUICIDE SUPPORT

Lifeline 131114
24/7 Crisis phone line - suicide prevention, crisis support and mental health support

Suicide Crisis Text Line 0477 131 114
6 – 10pm 7 days – suicide prevention, crisis support for those who prefer texting to talking

Samaritans Crisis Line 13 52 47
Anonymous, non-judgemental, non-religious emotional support and counselling by phone
www.thesamaritans.org.au

Suicide Call Back Service 1300 659 467
National 24/7 telephone and online counselling to people who are affected by suicide
https://www.suicidecallbackservice.org.au/

Living Is For Everyone
A framework for suicide prevention in Australia; also information and fact sheets
www.livingisforeveryone.com.au

Beyond Blue - Beyond Now Suicide Safety Plan
A safety plan is for people to use when they are feeling unsafe or suicidal – a plan to refer to and remind themselves of reasons to live, family and friends they can talk to, ideas of activities to do when they’re alone to aid when they are vulnerable. While everyone’s plan will be unique to them, the process and structure are the same – it prompts you to work through the steps until you feel safe. https://www.beyondblue.org.au/get-support/beyondnow-suicide-safety-planning

DEFENCE FORCES / VETERANS

Veterans and Veterans Families’ Counselling Service 1800 011 046
24/7 free, confidential national counselling and support for war and service related mental health concerns www.vvcs.gov.au

Open Arms 1800 011 046
For former and current Australia Defence Force personnel and their families, mental health and wellbeing support including eMental Health products and applications. Information on fitness, nutrition, sleep, social connections and more through Open Arms Self-help menu. Resources on resilience, safety and PTSD available via mobile apps – High Res, Op Life, PTSD Coach and The Right Mix. www.Openarms.gov.au
Operation Life Online
Suicide awareness for veterans, ex-serving personnel and their families
http://at-ease.dva.gov.au/suicideprevention

On Track
Free app to help you manage your alcohol consumption by tracking the number and type of drinks consumed and calculating the amount of money spent. You can find out how much exercise is needed to burn off the kilojoules consumed and review the impact this has on your wellbeing and fitness. https://at-ease.dva.gov.au/resources/mobile-apps/track-app

Operation Life
Free app designed to help those at risk deal with suicidal thoughts and is recommended to be used with the support of a clinician. Provides on-the-go access to emergency and professional support and self-help tools to help users regain control, keep calm and take action to stay safe. Contains web links to relevant online resources, including information on suicide awareness, prevention training and counselling. https://at-ease.dva.gov.au/resources/mobile-apps/op-life-app

High Res
Free app - our instinctive response to a stressful situation may not always be the best one. The High res app will help guide you through.
- Interactive, easy-to-use tools that you can access on the go such as Controlled Breathing, Progressive Muscle Relaxation and Thought Stopping.
- A scheduler that allows you to set goals to practice the tools regularly.
- A resilience self-assessment that can help you keep track of your progress over time.

PTSD Coach Australia
Free app to help you learn about and manage symptoms that commonly occur after trauma. Reliable information on PTSD and treatments that work.

PTSD Coach
Free app developed by the US Department of Veterans Affairs for those who have, or may have, posttraumatic stress disorder (PTSD). Provides education about PTSD, information about professional care, a self-assessment for PTSD, opportunities to find support, and tools that can help you manage the stresses of daily life with PTSD. Can be used by people who are in treatment as well as those who are not.

DOMESTIC & FAMILY VIOLENCE / SEXUAL ASSAULT

Daisy
A free app developed by 1800RESPECT to connect people experiencing violence or abuse to services in their local area. Visiting service websites from within the app, means these sites won't show up in your browser history. Each listing includes information about opening times, how to get in touch and the services they offer.
https://www.1800respect.org.au/daisy

DVConnect Mensline 1800 600 636
DVConnect Womensline 1800 811 811

DVConnect Sexual Assault line 1800 010 120

What’s okay at Home?
Developed by the Domestic Violence Resource Centre of Victoria (DVRCV) to help people understand what family violence is, why it happens, how to recognise it and how to help others who are experiencing it. Includes action plan for “Getting Safe” about abuse and conflict.  [https://woah.org.au/](https://woah.org.au/)

Rape and Domestic Violence Services Australia 1800 424 017

1800 RESPECT 1800 737 732
National sexual assault and domestic and family violence counselling service [www.1800respect.org.au](http://www.1800respect.org.au)

Bravehearts 1800 272 831
Information, support and therapeutic services for children and young people, and adults and non-offending family members affected by child sexual assault. [www.bravehearts.org.au](http://www.bravehearts.org.au)

Brisbane Rape and Incest Survivors Support Centre 3391 0004
Provides support to women’s survivors of sexual violence. Phone support, individual counselling, advocacy, community education and training. [https://brissc.org.au/](https://brissc.org.au/)

**EATING DISORDERS**

Butterfly Foundation 1800 334 673
Phone, online chat or email support for individuals with disordered eating, parents, friends, teachers, those working with young people they are concerned about. [https://thebutterflyfoundation.org.au/our-services/](https://thebutterflyfoundation.org.au/our-services/)

Eating Disorders Queensland 07 3844 6055
Online resources, statewide services including individual counselling (face to face, by phone or email), and group therapy; peer mentoring and support for partners and family members. [https://eatingdisordersqueensland.org.au/eating-disorder-services-qld/](https://eatingdisordersqueensland.org.au/eating-disorder-services-qld/)

**INDIGENOUS MENTAL HEALTH**


Deadly Thinking 1800 460 431
24/7 phone line for immediate support and referral
FNQ Suicide Prevention Taskforce
A community based group implementing, supporting and promoting strategies aimed at reducing self-harm and suicide. Information and resources tailored for Aboriginal and Torres Strait Islander communities. [www.suicidepreventionfnq.or.au/fng/index.php](http://www.suicidepreventionfnq.or.au/fng/index.php)

Finding Our Way Back

Australian Indigenous Alcohol and Other Drug Knowledge Centre
Information and research on alcohol and other drug use [www.aodknowledgecentre.net.au](http://www.aodknowledgecentre.net.au)

MindSpot

Stay Strong App (Dingwall et al., 2015)
A culturally adapted e-mental health application based on the Stay Strong motivational care planning (MCP) tool developed by the Aboriginal and Islander Mental Health Initiative (AIMhi) designed to be delivered opportunistically in primary care settings by non-mental health professionals. Training for use of the Stay Strong App is provided free of charge by eMHPrac. Follow-up support is also provided by eMHPrac and is considered highly important for translating knowledge into practice.

INDIGENOUS GENERAL HEALTH

National Association of Community Controlled Health Organisations
The peak body representing Aboriginal community controlled health services and Aboriginal medical services in each state and territory [https://www.naccho.org.au/](https://www.naccho.org.au/)

Australian Indigenous Health InfoNet
Research and other information [www.healthinfonet.ecu.edu.au](http://www.healthinfonet.ecu.edu.au)

Better to Know

The Deadly Vibe

The Indigenous Portal
Connecting Aboriginal and Torres Strait Islander people with Australian Government policies and programs [www.indigenous.gov.au](http://www.indigenous.gov.au)

LGBTIQ & INTERSEX

QLife (Diverse Voices) 1800 184 527
3pm-12am Nation-wide, early intervention, peer supported phone, online chat and web based resources to diverse people of all ages [https://www.qlife.org.au/get-help](https://www.qlife.org.au/get-help)
Out & Online
An online program to improve wellbeing and reduce mental health symptoms in same-gender attached youth 18-25yrs www.outandonline.org.au

MindOUT
A clinician and public health resource - develops and delivers national suicide prevention initiatives to meet the support needs of LGBTI populations http://lgbtihealth.org.au/mindout

Two Spirits Map
A map of gender diversity and how it has been integrated in various cultures http://www.pbs.org/independentlens/content/two-spirits_map-html/

The Gender Centre (Sydney)
Useful resources and information for individuals, family members and employers covering Human Rights, the law, health and a range of other topics. https://gendercentre.org.au/resources

Gender Help for Parents
A website created by Australian parents who have struggled to find information about services and support for issues around their children’s gender identity. http://www.genderhelpforparents.com.au/

Parents of Gender-Diverse Children

PFlag Toowoomba
PFlag is an international organisation that supports parents, partners and friends of LGBTQI, Agender and other Diverse people. Also support for LGBTQIA+ people who are, or fear they may be, abandoned by their families; education about LGBTQIA+ issues; advocacy for good services and equal rights and to reduce discrimination http://www.pflagtoowoomba.org/

Touch Base
Information and support for LGBTIQ people about sexual health, mental health, alcohol and drug use; personal stories and service information. https://touchbase.org.au/

Intersex Human Rights Australia
Information, advocacy, education and service information for intersex people https://ihra.org.au/services/

MEN, YOUNG MEN & BOYS

Gotch4Life
Established by media personality Gus Worland after he was devastated by the loss to suicide of his lifelong mentor and close friend Angus Roberts. Gus and his team aim to reverse declining male mental health and reduce suicide through educating men, boys, teachers, parents and professionals, and enabling men and boys to reach out to mates and have
honest conversations. They also have a focus on developing and promoting concepts of healthy masculinity. https://www.gotcha4life.org

**Mensline 1300 78 99 78**
Telephone and online counselling service for men with family and relationship concerns https://mensline.org.au/; EMAIL: changingforgood@ontheline.org.au

https://mensline.org.au/mens-mental-health - includes online chat, video chat and phone counselling; also a forum assisting men with family and relationship issues. Topics include Relationships, Dads and Fathers, Wellbeing blog, Family Violence and a lot of Mental Health topics.

**MENTAL HEALTH FACTSHEETS & GENERAL INFORMATION**

**Beyond Blue 1300 224 636**
Information and support for mental health https://www.beyondblue.org.au/get-support/get-immediate-support

Black Dog Institute

**SANE Australia Helpline 1800 187 263**
Provides information, support and referrals to help adults living with a mental illness and all those involved in their care with a focus on complex mental illnesses. Talk to a mental health professional (weekdays 10am-10pm AEST). https://www.sane.org/get-help;
EMAIL: helpline@sane.org

**Head to Health**
Australia wide digital mental health resources https://headtohealth.gov.au/

**Bluepages**
Provides information on treatments for depression based on the latest scientific evidence. It also offers screening tests for depression and anxiety, and links to other helpful resources. www.bluepages.anu.edu.au

**Conversations Matter**
A practical online resource to support safe and effective community discussions about suicide; practical resources relevant for individuals, families, community groups, workplaces and educational settings; Resources for organisations working in suicide prevention, mental health or other community services are available to guide work with communities http://www.conversationsmatter.com.au/

**Mental Health in Multicultural Australia Project**
Source of information and support for community members and information and training to support professionals working with people from multicultural backgrounds. https://embracementalhealth.org.au/

**PalAssist 1800 772 273**
Phone helpline for palliative care support and advice 9am – 5pm Mon-Fri; call back or chat online 7am – 7pm any day. https://palassist.org.au/services/
OTHER COUNSELLING SITES

Blue Knot Foundation 1300 657 380
Telephone counselling for adult survivors of childhood trauma and abuse, their partners, family and friends, and anyone working with people who have experienced childhood trauma and abuse www.blueknot.org.au

Carer Gateway
The New Carer Gateway phone counselling service is a free service for carers. Weekdays from 8am to 6pm. To use the service call 1800 422 737 (select option 1) or visit www.carergateway.gov.au (select phone counselling)

MindSpot Clinic 1800 61 44 34
An online and telephone clinic providing free assessment and treatment services for Australian adults 18+ years with anxiety or depression; based at Macquarie University, funded by the Australian Government and contracted by the Department of Health as a regulated clinical service. Users undertake an online self-assessment and then a psychologist/social worker will make contact via phone or email (whichever is the user’s preference). The program is an 8-week program with online workbook, or the workbook can be mailed out if you prefer a hard copy. https://mindspot.org.au/

Onpsych
Online counselling for all ages - depending on location, Telehealth services may be at no at no cost. Eligibility can be checked online. http://onpsych.com.au/telehealth-eligibility-check/

Relationships Australia 1300 364 277
Relationship support services for individuals, families and communities www.relationshipsaustralia.org.au

SANDS
Provides support, information and education to anyone affected by the death of a baby before, during or shortly after, birth. 1300 072 637 www.sands.org.au

PARENTS & PARENTING

Parentline 1300 301 300 (8am – 10pm 7 days)
Telephone counselling, 8am – 10pm 7 days; Webchat 8am – 9pm 7 days
Email counselling also available with slower response to be expected.

Parents Beyond Breakup National Helpline 1300 853 437
A specialised suicide prevention charity helping parents deal with the trauma of separation, a major cause of suicide in Australia. Separating men in particular, make up one of the largest definable groups who take their lives each year, so we work hard to keep separated dads alive and in their kid’s lives. Mums too. Parents Beyond Breakup is the registered charity behind front line support service Dads in Distress.
PRIMARY PRODUCERS, FARMERS, RURAL FAMILIES

FarmHub
FarmHub connects Australian farmers with services and support during tough times, such as drought. https://farmhub.org.au/region/qld/

The Glovebox Guide to Mental Health

I Farm Well
A interactive website designed by Australian farmers to help other Australian farmers cope effectively with life’s challenges and get the most out of every day. It has modules to help farmers learn new tools to equip them to take charge and reduce the negative impact that stressful situations have on daily life https://www.ifarmwell.com.au/

National Centre For Farmer Health
The Centre provides national leadership to improve the health, wellbeing and safety of farm men and women, farm workers, their families and communities across Australia. Lots of information and resources. https://www.farmerhealth.org.au/

Are You Bogged Mate?
If you’re feeling bogged or you’re trying to pull out a mate who’s stuck in the mud, we can get you connected with the right help. We are confronting the challenges that country men face on a daily basis, talking about mental health, and lighting the path to support. Includes photos of blokes who truly got themselves bogged! https://www.areyouboggedmate.com.au/

ROYAL FLYING DOCTOR SERVICE Drought Wellbeing Service
Free-of-charge counselling and support to people living and working in rural and remote areas impacted by drought. Monday to Friday, 9am to 5pm
North West and Central West - Dr Tim Driscoll 0438 324 226
South West - Karen Sherlock 0418 358 083; Alex Donoghue 0447 086 607
Gail Jamieson, Manager Outback Mental Health on 0427 288 432, infodws@rfdsqld.com.au
Drought Wellbeing Service clinicians are also available for talks, presentations and workshops including Pit-Stop health checks and participation in community events.

Weathering Well
A structured ‘low-intensity’ mental health, wellbeing, and alcohol and drug intervention using strength-based motivational interviewing techniques. It is specifically designed to support the wellbeing of Australian farmers, growers and graziers. Weathering Well is designed for guided use with a trained facilitator for people within the farming community, rather than as a “self-help app”. It is not designed for use with participants who are experiencing acute or severe mental health crises or suicidality. https://www.weatheringwell.com/

WOMEN, YOUNG WOMEN & GIRLS

eSafetyWomen
Designed to empower Australian women to take control of their online experiences, to help women manage technology risks and abuse by giving women the tools they need to be
confident when online. This initiative of the Office of the eSafety Commissioner forms part of the Australian Government’s Women’s Safety Package to Stop the Violence. 

**MindMum**
Designed to assist expectant and new mothers with the emotional challenges that this time of life often brings. MindMum provides effective strategies to help you lift your mood, strengthen your relationships and feel supported and confident in becoming a mum. 

**What Were We Thinking!**
Becoming a parent is one of the biggest jobs you’ll ever take on. It’s one of the few jobs where there is little training. It’s natural for new parents to feel a little lost when a new baby comes home, often wondering “What Were We Thinking!” As you navigate the highs and lows of a new world this app gives you the knowledge, skills and reassurance to become a confident parent. Evidenced based, developed by Jean Hailes Research Unit, Monash University. [http://jeanhailes.org.au/what-were-we-thinking/discover-our-app](http://jeanhailes.org.au/what-were-we-thinking/discover-our-app)

**Mum2BMoobBooster**
Online program designed for depression during pregnancy, evidence-based, developed by an international team at the Parent-Infant Research Institute (Australia) and the Oregon Research Institute (United States). [https://www.mum2bmoobbooster.com/public/](https://www.mum2bmoobbooster.com/public/)

**MumMoodBooster**
Online program designed for depression *after* pregnancy; evidence-based, developed by an international team at the Parent-Infant Research Institute (Australia) and the Oregon Research Institute (United States). [https://www.mummoobbooster.com/public/](https://www.mummoobbooster.com/public/)

**Pregnancy Counselling Link 1800 777 690**
Free service - telephone and email counselling service is available Monday to Friday, 9am – 5pm. Face to face counselling is available Monday to Friday, from 9am to 5pm in our Red Hill, Brisbane office. Office hours are Monday to Wednesday from 8.00am to 4pm. An after hours’ message service is available for clients to leave their details and a counsellor will return the call as soon as possible. [https://www.pcl.org.au/our-services.php](https://www.pcl.org.au/our-services.php)