

# Support Services Summary

# Directory – Bundaberg and Hervey Bay

July 2023



This directory is limited to program, and services funded by Department of Social Services, National Indigenous Australians Agency and Department of Health and Aged Care.

For more information about enhanced Income Management and the SmartCard visit servicesaustralia.gov.au/smartcard or call the **SmartCard eIM hotline on 1800 252 604**.



## Support Services Summary Directory – Bundaberg and Hervey Bay

This directory provides an overview of contacts for available support services.

### Managing money

| **Name** | **Contact details** |
| --- | --- |
| Regional Housing Limited | 30 Tantitha Street, Bundaberg  Shop 6/12 Nissen Street, Pialba 1300 642 123  (07) 4153 1239 |
| Wide Bay Sexual Assault Service Inc. | 1/8 Neils Street, Pialba  Mon – Thu, 8:30am to 5:00pm Fri, 9:00am to 5:00pm  (07) 4194 5230 |
| Financial Counselling Australia | (07) 4051 1224 |

### Food and emergency relief

| **Name** | **Contact details** | |
| --- | --- | --- |
| Regional Housing Limited | 30 Tantitha Street, Bundaberg  Shop 6/12 Nissen Street, Pialba  1300 642 123  (07) 4153 1239 | |
| The Salvation Army (New South Wales)  Property Trust (Salvos Connect) | 1300 371 288  Mon – Fri, 9:00am to 5:00pm | |
| Bundaberg Regional Council | | 4 Dear St, Gin Gin  Mon – Fri, 8:15am to 4:45pm (07) 4130 4630 |
| Graham House Community Centre | | (07) 4169 8400  Mon – Thu, 9:00am to 4:00pm Fri, 9:00am to 1:00pm |
| We Care 2 Inc | | 225 Main St, Urraween  Mon – Fri, 9:00 am to 2:00 pm.  (07) 4124 0913 |
| St Vincent de Paul Society Queensland | | 1800 846 643 |
| Community Action Inc. | | (07) 5482 1147 |
| The Uniting Church in Australia Property Trust | | 1800 007 007 |

### Finding local services (inc. accessing services)

| **Name** | **Contact details** |
| --- | --- |
| Hervey Bay Neighbourhood Centre | 22 Charles Street, Pialba Mon – Fri, 7:00am to 6:30pm (07) 4194 3000 |
| IMPACT Community Services | 108 Bargara Road, Bundaberg East  Mon – Fri, 7:30am to 4:00pm Sat, 8:00am to 12:00pm  (07) 4153 4233 |
| Central Queensland, Wide Bay, Sunshine Coast Primary Health Network (PHN) | Suite 4A, 2 Barolin Street,  Bundaberg (07) 4131 0800  Shop 3, 62 Main Street, Pialba  (07) 4196 9800 |
| Queensland Network Of Alcohol And Other Drug Agencies Limited (QNADA) | (07) 3023 5050 |

### Alcohol and other drug support and treatment services

| **Name** | **Contact details** |
| --- | --- |
| Bayside Transformations Limited | 234 Torquay Terrace, Torquay  Mon – Fri, 9:00am to 5:00pm  (07) 4194 6621 |
| Indigenous Wellbeing Centre Ltd | 184 Barolin Street, Bundaberg  Mon – Fri, 8:00am to 5:00pm  1300 492 492 |
| Queensland Network Of Alcohol And Other Drug Agencies Limited (QNADA) | (07) 3023 5050 |

### Gambling addiction support

| **Name** | **Contact details** |
| --- | --- |
| The Uniting Church in Australia Property Trust (Q.) | 1800 007 007 |

### Mental health/emotional support

| **Name** | **Contact details** | |
| --- | --- | --- |
| Regional Housing Limited | 30 Tantitha Street, Bundaberg | |
| Regional Housing Limited | | Shop 6/12 Nissen Street, Pialba  1300 642 123  (07) 4153 1239 |
| Headspace | | 66 Woongarra Street, Bundaberg  Mon – Thurs, 8:30am to 6:00pm  Fri, 8:30am to 4:00pm (07) 4152 3931  Shop 9, Central Plaza, 15 Central Ave, Urraween  Mon – Wed, 8:30am to 6:00pm Thu, 8:30am to 5:30pm  Fri, 8:30am to 4:30pm (07) 4303 2100 |
| Wide Bay Sexual Assault Service Inc. | | 1/8 Neils Street, Pialba  Mon – Thu, 8:30am to 5:00pm Fri, 9:00am to 5:00pm  (07) 4194 5230 |
| Central Queensland, Wide Bay, Sunshine Coast Primary Health Network (PHN) | | Suite 4A, 2 Barolin Street,  Bundaberg  (07) 4131 0800  Shop 3, 62 Main Street, Pialba  (07) 4196 9800 |
| Bridges Health and Community Care | | Shop 4, 130 Bourbong Street, Bundaberg Mon – Fri, 8:30am to 5:00pm  57 Caper Street, Gayndah Junction of River Terrace and O'Connell Street, Bundaberg  1300 707 655 |

### Social Support

|  |  |
| --- | --- |
| **Name** | **Contact details** |
| Hervey Bay Neighbourhood Centre | 22 Charles Street, Pialba Mon – Fri, 7:00am to 6:30pm (07) 4194 3000 |

## Nationally Available Services

This directory provides an overview of national support services available

| **Organisation** | | | | **Description** | | **Contact details** | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Alcohol and Drug Information Service (ADIS) NSW | | | | For free and confidential 24/7 counselling helpline for people concerned around alcohol and/or drug misuse. | | 1800 250 015 | |
| Lifeline 13YARN | | | | 13YARN (Thirteen YARN) is the first national crisis support line for First Nations people who are feeling overwhelmed or having difficulty coping. The service offers a confidential one-on- one opportunity with a Lifeline-trained First Nations Crisis Support Worker who can provide crisis support 24/7. 13YARN  empowers the community with the opportunity to talk without judgement and provide a culturally safe space to speak about their needs, worries or concerns. | | 13YARN (13 92 76) | |
| Australian National University (e- hub Assist) | | | | Online self-help mental health programs. | | [e-hub Assist - Home (ehubhealth.com)](https://assist.ehubhealth.com/) | |
| Black Dog Institute | | | | Online self-help programs, | | [Black Dog Institute | Science.](https://www.blackdoginstitute.org.au/) [Compassion. Action.](https://www.blackdoginstitute.org.au/) | |
|  | | psychoeducation and positive psychology. | | |  | | |
| Blue Knot Foundation | | Information and support line for anyone | | | Blue Knot Helpline and Redress Support Service 1300 | | |
|  | | affected by complex | | | 657 380 | | |
|  | | trauma. | | | Mon - Sun, 9am to 5pm | | |
|  | |  | | | National Counselling and | | |
|  | |  | | | Referral Service – Disability | | |
|  | |  | | | 1800 421 468 or 02 6146 | | |
|  | |  | | | 1468 | | |
|  | |  | | | Mon - Fri, 9am to 6pm | | |
|  | |  | | | Sat - Sun and public holidays, | | |
|  | |  | | | 9am to 5pm | | |
| Butterfly Foundation | | Telephone, online counselling, referral and online support groups for eating disorders and body image issues. | | | 1800 33 4673  Mon - Sun, 8am to midnight | | |
| Lifeline Australia | | 24/7 crisis support and telephone counselling. | | | 13 11 14 | | |
| Alcoholics Anonymous | | Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. | | | 1300 222 222 | | |
| Beyond Blue | | 24/7 online and email counselling and moderated forums. | | | 1300 224 636 | | |
| ReachOut | | 24/7 online support for people aged 12 to 25. | | | [A Safe Place to Chat](https://au.reachout.com/) [Anonymously, Get Support &](https://au.reachout.com/) | | |
|  | | |  | | | | [Feel Better | ReachOut](https://au.reachout.com/) [Australia](https://au.reachout.com/)  (02) 8029 7777 |
| National Debt Helpline | | | Provides help to sort out your money (budget). | | | | 1800 007 007  Mon - Fri, 9:30am to 4:30pm |
| Mob Strong Debt Helpline | | | Provides help to sort out your money (budget). | | | | 1800 808 488  Mon - Fri, 9:30am to 4:30pm |
| Salvation Army | | | Provides help with food and bills. | | | | 13 72 58 |
| St Vincent de Paul Society | | | Provides help with food and bills. | | | | 13 18 12 |
| 1800RESPECT | | | 24/7 Domestic or family violence counselling. | | | | 1800 737 732 |
| Family Drug Support Australia | | | 24/7 Alcohol or other drug use counselling. | | | | 1300 368 186 |
| National Gambling Helpline | | | 24/7 Support for anyone affected by gambling. | | | | 1800 858 858 |
| Narcotics Anonymous | | | Narcotics Anonymous is a non-profit fellowship or society of men and women for whom drugs had become a major problem. | | | | 1300 652 820 |
| Hearing Assessment Program – Early Ears | | | The program provides free, safe and simple hearing checks to children aged 0 - 6 years who do not yet attend full time school and on-going advice and support to parents and carers. | | | | 134 432 |
| Qlife | Provides online chat or phone counselling for lesbian, gay, bisexual, transgender and intersex (LGBTIQ+) people. | | | | | [1800 184 527](https://www.countrysaphn.com.au/)  [Mon – Sun 3pm to midnight](https://www.countrysaphn.com.au/) | |
| Head to Health | An online resource from the Australian Government, designed to connect Australians to trusted mental health and wellbeing support services and information. Products and services available on Head to Health can be accessible via phone, online/digital formats, and/or face- to-face physical  locations. | | | | | Home | Head to Health | |