

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 – Cape York

July 2023

Support Services Summary Directory – Cape York

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

Managing money

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| **Name** | **Contact details** |
| Cape York Institute | (07) 4046 0600 |
| The Uniting Church in Australia Property Trust (Q.) | 1300 822 753 |
| Brotherhood of St. Laurence | (03) 9483 1183 |
| Save the Children Australia | 1800 760 011 |
| Financial Counselling Australia Ltd | (07) 4051 1224 |

Food and emergency relief

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| **Name** | **Contact details** |
| SecondBite | 1800 263 283 |
| Oz Harvest Limited | 1800 108 006 |
| Foodbank Australia Limited | (08) 8947 3669 |
| The Salvation Army (New South Wales) Property Trust | 1800 007 007Mon – Fri, 9:00am to 5:00pm |
| St Vincent de Paul Society Queensland | 1800 846 643 |
| Mount Isa Family Support Service and Neighbourhood Centre Inc. | (07) 4743 4506 |

Finding local services (inc. accessing services)

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| **Name** | **Contact details** |
| Northern Queensland Primary Health Network (PHN) | (07) 4034 0300 |

Alcohol and other drug support and treatment services

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| **Name** | **Contact details** |
| Community Services Tablelands | (07) 4091 3850 |
| Lives Lived Well | 1300 727 957 |
| Ngoonbi Community Services Indigenous Corporation | (07) 4093 7177 |
| Queensland Injectors Health Network Limited | 1800 172 076(07) 3620 8111Mon-Fri: 9:00am – 5:00pm |
| Drug ARM Australasia (Healthy Options Australia) Australian College of Community Services | General: 1300 656 800(07) 3620 8880Mon – Fri, 9:00am to 5:00pm |
| The Salvation Army Australia Eastern Territory | 13 72 58 |
| Gidgee Healing | 1800 443 433 |
| North and West Remote Health Ltd - Mornington Island Wellbeing Centre | (07) 4747 9700 |
| Gindaja Treatment and Healing Indigenous Corporation | 1300 727 957(07) 4786 1000 |
| Goldbridge Rehabilitation Services | (07) 4056 9000 |
| The Salvation Army (Qld) Property Trust | 13 72 58 |
| Cape York Family Centre | 7 Flaggy Road, Cooktown Mon – Fri, 9:00am to 4:00pm (07) 4082 2420 |

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| **Name** | **Contact details** |
| We Help Ourselves | (07) 5476 0877 |
| Pharmaceutical Rehabilitation services | (07) 3059 1301 |
| St Vincent de Paul QLD | 1800 846 643 |
| Mission Australia | (07) 3394 8100 |
| Apunipima Cape York Social and Emotional Wellbeing Centre | 3338 Kennedy Highway Mareeba(07) 403 72830QLD State Office (07) 4037 7100 |

Mental health/emotional support

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| **Name** | **Contact details** |
| Apunipima Cape York Health Council | (07) 4037 71000417 506 847 |
| NPA Family and Community Services Aboriginal & Torres Strait Islander Corporation | (07) 4069 3817 |
| The Salvation Army QLD Property Trust | 13 72 58 |
| Torres and Cape Hospital and Health Service | (07) 4037 7100 |
| Northern Queensland Primary Health Network (PHN) | (07) 4034 0300 |

# Nationally Available Services

This section provides an overview of national support services available

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| **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. 13YARNempowers 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, psychoeducation and positive psychology. | [Black Dog Institute | Science.](https://www.blackdoginstitute.org.au/) [Compassion. Action.](https://www.blackdoginstitute.org.au/) |

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| Blue Knot Foundation | Information and support line for anyone affected by complex trauma. | Blue Knot Helpline and Redress Support Service 1300 657 380Mon - Sun, 9am to 5pmNational Counselling and Referral Service – Disability 1800 421 468 or 02 61461468Mon - Fri, 9am to 6pmSat - 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 4673Mon - 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 22 4636 |
| 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 |

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| National Debt Helpline | Provides help to sort out your money (budget). | 1800 007 007Mon - Fri, 9:30am to 4:30pm |
| Mob Strong Debt Helpline | Provides help to sort out your money (budget). | 1800 808 488Mon - 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 |

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| Qlife | Provides online chat or phone counselling for lesbian, gay, bisexual, transgender and intersex (LGBTIQ+) people. | 1800 184 527Mon – Sun 3:00pm to midnight |
| 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 physicallocations. | [Home | Head to Health](https://www.headtohealth.gov.au/) |