

BRISBANE CITY – 2019 Emergency Relief and Support Services Information over Christmas / New Year

Christmas Meals, Hampers and Gifts				
Agency	Contact Details	Time / Date / Type of Assistance Available	Location	Eligibility Conditions
3rd Space	T: 3254 1144	<ul style="list-style-type: none"> Christmas Lunch – 24th December 11am to 1pm Closed: 25 Dec, 26 Dec and 1 Jan 2019 Emergency Relief – Mon to Fri 9am to 4pm; 27 Dec to 31 Dec (9am to 2pm) 	505 Brunswick St, Fortitude Valley	<ul style="list-style-type: none"> Christmas ER – NIL General ER – Centrelink statement, evidence of bill and resident of inner-north Brisbane region.
Wesley Mission QLD Emergency Relief Hub	T: 3216 1579	<ul style="list-style-type: none"> Normal ER services will be closed from midday 24 December and reopening 3 January 2019 All normal activity groups closed from December Red Bags and Christmas hampers from 10 Dec 9am to midday 24 December Toys for children from 10 Dec to midday 24 December. Opening Hours: <ul style="list-style-type: none"> ➤ Mon to Fri 9am to 12noon; 12.45pm to 3.30pm 	316 St Pauls Terrace, Fortitude Valley	<ul style="list-style-type: none"> Low income – proof of bank statement or Centrelink Card Proof of ID Proof of children for presents and clients must REGISTER via appointment. Hampers – require short interview
Picabeen Community Centre	T: 3354 2555	<ul style="list-style-type: none"> Christmas Celebration - 17 December 10am RSVP by 12 Dec Food hampers (collect 19 and 20 December. 	22 Hoben Street Mitchelton	<ul style="list-style-type: none"> RSVP for celebration and hamper. Geographic catchment
Jeays St Community Centre, Valley Hearts and Night Cafe	T: 3852 5105	<ul style="list-style-type: none"> End of Season Festive Feast – 17 Dec 1pm-3pm Free Christmas Bag, food and lucky door prize Closed 24 Dec and reopening 7 Jan 2019 	12 Jeays Street, Bowen Hills	<ul style="list-style-type: none"> NIL
Brisbane Youth	T: 3620 2448	<ul style="list-style-type: none"> Christmas Hampers for eligible young people (12-25yrs) 	42 McLachlan St, Valley	<ul style="list-style-type: none">

Sevrice		experiencing homelessness (or at imminent risk)		
Micah Projects	T: 3036 4444	<ul style="list-style-type: none"> • OPEN 24hrs per day 7 days per week (including public holidays) • Christmas Hampers only available to MICAH clients. 	162 Boundary St West End	<ul style="list-style-type: none"> • Micah clients only
Ecumenical College Brigade	T: 3831 8219	<ul style="list-style-type: none"> • Free Sandwiches, fruit and hot drinks • Every day over Christmas <ul style="list-style-type: none"> ➤ 6.30am –Ivory St, Fortitude Valley (opp Fire Station) ➤ 7am – Holman St Ferry Stop, Kangaroo Point ➤ 7.30am – Wickham Park, Wickham Tce ➤ 8am – West End Riverside Drive (car park near boat ramp) 	Various	<ul style="list-style-type: none"> • NIL
St Andrews Uniting Church		<ul style="list-style-type: none"> • Free Christmas lunch plus red gift bags - 22rd Dec 11.30am • Free community meal every Saturday, 52 weeks • Christmas Hampers and gifts – 100 handed out at Christmas Eve lunch 	131 Creek St, City	NIL
Holy Trinity Church Trinity Pantry		<ul style="list-style-type: none"> • Trinity Pantry Tuesday and Thursday throughout Dec 12pm – 3pm. Closed 26 and 27 Dec. • Reopening 7 January Tuesday and Thursday – 12noon to 3pm • Emergency Financial Relief – closing 28 Dec and reopening Thursday 3 Jan 2019. 	Holy Trinity Church Hall – 9 Church St, Fortitude Valley	<ul style="list-style-type: none"> • NIL • Drop-in
Newfarm Neighbourhood Centre	T: 3358 5600	<ul style="list-style-type: none"> • End of year Christmas Lunch – 21 Dec 12noon 	Brunswick St, Newfarm	
Wendybirds LGBTIQ		<ul style="list-style-type: none"> • End of year Lunch – 22 Dec 	Newfarm Neighbourhood Centre	<ul style="list-style-type: none"> • NIL
The Newmarket	T: 3510 2700	<ul style="list-style-type: none"> • Christmas Market Day – 12 Dec - Free meal, face painting, entertainment, food hampers, toys and goodies. Limited transport available. 	212 Ashgrove Avenue, Ashgrove	<ul style="list-style-type: none"> • RSVP T: 3198 4410

Sandbag Community Centre	T: 3869 3244	<ul style="list-style-type: none"> Christmas Lunch and presents - RSVP Gary Hunt on 3869 3244 or ghunt@sandbag.org.au 25 Dec 10am to 2.30pm 	Brighton Health Campus (free transport from Sandgate Comm Centre)	<ul style="list-style-type: none"> Nil
Bayside Uniting Church		<ul style="list-style-type: none"> Christmas Lunch - RSVP by 19th Dec on T: 3890 2392 25th December 11.30am to 2.30pm 	420 Wondall Rd, Manly West	<ul style="list-style-type: none"> Nil
Men's Shed Spring Hill		<ul style="list-style-type: none"> End of year lunch – Sun 17 Dec 2019 		<ul style="list-style-type: none">
Vans and Kitchens (VAKS)	NA	<ul style="list-style-type: none"> For a list of services and locations for meals and drinks, please visit W: https://vaks.mycommunitydirectory.com.au/ 	Various	<ul style="list-style-type: none"> NIL
Uniting Care QLD	T: 3253 4000	<ul style="list-style-type: none"> Christmas Hamper – Phone to register Closed between 26th December and reopening 3rd January 2019. 	NA	NIL

FREE Christmas Activities in the Community

Activity	Location	Date and Time
South Bank Christmas Carols – nightly 19th - 22nd December	River Quay Green, Southbank Parklands	15th - 23rd December at 6pm and 8pm
Christmas Parade – nightly 15th - 24th December	Queen St Mall	15th - 24th December from 7.00pm
City Hall Light Spectacular – nightly 8th - 24th December	King George Square	8th - 24th Dec 7.00pm until midnight
Ashgrove Carols by Candlelight	Dorrington Park, Mirrabooka Road, Ashgrove	15 December
Brookfield Bush Christmas	Brookfield Showgrounds, 550 Brookfield Rd, Brookfield	7 December
Carols in the Park	West's Mitchelton Rugby League Football Club, 497 Samford Road	15 December

	Gaythorne	
Christmas in Sandgate	Brighton Road, Sandgate	7 December
Christmas in The Grove	Ferny Grove Primary School, Finvoy St, Ferny Grove	15 December
Keperra Christmas	Keperra Baptist Church 980 Samford Rd, Keperra	16 December
South Pacific Islander Christmas in the Park	Mulbeam Park, 131 Beams Rd, Boondall	8 December
River Quay Carols by Twilight	River Quay, South Bank	15 - 23 Dec from 5pm, 6pm and 7pm
Christmas Fireworks – nightly 20th - 23rd December	Clem Jones Promenade, South Bank Parklands	20 - 23 Dec from 7.45pm to 8pm
Christmas Eve Service – Midnight Mass	Holy Trinity Church, Valley	24 Dec 11pm
Christmas Service	Holy Trinity Church, Valley	25 December 9am
Christmas Eve Service	Saint Andrews Uniting Church, 299 Ann St, City	24 Dec at 8am, 9.30am, 11pm
Christmas Service	Saint Andrews Uniting Church, 299 Ann St, City	25 December 8am
FREE Christmas Community Meals		
Activity	Location	Date and Time
End of season Feast, Gift and Hamper	Jeays St Community Centre 12 Jeays St, Bowen Hills	17 December 1-3pm
Pre-Christmas Lunch	West End Community House 4 Norfolk Rd, West End	19 December 12pm – 12.30pm
Christmas celebration	Picabeen Community Centre - 22 Hoben Street Mitchelton	17 December 10am RSVP by 12 Dec

Wendybird LGBTIQ Found Family Festivities	Newfarm Neighbourhood Centre	22 December 1pm to 4pm
Christmas Lunch and hampers, gifts - T: 3254 1144	3rd Space 505 Brunswick St, Fortitude Valley	24 December 11am to 1pm
Christmas Lunch plus 'red goodies bags'	Saint Andrews Uniting Church 133 Creek St, City	23 December 11.30am
Christmas Lunch – RSVP T: 3216 1579	Wesley Mission Emergency Relief Hub 316 St Pauls Tce, Valley	25 December 12 noon
Christmas Lunch	Wesley Mission, Wesley House 140 Ann St, City	25 December 12 noon
Christmas Lunch - RSVP by 21st Dec on T: 3221 3461	Salvation Army Church, Brisbane City Temple 167 Ann St, City	25 December 12 noon
Christmas Brunch	Street Level (TSA) 97 School St, Spring Hill	24 December 8.30am to 10.30am
Christmas lunch - RSVP by 18 December T: 3890 2392	Bayside Uniting Church, 420 Wondall Rd, Manly West	25 December 11.30am for a 12pm lunch
Christmas BBQ – BBQ, gift bags, craft activities, face painting, petting zoo, giant slide, jumping castle, music, photo booth T: 3890 2392	Bayside Uniting Church, 420 Wondall Rd, Manly West	16 December 4pm to 8pm
Sandbag Christmas Lunch – lunch, presents. Return transport provided from Sandgate Community Centre to the venue. RSVP on T: 3869 3244	Brighton Health Campus	25 December 2018 10am to 2.30pm
End of year Community Lunch - FREE (T: 3358 5600)	Newfarm Neighbourhood Centre	20 Dec 12 Noon
Christmas Market Day – Free meal, face painting, entertainment, food hampers, toys and goodies. Limited transport available. RSVP T: 3198 4410	The Newmarket Hall, 212 Ashgrove Avenue, Ashgrove	12 Dec
Emergency Contacts		

Agency and Contact Details	Support Service	Contact Details
The Brook Red Centre	Brook RED is a peer run community service providing support for any individual who has a lived mental health experience. <ul style="list-style-type: none"> Closed 25th Dec and reopening 2nd Jan 2019. 	T: 3343 9282 9am to 9pm
StandBy Response Service	The Standby Response service provides a 24 hour coordinated response to assist families, friends and acquaintances who have been bereaved by suicide. <ul style="list-style-type: none"> Open 24/7 over Christmas. 	T: 3250 1856 147 Gipps St Fortitude Valley
QLD Government – 13Family Hotline	Families can access advice / or more hands-on support and be linked up with their local, community-based Family and Child Connect service. Support available for families experiencing issues with family relationships, budgeting, housing or other concerns. Family and Child Connect can provide information, advice and support to keep families safe this Christmas.	T: 13 32 64
Health, Financial Wellbeing Support Services and ER		
Agency and Contact Details	Support Service	Eligibility
3rd Space (7 days per week) <ul style="list-style-type: none"> Drop-in or call T: 3254 1144 505 Brunswick St, Fortitude Valley 	<ul style="list-style-type: none"> <u>Medical services</u>- GP's, nurses, Anglicare Nurse, acupuncturist, podiatrist, nutritionist) <u>Financial and Legal Services</u> - Centrelink (DHS), HHOT, LawRight Legal Clinic <u>Outreach and mobile services</u> <u>Family Support Services</u> <u>Individual Support Services</u> <u>Group Activities</u> 	<ul style="list-style-type: none"> Open
Brisbane Youth Service (BYS) <ul style="list-style-type: none"> T: 3620 2400 	<ul style="list-style-type: none"> Services for 12-25 year olds. Financial assistance, transport assistance, emergency relief / meals, drop-in, Dr Clinic, nurse, 	<ul style="list-style-type: none"> 12-25yrs

<ul style="list-style-type: none"> 42 McLachlan St, Fortitude Valley 	<p>food parcels, accommodation.</p> <ul style="list-style-type: none"> Closing 24 Dec and reopening 2 Jan 2019 Limited staff 27th, 28th and 31st Dec. Windsor House – no closure Phoenix House – no closure Sandgate House – no closure 	
BYS Housing and tenancy Team, Winstanley St Carina	<ul style="list-style-type: none"> Closed 25 Dec and reopening 2 Jan 2019 	<ul style="list-style-type: none"> 12-25yrs
BYS Young Women and Young Families team, Zillah St, Stones Corner	<ul style="list-style-type: none"> Closed 21 Dec and reopening 7 Jan 2019 	<ul style="list-style-type: none"> 12-25yrs
North West Youth Accommodation Service Inc.	<ul style="list-style-type: none"> Closed: 24 Dec and reopening 7 January 2019. T: 3855 5233 	<ul style="list-style-type: none"> 12-25yrs
<p>Anglicare Southern QLD Mental Health and Family Wellbeing</p> <ul style="list-style-type: none"> By appointment only T: 1300 114 397 North Park Business Centre: Suite 205A / 6 Babarra St, Stafford 4053 	<ul style="list-style-type: none"> Emergency relief support for those suffering financial crisis. No food parcels, cash or transport available. ER assistance available includes: <ul style="list-style-type: none"> ➤ Vouchers (Coles / Woolworths, petrol etc). <u>Normal Hours are:</u> <ul style="list-style-type: none"> ➤ 9am to 5pm Mon, Wed and Fri 	<ul style="list-style-type: none"> Formal ID with name and current address Proof of current income Copies of recently paid / unpaid bills.
<p>Nexus Care</p> <ul style="list-style-type: none"> 151 Flockton Street, Everton Park T: 3353 7230 	<ul style="list-style-type: none"> Closed Friday 24th Dec and reopening 2nd Jan 2019 <ul style="list-style-type: none"> ➤ Fresh Start Food Program and Christmas Parcels ER and Parcels available for collection Mon, Tues and Thurs between 10am and 4pm. 	<ul style="list-style-type: none"> NIL for Fresh Food Start program ER is appointment only. Residing in specified suburbs in the Brisbane North and North West areas Formal ID with name and current address Proof of current income Copies of recently paid / unpaid bills.

Reach out Community and Family Care <ul style="list-style-type: none"> • 36 Baden Powell St, Everton Park • T: 3355 7444 	<ul style="list-style-type: none"> • Select your own FOOD PARCEL of grocery and personal items. • Handling donations apply. • Normal Open Hours: Tuesday - Friday 9am - 4pm, Saturday 9am - 12noon. 	<ul style="list-style-type: none"> • PARCEL must be a minimum spend of - \$12.00 for singles, \$25.00 for family to receive free supply of fruit and vegies for an individual or one family.
Micah Projects <ul style="list-style-type: none"> • 162 Boundary St, West End • T: 3036 4444 • BDVS T: 3217 2544 	<ul style="list-style-type: none"> • OPEN 24hrs per day 7 days per week (including public holidays). • ‘Home for Good’ housing and support service for people homeless or experiencing a housing crisis. • <u>Brisbane Domestic Violence Service (BDVS)</u> got women and children experiencing domestic and family violence. 	
Community Action for the Prevention of Suicide - Talk Suicide Support Service	<ul style="list-style-type: none"> • Closed from 22nd December and reopening 2nd January 2019. • Provides outreach support to individuals 15yrs and over and at risk of suicide as well as families and friends. 	T: 1800 008 255
Disability Services	<ul style="list-style-type: none"> • Closed 23rd December and reopening 2nd January 2019 	NA
Relationships Australia QLD	<ul style="list-style-type: none"> • Closed 24th Dec and reopening 2nd January 2019 	159 St Paul’s Terrace, Spring Hill
Department of Human Services (DHS) You can use your myGov account to access your online accounts. You can also use Express Plus mobile apps and phone self service during the holiday period.	<ul style="list-style-type: none"> • Closed: <ul style="list-style-type: none"> ➤ Christmas Day – Mon 25 Dec 2019 ➤ Boxing Day - Tuesday 26 December 2019 ➤ Public holiday, Wednesday 27 December 2019 ➤ New Year’s Day, Monday 1 January 2019 • If you are due to report your earnings or employment on a holiday closure date, there are other dates you can report. Your <u>payment will be made after you have reported</u> to DHS. 	NA
Open Minds – Mental Health Service	<ul style="list-style-type: none"> • Closed 22 December and reopening 2 January 2019 	162 Alfred St, Fortitude Valley
Spring Hill Men’s Shed	<ul style="list-style-type: none"> • Final open day 20 December 2019 • Reopening every Wed 10 Jan 2019 	10 Love St Spring Hill Robert Collins - 0413 205 499
Reclink	<ul style="list-style-type: none"> • Closed between 24 Dec and reopening 7 Jan 2019 	

Metro Community Hub	<ul style="list-style-type: none"> • Closed 22 December and reopening 2 January 2019 	22 Qualtrough St Woolloongabba
Alcohol Anonymous	Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. This is a program of abstinence.	T: 1800 22 22 22
Narcotics Anonymous	Narcotics Anonymous is a non-profit fellowship of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. This is a program of abstinence from all drugs	T: 1300 652 820
QLife	<ul style="list-style-type: none"> • Peer based telephone counselling service • 5.30om to 10.30pm daily 	T: 1800 184 527
Open Doors Youth Service	<ul style="list-style-type: none"> • Advocacy and support services for lesbian, gay, bisexual, asexual and/or transgender, Intersex and queer (LGBTIQ) young people aged 12 to 24 and their families • 9:00am to 5pm Tuesday to Friday 	T: 3257 7660
Gay and Lesbian Welfare Association	Peer counselling service for gay, lesbian, bisexual and transgender people and their families and friends	T: 1800 184 527 3pm to midnight daily
Seniors Enquiry Line	Seniors Enquiry Line is a state-wide information and referral service for Queensland seniors, their family, friends, grandparents and carers.	T: 1300 135 500 117 Gipps St, Fortitude Valley
Elder Abuse Prevention Unit	The Elder Abuse Prevention Unit (EAPU) is a Queensland wide program which provides a Helpline for information, support and referrals to people who experience, witness or suspect the abuse of an older person.	T: 1300 651 192 117 Gipps St, Fortitude Valley
Red Cross Night Café	<ul style="list-style-type: none"> • Closed from 21 Dec to 8 Jan 2019 	12-25yrs
The Salvation Army Pindari	<ul style="list-style-type: none"> • Open 24/7 over Christmas period. 	28 Quarry St, Spring Hill T: 3832 1491

Men's Shed Spring Hill	<ul style="list-style-type: none"> • Closed 19 Dec reopening 13 Jan 2019 	
The Salvation Army, Brisbane Recovery Services Centre, Moonyah	<ul style="list-style-type: none"> • Care coordination closed from 2 Jan to 21 Jan 2019 • Centre-based: Open 24/7 	58 Glenrosa Rd, Red Hill T: 3368 6376
Valley Chaplain Watch	<ul style="list-style-type: none"> • 20 – 23 Dec: closed • 27 – 30 Dec: Patrols and Rest and Recovery - Thurs and Sunday 11pm-3am; Fri and Sat 10:30pm-4am. • 31 Dec: Patrols starting 9pm and finishing 5am 1 Jan. Rest and Recovery Centre 9pm - 5am. • 3 - 6 Jan: Patrols and Rest and Recovery Thurs and Sunday 11pm-3am; Fri and Sat 10:30pm-4am. 	Contact Angie Brown (Senior Team Leader Chaplain Watch Inc.) on M: 0475558000
Community and Neighbourhood Centres		
Agency	Service Hours	Contacts
Jeays St Community Centre 12 Jeays St, Bowen Hills	<ul style="list-style-type: none"> • Closed from 24th Dec and reopening 7th Jan 2019. • Jeay's Street Community Centre is a safe and open space where community members are able to access formal and informal community-based support. Services offered include: community gardening, free computers and internet, counselling, arts and crafts, sports and recreation 	T: 3852 5105
Newfarm Neighbourhood Centre – 967 Brunswick St, Newfarm	<ul style="list-style-type: none"> • Closed from 21st Dec and reopening 3rd January 2019 • Services provided include: <ul style="list-style-type: none"> ➢ Free legal information, health activities, FREE Food pantry Tuesday mornings, education and training etc. 	T: 3358 5600
The Exchange - 1 Musk Avenue, Kelvin Grove	<ul style="list-style-type: none"> • Closed from 21st Dec and reopening January 2019 	T: 3175 9975
The Paddington Centre - 180 Jubilee Tce Bardon	<ul style="list-style-type: none"> • Closed from 21st Dec and reopening 8th January 2019 • ER Services provided: <ul style="list-style-type: none"> ➢ Food vouchers; Non-perishable food items; Bread; Fruit 	T: NA

	and vegetables	
West End Community House – 4 Norfolk Rd, South Brisbane	<ul style="list-style-type: none"> • Closed from 24th Dec and reopening 7th January 2019 • Services provided include: <ul style="list-style-type: none"> ➤ Health activities, Community meals, tenancy advice, Centrelink, music and gardening groups, free computer access 	T: 3217 2333
Picabeen Community Centre	<ul style="list-style-type: none"> • Closed from 24th Dec and reopening 7th January 2019 • Services provided include: <ul style="list-style-type: none"> ➤ Health, ER, youth support, ESL, arts / craft activities, counselling, free tax help, JP's, NILS, counselling. ➤ ER reopens 14 Jan 2019 (bookings required) 	T: 3354 2555
24hr Telephone Helplines		
Agency	Service Detail	Contact Details
1300 MH Call	Access to mental health information and advice mental health patients, carers and families, the community, GP's, non-government organisations and private health professionals	1300 64 22 55
Alcohol and Drug Information Service	The Alcohol and Drug Information Service (ADIS) is part of the national system of information and counselling services that operates by telephone 24/7.	1800 177 833
BeyondBlue	Information and support to help people achieve their best possible mental health.	1300 224 636
Crime Stoppers	At its core Crime Stoppers is the receipt of anonymous information about suspicious or criminal activity that is then passed to the Queensland Police Service. It is an intelligence gathering service and contact with our program does not result in an immediate Police response.	1300 309 355
DV Connect Crisis Support	<ul style="list-style-type: none"> • Telephone support and counselling to anyone who has been 	<ul style="list-style-type: none"> • Sexual Assault - 1800 010 120 9am

	<p>sexually assaulted or abused and for anyone who is concerned or suspects someone they care about might have been assaulted or abused.</p> <ul style="list-style-type: none"> • Telephone service offering women who are experiencing domestic or family violence 24 hours a day 7 days a • A free, confidential telephone, counselling, referral and support service especially set up for men. 	<p>to 11pm</p> <ul style="list-style-type: none"> • Womensline - 1800 811 811 • Mensline - 1800 600 636 9am to 12pm
Women's House Domestic Violence Support - Woolloongabba	<p>Women's House services are run by women and for women; services are free, and confidential. Women's House offers: - Short term, secure accommodation at a confidential address for women with or without accompanying children, escaping domestic violence.</p>	<ul style="list-style-type: none"> • T: 3391 0005
Gamblers Help	<p>Free access counselling and information services concerning problem gambling issues.</p>	T: 1800 858 858
GriefLine	<p>Supports people experiencing loss and grief, at any stage in life.</p>	T: 1300 845 745
Homeless Information Line	<p>Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness.</p>	T: 1800 47 47 53
Kids Helpline	<p>Phone and online counselling service for young people aged 5 to 25.</p>	T: 1800 55 1800
LifeLine	<p>Crisis support and suicide prevention services.</p>	T: 13 11 14
MiNetworks	<p>Connects you to an experienced mental health worker to find information and support.</p>	T: 1800 985 944
Non-urgent Ambulance		T: 131233
Non-urgent Medical Help		T: 13 43 25 84
Poisons Information	<p>Source of information about poisonous substances, first aid, and</p>	T: 13 11 26

	preventing incidents of poison.	
Police Link	Non-urgent incident reporting and general Queensland Police Service enquiries.	T: 13 14 44
QLD Homicide Victims Support Group	Offers 24hr emotional support, personal advocacy and information to all people affected by homicide.	T: 1800 774 744
R U Ok	Connects you free to 5 crisis information lines such as Lifeline, Kids Helpline, Suicide Call Back, Sane Australia and Beyond Blue for free from any landline.	T: 1800 786 5329
Suicide Call Back Service	Nationwide service that provides telephone and online counselling to people 15 years and over who are suicidal, caring for someone who is suicidal, bereaved by suicide or health professionals supporting people affected by suicide.	T: 1300 659 467
Family Drug Support	24hr telephone support line providing support to families affected by alcohol and other drugs.	T: 1300 368 186