



**YOUTH HOMELESSNESS
PROGRAMS/SERVICES GUIDE
TOWNSVILLE**

2012

Revised 1/01/2012

A GUIDE TO ACCOMMODATION AND
ASSOCIATED SERVICES FOR PROFESSIONALS
ASSISTING YOUNG PEOPLE WHO ARE
HOMELESS OR AT RISK OF HOMELESSNESS
IN TOWNSVILLE

*This Services Guide has been compiled and funded by Queensland Youth Services Inc. and
supported by members of the Youth Network NQ*

**Please contact QYS to add and/or
change any information in this guide**



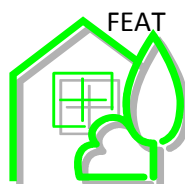
QUEENSLAND YOUTH SERVICES INC.

12 Ingham Road, West End
PO Box 573
TOWNSVILLE QLD 4810

PHONE: (07) 4771 3648

FAX: (07) 4721 6835

EMAIL: resourceofficer@qldyouthservices.org.au



INDEX

[Guide for 12-18 year olds](#)

[Guide for 18-25 year olds](#)

[A-Z of Service Organisations](#)

[Food Assistance Services](#)

[Real Estate listing - accepting Bond Loans](#)

YOUTH HOMELESSNESS PROGRAMS / SERVICES GUIDE
TOWNSVILLE

IDENTIFIED GROUP	ACCOMMODATION SUPPORT GROUP	CRISIS	MEDIUM TERM	LONG TERM	TRANSITIONAL (up to 12 months)	Support and/or Brokerage	
12-18 y/o	Female	SHAREHOUSE Ph: 4771 2395	✓	✓		✓	
		TAIHS Youth Shelter (16-18yo) Ph: 4721 6691	✓				✓
		IONA HOUSE (15-21yo) Ph: 4775 9160	✓				✓
		COAST TO COUNTRY HOUSING (Ex CRS) Ph: 4772 5530		✓	✓	✓	
		HEADING HOME PROGRAM (16 years and older) Ph: 4721 6580					✓
		Gen-x Youth Services- 4772 4369	✓	✓	✓		✓
		TYHARS (12-20yo) Ph: 4723 4172		✓	✓	✓	✓
		RECONNECT Ph: 4721 1948 / 4721 1978					✓
	Male	SHAREHOUSE Ph: 4771 2395	✓	✓		✓	
		TAIYS (16-18yo) Not restricted to Indigenous Youth Ph: 4721 6691	✓				✓
		Gen-x Youth Services- 4772 4369	✓	✓	✓		✓
		COAST TO COUNTRY HOUSING Ph: 4772 5530		✓	✓	✓	
		RECONNECT Ph: 4721 1948 / 4721 1978					✓
		TOWNSVILLE YOUTH HOUSING & REINTEGRATION SERVICE (12-20yo) Ph: 4723 4172		✓	✓	✓	✓
		HEADING HOME PROGRAM (16 years and older) Ph: 4721 6580					✓
	Family/with Children	FEAT (Family) Ph: 4772 2686 / 4772 1450	✓	✓	✓		✓
		WEE CARE (For Children) Ph: 4772 4499	✓				
		SERA'S WOMENS SHELTER (Women & Children) Ph: 4775 7555	✓				✓
		SHAREHOUSE Ph: 4771 2395	✓	✓		✓	
		TAIHS - EVA KENNEDY CRISIS CENTRE (Families) Ph: 4721 1766	✓				
		RECONNECT Ph: 4721 1948 / 4721 1978					✓
	Indigenous People focused	TAIHS Youth Shelter (16-18yo) Ph: 4721 6691	✓				✓
		Gen-x Youth Services- 4772 4369	✓	ü	✓		✓
		SAFE PLACE (17 & under-intoxicated) Ph: 4772 7850	✓				
		FLORA HOUSE WOMEN'S SHELTER Ph: 4723 5611	✓				✓
	Young People Under Child Protection Order	DEPT. OF CHILD SAFETY Ph: 1800 177 135					✓
		TYHARS (12-20yo) Ph: 4723 4172		✓	✓	✓	✓
WEE CARE (For Children) Ph: 4772 4499		✓					

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IDENTIFIED GROUP	ACCOMMODATION SUPPORT GROUP	CRISIS	MEDIUM TERM	LONG TERM	TRANSITIONAL (up to 12 months)	Support &/or Brokerage		
18-25 yr old	Female	MARIA HOUSE (Women & Family) Ph: 4762 7817	✓					
		SHAREHOUSE Ph: 4771 2395	✓	✓		✓		
		IONA HOUSE (15-21yo) Ph: 4775 9160	✓				✓	
		SERA'S WOMENS SHELTER (Women & Children) Ph: 4775 7555	✓					
		APPLE LODGE Ph: 4772 1003		✓	✓	✓		
		COAST TO COUNTRY HOUSING (Formerly CRS) Ph: 4772 5530		✓	✓	✓		
		HOMESTAY PROGRAM Ph: 4759 6159					✓	
		TOWNSVILLE YOUTH HOUSING & REINTEGRATION SERVICE (12-20yo) Ph: 4723 4172			✓	✓	✓	✓
		HEADING HOME PROGRAM (16 years and older) Ph: 4721 6580						✓
	Male	SHAREHOUSE Ph: 4771 2395	✓	✓		✓		
		APPLE LODGE Ph: 4772 1003		✓	✓	✓		
		TAIHS - KEVIN SAILOR CRISIS CENTRE Ph: 4721 1766	✓					
		OZCARE (Men's Hostel) Ph: 4726 2500	✓					
		COAST TO COUNTRY HOUSING (Formerly CRS) Ph: 4772 5530		✓	✓	✓		
		HOMESTAY PROGRAM (Aust Red Cross) Ph: 4759 6159					✓	
		TOWNSVILLE YOUTH HOUSING & REINTEGRATION SERVICE (12-20yo) Ph: 4723 4172			✓	✓	✓	✓
	HEADING HOME PROGRAM (16 years and older) Ph: 4721 6580						✓	
	Family / with Children	FEAT (Family) Ph: 4772 2686 / 4772 1450	✓	✓	✓		✓	
		WEE CARE (Children) Ph: 4772 4499	✓					
		SERA'S WOMENS SHELTER (Women & Children) Ph: 4775 7555	✓					
		TAIHS - EVA KENNEDY CRISIS CENTRE Ph: 4721 1766 / 4759 4000	✓					
		COAST TO COUNTRY HOUSING CO. (Formerly CRS) Ph: 4772 5530		✓	✓	✓		
		H Hot – Homeless Help Outreach Team Ph: 4720 000					✓	
		HOMESTAY PROGRAM (Aust Red Cross) Ph: 4759 6159					✓	
		HEADING HOME PROGRAM (16 years and older) Ph: 4721 6580					✓	
	Indigenous People Focused	TAIYS (16-18yo) Ph: 4721 6691	✓				✓	
		IRIS CLAY HOSTEL Ph: 4772 3649	✓			✓		
FLORA HOUSE WOMEN'S SHELTER Ph: 4723 5611		✓				✓		

A - Z OF SERVICE ORGANISATIONS

ORGANISATION NAME	DESCRIPTION OF SERVICES
<p>APPLE LODGE Ph: 4772 1003 Fax: 4721 1512 Contact Person: Cathryn Byrne Email: cjrb@ozemail.com.au Address: 70 McIlwraith St, South Townsville</p>	<p>Accommodation for young people 18-25 years. 14 furnished single rooms (some with air-conditioning). Residents share other house facilities – each floor has two sitting areas, kitchen/dining, bathroom and toilet. Residents clean own rooms, share in cleaning of common areas, are responsible for own conduct and honouring house rules. Average Rent around \$155 per week now with an extra \$30 rent for first week. Also residents provide own food, fridges are in all rooms.</p>
<p>COAST TO COUNTRY HOUSING COMPANY (Formerly CRS) Ph: 4772 5530 Fax: 4772 5998 Email: kerri@c2chousing.org.au Address: 463 Flinder street, Townsville</p>	<p>Transitional housing for people on low incomes in severe and immediate housing need, who are waiting for public housing accommodation. Applicants must be active on Public Housing Waiting List. NOT an emergency housing service. Boarding House Project which provides long-term bed-sit accommodation for single people on low income. Programs include - CRS Program - General Housing & Youth Housing Community Managed Studio Units - referrals from Dept of Housing Transitional Partnerships Properties - referrals from Dept of Housing Transisitional Youth Accommodation Program - referrals from Sharehouse Rent Start Pilot Program - referrals from Dept of Housing Mental Illness Fellowship - referrals from same Youth Housing for 15-25 yr olds</p>
<p>FEAT (Family Emergency Accommodation Townsville) Ph: 4772 2686 / 4772 1450 Fax: 4772 1062 Address: 89 Perkins St, South Townsville Contact Person: Ruth Stainbrook</p>	<p>Community organisation which provides a service to families in housing crisis. Families are provided with: Supported accommodation both short and long term in independent housing Professional support services Information, referral and advocacy – to enable clients to move towards independent housing</p>
<p>FLORA HOUSE WOMEN'S SHELTER (Formerly Tungulawa) Operated by YUMBA META Ph: 4723 5611 Fax: 4723 4855 Email: yumbameta@optusnet.com.au Address: 2/565 Ross River Rd, Kirwan</p>	<p>Provides crisis and short term accommodation, support plans and advocacy and referral. Operates 24 hours. Target group, homeless women and children escaping domestic and family violence, with a priority to Indigenous women and children.</p>
<p>HEADING HOME PROGRAM (AUST RED CROSS) Ph: 4721 6580 Address: 12 Wickham Terrace, Townsville</p>	<p>Provides opportunities for up to 20 homeless people with complex needs experiencing homelessness, to achieve safe and appropriate housing outcomes which will form the basis for sustainable and positive changes to their lives. Clients must be 16 years and over with at least one of the following: > has experienced long periods of being without shelter - sleeping in parks, cars or in squats in and around Townsville > is due to be discharged from a Corrective Services or health facility and will be homeless due to identified complex needs. > is banned/has been deemed not suitable for other services Positive intervention through a casework process</p>
<p>HHOT - HOMELESS HEALTH OUTREACH TEAM Ph: 4720 0000 Email: tsv-HHOT@health.qld.gov.au</p>	<p>Provides service to people who are 12-25 years who are homeless or who are at risk of being homeless can be both genders including families. The cocumers will either be diagnosis with such metal illness as depression or anxiety disorder and substance use disorder</p>
<p>HINCHINBROOK COMMUNITY SUPPORT CENTRE Contact Person: Linda McLelland Phone: 4776 1822 Fax: 4776 1008 Email: admin@hcsc.org.au Address: 71 Townsville Road, INGHAM</p>	<p>Youth Development and Youth Support officers working in the Ingham area Professional and practical support such as food and accommodation assistance, and referral information for both genders.</p>

A - Z OF SERVICE ORGANISATIONS

ORGANISATION NAME	DESCRIPTION OF SERVICES
Gen-X Youth Services Townsville Contact: Tina Sagigi Mobile: 0434 244 950 Townsville: 4772 4369 Townsville: Shop 1/39 Allen St South Townsville	An out-of-home service provider with a strong emphasis on culturally appropriate care of Indigenous and non- Indigenous young people from both genders. Look after youth that can not live at home can accommodate for short term, medium term and long term. Runs programs for each individual staying.
HOMESTAY PROGRAM (Aust Red Cross) Ph: 4759 6111 Person: Tanya Gambrill Family Support Service Ph: 4759 6155 Contact: Christine Krompic	The Red Cross Home stay supports families and individuals from 18– 25 years old at risk of homelessness to maintain independent housing or gain access to long term sustainable housing, so they can have the stability needed to experience wellbeing, dignity and security. By working as an early intervention service with those at risk of homelessness we can address the drivers of homelessness and prevent people from becoming homeless.
HOMELESS MEN'S HOSTEL – OZCARE Ph: 4726 2500 Fax: 4726 2599 Address: 10 Blackwood St, Townsville	Centre for homeless men 18 years and over in Townsville area. Accommodation, including breakfast and dinner, is \$18 per night, \$126 per week.
IONA HOUSE (Young Women's Shelter) Ph: 4773 6202 or PH: 4775 9100 Email: Fiona.truntic@uccommunity.org.au Contact Person: Fiona Truntic- Team Leader Address: PO Box 431, Aitkenvale	Crisis accommodation for young women and girls 15-21 years who are homeless or at risk of homelessness. The service provides a safe and supported living and learning environment. Iona House assist the young women through the provision of individual case management, referral and advocacy. Residents participate in everyday running of the house. A minimal contribution towards board.
IRIS CLAY HOSTEL – ABORIGINAL HOSTELS LTD Ph: 4772 3649 Fax: 4721 1364 Email: i.clay@ahl.gov.au Address: 261-269 Sturt St, Townsville	Transient accommodation for Indigenous people who are either female or male between the ages of 12- 25 years old.
MARIA HOUSE (Women's Shelter) Ph: 4729 5362 Fax: 4729 5399 Address: Cnr Tippett and Stafford Sts, Gulliver	Supported crisis accommodation (12 weeks) for single women over 18. Needs assessment and support plans developed to assist with housing, health, schooling and counselling. Referrals to agency service providers where necessary.
RECONNECT - Qld Youth Services Inc. Ph: 4721 1948 / 4721 1978 Fax: 4721 2146 Contact Person: Leigh Henaway Email: eiw1@qldyouthservices.org.au Address: Upper Level, 12 Ingham Road, West End	An early intervention program for young people who are aged between 12 and 18 who are homeless or at risk of becoming homeless, and their families Reconnect helps young people improve their level of engagement with family, work, education, training and their local community. Aims to improve relationships between young people and their families by offering free confidential non-judgemental family-focused support including family mediation, conflict resolution and counselling.
SAFE PLACE (TAIHS) Ph: 4725 0454 Mobile: 0419 760 965 Fax: 4772 7920 Address: TAIHS 57-59 Gordon St, Garbutt	24 hr place of safety for youth, 17 yrs and under, intoxicated from volatile substances. Support, information. Works in conjunction with Child Protection & Investigation Unit as a facility for police to take volatile substance misuse affected adolescents. Non-indigenous youth welcome also.
SERA'S WOMENS SHELTER Ph: 4775 7555 24hrs – Women's Centre DV Line 1800 811 811 Fax: 4772 0581 Email: serasadmin@bigpond.com	Crisis accommodation for women and children experiencing spousal domestic violence. Outreach support available. 2 hour access for shelter referrals.
SHAREHOUSE (Youth Accommodation Program Inc)	Accommodation, support, information, resources, referral and advocacy for young people who are homeless or at risk of becoming homeless. Shelter

A - Z OF SERVICE ORGANISATIONS

ORGANISATION NAME	DESCRIPTION OF SERVICES
<p>Ph: 4771 2395 (Shelter); 4771 5346 (Office); 4724 0624 (transitional housing) Email: transitional@sharehousetsv.com.au</p> <p>Fax: 4721 6511</p> <p>Address: 39 Ralston St, West End</p>	<p>young people who are homeless or at risk of becoming homeless. Shelters people from 16-20 years old females and males for a maximum of 3months for crisis and medium-term accommodation. An interview before stay.</p>
<p>TAIHS (Townsville Aboriginal & Islander Health Service)</p> <p>Ph: 4759 4000 (shelter)</p> <p>Contact Person: Helen Bushman/Lionel Lenoy Email: hbusman@taihs.net.au</p>	<p>Eva Kennedy Crisis Centre - 36 Echlin Street, West End (For couples and/or families)</p> <p>Kevin Sailor Crisis Centre - 35 Echlin Street, West End (Single Males over 18 yr old)</p>
<p>TAIHS Youth Shelter – Crisis Care Accommodation.</p> <p>Contact Person: Brad Mayo</p> <p>Ph: 4721 1766</p> <p>Fax: 4772 4844</p> <p>Email: bmayo@taihs.net.au</p> <p>Address: 49 Hugh St, West End</p>	<p>Provides crisis accommodation to young people who face immediate risk in their current placement or who are homeless with no family and no fixed address. The shelter accepts indigenous and non- indigenous clients, between the ages of 16 and 18, places available for both male and female. Crisis accommodation available for up to 3 months. A fee of \$50/fortnight if receiving Centrelink payments.</p>
<p>TYHARS- TOWNSVILLE YOUTH HOUSING & REINTEGRATION SERVICE (Qld Youth Services Inc.)</p> <p>Ph: 4723 4213</p> <p>Fax: 4755 4967</p> <p>Contact Person: Lisa Kerr Email: coordinator@tyhars.org.au</p> <p>Address: 641 Ross River Rd, Kirwan</p>	<p>The Youth Homelessness and Reintegration Service’s objective is to reduce homelessness affecting young people aged 12-20 years who are either exiting, or transitioning from child protection orders, are transitioning to the community following a period of sentence or remand in a Youth Detention Centre, or are homeless, or in inadequate housing.</p>
<p>WEE CARE (Family Inc-Residential)</p> <p>Ph: 4772 4499</p> <p>Contact person: Lynne Josey</p> <p>Ph: 0437925472</p> <p>Address: 9 First St, Railway Estate</p>	<p>Operates 4 services:</p> <p>Residential – Emergency/Shelter for children in crisis, Family Support; Emergency Relief; Shared Family Care Fostering Program; play group Tuesday Morning 9:30- 11:30</p>
<p>YUMBA META HOUSING ASSOCIATION</p> <p>Ph: 4723 5611</p> <p>Mobile: 0417 008 650</p> <p>Fax: 4723 4855</p> <p>Email: admin@yumbameta.com.au</p> <p>Address: 2/565 Ross River Rd, Kirwan</p>	<p>Provides quality, adequate housing for Aboriginal & Torres Strait Islander families at an affordable rental rate. Independent living units for aged and infirm Aboriginal & Torres Strait Islander Elders.</p>

FOOD & OTHER EMERGENCY ASSISTANCE SERVICES

*The following organisations **may** have emergency funds, food parcels or food vouchers.*

Referral is often necessary.

ORGANISATION NAME	DESCRIPTION OF SERVICES
ST VINCENT DE PAUL Ph: 4721 2030 (helpline)	Emergency Relief - Food parcels
THE SALVATION ARMY Ph: 4755 0722	Program helps families and singles in need of food, clothing, household items and furniture, as well as some counselling (budget and family), and other family needs
FOOD RELIEF NQ Ph: 4774 7620	Receives and warehouses surplus food for distribution to community welfare organisations for use by their clients. Organisations must register with Food Relief. Does not deal with individual clients.
SUN CITY CARE Ph: 4721 5716	Emergency food parcels. Other programs responding to community needs.
TOWNSVILLE COMMUNITY CARE CENTRE Ph: 4795 2797	Emergency food relief - by appointment
COMMUNITY EMERGENCY SUPPORT CENTRE - Drop in Centre Ph: 4772 2339	Free breakfast (8-8.45am) Free Lunch (12.30 - 12.45pm) Monday to Friday
ADRA Ph: 4779 3988	Emergency Relief - Food parcels
Aboriginal & Islander Health Service Ph: 4789 9930	
FEAT Ph: 4772 2686 / 4772 1450	Must have children
North Townsville Community Hub Ph: 4751 6511	Emergency Relief - Food parcels
Weecare Ph: 4772 4499	Families with children only - Emergency Relief
Women's Centre Ph: 4775 7555 / 1800 657 501 free call	Women & children only; Emergency Relief funds when available.
Upper Ross Emergency Relief Fund Ph: 4772 1450 or 4772 2686 on Monday or Tuesday for appointment on Wednesday	People on low incomes in Condon, Rasmussen and Kelso (with 4815 postcode) Emergency Relief - Food parcels

A-Z LISTING - REAL ESTATES ACCEPTING BOND LOANS

As at 8/07/2009

REAL ESTATE	ADDRESS	PHONE
ABOUT TOWN	Cnr Mitchell & Gregory Sts	47725252
CENTURY 21 - FLYNN & TORISSI	34 Primrose Street, Belgian Gardens	47216566
DM REALTY	149 Kings Road, Pimlico	47244611
ELDERS REAL ESTATE	340 Ross River Road, Aitkenvale	47280000
ELDERS REAL ESTATE	6/41 Denham Street, Townsville	47724000
FRAN ANDERSON REALTY	97 Ireland St Oonoonba	47782344
HARCOURTS TOWNSVILLE CITY	514 Sturt Street, Townsville	47242430
HELEN MUNRO REAL ESTATE	252-254 Charters Towers Road, Hermit Park	47593999
KINGSBURY PROPERTY	106b Charters Towers Road, Hermit Park	47722022
KRAUSE RACITI REALTY	159f Charters Towers Road, Hermit Park	47791000
LES WRIGHT REAL ESTATE	Riverway Drive, Rasmussen	47236055
LILLIAN AND CO	2/278 Charters Towers Road, Hermit Park	47550880
LIVE AND INVEST	571 Ross River Road, Kirwan	47734874
LYN ANTHONY REAL ESTATE	661 Flinders Street, Townsville	47244444
MR REALTY	3/133 Ingham Road, West End	47243239
NICHOLSON FIRST NATIONAL	54 Thuringowa Drive, Kirwan	47737000
PAGE & PEARCE	163 CHARTERS TOWERS RD, HERMIT PARK	47282199
PARKWOOD REALTY	33/1 Burnda Street, Kirwan	47737533
RAINE & HORNE THURINGOWA	SHOP 7/32 THURINGOWA DRIVE, KIRWAN	47556700
RAY WHITE TVILLE CENTRAL	VINCENT PLAZA, NATHAN STREET VINCENT	47538100
READY REALTY NQ DIVISION	UNIT 1-37 THURINGOWA DRIVE, KIRWAN	47734222
REMAX	146 Charters Towers Road, Hermit Park	47212147
REMAX (THE RENTAL MANAGERS)	Woodlands Shopping Village Bruce Highway	47515100
SID GREENWOOD REAL ESTATE	2/17 Tavern Street, Kirwan	47739344
THE RENTAL MANAGERS	55 Thuringowa Drive, Kirwan	47551800
YVONNE KEATING REALTY	7/68 Railway Ave	47211433