



**YOUTH HOMELESSNESS
PROGRAMS/SERVICES GUIDE
TOWNSVILLE**

2011

Revised 1/01/2011

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 Homelessness Working Group - Youth Network NQ

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

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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: 4779 9911	✓				✓
		COAST TO COUNTRY HOUSING (Ex CRS) Ph: 4772 5530		✓	✓	✓	
		HEADING HOME PROGRAM (16 years and older) Ph: 4721 6580					✓
		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	✓				✓
		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	✓	✓		✓	
		MARIA HOUSE (Women & Family)Ph: 4762 7817	✓				
		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	✓				✓
		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					✓
		PATHWAYS Ph: 4773 5428 / 0417 981 637	✓				
		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: 4779 9911	✓				✓
		SERA'S WOMENS SHELTER (Women & Children) Ph: 4775 7555	✓				
		APPLE LODGE Ph: 4772 1003		✓	✓	✓	
		COAST TO COUNTRY HOUSING (Formerly CRS) Ph: 4772 5530		✓	✓	✓	
		HUB FOR HOMELESS PEOPLE Ph: 4771 5433					✓
		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		✓	✓	✓	
		HUB FOR HOMELESS PEOPLE Ph: 4771 5433					✓
		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. From \$130 per week (Av \$150), \$50 on arrival for a basket of essentials including sheets, crockery, cutlery and towel, \$20 for keys (refunded on departure). Residents provide own food, fridges are in all rooms. House Rules are enforced.</p>
<p>COAST TO COUNTRY HOUSING COMPANY (Formerly CRS) Ph: 4772 5530 Fax: 4772 5998 Email: crstownsville@internode.on.net Address: Unit 3 / 1 Barlow St, South 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 Transitional 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: 131 Ingham Road, West End</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 HELP OUTREACH TEAM Ph: 4720 0000</p>	<p>Provides assessments, counselling and arranging treatment for homeless people. Can organise detox services, including home The program is funded by Mental Health, is free to users and accepts referrals from anyone.</p>
<p>HINCHINBROOK COMMUNITY SUPPORT CENTRE Contact Person: Kara Miller Phone: 4776 1822 Fax: 4776 1008 Email: kara@hcsc.org.au</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</p>

A - Z OF SERVICE ORGANISATIONS

ORGANISATION NAME	DESCRIPTION OF SERVICES
<p>Address: 71 Townsville Road, INGHAM</p>	
<p>HOMELESS HUB Ph: 4771 5433 Fax: 4721 0518 Email: frush@lifeismore.com.au Address: 446 Flinders St West, Townsville</p>	<p>Services and assistance to people (18 years and over) who are homeless or at risk of becoming homeless. Primarily a referral and advocacy agency. Auspiced by Life is More.</p>
<p>HOMESTAY PROGRAM (Aust Red Cross) 4759 6159 Person: Eva Kennedy</p> <p style="text-align: right;">Ph: Contact</p> <p>Family Support Service Ph: 4759 6155 Contact: Christine Krompic</p>	<p>Provides support to families and individuals who are at risk of becoming homeless. Works with clients on a medium to long term basis on issues such as budgeting, developing more positive relationships with landlords, understanding their rights under the Residential Tenancies legislation, and accessing other support services. It is NOT a crisis service for those who are imminently about to be homeless.</p>
<p>HOMELESS MEN'S HOSTEL – OZCARE Ph: 4726 2500 Fax: 4726 2599 Address: 10 Blackwood St, Townsville</p>	<p>Centre for homeless men 18 years and over in Townsville area. Accommodation, including breakfast and dinner, is \$18 per night, \$126 per week.</p>
<p>IONA HOUSE (Young Women's Shelter) Email: lifeline.nth.qld@lccq.org.au Contact Person: Fiona Truntic - Team Leader Ph: 4775 9160</p>	<p>Crisis accommodation (up to 13 wks) for young women and girls 15-21 years who are homeless or at risk of homelessness. Advice and advocacy/case management available. Young people are assisted to access Centrelink Payments. Board is charged at 25% of income from Centrelink payments.</p>
<p>IRIS CLAY HOSTEL – ABORIGINAL HOSTELS LTD Ph: 4772 3649 Fax: 4721 1364 Email: i.clay@ahl.gov.au Address: 261-269 Sturt St, Townsville</p>	<p>Transient accommodation for Indigenous people.</p>
<p>MARIA HOUSE (Women's Shelter) Ph: 4762 7817 Fax: 4762 7818 Address: Cnr Tippett and Stafford Sts, Gulliver</p>	<p>Supported crisis accommodation (4-6 weeks) for single women over 18 and women and children (girls to any age accompanied by mothers, boys to 11 yrs only). Agency referral required. Centrelink income statement required.</p>
<p>PATHWAYS Ph: 4755 6888 Fax: 4755 1055 Contact Person: Michelle Royes Email: pwtownsvillefostering@cofcqld.com.au Address: 2/11 Castlemaine St, Kirwan</p>	<p>Family based care for children and young people who are subject to Dept of Child Safety Intervention. Recruit, assess, train individuals and households to become foster carers. Support to current foster carers in Townsville and Ingham.</p>
<p>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</p>	<p>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.</p>
<p>SAFE PLACE (TAIHS) Ph: 4725 0454 Mobile: 0419 760 965 Fax: 4772 7920 Address: TAIHS 57-59 Gordon St, Garbutt</p>	<p>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.</p>

A - Z OF SERVICE ORGANISATIONS

ORGANISATION NAME	DESCRIPTION OF SERVICES
<p>SERA'S WOMENS SHELTER Ph: 4775 7555 24hrs – Women's Centre DV Line 1800 811 811 Fax: 4772 0581 Email: serasadmin@bigpond.com</p>	<p>Crisis accommodation for women and children experiencing domestic violence. Outreach support available.</p>
<p>SHAREHOUSE (Youth Accommodation Program Inc) Ph: 4771 2395 (Shelter); 4771 5346 (Office); 4724 0624 (transitional housing) Email: transitional@sharehousetsv.com.au Fax: 4721 6511 Address: 39 Ralston St, West End</p>	<p>Accommodation, support, information, resources, referral and advocacy for young people who are homeless or at risk of becoming homeless. Target age group 15-21 years, males & females, crisis and medium-term accommodation. Transitional housing services for 16-25 yr olds.</p>
<p>TAIHS (Townsville Aboriginal & Islander Health Service) Ph: 4721 1766 Fax: 4759 4077 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) Kevin Sailor Crisis Centre - 35 Echlin Street, West End (Single Males over 18 yr old)</p>
<p>TAIHS Youth Shelter – Crisis Care Accommodation. Contact Person: Brad Mayo Ph: 4721 6691 Fax: 4772 4844 Email: bmayo@taihs.net.au 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, short, medium short and long term accommodation available for up to 3 months. A fee of \$50/fortnight if receiving Centrelink payments.</p>
<p>TOWNSVILLE YOUTH HOUSING & REINTEGRATION SERVICE (Qld Youth Services Inc.) Ph: 4723 4172 / 4723 4213 Fax: 4755 4967 Contact Person: Lisa Kerr Email: coordinator@tyhars.org.au 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) Ph: 4772 4499 Address: 9 First St, Railway Estate</p>	<p>Operates 3 services: Residential – Emergency/Shelter for children in crisis, Family Support; Emergency Relief; Shared Family Care Fostering Program</p>
<p>YUMBA META HOUSING ASSOCIATION Ph: 4723 5611 Fax: 4723 4855 Email: yumbameta@optusnet.com.au 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.

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