

Outreach Support & Food Services

Assertive Outreach Team

Outreach support to rough sleepers in public spaces. Email rough sleeper details and location to AOTTweedHeads@facns.nsw.gov.au

Agape 0414 693 670

Every Tuesday Food Outreach from:

- 1:10pm - New Horizons carpark, 8 Rivendell Drive, Tweed Heads South
- 2pm - Byron Bay Community Centre, Fletcher Street entrance
- 2:50pm - Heritage Park carpark Mullumbimby 3:30pm - Opposite Brunswick Heads Surf Life Saving Club, South Beach Road
- 4:30pm - Knox Park Murwillumbah, Wollumbin Street entrance

Homeless Health Outreach Team (HHOT) (07) 5506 7370

HHOT provide comprehensive assessment, care coordination and clinical intervention for homeless persons who are experiencing mental illness.

Livingwell Communicare Inc. (07) 5650 0630

Community Pantry at Pottsville Beach Neighbourhood Centre
Wednesday 9.30am – 11.30am

Murwillumbah Community Centre (02) 6672 3003

5 Tumbulgum Road, Murwillumbah (temporary location)
Monday – Thursday 9am-4.30pm, Friday 9am-12pm
Food Pantry Temporarily Closed.

Pottsville Beach Neighbourhood Centre (02) 6676 4555

12A Elizabeth St, Pottsville info@pbnc.org.au
Limited food support.

Vibe Care Community Pantry (07) 5536 7575

3 Beryl Street, Tweed Heads
Tuesday, Wednesday, Thursday and Friday, 9.00am – 11.00am (NSW)
Grocery distribution centre providing free and low cost food
Shop 10, 8th Avenue Palm Beach
Tuesday, Wednesday, Thursday, Friday 12pm-3pm (QLD)
Service open to everyone.

The Salvation Army Centre (07) 5524 5081

Cnr Woodlands and Leisure Drive, Banora Point
Open Tuesday and Friday, 9.00am -12.00pm

- Case management (Tues only) Contact Ellouise Seaton 0436 485 632
- Emergency relief - EAPA (Energy Account Payment Assistance)
- AA and Alanon groups
- Positive Lifestyle Program
- Financial counselling (Wed only) Contact Lindy (02) 6643 4844
- Flood assistance (not means tested)

Wednesday evening meal service has been suspended.

Salvos Assessment Line (SAL) 1300 371 288

Monday - Friday 9.00am – 5.00pm
For assistance, client referred to Salvation Army Centre Banora Point.
Financial, material and Telstra assistance through the assessment line.
All Salvation Army Op Shops (Charity Shops) are now open.

Support Services - General

Child Protection Helpline (NSW) (24 hour)	132 111
Department of Child Safety, Youth & Women (QLD)	13 74 68
Alcohol and Drug Information Service (24 hour)	1800 250 015
Kids Help Line (5-25 years)	1800 551 800
Lifeline Crisis Support Service (24 hour)	13 11 14
NSW Aging and Disability Abuse Help Line	1800 628 221
NSW Housing Services- Tweed Heads office	(07) 5524 0666
NSW Mental Health Line	1800 011 511
NSW Sexual Violence Help Line	1800 424 017
Suicide Call Back Service Telephone Counselling	1300 659 467

National Coronavirus Health Line 1800 020 080

General advice or healthdirect on 1800 022 222 if you have symptoms.

Translating or interpreting services, call 131 450

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-current-situation-and-case-numbers>

Centrelink Employment Services Line - Services Australia 132 850

<https://my.gov.au>

100 Blundell Boulevard, Tweed Heads South
107-113 Wollumbin Street, Murwillumbah

Domestic Violence Line (NSW) 1800 656 463 TTY 1800 671 442 (24 hour)

Counselling, information, referral support for women/same-sex partners

DVConnect Mensline Service (QLD) 1800 600 636

9am-Midnight (7-days) Free, confidential crisis counselling, referral and support service especially for men.

Justice of the Peace Services (02) 8688 7336

For urgent enquiry, call 8.30am-11.30am and 1.30pm-3.30pm Monday to Friday.

Link2home 1800 152 152 (24 hour)

Provide temporary accommodation (TA) for homeless people.

RSPCA NSW Community Domestic Violence & Homeless Program

(02) 9782 4408 Monday to Friday, 9 am – 5 pm; and

(02) 9770 7555 Weekends and Public Holidays.

Temporary boarding for pets of people escaping DV and homelessness

Telecommunications support during COVID-19 (Last Updated: 20 August 2021)

<https://accan.org.au/consumer-information/covid19-telco-services-and-technology>

Hospitals

14 Powell Street, Tweed Heads (07) 5506 7000

Ewing Street, Murwillumbah (02) 6672 0000

1 Hospital Blvd, Gold Coast University 1300 744 284

Ask Izzy www.askizzy.org.au

The A-Z Directory of Homeless support services

7CareConnect www.7careconnect.com

Service information for people experiencing/at risk of homelessness



Tweed Shire Housing & Homelessness Network

Support Services

And

Food Distribution Services

For Tweed Shire, Northern Rivers and Gold Coast City

Information current as of May 2022

For brochure updates:

Email: sroylance@tweed.nsw.gov.au



PROUDLY SUPPORTED BY

TWEED
SHIRE COUNCIL

Support Services - Tweed Shire

Agape Outreach Inc. 0414 693 670 or admin@agapeoutreachinc.com
56 Recreation Street Tweed Heads. Tuesday - Friday 10am - 4pm, Saturday 10am-1pm. Offers shower, laundry, food, clothing. Case workers assist with paperwork, applications and appointments.

Fred's Place (St Vincent de Paul) (07) 5536 1906
9 Boyd Street, Tweed Heads. Monday - Friday 8.30am -12.30pm. Offers shower, laundry, food. Case workers, psychologists, HHOT, NDIS, Centrelink, NSP program, financial counsellor and Legal Aid.

headspace (Youth Mental Health) (07) 5589 8700
145 Wharf Street, Tweed Heads enquiries@headspace-tweed.org.au
Monday- Friday 9am - 5pm; except Thursday 9am-7pm
Free support for young people 12 - 25 years.

Murwillumbah Community Centre Inc. (02) 6672 3003
5 Tumbulgum Road, Murwillumbah (temporary location)
Monday - Thursday 9am - 4.30pm, Friday 9am - 12pm
Financial Counselling Service: Appointment based.
For Emergency Relief only need to show ID with address.

Momentum Collective 1300 900 091
44A Wharf Street, Tweed Heads
Support women and children experiencing or at risk of DV 1800 387 867 (24/7 line) and Indigenous people who are homeless or at risk of homelessness.
Community Housing 1300 900 091

Needle Syringe Program (NSP) Home Delivery & Outreach Service
Monday – Friday 12.30 – 4pm or call 0428 233 393
8.30 – 5pm to speak with NSP worker

Tweed Valley Sexual Health Clinic 145 (07) 5506 6850
145 Wharf Street Tweed Heads. Appointment based only.
Lismore - Liver Clinic (02) 6620 7539 Viral Hepatitis Treatment.

Pottsville Beach Neighbourhood Centre Inc. (02) 6676 4555
12A Elizabeth St, Pottsville info@pbnc.org.au
Monday – Friday, 9am-4pm Material aid limited, Tech Centre, ARMA, CFSS-TV, Brighter Futures only by phone or online, Centrelink.

Reconnect 0477 547 888
Offer phone counselling and 1:1 for young people 12 - 18 years that are at risk of homelessness.

The Family Centre (Connecting Home – Youth) (07) 5589 1800
Support young people 16-24 years who are homeless or at risk of homelessness and 12-17 years and their families.

Northern Rivers Community Legal Centre 1800 689 889 (02) 6621 1000
Monday – Thursday 9am-1pm & 2pm-4pm
Phone for free legal advice.

Support Services - Northern Rivers

Far North Coast Family Connect & Support Service 1300 338 774
Monday-Friday 9.00am - 5.00pm
Support service for families, children and young people.

Legal Aid NSW www.legalaid.nsw.gov.au
If you need legal help call LawAccess NSW 1300 888 529
Legal Aid NSW provides free Criminal Law Advice at this location
Tweed Heads Criminal Law Advice Clinic, Tweed Heads Courthouse
(02) 6621 2082

Momentum Collective 1300 900 091
3/79 Street, Ballina. Prefer phone contact. Support women and children experiencing or at risk of domestic violence (24 hours) and Indigenous people who are homeless or at risk of homelessness.
Community Housing 1300 900 091

Momentum Collective Homelessness Services 1300 355 305
Support women experiencing DV (24 hours) and Indigenous people who are homeless or at risk of homelessness.

North Coast Community Housing Company Ltd (07) 5523 5800
2 Blundell Boulevard, South Tweed. Mon-Fri 9.00am-4.00pm, Wed 9am-1.00pm. Manage social/affordable housing for people in housing need on low/moderate income. Lismore (02) 6627 5300 calls redirected to Tweed, Grafton (02) 6642 9100, Ballina (02) 6627 5300.

Northern Rivers Community Gateway (02) 6621 7397 Lismore office
hub@nrcg.org.au Mon- Fri 9am – 4pm Intake and assessment, First Step emergency relief. Can arrange a confidential zoom, skype or phone appointment. NILS interviews by phone. Applicants to email documents to nrnls@nrcg.org.au

Tenants Advice and Advocacy Service 1800 649 135
Monday, Tuesday, Thursday, Friday 9am-5pm

Social Futures Connecting Home – Adult 1800 048 310
firstresponse@socialfutures.org.au Support for adults/families who are homeless or at risk of homelessness.

Women up North Housing (02) 6621 7730
40 Wyrallah Road, East Lismore
Support for women and children who are homeless or at risk of homelessness from domestic violence.

Support Services – QLD & Beyond

DV Connect Women's Line (QLD) 1800 811 811
Free counselling support; provides pet safety via RSPCA Queensland.

Gold Coast Project for Homeless Youth Inc. (07) 5591 3746
24 Brooke Avenue, Southport, QLD
Email referrals to: referrals@homelessyouth.com.au
Lawson House is for young people 16 to 18 years who are homeless or at risk of homelessness.

Gold Coast Youth Service (07) 5572 0400
15 Oak Avenue, Miami, QLD
Support young people 12 - 25 years who are homeless or at risk of homelessness. Information and support, housing and tenancy support, and emergency assistance.

The Homeless Hotline 1800 474 753 (24 hours)
Information re. accommodation, meals, shower and clothing.

Kalwun (07) 5589 6500
Airport Central, 1 Eastern Avenue, Bilinga, QLD
Indigenous health service.

Macleod Accommodation Support Service - Gold Coast
1800 811 811 (Referrals via DV Connect Women's Line QLD)
Open Monday – Friday, 8am - 4pm
Support women and children escaping domestic violence.

Majella House 1800 811 811
(Referrals via DV Connect Women's Line QLD)
Refuge and support for women escaping domestic violence.

Gold Coast Housing Service Centre (07) 5645 8100
80 Bazaar Street, Robina Town Centre, QLD
Assistance with Social Housing and private rentals for persons residing in 2485 and 2486 post codes.

Gold Coast Homelessness Service (UnitingCare Community)
93 Golden Four Drive Bilinga, QLD (07) 5579 6060
Crisis accommodation for men over 18 years.
Provide take away meals, laundry facilities and shower services.

ASIC (Australian Securities and Investment Commission)
Financial advice must only be provided by qualified and licensed financial advisers, or financial counsellors, not by real estate agents who neither hold the requisite licence, nor are an authorised representative of an Australian Financial Services Licensee.
If tenants are seeking financial advice, refer to the ASIC Moneysmart website www.moneysmart.gov.au