

## EMERGENCY SERVICES - STAYING SAFE

Organisation	Contact details	About this organisation	Website
Life Threatening Emergencies. For life threatening, critical or serious situations only	<b>EMERGENCY Telephone Triple Zero (000)</b>	EMERGENCY Organisations Police, Ambulance, Fire Brigade	<a href="http://www.disaster.qld.gov.au/Disaster-Resources/Emergency_Contacts.html">http://www.disaster.qld.gov.au/Disaster-Resources/Emergency_Contacts.html</a>
POLICE	<b>EMERGENCY Telephone Triple Zero (000)</b>	Queensland Police Services is the states law enforcement agency. This site provides and overview of the service, community programs (Youth/PCYC, alcohol and drug, community liaison and support, road safety FAQs, Crime Victims survey, Community Supporting Police, Neighbourhood watch, safer Qld Community Grants, Weapons Licensing), Regional Policing information and on-line services. The Police Service have police liaison officers that speak various languages.	<a href="http://www.police.qld.gov.au/forms/contact.asp">http://www.police.qld.gov.au/forms/contact.asp</a>
CRIME STOPPERS	<b>1800 333 000</b>	For urgent matters	<a href="http://www.police.qld.gov.au/">http://www.police.qld.gov.au/</a>
POLICELINK	<b>131 444</b>	For non-urgent contact. 24/7 reporting of non-urgent incidents and non-urgent property crime	<a href="http://www.police.qld.gov.au/">http://www.police.qld.gov.au/</a>
POLICE LIAISON OFFICER	<b>Cultural Advisory Unit 07 3364 3934 or contact your local police station</b>	Police Liaison Officers are employed by the Queensland Police Service to establish and maintain a positive rapport between culturally specify communities and the Queensland Police Service. The PLO positions are filled by people from CALD backgrounds including Aboriginal and Torres Strait Islander, Chinese, Vietnamese, Fijian-Indian, Samoan, Sudanese and Arabic speaking backgrounds. PLOs role is to build trust and understanding through liaison by assisting community and police reduce and prevent	<a href="http://www.police.qld.gov.au/join/plo/default.htm">http://www.police.qld.gov.au/join/plo/default.htm</a>
POLICE STATION LOCATOR	<b>QPS General Enquiries - 131 444</b>	Use the website tool to find the nearest Police Station to a Queensland location. See website next.	<a href="http://www.police.qld.gov.au/station-locator/station_locator.asp">www.police.qld.gov.au/station-locator/station_locator.asp</a>
AMBULANCE	<b>EMERGENCY Telephone Triple Zero (000)</b>	<p>Together with the Queensland Fire and Rescue Service , Emergency Management Queensland and Queensland Corrective Services, the Queensland Ambulance Service is a part of the Department of Community Safety. The Queensland Ambulance Service delivers services to the public from more than 280 ambulance response locations across the State which are organised into seven regions, and are supported by a Central office located at the Kedron Park Emergency Services Facility in Brisbane, Australia. QAS has been providing first aid training to Queenslanders for over 100 years. This includes Courses in First Aid and Injury Prevention and sales of first aid kits, resuscitation masks and other items. QAS co-ordinates a Baby Capsule Hire service for the community, and ambulance staff are fully trained to fit capsules so that babies are safe and comfortable. The QAS provides non-urgent ambulance transport for patients where a doctor/medical officer has approved such transport.</p> <p>To qualify for QAS non-urgent ambulance transport, the patient is required to meet the QAS transport criteria, for example, there must be a clinical necessity/medical reason for the QAS transport to be undertaken.</p> <p>The doctor/medical officer must complete a QAS Medical Authorisation Transport Request form and forward it to the QAS. The QAS requires a minimum of 48 hours notice prior to the requested transport date to ensure resources are available to undertake the transport.</p>	<a href="http://www.ambulance.qld.gov.au/default.asp">http://www.ambulance.qld.gov.au/default.asp</a>

The Queensland Fire and Rescue Service is a division of the Queensland Government Department of Community Safety and the primary provider of fire and rescue services throughout Queensland.

While fires are best known for turning out to fires in homes, buildings or in the bush, the QFRS provides a vast range of other fire and rescue services including:

- Rescue - road accident and other types of rescue
- Chemical and hazardous material management
- Community awareness and education on fire and road safety issues Building fire safety inspection, investigation and prosecution
- Administering legislation relating to fire and safety, hazardous materials facilities and hazard mitigation
- Rural land management advice regarding the role and use of fire
- Fire scene investigation
- Alarm monitoring and response
- Commercial training in fire fighting, fire safety and evacuation procedures.

<https://www.fire.qld.gov.au/>

**FIRE BRIGADE**

**EMERGENCY Telephone Triple 000**

<b>STATE EMERGENCY SERVICE (SES)</b>	<b>132 500</b>	The State Emergency Service (SES) is a volunteer organisation made up of local people who have volunteered to prepare themselves and their communities to minimise the effects of disasters. SES volunteers do not receive any financial payment. The QLD SES responds at the local and national levels to many different types of activations including disasters and emergencies including: cyclones, storms, floods, crime scenes and forensic searches, public events, body recovery, earthquakes, cliff rescues, transportation incidents (road./air/sea), landslides, searches for missing persons and animal disease outbreaks.	<a href="http://www.emergency.qld.gov.au/ses/">http://www.emergency.qld.gov.au/ses/</a>
<b>POISONS INFORMATION SERVICE</b>	<b>13 11 26</b>	The Queensland Poisons Information Centre is located in the Pharmacy Department in the Royal Children's Hospital, Brisbane. The role of the Centre is to provide the public and health professionals of Queensland with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. All calls are answered by pharmacists who have specific additional training in toxicology and the provision of poisons information. The website has information about poisoning, stings and bites, snake  The Centre also has access to a range of consultants who can provide expert advice about bites and stings, mushrooms, plants, spiders, snakes, insects and the management of poisoned patients.	<a href="http://www.health.qld.gov.au/PoisonsInformationCentre/default.asp">http://www.health.qld.gov.au/PoisonsInformationCentre/default.asp</a>
<b>POWER SUPPLY/OUTAGES</b>	<b>13 62 62 Emergencies 13 19 62</b>	<b>ENERGEX</b> for South East Queensland residents. Loss of power and for dangerous situation or downed power lines.	<a href="http://www.energex.com.au/">http://www.energex.com.au/</a>
	<b>13 12 53</b>	<b>ENERGEX</b> - General Enquiries	<a href="http://www.energex.com.au/">http://www.energex.com.au/</a>
	<b>13 22 96</b>	<b>ERGON ENERGY</b> for non SEQ residents. Faults	<a href="http://www.ergon.com.au/">http://www.ergon.com.au/</a>
	<b>Triple zero (000) or 13 16 70</b>	<b>ERGON ENERGY</b> for non SEQ residents. Life threatening emergencies only	<a href="http://www.ergon.com.au/">http://www.ergon.com.au/</a>
	<b>13 10 46</b>	<b>ERGON ENERGY</b> . General Enquiries	<a href="http://www.ergon.com.au/">http://www.ergon.com.au/</a>
	<b>13 22 96 (24/7)</b>	<b>ERGON ENERGY</b> . Power outages	<a href="http://www.ergon.com.au/">http://www.ergon.com.au/</a>
	<b>13 24 63</b>	<b>ORIGIN ENERGY</b> - for Energy Offers	<a href="http://www.originenergy.com.au/">http://www.originenergy.com.au/</a>
	<b>13 24 61</b>	<b>ORIGIN ENERGY</b> - General queries, Account/billing.	<a href="http://www.originenergy.com.au/">http://www.originenergy.com.au/</a>
<b>GAS</b>	<b>13 25 23</b>	<b>Queensland Government</b> information site on energy sources and information	<a href="http://www.business.qld.gov.au/industry/energy/gas/gas-queensland">http://www.business.qld.gov.au/industry/energy/gas/gas-queensland</a>
	<b>131 161</b>	<b>ELGAS</b> - new Residential Customers	<a href="http://www.elgas.com.au/">http://www.elgas.com.au/</a>
	<b>1300 362 389</b>	<b>ELGAS</b> - Business Customers	<a href="http://www.elgas.com.au/">http://www.elgas.com.au/</a>
	<b>1800 819 783</b>	<b>ELGAS</b> Emergency 24/7	<a href="http://www.elgas.com.au/">http://www.elgas.com.au/</a>
	<b>1800 065 258</b>	<b>ELGAS</b> Technical maintenance	<a href="http://www.elgas.com.au/">http://www.elgas.com.au/</a>
<b>LOCAL COUNCILS</b>			
<b>BRISBANE CITY COUNCIL</b>	<b>07 3403 8888 (24/7 call centre number)</b>	For contact with the Council visit the website at <a href="http://www.brisbane.qld.gov.au/about-council/contact/index.htm">http://www.brisbane.qld.gov.au/about-council/contact/index.htm</a>	<a href="http://www.brisbane.qld.gov.au/">http://www.brisbane.qld.gov.au/</a>
<b>LOGAN CITY COUNCIL</b>	<b>General Enquiries: 07 3412 3412 Only use this no. when contacting Council from a mobile phone or from outside Logan City.</b>		<a href="http://www.logan.qld.gov.au">www.logan.qld.gov.au</a>
	<b>1300 1 LOGAN (1300 156 426) This no. is only for use by customers within Logan City from a landline</b>		
<b>Water leaks and After Hours Emergency</b>	<b>Water enquiries or to report a leak or fault ph: 07 3412 5494 After hours emergency service pH: 07 3412 3412</b>		
<b>MORETON BAY REGIONAL COUNCIL</b>	<b>General Enquiries: 07 3205 0555 Emergency After Hours: 07 3205 0555</b>		<a href="http://www.moretonbay.qld.gov.au/">http://www.moretonbay.qld.gov.au/</a>

REDLANDS CITY COUNCIL

General Enquiries: 07 3829 8999

<http://www.redland.qld.gov.au/Pages/home.aspx>

Emergency: 07 3829 8999

**HEALTH & HOSPITALS INFORMATION**

HEALTH & HOSPITALS INFORMATION

**MEDICAL EMERGENCY TELEPHONE**

Triple Zero (000). Non-urgent  
health advice: 13 43 25 84

<http://www.myhospitals.gov.au/browse/qld/brisbane/name-asc/2>

MULTICULTURAL HEALTH

07 3328 9007

Queensland Health - [www.health.qld.gov.au/multicultural](http://www.health.qld.gov.au/multicultural)  
[multicultural@health.qld.gov.au](mailto:multicultural@health.qld.gov.au)

<http://www.health.qld.gov.au/multicultural/>

PUBLIC HOSPITALS BRISBANE REGION	07 5433 8888	Caboolture Hospital - Address: McKean Street, Caboolture.	<a href="http://www.health.qld.gov.au/services/metronorth/metronorth_cabool_hosp.asp">http://www.health.qld.gov.au/services/metronorth/metronorth_cabool_hosp.asp</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3139 6500	Ellen Barron Family Centre - Address: Hamilton Road, Chermside.	<a href="http://www.myhospitals.gov.au/hospital/ellen-barron-family-centre">http://www.myhospitals.gov.au/hospital/ellen-barron-family-centre</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3810 1111	Ipswich Hospital - Address: Chelmsford Avenue, Ipswich.	<a href="http://www.health.qld.gov.au/services/westmoreton/ipswich-hosp.asp">http://www.health.qld.gov.au/services/westmoreton/ipswich-hosp.asp</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3299 8899	Logan Hospital - Address: Cnr Armstrong and Loganlea Roeds, Meadowbrook.	<a href="http://www.health.qld.gov.au/services/metrosouth/logan-hosp.asp">http://www.health.qld.gov.au/services/metrosouth/logan-hosp.asp</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3409 9059	Marie Rose Centre - address: 36 Oxley Parade, Dunwich.	<a href="http://www.health.qld.gov.au/services/metrosouth/dunwich.asp">http://www.health.qld.gov.au/services/metrosouth/dunwich.asp</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3163 8111	Mater Adult - Hospital - A private hospital that provides public services - Address: Raymond Terrace, South Brisbane.	<a href="http://www.mater.org.au/Home/Hospitals/Mater-Adult-Hospital">http://www.mater.org.au/Home/Hospitals/Mater-Adult-Hospital</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3163 8111	Mater Children's Hospital - A private hospital that provides public services - Raymond Terrace, South Brisbane.	<a href="http://www.mater.org.au/Home/Hospitals/Mater-Childrens-Hospital.aspx">http://www.mater.org.au/Home/Hospitals/Mater-Childrens-Hospital.aspx</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3163 1918	Mater Mothers' Hospital - A private hospital that provides public services - South Brisbane	<a href="http://www.mater.org.au/hospitals/mater-mothers-hospital">http://www.mater.org.au/hospitals/mater-mothers-hospital</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3176 2111	Princess Alexandra - 199 Ipswich Road, Woolloongabba.	<a href="http://www.health.qld.gov.au/pahospital/">www.health.qld.gov.au/pahospital/</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3182 6111	Queen Elizabeth II Jubilee Hospital - Cnr Kessels and Troughton Roads, Coopers Plains.	<a href="http://www.health.qld.gov.au/qeii/default.asp">http://www.health.qld.gov.au/qeii/default.asp</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3883 7777	Redcliffe Hospital - Anzac Avenue, Redcliffe.	<a href="http://www.health.qld.gov.au/redcliffe/">http://www.health.qld.gov.au/redcliffe/</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3488 3111	Redland Hospital - Weippin Street, Cleveland.	<a href="http://www.health.qld.gov.au/redland-wynnum/default.asp">http://www.health.qld.gov.au/redland-wynnum/default.asp</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3646 8111	Royal Brisbane & Women's Hospital - Butterfield Street, Herston.	<a href="http://www.health.qld.gov.au/rbwh/">http://www.health.qld.gov.au/rbwh/</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3636 8111	Royal Children's Hospital - Cnr Bramston Terrace & Herston Road, Herston.	<a href="http://www.health.qld.gov.au/rch/">http://www.health.qld.gov.au/rch/</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3271 8222	The Park Centre for Mental Health - Cnr Ellerton Drive & Wolston Park Road, Wacol	<a href="http://www.health.qld.gov.au/the_park/">http://www.health.qld.gov.au/the_park/</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3139 4000	The Prince Charles Hospital - Rode Road, Chermside.	<a href="http://www.health.qld.gov.au/tpch/">http://www.health.qld.gov.au/tpch/</a>
PUBLIC HOSPITALS BRISBANE REGION	07 3893 8000	Wynnum Health Service - 128 Whites Road, Lota.	<a href="http://www.health.qld.gov.au/services/metrosouth/wynnum-hsc.asp">http://www.health.qld.gov.au/services/metrosouth/wynnum-hsc.asp</a>
<b>TELEPHONE HELPLINES</b>			
ON-CALL 24/7 REGISTERED NURSE	<b>13 HEALTH (13 43 25 84) Non-urgent medical help.</b>	Queensland Government 24 hours a day, 7 days a week telephone line providing contact with a registered nurse to discuss a health matter	<a href="http://www.qld.gov.au/health/">http://www.qld.gov.au/health/</a>
LIFELINE	<b>13 11 14</b>	Lifeline crisis support 24 hours a day, 365 days a year	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
SUICIDE PREVENTION - SUICIDE LINE	<b>1300 651 251</b>	Suicide Line is a free professional, anonymous support 24 hours a day, 7 days a week. The service delivers targeted and professional support services to Australians at the cost of a local call. The service works to support people at risk of suicide, their carers, those bereaved by suicide and professionals who support suicidal clients	
KIDS HELP (TELEPHONE) LINE	<b>1800 55 1800</b>	Kids Helpline is a free telephone counselling service for Australian children and young people aged between 5 and 25 years.	<a href="http://www.kidshelp.com.au/">http://www.kidshelp.com.au/</a>
MENSLINE	<b>1300 78 99 78</b>	MensLine Australia is a professional telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.	<a href="http://www.mensline.org.au/Home.html">http://www.mensline.org.au/Home.html</a>

**PARENTLINE**

**1300 30 1300**

Parentline supports and nurtures positive, caring relationships between parents, children, teenagers and the significant other people who are important to the well-being of families. Parentline's experienced and trained counsellors can help by: talking things over with the client; offering guidance; providing advice on ways to manage your children and yourself more effectively. The service is available between 8am and 10pm 7 days a week.

<http://www.parentline.com.au/>

<b>FAMILY RELATIONSHIP ADVICE LINE</b>	<b>1800 050 321</b>	The Family Relationship Advice Line is a national telephone service established to assist families affected by relationship or separation issues. The Advice Line provides information on family relationship issues and advice on parenting arrangements after separation. It can also refer callers to local services that can provide assistance. The Advice Line is for anyone who is affected by family relationship or separation issues and difficulties. This includes parents, grandparents, children, young people, step-parents or friends.	<a href="http://www.familyrelationships.gov.au/Services/FRAL/Pages/default.aspx">http://www.familyrelationships.gov.au/Services/FRAL/Pages/default.aspx</a>
<b>DOMESTIC VIOLENCE DVConnect MEN</b>	<b>1800 811 811</b>	Mensline is a free, confidential telephone counselling referral and support service for men. It is Queensland wide and operates between 9am and 12 midnight, 7 days a week. The telephone line acts as a strategic point of referral for QLD men around issues of domestic and family violence; relationship problems and separation issues; men's health; child support, family law matters; suicide and other significant issues for men. It also provides a court support service at four Magistrates Courts across Qld for men involved in domestic and family violence procedures.	<a href="http://www.dvconnect.org/?page_id=7">http://www.dvconnect.org/?page_id=7</a>
<b>DOMESTIC VIOLENCE DVConnect WOMEN</b>	<b>1800 811 811</b>	A free telephone line for women, children & young people where domestic and family violence is being experienced. The telephone line is available 24 hours, 7 days a week.	<a href="http://www.dvconnect.org/dvline/default.asp">http://www.dvconnect.org/dvline/default.asp</a>
<b>PREGNANCY SUPPORT HELPLINE</b>	<b>1800 882 436</b>	A free telephone helpline and online service for pregnant women and new parents who have a baby up to 12 months of age. Callers experiencing perinatal depression or grief following miscarriage or stillbirth or the loss of a baby in the first twelve months may be referred to targeted telephone-based peer support services, including SIDS and Kids, Post and Antenatal Depression Association (PANDA) and Stillbirth and Neonatal Death Support (SANDS) Australia.	<a href="http://www.pregnancybirthbaby.org.au/">http://www.pregnancybirthbaby.org.au/</a>
<b>PREGNANCY , BIRTH &amp; BABY HELPLINE</b>	<b>1800 882 436 - 24/7 free call</b>	<i>Pregnancy, Birth and Baby</i> (PBB) provides information and advice on topics such as maternal nutrition, breast feeding, a baby's development and sleeping habits as well as direction to maternity related services including specialist and support services. Free, confidential, professional information and counselling for women, their partners and families relating to issues of conception, pregnancy, birthing and postnatal care. Women and their families who are facing other challenges, such as emotional distress, perinatal issues, and questions about pregnancy options, can also call the PBB helpline to be transferred to qualified counsellors. Counsellors are available from 7am to 12pm midnight daily, free of charge, to offer non-judgmental, confidential support.	<a href="http://www.pregnancybirthbaby.org.au/">http://www.pregnancybirthbaby.org.au/</a>
<b>CRISIS CARE (DEPT OF CHILD SAFETY)</b>	<b>1800 177 135</b>	Child safety abuse - reporting options - 24/7 call centre - and after hours service. Business Hours contact number contact Brisbane Intake Service on 1300 682 254.	<a href="http://www.communities.qld.gov.au/childsafety/protecting-children/reporting-child-abuse">http://www.communities.qld.gov.au/childsafety/protecting-children/reporting-child-abuse</a>
<b>CHILD PROTECTION INFORMATION</b>	<b>1800 811 810</b>	Queensland Child Safety Services Enquiry Unit	<a href="http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres/regional-intake-services">http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres/regional-intake-services</a>
<b>CHILD PROTECTION INFORMATION</b>	<b>1300 682 254</b>	Brisbane Child safety Intake Service - Business Hours	<a href="http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres/regional-intake-services">http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres/regional-intake-services</a>
<b>IMMIGRANT WOMEN'S SUPPORT SERVICE</b>	<b>07 3846 3490</b>	This is a community based organisation which works with women and children of non -English speaking background who are or have been in violent domestic situations and or experienced rape and or sexual assault.	<a href="http://www.iwss.org.au">www.iwss.org.au</a>

**ELDER ABUSE UNIT**

**1300 651 192**

The Elder Abuse Helpline promotes the right of older people to live free from abuse. It was established in 1997 to provide a state-wide service to respond to the abuse of older people in Queensland. It operates under UnitingCare Community and is funded by the Department of Communities.

<http://www.eapu.com.au/>

**SEXUAL ASSAULT HELPLINE**

**1800 811 811**

The State-wide Sexual Assault Line is here to offer telephone support and counselling to anyone – women, men and young people – who has been sexually assaulted or abused and for anyone who is concerned or suspects someone they care about might have been assaulted or abused.

[http://www.dvconnect.org/?page\\_id=342](http://www.dvconnect.org/?page_id=342)

## WEATHER

### WEATHER & WARNINGS

Bureau of Meteorology - provides a map of the weather conditions and you can also visit the Bureau's Telephone Weather services Directory for Queensland <http://www.bom.gov.au/qld/?ref=hdr>

<http://www.bom.gov.au/qld/?ref=hdr>

**07 3239 8700**

Bureau of meteorology Office number in Brisbane. This office number can assist with current forecasts and emergency information

### Emergencies during storms and flooding

**ABC radio and television stations during emergencies**

Also tune into your local radio station for warnings and advice. Details of your local ABC radio frequency and local web-based page can be found from [www.abc.net.au/local](http://www.abc.net.au/local)

<http://www.abc.net.au/local/>

### ROAD CONDITIONS & CLOSURES

**13 19 40**

**RACQ Road Conditions website**

<http://www.racq.com.au/>

## ANIMAL & WILDLIFE SERVICES

### ANIMAL EMERGENCIES

**1300 264 625**

If you have been witness to animal cruelty, neglect or abandonment, or have seen injured wildlife, please report it.

### RSPCA

**1300 264 625**

[www.rspcaqld.org.au/](http://www.rspcaqld.org.au/)

### RSPCA website

<http://www.rspcaqld.org.au/AnimalEmergencies>

## INTERPRETATION & TRANSLATION SERVICES

### TRANSLATION AND INTERPRETER SERVICES

**131 450**

Brisbane City Council - community support for migrants - Translating and Interpreting Services

<http://www.brisbane.qld.gov.au/community/community-support/migrating-to-brisbane/translating-and-interpreting-service/index.htm>

### TRANSLATION AND INTERPRETER SERVICES

**Assistance to migrants**

Brisbane City Council - support to migrants - language information sheets

<http://www.brisbane.qld.gov.au/community/community-support/migrating-to-brisbane/index.htm>

### MULTILINK INTERPRETING SERVICE

**07 3808 4463**

**Address:  
38 Blackwood Road, Logan Central.  
QLD 4114**

MultiLink Interpreting Services(MIS) provides interpreting and translation services to the community. MIS is MultiLink's flagship social enterprise initiative, providing up to 200 accredited interpreters, translators and language support workers in 80 world languages. As we are a Community Service, any money that is made through MIS is fed back through the organisation to assist in funding some of our other programs

<http://www.multilink.org.au/services/interpreting/>

## SETTLEMENT SERVICES

### ACCESS COMMUNITY SERVICES

**07 3412 8222**

ACCESS Community Services fosters community development, settlement and employment initiatives and providing support programs to address the needs of disadvantaged community groups including migrants, refugees, humanitarian entrants and temporary protection visa holders. Located in Logan Central. Offers translation and interpreting services employment assistance and settlement case management.

<http://www.accesscommunity.com.au/>

### St Vincent de Paul Society

**07 3010 1000**

St Vincent de Paul Society assists refugees and migrants settle in Australia.

[www.vinnies.org.au](http://www.vinnies.org.au)

## HOUSING

### QUEENSLAND EMERGENCY HOUSING SUPPORT

**General Enquiries - 07 3036 4444**

Brisbane Homelessness Service Centre - Drop In, Information, Assessment and Referral Centre - 62 Peel Street, South Brisbane

<http://www.bhsc.net.au/>

**General Enquiries - 07 3252 3750**

Brisbane Youth Service - supports under 25 year old youth - Drop In, Information, Assessment and Referral Centre - 42 McLachlan Street, Fortitude Valley 4006.

<http://www.brisyouth.org/>

### Emergency housing services through Residential Tenancies Authority

**1300 366 311**

There are other specialised services that may be of assistance to people in need of immediate or emergency accommodation or support. Contact the Residential Tenancies Authority on 1300 366 311 for assistance.

<http://www.rta.qld.gov.au>

### RESIDENTIAL TENANCIES AUTHORITY

**1300 366 311 - Interpreter Services -  
Translating and Interpreting Service  
(TIS) - 131 450**

This is the state government statutory body that administers the Residential Tenancies and Rooming Accommodation Act 2008 (2008) and assists tenants, agents, residents and providers of services relating to housing matters.

<http://www.rta.qld.gov.au/Contact-Us>

## SUPPORT SERVICES FOR TRAUMA & TORTURE

**WAVSS - Working Against Violence Support  
Service Inc.**

**(07) 3808 5566**

WAVSS offers women and children free information, support and counselling about domestic and family violence. Our vision at WAVSS is to work towards the eradication of all forms of violence against women through the provision of services and continuing our community awareness campaigns and events.

[http://wavss.org/useful\\_contacts](http://wavss.org/useful_contacts)

**QPASTT (Queensland Program of  
Assistance to Survivors of Torture and  
Trauma)**

**07 3391 6677 or  
admin@qpastt.org.au**

Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) provides a range of services to people from refugee backgrounds, including asylum seekers, who have survived torture or war related trauma. QPASST provides direct services to adults, young people, children and families in the form of counselling, advocacy, group work, psycho-education, information sessions, recreational programs and natural therapies. Direct services to clients are coupled with referral, training and education roles aimed at developing and strengthening the resources of various communities and service providers.

<http://www.qpastt.org.au/index.html>

## SAFETY RESOURCES

Learn to Swim programs	Contact your local swimming pool	List of swimming pools can be found through the Brisbane City Council website.	<a href="http://www.brisbane.qld.gov.au/facilities-recreation/sports-and-leisure/swimming-pools-in-brisbane/">http://www.brisbane.qld.gov.au/facilities-recreation/sports-and-leisure/swimming-pools-in-brisbane/</a>
AUSTSWIM	07 3245 3595 or <a href="mailto:qld@austswim.com.au">qld@austswim.com.au</a>	Queensland Business Centre and office number to find a location for swimming instruction	<a href="http://www.austswim.com.au">www.austswim.com.au</a>
Australian Surf Lifesaving	(07) 3846 8000	Australian Surf Life Saving Club provides a range of water safety information to care in relation to water activities.	<a href="http://sls.com.au/">http://sls.com.au/</a>
Flag signs and symbols		The most important flags on the beach are the red and yellow flags. These show the supervised area of the beach and that a lifesaving service is operating. If there are no red and yellow flags, you should not go swimming.	<a href="http://sls.com.au/beach-info/beach-safety">http://sls.com.au/beach-info/beach-safety</a>
Home Safety resources and information	Kidsafe NSW - c/- Children's Hospital Westmead, Locked Bag 4001, Westmead NSW 2145. T: 02 9845 0890; E: <a href="mailto:kidsafe@chw.edu.au">kidsafe@chw.edu.au</a>	Kidsafe NSW promotes child injury prevention and education in an effort to preserve and protect the lives of our children	<a href="http://www.kidsafensw.org/">http://www.kidsafensw.org/</a>
Playground safety		Kidsafe includes information and resources across a range of safety areas. Excellent website for a range of resources and information for teaching refugees	
Water safety		The Children's Hospital at Westmead have child safety and health information colouring in sheets suitable for children	
Road safety		Roads and vehicles are an everyday part of life for all of us. Either as a driver, a passenger, or as a pedestrian, we all must negotiate the road traffic environment on a daily basis. Children are especially vulnerable around vehicles and roads due to their size and capabilities. Be aware of the opportunities to teach children to become safer road-users.	
Fire and Rescue NSW	Address: Level 10, 227 Elizabeth Street, Sydney NSW 2000. T: 02 9265 2999	General information from home fire safety and bushfire safety to specialised information such as medical oxygen checklists and children and fire fascination, the Fire & Rescue NSW has created a range of factsheets to help you stay fire safe all year round. Factsheets Translated Fact Sheets Multimedia Safety Resources	<a href="http://www.fire.nsw.gov.au/page.php?id=70">http://www.fire.nsw.gov.au/page.php?id=70</a>
Cyber safety	This site helps Australians stay smart online. Resources available for young people and adults, community and schools.	Australian Government website for children, parents, schools and community on matters related to being cyber smart.	<a href="http://cybersmart.gov.au/">http://cybersmart.gov.au/</a>

## FIRST AID

First Aid courses		A variety of organisations offer first aid training	
Australian Red Cross Courses	07 3367 7222	Contact Australian Red Cross directly	<a href="http://www.redcross.org.au/first-aid.aspx">http://www.redcross.org.au/first-aid.aspx</a>
St Johns Ambulance Courses	1300 360 455	Contact St John Ambulance directly	<a href="http://www.stjohnqld.com.au/">http://www.stjohnqld.com.au/</a>

## JUSTICES OF THE PEACE

Queensland Justices of the Peace	1300 301 147	Contact details for Justices of Peace can be found through Department of Justice and Attorney-General (DJAG) or by using the email address <a href="mailto:jp@justice.qld.gov.au">jp@justice.qld.gov.au</a>	<a href="http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/">http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/</a>
Other locations for Justices of the Peace	<a href="http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/jps-search/jps-in-the-community-brisbane-city">http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/jps-search/jps-in-the-community-brisbane-city</a>	Justices of Peace are also available through the Queensland Libraries - and Brisbane City Council	<a href="http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/jps-search/jps-in-the-community-brisbane-city">http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/jps-search/jps-in-the-community-brisbane-city</a>

## GAMBLING

Gambling Help Services	Gambling Helpline: 1800 858 858	Gambling Helpline - a free, confidential telephone help service which operates 24 hours a day, 7 days a week offering information and assistance over the phone, crisis support and referral to the closest Gambling Help Service for face to face counselling.	<a href="http://www.gamblinghelponline.org.au/accessing-support/find-support-in-your-state/queensland/">http://www.gamblinghelponline.org.au/accessing-support/find-support-in-your-state/queensland/</a>
Gambling Helpline Queensland	Sunshine Coast 07 5492 7255 Gold Coast 07 5575 6122 Ipswich 07 3281 8677 Logan 07 4658 1855		

Caboolture & Redcliffe Peninsula  
Toowoomba & South West

07 5428 6244  
1300 991 443

Alcohol and Drug Foundation Queensland  
Lifeline Darling Downs and South West Queensland

**COMMUNITY SUPPORT**

EMERGENCY SUPPORT ST VINCENT De  
PAUL HELPLINE

Helpline 07 3010 1096

Providing support to people in need and emergency situations. Support includes furniture,  
accommodation, food, no interest loan scheme.

<http://www.vinnies.org.au>

EMERGENCY SUPPORT SALVATION ARMY  
CARE LINE

1300 36 36 22

The Salvation Army provides a range of service to assist people in the community - including financial  
counselling, employment , counselling, support for families, clothing to name a few services.

<http://salvos.org.au/>