



SUNSHINE COAST
HOUSING AND HOMELESSNESS
NETWORK



Sunshine Coast
COUNCIL

Our region.
Healthy. Smart. Creative.

A HELPING HAND

The Sunshine Coast Housing and Homelessness Directory has been developed by council in partnership with the Sunshine Coast Housing and Homelessness Network. This directory provides information on organisations that provide support services to those in need and who are experiencing homelessness.

To access this directory online visit
www.sunshinecoast.qld.gov.au

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COLOUR CODING

HOW TO USE THIS DIRECTORY

Each section in this directory offers a unique service. Sections are colour coded by the types listed below:

	Emergency Relief
	Housing and Accommodation Support Services
	Housing and Accommodation Providers
	Community Programs
	Community and Neighbourhood Centres
	Healthcare
	Online Services
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EMERGENCY RELIEF

SUNSHINE COAST

The Salvation Army

Centres across the Sunshine Coast

W www.salvos.org.au

T 1300 371 288

Service description:

- Emergency relief is available for singles and families in financial distress.
- Aid includes assistance towards groceries, petrol, clothing, transport and medication.
- Centres in Caloundra, Maroochydore, Nambour, Coolumb and Noosa.
- Phone the Salvos Assessment Line first (1300 371 288) who will then direct the caller to the closest emergency relief location.

Eligibility: Telephone assessment required; current income statement required.

Cost: N/A.

Access and referral: Self referral.

Service areas: Sunshine Coast.

Service days and times: Varies across locations. The Salvos Assessment Line (1300 371 288) is open Mon-Fri (9am-5pm).



SUNSHINE COAST

Integrated Family and Youth Service Ltd (IFYS)

108 Parker Street, Maroochydore, Qld 4558

W www.ifys.com.au

E er@ifys.com.au

T 07 5438 3000

Service description:

- IFYS Emergency Relief Financial Counselling Program assists with budget creation, financial wellbeing and financial capability and resilience building.
- Appointments available on Wednesdays and Thursdays 9am – 4pm. Upon assessment and engagement in financial counselling, limited access to brokerage may be available to assist with the immediate crisis.

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Call IFYS on 07 5438 3000 to make an appointment.

Service areas: Maroochydore and surrounding areas.

Service days and times: Wed and Thurs (9am – 4pm).

EMERGENCY RELIEF

SUNSHINE COAST

St Vincent de Paul Society

Centres across the Sunshine Coast

W www.vinnies.org.au

Caloundra 07 5438 9660

Maroochydore 07 5443 1946

Nambour 07 5459 5202

Noosa/Tewantin 07 5449 9980

Service description:

- Emergency relief for families and singles in financial distress provided with a friendly ear and kindness.
- Aid may include food, clothing, furniture, petrol vouchers and assistance with utility, medical and school expenses.

Cost: N/A.

Access and referral: Attend Support Centre and bring a copy of your Centrelink Income Statement.

Service areas: Sunshine Coast.

Service days and times: Contact your local centre for operating hours and appointments.



SUNSHINE COAST

Campsite Rescue Inc.

PO Box 7203, Sippy Downs Qld 4556

E campsiterescue@gmail.com

Service description:

- Campsite Rescue provides humanitarian assistance, including visits to homeless and vulnerable people in caravan parks, parks, camps and shelters.
- Campsite Rescue provides clothing, bedding, toiletries, dry goods and hot/cold drinks.

Cost: Free.

Access and referral: N/A.

Service areas: Coolum, Nambour, Maroochydore, Kawana and Noosa

Service days and times: Mon to Fri 9am-5pm

EMERGENCY RELIEF

SUNSHINE COAST

United Synergies

12-14 Ernest Street, Tewantin Qld 4565

W www.unitedsynergies.com.au

T 07 5442 4277

Service description:

- Emergency relief is available at our Tewantin office on Tuesdays and Thursdays and by appointment only
- Emergency relief clients participate in an initial assessment process that ensures the most suitable and effective support can be provided.
- United Synergies may assist with items such as emergency food/ grocery payments, prescription medication, licensing, educational and short-term accommodation.

Cost: N/A.

Access and referral: Community service provider referral or call United Synergies to make an appointment.

Service areas: Sunshine Coast.

Service days and times: Tue and Thu by appointment



SUNSHINE COAST

Suncoast Christian Care

24-32 Howard St, Nambour Qld 4560

W www.suncoastchristiancare.com.au

M 07 5441 4877

Service description:

- The Suncoast Care Grocery Store provides low cost and free groceries to Sunshine Coast community members.

Cost: Lifetime Membership \$1.

Access and referral: N/A.

Service areas: Sunshine Coast.

Service days and times: Mon to Fri 9am-3pm and Sat 9am-noon.

EMERGENCY RELIEF

CALOUNDRA

Caloundra Community Centre

58A Queen Street, Caloundra, Qld 4551

W www.calcomm.org.au

T 07 5491 4000

Service description:

- Emergency relief is available to singles and families in financial distress who are unable to pay their bills or at imminent risk of being unable to pay bills.
- Food vouchers.

Eligibility: Phone for an appointment with the emergency relief worker, proof of bill required along with a current Centrelink Income Statement at appointment.

Cost: N/A.

Access and referral: Self referral.

Service areas: Sunshine Coast.

Service days and times: Tues and Fri morning by appointment only.



CALOUNDRA

Gateway Care Food Centre and Cafe Gateway Care Limited

11 Helen Street, Caloundra West Qld 4551

W www.gatewaycare.org.au

T 07 5458 6888

Service description:

- Emergency food relief services
- Low Cost Grocery Outlet and Community Hub.

Cost: Once only payment of \$5 membership fee.

Access and referral: Self referral.

Eligibility: All Centrelink and Health Care Card holders, low Income families.

Service areas: Caloundra.

Service days and times: Tue to Fri 9am to 4pm and Sat 9am to noon.

EMERGENCY RELIEF

MAROOCHYDORE

LifeCARE

Working to Impact the Nations Inc.

Shop 9/125 Sugar Road Alexandra Headlands Qld 4572

W www.lifechurchsc.com.au

E lifecare@lifechurchsc.com.au

T 07 5443 8306

Service description:

- LifeCARE provides crisis support for Sunshine Coast residents
- Other services include a community pantry, op shop and tea room.

Cost: N/A.

Access and referral: Clients referred by other agencies may receive free clothing and homewares.

Service areas: Maroochydore.

Service days and times: Tue to Fri 10am-2pm.



EMERGENCY RELIEF

HOUSING AND ACCOMMODATION SUPPORT SERVICES

SUNSHINE COAST

Homeless Hotline

Queensland Government Hotline

W www.qld.gov.au/housing

T 1800 474 753 Freecall

Service description:

- Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness.
- This is a confidential service that can provide information about where people can find support, accommodation, meals or showers.

Cost: N/A.

Access and referral: Free.

Service areas: Sunshine Coast.

Service days and times: 24 hours a day, 7 days a week.



SUNSHINE COAST

Suncoast Community Legal Service Queensland Statewide Tenancy Advice and Referral Service (QSTARS)

170 Horton Parade, Maroochydore, Qld 4558

W www.qstars.org.au

T 1300 744 263

QSTARS can assist with:

- Advice and assistance to understand tenancy rights and responsibilities.
- Support to resolve tenancy issues.
- Advocacy support to talk to lessors and/ or agents.
- Help with the completion of tenancy forms.
- Help to attend or prepare for a QCAT tenancy tribunal hearing.
- Referral to other services if needed.

Cost: Free.

Access and referral information:

Call Advice Line on 1300 744 263.

Service areas: Sunshine Coast.

Service days and times: Monday to Friday 9am – 5pm.

HOUSING AND ACCOMMODATION SUPPORT SERVICES

SUNSHINE COAST

RentConnect

Queensland Government

12 First Avenue, Maroochydore, Qld 4558
PO Pox 99, Maroochydore, Qld 4558

W www.qld.gov.au/housing

T 07 5352 7333

Helping Queenslanders to find, secure and sustain a home to rent in the private market.

Helps people who are able to manage a tenancy but who are struggling to access the private rental market due to non-financial barriers, such as:

- Limited rental history.
- A lack of skills, knowledge or understanding of how the private rental market works.
- A lack of documents required for private rental applications.

Working together with clients to identify what type of assistance they may need and can include information on:

- How to find a suitable rental home.
- How the rental application process works.
- Preparing a rental application and organising paperwork.



SUNSHINE COAST

RentConnect – Queensland Government (cont.)

- How to make a good impression on applications.
- Accessing financial assistance offered by the Department of Housing and Public Works, such as a bond loan or rental grant.
- Linking clients to community services and real estate agents.
- Assisting capable tenants to overcome short-term tenancy problems and strengthening their skills to maintain their private rental home.

Eligibility: To receive one-on-one assistance from RentConnect, a client needs to:

- Meet income requirements for eligibility or be leaving social housing.
- Be facing non-financial barriers to renting in the private market and be able to successfully manage a private rental tenancy.

Cost: N/A.

Access and referral: To make an appointment contact a RentConnect Officer.

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (8.30am-4.30pm).

HOUSING AND ACCOMMODATION SUPPORT SERVICES

SUNSHINE COAST

Noosa Social Services Hub

Noosa Council

Tait-Duke Community Cottage, Earl Street, Tewantin Qld 4565

W www.noosa.qld.gov.au

T 07 5329 6500

Service description:

- The Noosa Social Services Hub is a one-stop shop for a range of services for people experiencing homelessness or at risk of homelessness, and for community members who may face barriers to accessing social services.

Cost: Free.

Access and referral: Check Hub dates and services provided on the website.

Service days and times: Every 2nd Tuesday 9am – 12pm.



SUNSHINE COAST

HOUSING AND ACCOMMODATION SUPPORT SERVICES

HOUSING AND ACCOMMODATION PROVIDERS

SUNSHINE COAST

Housing Service Centre Queensland Department of Housing and Public Works

Ground Floor, Mike Ahern Centre, 12 First Avenue,
Maroochydore, Qld 4558

W www.qld.gov.au/housing

E maroochydorehsc@hpw.qld.gov.au

T 07 5352 7333

Service description:

- Social Housing delivery, including tenancy and property management.
- Private Rental Assistance, such as bond loans and Rental Grants.
- Referral pathway for Community Housing Providers offering transitional housing, longer term housing and affordable housing options.

Eligibility: Australian citizenship or permanent residency, Queensland residency, income and asset limits apply and



SUNSHINE COAST

Cost: No cost for service and referrals, Public Housing rental charges are determined by household income.

Access and referral: Housing Applications can be submitted in person, by mail or email.

Service areas: Sunshine Coast and Gympie.

Service days and times: Mon, Tues, Thurs and Fri (8.30am-4.30pm) Wed (9.30am-4.30pm).

HOUSING AND ACCOMMODATION PROVIDERS

SUNSHINE COAST

Transitional and Long Term Housing St Vincent de Paul Society

12A Rigby Street, Nambour, Qld 4560

W www.vinnies.org.au

T 07 5459 5212

Service description:

- Offering fully furnished transitional accommodation in Parrearra; and
- Long term housing consisting of unfurnished one and two bedroom units in Nambour.

Eligibility: Community housing provider.

Cost:

- Transitional – rent charged at 28% of income
- Long term – rent charged at 25% of income
- Four weeks bond and two weeks rent in advance is payable at commencement of the tenancy.

Access and referral: All referrals must come through the Department of Housing and Public Works.

Service areas: Sunshine Coast.

Service days and times: Mon-Tues (8.30am-4.30pm).
Wed-Fri (8.30am-1.30pm).



SUNSHINE COAST

Transitional Housing Program Integrated Family and Youth Service Ltd (IFYS)

108 Parker Street, Maroochydore Qld 4558

W www.ifys.com.au

T 07 5438 3000

Service description:

- Short-term housing for young people and their children between the ages of 16-25 years.

Cost: Rent is calculated on a percentage of the family's income

Access and referral: Referrals Monday to Friday on 07 5438 3000

Service days and times: Mon-Fri (8.30am-4.30pm).

Category: Housing and Accommodation providers.

HOUSING AND ACCOMMODATION PROVIDERS

NAMBOUR

Short-Term Supported Accommodation and Domestic and Family Violence (DFV) Shelter Kyabra Community Association

16 Carroll St, Nambour, Qld 4560

W www.kyabra.org

E intakenambour@kyabra.org

T 07 5441 3837

After Hours ring **DV Connect 1800 811 811**.

Service description:

- Short-term emergency accommodation in a purpose-built domestic and family violence (DFV) shelter for women and children escaping DFV
- Short-term mobile outreach support for women and children experiencing DFV
- Short-term supported accommodation for families in transitional housing
- Queensland Housing Information Platform (QHIP) Assessments
- No Interest Loan (NILS) Assessments



NAMBOUR

Eligibility: Women and children experiencing DFV. Adults and Families experiencing homelessness.

Cost: Rent charged based on income. No fee for support services.

Access and referral: People requiring assistance can apply either in person or by telephone or can be referred by another organisation.

Service days and times: Mon-Fri (9am-4.30pm).

HOUSING AND ACCOMMODATION PROVIDERS

MAROOCHYDORE

Maroochydore Youth Shelter Integrated Family and Youth Service Ltd (IFYS)

108 Parker Street, Maroochydore, Qld 4558

W www.ifys.com.au

E shelter@ifys.com.au

T 07 5479 2499

Service description:

- The IFYS Maroochydore Youth Shelter is a six-bed crisis accommodation program for young people on the Sunshine Coast. Our program offers accommodation and client centred case management for eligible young people.

Eligibility: Single young people between the ages of

Cost: Board and lodgings is assessed depending on the client's income at the time of intake. Income is not a barrier to receiving service.

Access and referral: Young people can make a referral by calling 07 5479 2499 7 days a week.

Service areas: Sunshine Coast.



SUNSHINE COAST

Community Housing Coast2Bay Housing Group

Level 1, 52-64 Currie Street, Nambour, Qld 4560

W www.coast2bay.com.au

E admin@coast2bay.com.au

T 07 54512900 or 1300 796 716 Free call

Service description:

- Community housing provider.
- Longer term housing.
- Transitional housing.
- Affordable housing stream and other housing related projects.

Eligibility: Community housing – must be on the Housing Register with the Department of Housing. Affordable housing – must be registered and eligible for the NRAS program.

Cost: No cost for referral but once housed there are costs for rent, bond, repairs, etc.

Access and referral: Referrals are through the Department of Housing Register. General enquiries as above.

Service areas: Sunshine Coast and Moreton Bay.

Service days and times: Mon, Tues, Thurs and Fri (9am-4pm) and Wed (1-4pm).

HOUSING AND ACCOMMODATION PROVIDERS

NAMBOUR

Supported Accommodation (Families)

The Salvation Army

4-6 Maud Street, Nambour, Qld 4565

W www.salvos.org.au

T 07 5455 5109

Service description:

- Temporary supported accommodation for families who are experiencing homelessness and/or at risk of homelessness.

Cost: Rent is calculated on 25% of family's income.

Access and referral: Contact Salvation Army Upfront Intervention Team (Assessment Team) on 07 5447 1184.

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (8.30am-4.30pm).



CALOUNDRA

Affordable Housing Program

Churches of Christ Housing Services Ltd

Housing Services, PO Box 508, Kenmore, Qld 4069

W www.carehousingervices.com.au

E housingservices@cofcqld.com.au

T 07 3327 1674

Service description:

- Affordable housing offering 66 units in Caloundra region – 1, 2, 3 bedroom units.

Eligibility: Referrals received through Department of Housing and Public Works – need to be on

Cost: Affordable Housing Program rent calculation is based on 30% of gross income plus 100% of Commonwealth Rent Assistance.

Access and referral: Referrals received through Department of Housing and Public Works - need to be on Housing Register and select 'Caloundra' as a suburb.

Service areas: Caloundra.

Service days and times: Mon-Fri (8.30am-4.30pm).

HOUSING AND ACCOMMODATION PROVIDERS

HINTERLAND

Maleny Women's and Children Temporary House Maleny Neighbourhood Centre

c/o Maleny Neighbourhood Centre,
17 Bicentenary Lane, Maleny QLD 4552

W www.malenync.org.au

T 07 5499 9345

Service description:

- Temporary housing for women/ women and children who are at risk of homelessness or already experiencing homeless. This is NOT a women's refuge and domestic and family violence cases will do not qualify for this service.
- Temporary accommodation for a maximum of 3 months and priority is given to Hinterland clients.

Eligibility: Women and their children.

Cost: Clients pay rent as they their budget allows.
Negotiated in the initial interview.

Access and referral: Referral through our Emergency Relief Program or through services.

Service areas: Maleny and Hinterland.



SIPPY DOWNS

Supported Accommodation and Life Skills Program Lily House

PO Box 7150, Sippy Downs, Qld 4556

W www.lilyhouse.org.au

T 07 5451 0555 **M** 0421 451 514

Service description:

- Supported accommodation for an undisclosed period of time.
- Life skills program – including 12 step recovery, domestic violence education and parenting programs.

Eligibility: Women and their young children.

Cost: Weekly rent includes electricity, water, internet and food.

Access and referral: Self referral.

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (9am-4pm).

HOUSING AND ACCOMMODATION PROVIDERS

NAMBOUR

Najidah

SunnyKids

49 Price Street, Nambour, Qld 4560

W www.sunnykids.org.au

E admin@sunnykids.org.au

T 07 5479 0394

Service description:

- Temporary supported accommodation for women and children homeless due to domestic and family violence. Provides crisis supported accommodation and support within the context of strategic case management where clients can engage with a range of supports.

Eligibility: Women and children homeless due to domestic and family violence.

Cost: N/A.

Access and referral: DV Connect and community referral.

Service days and times: Mon- Fri (8.30am-4.30pm)
with 24 hour emergency telephone support.



SUNSHINE COAST

Sonshine Sanctuary

Sonshine Sanctuary Association Inc.

PO Box 225, Woombye, Qld 4559

W www.sonshinesanctuary.com

E sonshinesanct@bigpond.com

T 07 5476 2785 (or)

After Hours: DV Connect 1800 811 811

Service description:

- Provides short term crisis accommodation and support for women and children made homeless by domestic and family violence, regardless of age, race, religion or financial situation. Families may stay for a maximum of 12 weeks.
- Provide up to 10 lower-security premises throughout the local area for families still needing support after refuge to plan and make important decisions about their future.

Eligibility: Women and children made homeless by domestic and family violence.

Cost: N/A.

Access and referral: Queensland Department of Housing and Public Works. **Service areas:** Sunshine Coast.

HOUSING AND ACCOMMODATION PROVIDERS

SUNSHINE COAST

Specialist Homelessness Service United Synergies

12-14 Ernest Street, Tewantin, Qld 4565

W www.unitedsynergies.com.au

E reception@unitedsynergies.com.au

T 5442 4277

United Synergies Specialist Homelessness service provides short term accommodation and housing assistance which is used to support young people, young families and/or couples aged 16-25 through their crisis housing situation as they move towards independent living. Intervention support, through regular contact and referral, both pre and post exit ensures that young people are assisted to gain and sustain appropriate accommodation. The service assists our clients to:

- Obtain and/or maintain independent, stable accommodation
- Access income support and improve their capacity to achieve financial security
- Increase their skills, independence and capacity to resolve personal crisis
- Increase their capacity to access support services



SUNSHINE COAST

Specialist Homelessness Service United Synergies (cont.)

- Achieve education or training outcomes
- Reconnect with family where appropriate
- Increase connectivity within their local community

Our Immediate Supported Accommodation program for single young people is in the Caloundra area and is delivered mostly in a shared accommodation environment.

The Temporary Supported Accommodation program is based at our Tewantin office and covers several parts of the Sunshine Coast in private rental type settings.

Program vacancies are advertised through QHIP and referral and further information can be obtained by calling: 549 224 98

*Residents and tenants receiving an income are expected to pay rent in line with the program guidelines.

Cost: The costs for accommodation clients are determined by our client assessment processes.

Access and referral: Contact our Tewantin Office.

Service areas: Caloundra and Noosa.

Service days and times: The accommodation staff are available Mon-Fri (8am-4pm).

COMMUNITY PROGRAMS

SUNSHINE COAST

One Roof Program

Maroochy Neighbourhood Centre Inc.

Fifth Avenue, Cotton Tree, Qld 4558

W www.facebook.com/maroochyneighbourhoodcentre

T 07 5443 6696

Service description:

- Meals, medical, laundry, hot shower, Department of Housing Assistance through Rent Connect, personal hygiene and clothing aid, counselling and Centrelink assistance all under the 'One Roof'.
- Please note that the Department of Housing Rent Connect Officer is onsite every second Thursday 4.30-5.30pm. Homeless Health Outreach Team (HHOT) every second Thursday 4.30-5.30pm. Centrelink Community Engagement Officer is onsite every second Friday 11.30am-noon. Counselling is by appointment only Thursdays 9.30am-1pm.

Cost: N/A

Access and referral: Just turn up between 4.30-5pm at the rear of the Maroochy Neighbourhood Centre.

Service days and time: Tues and Thurs evenings 4.30-6pm.



SUNSHINE COAST

Money Matters United Synergies

12-14 Ernest Street, Tewantin Qld 4565

W www.unitesdsynergies.com.au

T 07 5442 4277

Service description:

- The United Synergies Money Matters program provides budgeting and money management strategies to people of all ages.
- It assists with issues relating to Telcos, utilities and fines on the State Penalties Enforcement Registry
- Support can be offered to help address a person's more complex issues that may have a legal aspect, such as the National Credit Code or the Bankruptcy Act.

Cost: N/A.

Access and referral:

Community service provider referral or call United Synergies to make an appointment.

Service areas: Maroochydore, Nambour and Noosa

COMMUNITY PROGRAMS

NAMBOUR

Friday Night Feed

Nambour Anglican Parish

174/176 Currie Street, Nambour, Qld 4560

W www.anglicannambour.com

T 07 5441 1018

Service description

- Offering burgers and hot/cold drinks to those in need
- Friday Night Feed held in the grounds of Nambour Anglican Church / Hall.

Cost: N/A.

Access and referral information: Self referral.

Service days and times: Every Fri from 6-7.15pm.



SUNSHINE COAST

Youth Mobile Homelessness Program St Vincent de Paul Society

Shop 1-2, 1 Norval Court, Maroochydore, Qld 4558

W www.vinnies.org.au

E northern.homelessyouth@svdpqld.org.au

T 0408 810 199

Service description:

- Offers a case management approach to providing housing and sustaining housing for young people between the ages of 16-25.

Cost: N/A.

Access and referral: Referrals can be made via email.

Service days and times: Mon-Fri (8.30am-4.30pm).

COMMUNITY PROGRAMS

SUNSHINE COAST

MoneyCare

The Salvation Army

Cnr Broadmeadow and Maroochydore Roads,
Maroochydore, Qld 4558

T 0436 353 071

Service description

- Financial counselling and financial literacy.

Cost: N/A

Access and referral information: Self referral

Service days and times: Mon-Fri (9am-4pm).



NAMBOUR

Homelessness Support Program St Vincent de Paul Society

12A Rigby Street, Nambour, Qld 4560

W www.vinnies.org.au

T 07 5459 5214 or 07 54595213

Service description:

- Offering centre based case management to people who are experiencing homelessness or are at risk of homelessness.

Eligibility: Sunshine Coast community members who are over 18 years old who are experiencing homelessness or are at risk of homelessness.

Cost: N/A.

Access and referral: Self referral.

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (8.30am-4pm).

COMMUNITY PROGRAMS

SUNSHINE COAST

Doorways Case Work The Salvation Army

PO Box 6144, Meridan Plains, Qld 4551

W www.salvos.org

M 0417 168 701

Service description:

- Doorways Case Work is a service designed for community members who realise there are aspects of their life they would like to improve. It is a holistic service that seeks to empower people to take the steps necessary to overcome disadvantage. This is done by helping the person set their own goals and develop their own plan for achieving those goals.
- Please note, this is not a crisis based service and looks more at medium to long term change. Support does not involve the provision of material or financial aid.

Eligibility: open to anyone who has experienced hardship or disadvantage and has a desire to explore change.



SUNSHINE COAST

Doorways Case Work – The Salvation Army (cont.)

Cost: N/A.

Access and referral: Self referral or referral by another agency.

Service areas: Noosa, Nambour, Caloundra and Maroochydore.

Service days and times: Mon-Fri (by appointment).

COMMUNITY PROGRAMS

SUNSHINE COAST

Coastal Supports National Psychosocial Program Openminds

1B – 30 Maud Street Maroochydore 4558 QLD

W www.openminds.org.au

E coastalsupports@openminds.org.au

T 07 5348 9100

Service description:

- The Coastal Supports program provides 1:1 community based support to people living with severe mental illness to achieve their recovery goals
- Coastal Supports aims to improve service delivery to people whose ill mental health is affecting their day-to-day life, and support those who are ineligible for NDIS funding.

Cost: N/A.

Access and referral information:

Please contact our office on 07 5348 9100 or email us coastalsupports@openminds.org.au for a referral form.

Service areas: Sunshine Coast and Gympie regions.

Service days and times: This service is provide
Mon to Fri 8:30am- 4:30pm



SUNSHINE COAST

The Daily Bread Suncoast Christian Care

Lutheran Church Hall, 10 Sydney St, Nambour Qld 4560

W www.suncoastchristiancare.com.au

T 07 5441 4877

Service description:

- The Daily Bread provides a free three course meal plus tea/coffee and cold drink for children

Cost: Free.

Service areas: Sunshine Coast.

Service days and times: Monday and Wednesday
4pm to 6pm

COMMUNITY PROGRAMS

SUNSHINE COAST

Individual Recovery Support Program Steps Community Services

78 Duporth Avenue, Maroochydore Qld 4558

W www.stepsgroup.com.au

T 07 5409 9000

Service description:

- The Individual Recovery Support Program (IRSP) provides individual support for people living with a mental health condition.
- Delivers non-clinical psychosocial support on a one-on-one basis.
- For individuals aged 18 years and over experiencing severe mental illness.
- Connects individuals to their community including group based peer support over 12 months.
- Is a wrap-around, non-clinical program designed to support activities to meet participants' needs.

Types of support offered by IRSP include:

- Support to access suitable accommodation.
- Supporting pathways to employment and education.
- Health and wellness support, including maintaining healthy living.



SUNSHINE COAST

- Assistance to develop daily independent living skills such as shopping and cooking.
- Support to access public transport confidently to facilitate independence.
- Support to achieve recovery goals and needs.

Cost: Free.

Access and referral information:

Referrals must be from Sunshine Coast Hospital and Health Services, Mental Health and Addiction Services.

Service areas: Sunshine Coast and Gympie regions.

Service days and times: Mon to Fri 8.30am- 4.30pm.

COMMUNITY PROGRAMS

SUNSHINE COAST

School Pantry

Suncoast Christian Care

24-32 Howard St, Nambour Qld 4560

W www.suncoastchristiancare.com.au

T 07 5441 4877

Service description:

- Provision of ingredients to local schools for students who arrive without food.

Cost: Free.

Access and referral information:

School representative to contact Suncoast Christian Care for details.

Service areas: Sunshine Coast.

Service days and times: Deliveries to schools usually on Wednesday during term time



SUNSHINE COAST

Community Breakfast

HTK Church

11 Meridian Street, Bokarina Qld 4575

W www.htkchurch.com

T 07 5493 4774

M 0419 709 918

Service description:

- A full breakfast is available to all, no questions asked.

Cost: Free.

Access and referral information:

N/A

Service areas: Sunshine Coast

Service days and times: Tuesday 8-10am

COMMUNITY PROGRAMS

SUNSHINE COAST

Homeless Health Outreach Team (HHOT) Department of Health

Centenary Square, 62-64 Currie Street,
Nambour, Qld 4560

W www.health.qld.gov.au

T 07 5319 4800

Service description:

- Provides counselling, brief intervention, assessment, information and referral for people who have mental health or substance abuse disorders and are homeless or at risk of homelessness.

Eligibility: Individuals who are homeless, sleeping rough, in emergency accommodation, in specialist homelessness services or couch surfing.

Cost: N/A.

Access and referral: Self referral, service agency or medical.

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (9am-4pm).



SUNSHINE COAST

Free Laundry Service and Conversation Orange Sky Australia

PO Box 274, Hamilton Central, Qld 4007

W www.orangesky.org.au

E info@orangesky.org.au

T 07 3067 5800

Service description:

- Orange Sky Australia provides a platform for every day Australians to connect through a regular laundry and shower service. The focus is on creating a safe, positive and supportive environment for people who are too often ignored or who feel disconnected from the community. Our volunteers are not social workers or experts on homelessness – they are empathetic listeners and great conversationalists.

Eligibility: Individuals who are experiencing homelessness, sleeping rough or couch surfing.

Access and referral: Self referral, service agency.

Service areas: Sunshine Coast.

Service days and times: For up to date service schedules visit: www.orangesky.org.au/locations

COMMUNITY PROGRAMS

CALOUNDRA

Rosies – Friends on the Street Rosies Youth Mission Inc.

Head Office, 109 North Road, Wynnum West QLD 4178
PO Box 908, Wynnum, Qld 4178

W www.rosies.org.au

E info@rosies.org.au

T 07 3396 4267

Service description:

- Sharing friendship with a cuppa and a bite to eat.

Cost: N/A.

Access and referral: N/A.

Service areas: Happy Valley and Felicity Park,
Bulcock Street, Caloundra.

Service days and times: Tuesday and Friday 7.30-9pm
at Felicity Park, Bulcock Street, Caloundra
1st Saturday of the month at 6–7.30pm at
Happy Valley, Caloundra

1st and 3rd Monday of the month at 10am–1pm at the
Caloundra Community Hub, 17 Kalinga Street, Caloundra.



SUNSHINE COAST

Community Re-Entry Services Team (CREST) Lives Lived Well

Level 3, Cornmeal House, 27 Cornmeal Parade,
Maroochydore, Qld 4558

W www.liveslivedwell.org.au

E info@liveslivedwell.org.au

T 1300 727 957

Service description:

- Support to male offenders pre and post release from prison.

Eligibility: Male offenders being released from prison who have been identified as a high risk of reoffending and eligible for Court Ordered or Board Ordered Parole.

Access and referral: Offenders are referred by Queensland Correction Services (QCS).

Service areas: Sunshine Coast and Gympie.

Service days and times: Mon-Fri (8am-5pm).

COMMUNITY PROGRAMS

SUNSHINE COAST

Better Together Housing Project Sundale and Coast2Bay Housing Group

Windsor Road, Burnside, Qld 4560

W www.bettertogetherhousing.com.au

E info@bettertogetherhousing.com.au

M 0409 810 668

Service description:

- This project is about facilitating shared living to create a safe and affordable lifestyle for single women over 55.
- It is a web-based platform that enables registered participants to find a like-minded person to share a home with. It could be owned by one with the other being identified as being a boarder, or rented by both participants.
- All participants are required to complete a thorough registration process which includes a comprehensive list of questions as well as reference and police checks.



SUNSHINE COAST

*Better Together Housing Project –
Sundale and Coast2Bay Housing Group (cont.)*

Eligibility: Women over 55 years of age who do not have support needs. i.e. able to live independently.

Cost: Not for the service, but rent will be payable.

Access and referral: Contact Gail on 0409 810 668.

Service areas: Sunshine Coast region.

Service days and times: Mon-Fri (9am-5pm).

COMMUNITY PROGRAMS

SUNSHINE COAST

Keys to Early Intervention in Homelessness Service (KEIHS) Kyabra Community Association

KEIHS Administration, PO Box 5218, SCMC, Nambour,
Qld 4560

T 07 5441 3837 (Head Office)

E keihs@kyabra.org

Service description:

- KEIHS is a voluntary service that provides early intervention to support individuals and families who are at risk of becoming homeless to sustain their current tenancy (Tenancy Sustainment).
- Support is provided from a strengths based and case management framework.
- KEIHS case workers provide support through, advocacy with Department Housing and Public Works (DHPW), real estate agents, private landlords and social housing organisations. Referral to other services such as, health services, Centrelink, financial counselling, Q-Stars, rent connect, RTA and QCAT. KEIHS also provide information in relation to sustaining a tenancy.



SUNSHINE COAST

Eligibility: Individuals and families must have:

- A current sustainable tenancy.
- Be at risk of becoming homeless.
- Must have a current lease.
- Must not be currently homeless.

Access and referral: Self-referral or referral from another organisation (with client consent).

Service areas:

Nambour: 07 5441 6522

Maroochydore: 07 5443 9847

Gympie: 0419 300 932

Caloundra: 07 5437 2307

Caboolture: 07 5432 3119

Deception Bay: 07 3204 2368

Service days and times: Mon-Fri by appointment only.

COMMUNITY PROGRAMS

SUNSHINE COAST

Assistance with Care and Housing (ACH) Ozcare

Currimundi Marketplace, Nicklin Way, Currimundi, Qld 4551

W www.ozcare.org.au

T 1800 692 273

Service description:

- Support for older people/seniors on a low income who are homeless, or at risk of homelessness, to find suitable accommodation. This can include finding housing through the private rental market or applying for affordable social housing options.

Services include:

- Help to find suitable housing.
- Providing transport to view properties.
- Assistance with paperwork required to apply for a tenancy or social housing.
- Understanding the requirements of a new tenancy and access to loans.
- Assistance with arrangements to relocate.
- Providing links to assist you to retain the new tenancy, where required.



SUNSHINE COAST

Assistance with Care and Housing (ACH) – Ozcare (cont.)

The range of support includes:

- Case management.
- Investigating alternative housing options.
- Advocacy.
- Liaison and referral to health, community care, welfare and social support services.
- Assistance to maintain or build local support networks.

Eligibility: ACH services are available to you if you are:

- Homeless, or at risk of being homeless.
- Unable to access transport or the internet.
- Over 65 years, or over 50 for Aboriginal and Torres Strait Islander people.

Cost: There is no cost for the ACH service, through funding provided by the Australian Government's Department of Social Services.

Access and referral: Online referral on the Ozcare website, accepts referral from all community, health and medical services.

Service areas: Sunshine Coast region, Brisbane and Cairns.

Service days and times: Mon-Fri (8.30am-4pm).

COMMUNITY AND NEIGHBOURHOOD CENTRES

GLASSHOUSE

Glass House Mountains Neighbourhood Centre

4 Ryan Street, Glass House Mountains, Qld 4518

E admin@ghmnc.com

T 07 5438 7000

Service description:

- Food vouchers, referrals, financial assistance (by appointment only).
- Free counselling, booked through the centre (Tuesday 1-5pm).

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral.

Service areas: Glasshouse.

Service days and times: Mon, Tues, Wed and Fri 9am-noon
Thurs 9:30am-noon.



NAMBOUR

Nambour Community Centre

2 Shearer Street, Nambour, Qld 4560

W www.nambourcc.org

E reception@nambourcc.org

T 07 5441 4724

Service description:

- A variety of social support programs, volunteer opportunities, information and referral to appropriate services.
- Document support; one-on-one computer access, printing and internet access.
- Communal drop-in area, free tea & coffee, laundry, shower and WIFI, with community lunch every Thursday.

Programs:

- Thriving Families parenting support program; Community Action for a Multicultural Society (CAMS); Settlement Engagement and Transition Support (SETS) migrant support program.

Cost: N/A.

Access and referral: Self referral.

Service areas: Nambour and surrounds.

Service days and times: Mon-Fri (9am-3pm).

COMMUNITY AND NEIGHBOURHOOD CENTRES

SUNSHINE COAST

The Shack Community Centre

19 Price Street, Nambour, Qld 4560

W www.theshackcommunitycentre.com.au

E dale@theshacknambour.org.au

M 0402 204 961

Service description:

- Drop in centre, providing life essentials in the form of meals, showers, some clothing and referrals.

Visiting services:

Mon: Sunny Street Doctors 9-11am / Orange Sky 8-10.30am.

Wed: Centrelink 9am-9.45am / HHOT 9am-10am.

Every second Wed: Rent Connect, Department of Housing 9-11am, with Orange Sky Laundry on Monday (8-9.15am).

Eligibility: Anyone in need of support.



SUNSHINE COAST

The Shack Community Centre (cont.)

Cost: Donations are welcome **Access and referral:**

Self referral during opening times and inquiries via phone.

Service areas: Sunshine Coast focus on the Hinterland.

Service days and times: Mon, Wed and Fri (7.30-10.30am).

Tues Closed. Fri (7.30-10.30am). Thursday Quota Park
Breakfast (7-8.30am). Closed all public holidays.

COMMUNITY AND NEIGHBOURHOOD CENTRES

CALOUNDRA

Caloundra Community Centre

58A Queen Street, Caloundra, Qld 4551

W www.calcomm.org.au

T 07 5491 4000

Service description:

- Family Support Program which provides support to parents of children up to 18 years of age, and also includes parenting education, playgroups, and opportunities for Dad's activities. **Family support limited to Caloundra and Caloundra Hinterland areas.**
- Other programs include: social support groups, multicultural program, training and employment opportunities, seniors programs, information and referral, NILS (no interest loans) and emergency relief program.

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral.

Service areas: Caloundra and surrounds.

Service days and times: Mon-Fri (9am-3pm).



MALENY

Maleny Neighbourhood Centre Association

17 Bicentenary Lane, Maleny, Qld 4552

W www.malenync.org.au

E coordinator@malenync.org.au

T 07 5499 9345

Service description:

- The centre provides various youth and family services, as well as emergency food relief, information and referral for people wanting access to human services in the Caloundra and Hinterland areas.
- Food, Telstra and, when available, petrol vouchers, kitchen, shower and washing machine facilities.
- The Centre also stocks street swags, sleeping bags, small tents, blankets, linen, cooking utensils, baby needs and more.

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral.

Service areas: Maleny and Hinterland.

Service days and times: Mon-Fri (9am-3pm).

COMMUNITY AND NEIGHBOURHOOD CENTRES

MAROOCHYDORE

Maroochy Neighbourhood Centre

2 Fifth Avenue, Cotton Tree, Qld 4558

W www.maroochync.org.au

T 07 5443 6696

Service description:

- Maroochy Neighbourhood Centre Inc. provides people in the community with the opportunity to access and utilise centre facilities and services. Programs include family support, play group, homework club, community development, occasional child care service and One Roof.
- Programs and services focus on families, children, people with a disability, people from non-English speaking backgrounds, aged persons, Aboriginal and Torres Strait Islanders and other persons that may experience disadvantage in the community.

Cost: N/A.

Access and referral: Self referral.

Service areas: Maleny and Hinterland.

Service days and times: Mon-Fri (9am-3pm).



MOOLOOLAH

Mooloolah Neighbourhood Centre

42 Bray Road, Mooloolah, Qld 4553

W www.mooloolahcommunitycentre.org

T 07 5494 7822

Service description:

- Welfare assistance via vouchers/referrals to other agencies.
- Offers counselling services after referral from a GP, welfare services and a range of activities.

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral.

Service areas: Mooloolah and surrounding areas.

Service days and times: Tues-Thurs (9am-noon).

COMMUNITY AND NEIGHBOURHOOD CENTRES

LANDSBOROUGH

Morris House Neighbourhood Centre

478 Old Landsborough Road, Landsborough, Qld 4550

W www.landsborough.qld.au/morris_house

E morrishouse@landsborough.com

T 07 5494 1255

Service description:

- Provides limited emergency relief to those in need such as free bread, petrol vouchers and Go Cards.
- Appointments taken for QSTARS tenancy advice and referral and RentConnect visits.
- Free counselling each Friday.

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral.

Service areas: Landsborough.

Service days and times: Mon-Fri (9.30am-1pm).



HEALTHCARE

SUNSHINE COAST

Sunny Street

PO Box 806, Buderim Qld 4556

W www.sunnystreet.org

T 0433 392 549

Dr Nova Evans (Co-Founder and Medical Director)
and Sonia Goodwin (Co-Founder and Nursing Director).

Service description:

- A mobile doctor and nurse led outreach clinic providing healthcare to individuals and families experiencing homelessness and/or vulnerability across the Sunshine Coast, Gympie and Brisbane regions.

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral. See website for details.

Service days and times: Mon-Fri.

See website for an accurate schedule of times.



SUNSHINE COAST

GetPerspective Counselling

The Boarding Office, Suite 2, Level 1,
100-102 Brisbane Road, Mooloolaba, Qld 4557

W www.getperspective.com.au

E info@getperspective.com.au

T 0450 606 177

Service description:

- Counselling for individuals, couples and children to provide emotional and mental health support with practical strategies to improve how you respond to external stresses. Rebates available with a MHCP from your GP.
- Professional development for community and health professionals needing evidenced-based supervision.

Cost: Bulk billing available with Mental Health Care Plan. Refer to website for details.

Access and referral: Email directly with service request details or GP Mental Health Care Plan.

Service days and times: Mon-Fri (9.30am-6.30pm).

ONLINE SUPPORT

ASK IZZY

Ask Izzy

W www.askizzy.org.au

E support@askizzy.org.au

Service description:

- Ask Izzy is called the A to Z directory of homeless help. Ask Izzy helps people who are homeless or at risk of becoming homeless to find the services they need, right now and nearby. The site lists over 350,000 services across Australia.



SERVICES DIRECTORY

OnePlace Community Services Directory

W www.oneplace.org.au

Service description:

- Oneplace Community Services Directory is an easily accessible directory of community services to help Queensland families to get to the right service at the right time.

EMERGENCY MENTAL HEALTH CONTACT LIST

CONTACT LIST

Lifeline

W www.lifeline.org.au

T 13 11 14 (24 hours / 7 days a week)

Service description:

Australia-wide 24 hour telephone crisis support and counselling for those in crisis or need of support.

Suicide Call Back Service

W www.suicidecallbackservice.org.au

T 1300 659 467 (24 hours / 7 days a week)

Service description:

Australia-wide 24 hour telephone counselling for anyone affected by suicide.



CONTACT LIST

Mensline Australia

W www.mensline.org.au

T 1300 78 99 78 (24 hours / 7 days a week)

Service description:

Australia-wide counselling service for men specialising in relationships, domestic violence, mental health, wellbeing and discussion forums.

Kids Helpline

W www.kidshelpline.com.au

T 1800 55 1800 (24 hours / 7 days a week)

Service description:

Australia-wide counselling for children, teens, young adults, parents and carers.

EMERGENCY MENTAL HEALTH CONTACT LIST

CONTACT LIST

Queensland Health Mental Health Contacts and Resources

W www.qld.gov.au/health/mental-health/help-lines/services

Beyondblue Helpline

W www.beyondblue.org.au

T 1300 22 4636 (24 hours/ 7 days a week)

Service description:

Australia-wide counselling service for those affected by suicide or mental health issues.



CONTACT LIST

Headspace

W www.eheadspace.org.au

T 03 9027 0100 Headspace National Office

Service description:

Australia-wide counselling for those affected by mental health issues aged between 12-25 years.

Relationships Australia

W www.raq.org.au

T 1300 364 277

Service description:

Relationship and victim counselling for those in need.

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