

## 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](mailto: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 - Fletcher Street Cottage, 18 Fletcher Street (van parked in driveway)  
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.

### Tweed Coast Community Food Pantry

Kingscliff Uniting Church, 24 Kingscliff Street, Kingscliff (down the lane)

Every Wednesday 9.30am-11.30am

Enquiries [www.livingwellcommunicare.org.au](http://www.livingwellcommunicare.org.au)

Facebook: @livingwellcommunicare

Low cost and free food items for people in need and crisis

### Murwillumbah Community Centre (02) 6672 3003

Nullum Street, Murwillumbah

Monday – Thursday 9am-4.30pm, Friday 9am-12pm

Murwillumbah Food HUB, Knox Park - Wed and Thursday 10am to 3pm.

Cash and ATM available.

### Pottsville Beach Neighbourhood Centre (02) 6676 4555

12A Elizabeth St, Pottsville [info@pbnc.org.au](http://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 low cost and free food

Shop 10, 8<sup>th</sup> Avenue Palm Beach

Tuesday, Wednesday, Thursday, Friday 12pm-3pm (QLD)

### The Salvation Army Centre (07) 5524 5081

Cnr Woodlands and Leisure Drive, Banora Point

Open Tuesday and Friday, 9.00am -12.00pm

• 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)

Open House Café – Every Thursday 10am-2pm, morning tea and lunch

Suggested donation if can afford to pay

### Salvos Assessment Line (SAL) (02) 8775 7988 and (07) 3001 6288

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](http://www.askizzy.org.au)

The A-Z Directory of Homeless support services

### 7CareConnect [www.7careconnect.com](http://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 December 2023

For brochure updates:

Email: [sroylance@tweed.nsw.gov.au](mailto:sroylance@tweed.nsw.gov.au)



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**TWEED**  
SHIRE COUNCIL

## Support Services - Tweed Shire

**Agape Outreach Inc.** 0414 693 670 or [admin@agapeoutreachinc.com](mailto: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](mailto: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  
Nullum Street, Murwillumbah  
Monday - Thursday 9am - 4.30pm, Friday 9am - 12pm  
**Financial Counselling Service:** Appointment based.  
**Emergency Relief – Tues and Thurs 9.30am to 12pm –  
must have Centrelink statement**

**Momentum Collective** 1800 387 867 (24/7 line)  
35 Wharf Street, Tweed Heads  
Support women and children who are homeless or at risk of  
becoming homeless due to domestic violence, and Indigenous men  
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](mailto: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**  
**1800 327 679**  
Monday-Friday 9.00am - 5.00pm  
Support service for families, children and young people.

**Fletcher Street Cottage (02) 6685 6807**  
18 Fletcher Street, Byron Bay. Monday-Friday 7am-9am breakfast;  
7am-12pm laundry/shower; 9am-12pm office support. Tues 2pm,  
Agape food outreach. Visiting services Social Futures, Momentum  
Collective, Homeless Health Outreach Team, hairdresser, GP

**Legal Aid NSW** [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)  
For 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 Rivers Housing** (07) 5523 5800 [tenancytweed@nrh.org.au](mailto:tenancytweed@nrh.org.au)  
42A Wharf St, Tweed Heads. 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](mailto: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 [nrnils@nrcg.org.au](mailto:nrnils@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](mailto: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](mailto: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](http://www.moneySMART.gov.au)