



Australian Government  
Department of Social Services

# Support Services Summary Directory – Bundaberg and Hervey Bay

July 2023

This directory is limited to program, and services funded by Department of Social Services, National Indigenous Australians Agency and Department of Health and Aged Care.

For more information about enhanced Income Management and the SmartCard visit [servicesaustralia.gov.au/smartcard](https://servicesaustralia.gov.au/smartcard) or call the **SmartCard eIM hotline on 1800 252 604**.



## Support Services Summary Directory – Bundaberg and Hervey Bay

This directory provides an overview of contacts for available support services.

### Managing money

Name	Contact details
Regional Housing Limited	30 Tantitha Street, Bundaberg  Shop 6/12 Nissen Street, Pialba 1300 642 123 (07) 4153 1239
Wide Bay Sexual Assault Service Inc.	1/8 Neils Street, Pialba Mon – Thu, 8:30am to 5:00pm Fri, 9:00am to 5:00pm (07) 4194 5230
Financial Counselling Australia	(07) 4051 1224

### Food and emergency relief

Name	Contact details
Regional Housing Limited	30 Tantitha Street, Bundaberg  Shop 6/12 Nissen Street, Pialba 1300 642 123 (07) 4153 1239
The Salvation Army (New South Wales) Property Trust (Salvos Connect)	1300 371 288 Mon – Fri, 9:00am to 5:00pm

Name	Contact details
Bundaberg Regional Council	4 Dear St, Gin Gin Mon – Fri, 8:15am to 4:45pm (07) 4130 4630
Graham House Community Centre	(07) 4169 8400 Mon – Thu, 9:00am to 4:00pm Fri, 9:00am to 1:00pm
We Care 2 Inc	225 Main St, Urraween Mon – Fri, 9:00 am to 2:00 pm. (07) 4124 0913
St Vincent de Paul Society Queensland	1800 846 643
Community Action Inc.	(07) 5482 1147
The Uniting Church in Australia Property Trust	1800 007 007

## Finding local services (inc. accessing services)

Name	Contact details
Hervey Bay Neighbourhood Centre	22 Charles Street, Pialba Mon – Fri, 7:00am to 6:30pm (07) 4194 3000
IMPACT Community Services	108 Bargara Road, Bundaberg East Mon – Fri, 7:30am to 4:00pm Sat, 8:00am to 12:00pm (07) 4153 4233
Central Queensland, Wide Bay, Sunshine Coast Primary Health Network (PHN)	Suite 4A, 2 Barolin Street, Bundaberg (07) 4131 0800  Shop 3, 62 Main Street, Pialba (07) 4196 9800
Queensland Network Of Alcohol And Other Drug Agencies Limited (QNADA)	(07) 3023 5050

## Alcohol and other drug support and treatment services

Name	Contact details
Bayside Transformations Limited	234 Torquay Terrace, Torquay Mon – Fri, 9:00am to 5:00pm (07) 4194 6621
Indigenous Wellbeing Centre Ltd	184 Barolin Street, Bundaberg Mon – Fri, 8:00am to 5:00pm 1300 492 492 (07) 3023 5050
Queensland Network Of Alcohol And Other Drug Agencies Limited (QNADA)	

## Gambling addiction support

Name	Contact details
The Uniting Church in Australia Property Trust (Q.)	1800 007 007

## Mental health/emotional support

Name	Contact details
Regional Housing Limited	30 Tantitha Street, Bundaberg
Regional Housing Limited	Shop 6/12 Nissen Street, Pialba 1300 642 123 (07) 4153 1239

Name	Contact details
<p>Headspace</p>	<p>66 Woongarra Street, Bundaberg Mon – Thurs, 8:30am to 6:00pm Fri, 8:30am to 4:00pm (07) 4152 3931</p> <p>Shop 9, Central Plaza, 15 Central Ave, Urraween Mon – Wed, 8:30am to 6:00pm Thu, 8:30am to 5:30pm Fri, 8:30am to 4:30pm (07) 4303 2100</p>
<p>Wide Bay Sexual Assault Service Inc.</p>	<p>1/8 Neils Street, Pialba Mon – Thu, 8:30am to 5:00pm Fri, 9:00am to 5:00pm (07) 4194 5230</p>
<p>Central Queensland, Wide Bay, Sunshine Coast Primary Health Network (PHN)</p>	<p>Suite 4A, 2 Barolin Street, Bundaberg (07) 4131 0800</p> <p>Shop 3, 62 Main Street, Pialba (07) 4196 9800</p>
<p>Bridges Health and Community Care</p>	<p>Shop 4, 130 Bourbong Street, Bundaberg Mon – Fri, 8:30am to 5:00pm</p> <p>57 Caper Street, Gayndah Junction of River Terrace and O'Connell Street, Bundaberg 1300 707 655</p>

## Social Support

Name	Contact details
<p>Hervey Bay Neighbourhood Centre</p>	<p>22 Charles Street, Pialba Mon – Fri, 7:00am to 6:30pm (07) 4194 3000</p>

## Nationally Available Services

This directory provides an overview of national support services available

Organisation	Description	Contact details
Alcohol and Drug Information Service (ADIS) NSW	For free and confidential 24/7 counselling helpline for people concerned around alcohol and/or drug misuse.	1800 250 015
Lifeline 13YARN	13YARN (Thirteen YARN) is the first national crisis support line for First Nations people who are feeling overwhelmed or having difficulty coping. The service offers a confidential one-on-one opportunity with a Lifeline-trained First Nations Crisis Support Worker who can provide crisis support 24/7. 13YARN empowers the community with the opportunity to talk without judgement and provide a culturally safe space to speak about their needs, worries or concerns.	13YARN (13 92 76)
Australian National University (e-hub Assist)	Online self-help mental health programs.	<a href="http://ehubhealth.com">e-hub Assist - Home (ehubhealth.com)</a>
Black Dog Institute	Online self-help programs, psychoeducation and positive psychology.	<a href="http://blackdoginstitute.com.au">Black Dog Institute   Science. Compassion. Action.</a>

Organisation	Description	Contact details
Blue Knot Foundation	Information and support line for anyone affected by complex trauma.	Blue Knot Helpline and Redress Support Service 1300 657 380 Mon - Sun, 9am to 5pm National Counselling and Referral Service – Disability 1800 421 468 or 02 6146 1468 Mon - Fri, 9am to 6pm Sat - Sun and public holidays, 9am to 5pm
Butterfly Foundation	Telephone, online counselling, referral and online support groups for eating disorders and body image issues.	1800 33 4673 Mon - Sun, 8am to midnight
Lifeline Australia	24/7 crisis support and telephone counselling.	13 11 14
Alcoholics Anonymous	Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.	1300 222 222
Beyond Blue	24/7 online and email counselling and moderated forums.	1300 224 636
ReachOut	24/7 online support for people aged 12 to 25.	<a href="#">A Safe Place to Chat Anonymously, Get Support &amp;</a>

Organisation	Description	Contact details
		<a href="#">Feel Better   ReachOut Australia</a> (02) 8029 7777
National Debt Helpline	Provides help to sort out your money (budget).	1800 007 007 Mon - Fri, 9:30am to 4:30pm
Mob Strong Debt Helpline	Provides help to sort out your money (budget).	1800 808 488 Mon - Fri, 9:30am to 4:30pm
Salvation Army	Provides help with food and bills.	13 72 58
St Vincent de Paul Society	Provides help with food and bills.	13 18 12
1800RESPECT	24/7 Domestic or family violence counselling.	1800 737 732
Family Drug Support Australia	24/7 Alcohol or other drug use counselling.	1300 368 186
National Gambling Helpline	24/7 Support for anyone affected by gambling.	1800 858 858
Narcotics Anonymous	Narcotics Anonymous is a non-profit fellowship or society of men and women for whom drugs had become a major problem.	1300 652 820



Organisation	Description	Contact details
Hearing Assessment Program – Early Ears	The program provides free, safe and simple hearing checks to children aged 0 - 6 years who do not yet attend full time school and on-going advice and support to parents and carers.	134 432
Qlife	Provides online chat or phone counselling for lesbian, gay, bisexual, transgender and intersex (LGBTIQ+) people.	1800 184 527 Mon – Sun 3pm to midnight
Head to Health	An online resource from the Australian Government, designed to connect Australians to trusted mental health and wellbeing support services and information. Products and services available on Head to Health can be accessible via phone, online/digital formats, and/or face-to-face physical locations.	<a href="#">Home   Head to Health</a>