



Australian Government

Department of Social Services

Support Services Summary

Directory – Cape York

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 or call the **SmartCard eIM hotline on 1800 252 604**.

Support Services Summary Directory – Cape York

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

Managing money

Name	Contact details
Cape York Institute	(07) 4046 0600
The Uniting Church in Australia Property Trust (Q.)	1300 822 753
Brotherhood of St. Laurence	(03) 9483 1183
Save the Children Australia	1800 760 011
Financial Counselling Australia Ltd	(07) 4051 1224

Food and emergency relief

Name	Contact details
SecondBite	1800 263 283
Oz Harvest Limited	1800 108 006
Foodbank Australia Limited	(08) 8947 3669
The Salvation Army (New South Wales) Property Trust	1800 007 007 Mon – Fri, 9:00am to 5:00pm
St Vincent de Paul Society Queensland	1800 846 643
Mount Isa Family Support Service and Neighbourhood Centre Inc.	(07) 4743 4506

Finding local services (inc. accessing services)

Name	Contact details
Northern Queensland Primary Health Network (PHN)	(07) 4034 0300

Alcohol and other drug support and treatment services

Name	Contact details
Community Services Tablelands	(07) 4091 3850
Lives Lived Well	1300 727 957
Ngoonbi Community Services Indigenous Corporation	(07) 4093 7177
Queensland Injectors Health Network Limited	1800 172 076 (07) 3620 8111 Mon-Fri: 9:00am – 5:00pm
Drug ARM Australasia (Healthy Options Australia) Australian College of Community Services	General: 1300 656 800 (07) 3620 8880 Mon – Fri, 9:00am to 5:00pm
The Salvation Army Australia Eastern Territory	13 72 58
Gidgee Healing	1800 443 433
North and West Remote Health Ltd - Mornington Island Wellbeing Centre	(07) 4747 9700
Gindaja Treatment and Healing Indigenous Corporation	1300 727 957 (07) 4786 1000
Goldbridge Rehabilitation Services	(07) 4056 9000
The Salvation Army (Qld) Property Trust	13 72 58
Cape York Family Centre	7 Flaggy Road, Cooktown Mon – Fri, 9:00am to 4:00pm (07) 4082 2420

Name	Contact details
We Help Ourselves	(07) 5476 0877
Pharmaceutical Rehabilitation services	(07) 3059 1301
St Vincent de Paul QLD	1800 846 643
Mission Australia	(07) 3394 8100
Apunipima Cape York Social and Emotional Wellbeing Centre	3338 Kennedy Highway Mareeba (07) 403 72830 QLD State Office (07) 4037 7100

Mental health/emotional support

Name	Contact details
Apunipima Cape York Health Council	(07) 4037 7100 0417 506 847
NPA Family and Community Services Aboriginal & Torres Strait Islander Corporation	(07) 4069 3817
The Salvation Army QLD Property Trust	13 72 58
Torres and Cape Hospital and Health Service	(07) 4037 7100
Northern Queensland Primary Health Network (PHN)	(07) 4034 0300

Nationally Available Services

This section 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.	e-hub Assist - Home (ehubhealth.com)
Black Dog Institute	Online self-help programs, psychoeducation and positive psychology.	Black Dog Institute Science. Compassion. Action.

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 22 4636
ReachOut	24/7 online support for people aged 12 to 25.	A Safe Place to Chat Anonymously, Get Support & Feel Better ReachOut Australia (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
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 3:00pm to midnight
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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.

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