



Australian Government
Immigration Assessment Authority

SUPPORT SERVICES (QLD)

The Immigration Assessment Authority (IAA) recognises the special needs of review applicants, their families and friends. The organisations listed here may be able to provide information or assistance or referrals to persons in need of support. This covers:

- Migrant and Asylum Seeker Support Services
- Mental Health, General Health and Welfare Support Services

Translating & Interpreting Service (TIS)

Provides interpreting services for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

13 14 50

Migrant and Asylum Seeker Support Services in Queensland

Australian Red Cross – Red Cross Migration Hubs

www.redcross.org.au/migration-support.aspx

(07) 3367 5665

ACCESS Services

An organisation with a mission to empower individuals and communities in shaping their own futures.

www.accesscommunity.org.au

(07) 3412 8222

Townsville Intercultural Centre

Assists migrants, refugees and emerging communities who are newly arrived or within their first five years of settlement in Australia.

www.townsvilleic.com.au

(07) 4772 4800

Multicultural Development Association

The association is an independent, non-government, settlement organisation committed to achieving the best settlement outcomes for our clients and to working actively to promote multiculturalism.

www.mdaltd.org.au

(07) 3337 5400

Mental Health, General Health and Welfare Support Services – National Services

000

In an emergency call '000' or go to a hospital emergency department.

Lifeline

Provides a free 24-hour telephone crisis support and suicide prevention service.

www.lifeline.org.au

13 11 14

Beyond Blue

Provides information on depression, anxiety, available treatments, and where to get help. Interpreting Services can be provided and fact sheets are available in a number of languages

www.beyondblue.org.au

1300 224 636

Medicare – Department of Human Services

Delivers social and health-related payments and services.

www.humanservices.gov.au

13 20 11

1800RESPECT

Provides a service covering national sexual assault, domestic family violence counselling service.

www.1800respect.org.au

1800 737 732

Kids Helpline

Offers a free* 24-hour confidential counselling service for 5 to 25 year olds.

www.kidshelp.com.au

1800 551 800

* some mobile calls are not free.

Suicide Call Back Service

Provides a 24-hour, nationwide service providing telephone counselling to people 18 years and over who are suicidal, or caring for someone who is suicidal, or bereaved by suicide.

www.suicidecallbackservice.org.au

1300 659 467

Salvo Care Line

Provides 24 hour telephone counselling by trained counsellors for people experiencing a crisis or difficulties.

www.salvos.org.au

13 72 58

Healthdirect Australia - 24hr Health Advice Line

Offers a 24-hour telephone triage, information and advice line where every call is answered by a registered nurse.

1800 022 222 (*this service is not currently available in Victoria*)

Mental Health, General Health and Welfare Support Services in Queensland**Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)**

Provides flexible and cultural sensitive services to promote the health and wellbeing of people who have been tortured or who have suffered refugee related trauma prior to migrating to Australia.

www.qpastt.org.au

Brisbane (07) 3391 6677

Cairns (07) 4044 0153

Logan (07) 3089 4310

Toowoomba (07) 3556 7700

Townsville (07) 4772 9000

Uniting Care Community (UCC) Elder Abuse Helpline

Promotes the right of older people to live free from abuse.

www.eapu.com.au

1300 651 192 (Interstate (07) 3867 2525)

Immigrant Women's Support Service (IWSS)

The service 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 have experienced rape and/or sexual assault.

www.iwss.org.au

(07) 3846 3490

Australian Red Cross – Red Cross Hubs

www.redcross.org.au/migration-support.aspx

(07) 3367 5665

DV Connect (Domestic Violence Link)

Provides a hotline for women and men experiencing domestic violence.

www.dvconnect.org

Women's Line: 1800 811 811

Men's Line: 1800 600 636

13 Health

Provides a 24 hour advice and referral service for people in Queensland with all types of health concerns.

13 43 25 84 (13 HEALTH)

Transcultural mental health Clinical consultation Service

The organisation provides a state-wide service providing information, referral, resources and clinical consultation services to people from diverse cultural and linguistic backgrounds.

www.metrosouth.health.qld.gov.au/transcultural-mental-health

1800 188 189