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 Principal: Murray Gleadhill



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Dear Parents/Carers,

Wow! I imagine that nobody expected that we would be facing this kind of health and economic situation right now!

Below is a list of emergency help/support associations that may be able to help if you and your family are feeling under pressure.

Warm regards,

*Jessica Kane*

Guidance Officer

If you would prefer a digital copy please email Jessica – [jkane7@eq.edu.au](mailto:jkane7@eq.edu.au)

Emergency Help/Support		
<b>Uniting Care Community – Child, Youth and Family Services/Lifeline</b>	Counselling support provided for families and children suffering crisis or emotional distress. Courses also run for children, men, women, parents and youth: face to face counselling, 24 hr phone line	2741 Gold Coast Highway, BROADBEACH 5579 6000 / 13 11 14
<b>St John's Anglican Crisis Care</b>	Mon-Fri 11:30am to 12:30pm and Sat 7:30am to 8:30am. Centrelink or Healthcare Card required. \$2 meals (lunch & dinner). Holds non-perishable stock & necessities.	36 Hamilton Avenue, SURFERS PARADISE 07 5531 6013
<b>Ozcare - Gold Coast Family Accommodation Support Service</b>	Short-term crisis accommodation for families homeless or at risk of homelessness. Call daily for vacancies and further information.	3 Frinton Street, SOUTHPORT 07 5519 0323 <a href="http://www.ozcare.org.au">www.ozcare.org.au</a>
<b>Salvation Army Stillwaters</b>	Crisis transitional supported accommodation for women and children (under 12 years) and single women (18 years and over) homeless or at risk of homelessness. Call daily for vacancies. 27 beds & 7 families	173 Wardoo Street, SOUTHPORT 07 5591 1776
<b>Medcall After Hours</b>	After hours home visiting GP bulk-billing service – 7:00pm to 7:00am.	07 5531 1224
Food Aid/Food Banks		
<b>Cross Life Baptist Church</b>	Small food parcels (enough non-perishables for a few meals). Need to have ID preferably Centrelink card. Phone first. Mon-Fri 9:00am to 2:00pm	23 Discovery Dr Baptist Church Helensvale Ph: 5573 3644
<b>Studio Village Community Centre</b>	\$15.00 food parcels (free fruit & vegie if available). Order by noon Wednesday Collect Thursday 11.00am. Can do home visits / delivery can offer financial assistance	87 Village Way Oxenford Ph: 5529 8253
<b>Hillsong City Care Storehouse</b>	Free and cheap food. Sign up to free membership ID that will demonstrate a low income (means tested). For both emergency and long term food relief. Open Tues/Fri/Sat 9:00am-11:00am (check Facebook for most recent updates: Hillsong Coomera)	7 Kohl Street Upper Coomera Ph: 5502 7324
<b>New Life Food Barn</b>	\$45.00 food parcels. Also have reduced cost food Shop. All welcome Food Shop requires signing up to free membership. Can be delivered and ordered online: <a href="http://www.newlifefoodbarn.org.au">www.newlifefoodbarn.org.au</a> . Open Wedn/Thurs 10:00am – 12:00pm	16 Dunkirk Close Arundel (off Allied drive down from St Vinnies) Office: 5571 6115 Food: 0410 565 781
<b>12 Baskets Outreach</b>	Meals, clothing and friendship. Monday nights 6pm at Abraham Park, Coomera. See Facebook for most recent updates: 12BasketsOutreach	Blake Harris: 0403655042 <a href="http://www.c1care.org">www.c1care.org</a> <a href="mailto:12baskets@c1care.org">12baskets@c1care.org</a>

## Child/Family Counselling

<b>Uniting Care Community – Child, Youth and Family Services</b>	Counselling support provided for families and children suffering crisis or emotional distress. Courses also run for children, men, women, parents and youth	2741 Gold Coast Highway, BROADBEACH 5579 6000 (face to face counselling)
<b>Flourish – Child and Family Therapy</b>	A free child and family counselling service for families who have experienced trauma or who are at risk of harm. Can help with grief and loss, mood changes, behavioural concerns, sleep difficulties, worries about schooling and family stress.	Act For Kids 07 5656 8600 31 Olsen Ave, Labrador, 4215
<b>Northern GC Communities for Children – Family Support and Counselling Service</b>	A free service for families with children aged 0-12 years of age. This service is available for families who may be isolated, in crisis or simply needing extra support and information.	(07) 5529 8087 or (07) 5580 4995 family@youthcentre.org.au
<b>Relationships Australia Counselling for Families and Children</b>	A service to support children and families with stressful events, e.g., family separation and parental conflict. They also offer courses and information about parenting after separation. Also free ongoing counselling for recent and historical crimes and support, and domestic violence support.	1300364277 <a href="http://www.raq.org.au">www.raq.org.au</a>

### Bulk-Billed Psychology Sessions under a Mental Health Care Plan

See your GP; you or your child may be given a 'mental health care plan.' i.e. up to 10 bulk billed sessions with a psychologist each year. Depending on the specific clinic, there may be an initial fee or a gap fee. The GP can provide more information about clinics in your local area.

## Financial Advice/Support

<b>Australian Taxation Office</b>	For the most up to date information on Superannuation, business loans and tax rebates, please visit the website.	<a href="https://www.ato.gov.au/Individuals/Dealing-with-disasters/In-detail/Specific-disasters/COVID-19/">https://www.ato.gov.au/Individuals/Dealing-with-disasters/In-detail/Specific-disasters/COVID-19/</a>
<b>Centrelink</b>	For the most up to date information on a wide range of supports and rebates, please visit the website.	<a href="https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19">https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19</a>
<b>Benevolent Society Early Years Centre</b>	For parents of children aged birth to 8 years of age. Variety of support options offered including child health checks, preparation for schooling, home visiting/support, money management workshops, parenting workshops about language development, learning through play and positive parenting.	(07) 56449400 Upper Coomera, Old Coach Road (beside Coomera Springs SS)
<b>Family and Child Connect</b>	This is a free service aimed at helping parents/carers through various challenges. Call and they will connect you to the most appropriate services (which may include those listed below). They have a directory of all local community services available for parents/carers, and would be a good first port of call if you do not know where to go for help.	(07) 5508 3835
<b>Wesley Mission Financial Counselling</b>	Free, independent and confidential counselling to assist people experiencing financial difficulty. A financial counsellor will: <ul style="list-style-type: none"> <li>• help you put together a budget to assist you in getting a clear understanding of your financial situation</li> <li>• provide you with information about the options you have available to address your financial challenges</li> <li>• advocate or negotiate on your behalf with creditors, government agencies and others.</li> </ul>	1300 827 638 <a href="https://www.wesleymission.org.au/find-a-service/mental-health-and-hospitals/counselling/financial-counselling/">https://www.wesleymission.org.au/find-a-service/mental-health-and-hospitals/counselling/financial-counselling/</a>

## Spiritual Support/Prayer

<b>Hillsong City Care Storehouse</b>	Prayer requests can be sent to City Care via their Facebook: Storehouse – Gold Coast	7 Kohl Street Upper Coomera Ph: 5502 7324
<b>Crosslife Baptist Church</b>	Prayer requests can be sent to Crosslife. Contact via Facebook, email, phone	23 Discovery Dr Baptist Church Helensvale Ph: 5573 3644 info@crosslifebaptist.org.au

[Kids Helpline | Phone Counselling Service | 1800 55 1800](#)

[13 43 25 84](#)

[Queensland: helplines 13 43 25 84](#), [Speak to a registered nurse 24 hours 7 days](#), or [request the Child Health Team 6.30 am-11 pm 7 days](#).

[Parent helplines and hotlines | Raising Children Network](#)

<https://raisingchildren.net.au/grown-ups/services-support/about-services-support/helplines>