



SUNSHINE COAST
HOUSING AND HOMELESSNESS
NETWORK



A HELPING HAND

The Sunshine Coast Housing and Homelessness Directory has been developed by council in partnership with the Sunshine Coast Housing and Homelessness Network. This directory provides information on organisations that provide support services to those in need and who are experiencing homelessness.

To access this directory online visit
www.sunshinecoast.qld.gov.au

Please note: Every attempt has been made to ensure the information contained within this guide is correct at the time of printing. The product, services and information given are subject to change or withdrawal without notice at any time. Inclusion or exclusion is not to be construed as endorsement of a particular operation. The publisher, Sunshine Coast Council, expressly disclaims any liability to any entity for loss, costs or damages of whatsoever nature arising out of or connected with its reliance on the contents of this publication. All material is subject to copyright. This directory is not an exhaustive list of housing and homelessness resources in the region but it is the most comprehensive. Edition 3, Published August 2021.

COLOUR CODING

HOW TO USE THIS DIRECTORY

Each section in this directory offers a unique service. Sections are colour coded by the types listed below:



Emergency Relief



Housing and Accommodation Support Services



Housing and Accommodation Providers



Community Programs



Community and Neighbourhood Centres



Healthcare



Online Services



Emergency Mental Health Contacts

CONTENTS

Emergency Relief

The Salvation Army	8
Integrated Family and Youth Service (IFYS).....	9
St Vincent de Paul Society	10
Capsite Rescue Inc.	11
Youturn Youth Support.....	12
Suncoast Christian Care.....	13
Caloundra Community Centre	14
Gateway Care Food Centre and Cafe Gateway Care Limited	15
LifeCARE	16
Maleny Neighbourhood Centre	17
The Shack Community Centre.....	18
Glass House Mountains Neighbourhood Centre	19

Housing and Accommodation Support Services

Homeless Hotline Queensland Government.....	20
Suncoast Community Legal Service Queensland Statewide	
Tenancy Advice and Referral Service (QSTARS)	21
RentConnect Queensland Government	22
Noosa Social Services Hub Noosa Council	24
Community Living Program Supported Care	25

Housing and Accommodation Providers

Housing Service Centre Queensland Department of Communities, Housing and Digital Economy	26
Transitional and Long-term Housing	
St Vincent de Paul Society	26
Transitional Housing Program	
Integrated Family and Youth Service Ltd (IFYS)	29

Short-term Supported Accommodation and Domestic and Family Violence (DFV)	
Shelter Kyabra Community Association	30
Maroochydhore Youth Shelter	
Integrated Family and Youth Service Ltd (IFYS)	32
Community Housing Coast2Bay Housing Group.....	33
Supported Accommodation (Families)	
The Salvation Army	34
Affordable Housing Program	
Churches of Christ Housing Services Ltd	35
Maleny Transitional Women's House	36
Supported Accommodation and Life Skills Program	
Lily House	37
Najidah SunnyKids	38
Sonshine Sanctuary	
Sonshine Sanctuary Association Inc.	39
Specialist Homelessness Service	
Youturn Youth Support.....	40
Caloundra House Supported Accommodation Civitas Group	41

Community Programs

One Roof Program Maroochy Neighbourhood Centre Inc. ...	42
Money Matters Youturn Youth Support.....	43
Friday Night Burgers, Nambour Anglican Parish	44
Cornerstone Mobile Youth Homelessness, St Vincent de Paul Society	45
Doorways Case Work The Salvation Army	44
Coastal Supports National Psychosocial Program Openminds	46

CONTENTS

Community Programs (cont)

The Daily Bread Suncoast Christian Care	47
Individual Recovery Support Program	
Steps Community Services	48
School Pantry Suncoast Christian Care	50
Community Breakfast HTK Church	51
Homeless Health Outreach Team (HHOT)	52
Free Laundry Service and Conversation	
Orange Sky Australia	53
Street Outreach Rosies Friends on the Street	54
Better Together Housing	
Sundale and Coast2Bay Housing Group	55
Keys to Early Intervention in Homelessness Service (KEIHS)	
Kyabra Community Association	56
Care and Housing for the Aged (ACHA)	58
Homelessness Support Services	
Department of Veterans' Affairs.....	59
Veterans and Families Counselling Open Arms.....	60

Community and Neighbourhood Centres

Glass House Mountains Neighbourhood Centre	62
Nambour Community Centre.....	63
The Shack Community Centre.....	64
Caloundra Community Centre.....	65
Maleny Neighbourhood Centre	66
Maroochy Neighbourhood Centre.....	67
Mooloolah Neighbourhood Centre.....	68
Morris House Neighbourhood Centre.....	69

Healthcare

Sunny Street Outreach	70
Sunny Street Maroochydore Centre	71

Online Services

Ask Izzy	72
OnePlace Community Services Directory.....	73

Emergency Mental Health Contacts

Headspace.....	74
Relationships Australia	74
Queensland Health Mental Health Contact and Resources .	74
Mensline Australia	75
Kids Helpline	75
Beyond Blue	75
Emergency Assistance.....	76
Lifeline	76
Suicide Call Back Service	76

EMERGENCY
RELIEF

SUNSHINE COAST

The Salvation Army

Centres across the Sunshine Coast

W www.salvos.org.au

T 1300 371 288

Service description:

- Emergency relief is available for singles and families in financial distress.
- Aid includes assistance towards groceries, petrol, clothing, transport and medication.
- Centres in Caloundra, Maroochydore, Nambour, Coolum and Noosa.
- Phone the Salvos Assessment Line first (1300 371 288) who will then direct the caller to the closest emergency relief location.

Eligibility: Telephone assessment required; current income statement required.

Cost: N/A.

Access and referral: Self referral.

Service areas: Sunshine Coast.

Service days and times: Varies across locations. The Salvos Assessment Line (1300 371 288) is open Mon-Fri (9am-5pm).



SUNSHINE COAST

Integrated Family and
Youth Service Ltd (IFYS)

108 Parker Street, Maroochydore, Qld 4558

W www.ifys.com.au

E feedingfamilies@ifys.com.au

T 07 5438 3000

Service description:

- IFYS Emergency Relief Program can assist with budgeting, debt management, referral to specialty services, some brokerage available. Thursday afternoons from 1-4pm an "Open Pantry" is available which can be accessed by clients once per month. Location also stocks Urban Angel frozen meals.
- By appointment only

Eligibility: Sunshine Coast residents

Cost: N/A.

Access and referral: Call IFYS on 07 5438 3000 to make an appointment with the ER Case Worker

Service areas: Sunshine Coast Local Government Area

Service days and times: Wed and Thurs (9am – 4pm).

EMERGENCY
RELIEF

SUNSHINE COAST

St Vincent de Paul Society

Centres across the Sunshine Coast

W www.vinnies.org.au

Caloundra 07 5438 9660

Maroochydore 07 5443 1946

Nambour 07 5459 5202

Noosa/Tewantin 07 5449 9980

Service description:

- Emergency relief for families and singles in financial distress provided with a friendly ear and kindness.
- Aid may include food, clothing, furniture, petrol vouchers and assistance with utility, medical and school expenses.

Cost: N/A.

Access and referral: Attend Support Centre and bring a copy of your Centrelink Income Statement.

Service areas: Sunshine Coast.

Service days and times: Contact your local centre for operating hours and appointments.



SUNSHINE COAST

Campsite Rescue Inc.

PO Box 1411, Coolum Beach, QLD 4573

W: www.campsite rescue.org

T: 0424 424 842

E: campsite rescue@gmail.com

Service description:

- Campsite Rescue is an outreach charity providing groceries, bedding clothes, toiletries and tents to people sleeping without shelter or living in cars for several locations around the Sunshine Coast.

Cost: Free.

Access and referral: N/A.

Service areas: Coolum, Nambour, Maroochydore, Kawana and Noosa

Service days and times: Weekends and Public Holidays



EMERGENCY
RELIEF

SUNSHINE COAST

Youturn Youth Support

12-14 Ernest Street, Tewantin Qld 4565

W www.youturn.org.au

T 07 5442 4277

Service description:

- Initial assessment to determine needs
- Youturn may assist with items such as emergency food/ grocery IGA vouchers, prescription medication, licensing, educational and short-term accommodation.

Cost: N/A.

Access and referral: Self-referral or via agency

Service areas: Sunshine Coast-Noosa

Service days and times: Mon, Tue & Thurs (9am-2pm)
by appointment



SUNSHINE COAST

Suncoast Christian Care

24-32 Howard St, Nambour Qld 4560

W www.suncoastchristiancare.com.au

T: (07) 5441 4877

M: 0439 000 703

Service description:

- The Suncoast Care Grocery Store provides low cost and free groceries to Sunshine Coast community members.
- Emergency Relief (ER) appointments for food assistance Wednesday and Thursdays by appointment between 9.30am – 12.30pm
- Client must provide Centrelink income statement for appointments.

Cost: Lifetime Membership \$2.

Service areas and times: Grocery Store: Mon-Fri (9am-3pm)
ER: Wed-Thurs (9.30am-12.30pm) by appointment



EMERGENCY
RELIEF

CALOUNDRA

Caloundra Community Centre

58A Queen Street, Caloundra, Qld 4551

W www.calcomm.org.au

T 07 5491 4000

Service description:

- Emergency relief is available to singles and families in financial distress who are unable to pay their bills or at imminent risk of being unable to pay bills.
- Food vouchers.

Eligibility: Phone for an appointment with the emergency relief worker, proof of bill required along with a current Centrelink Income Statement at appointment.

Cost: N/A.

Access and referral: Self referral.

Service areas: Sunshine Coast.

Service days and times: Tues and Fri morning by appointment only.



CALOUNDRA

Gateway Care Food Centre and Cafe
Gateway Care Limited

11 Helen Street, Caloundra West Qld 4551

W www.gatewaycare.org.au

T 07 5458 6888

Service description:

- Emergency food relief services
- Low Cost Grocery Outlet and Community Hub.

Cost: Once only payment of \$5 membership fee.

Access and referral: Self referral.

Eligibility: All Centrelink and Health Care Card holders, low Income families.

Service areas: Caloundra.

Service days and times: Tue to Fri 9am to 4pm and Sat 9am to noon.



EMERGENCY RELIEF

MAROOCHYDORE

LifeCARE

Working to Impact the Nations Inc.

Shop 9/125 Sugar Road Alexandra Headlands Qld 4572

W www.lifechurchsc.com.au

E lifecare@lifechurchsc.com.au

T 07 5443 8306

Service description:

- LifeCARE provides crisis support for Sunshine Coast residents
- Other services include a community pantry, op shop and tea room.
- Community programs include budgeting courses

Cost: N/A.

Access and referral: Clients referred by other agencies may receive free clothing and homewares.

Service areas: Maroochydore.

Service days and times: Tue to Fri 10am-2pm.



MALENY

Maleny Neighbourhood Centre

17 Bicentenary Lane, Maleny Qld 4552

W www.malenync.org.au

E info@malenync.org.au

T 07 5499 9345

Service description:

- If you are short of food and things to keep you and your family warm or dry, Maleny Neighbourhood Centre can help.
- When you come to our front counter please let a Volunteer know you would like some help. The Volunteer will sit down and help you fill out an "Emergency Relief Form" to ensure we can get you and your family as much assistance as possible.

Cost: Free

Access and referral: N/A

Service areas: Maleny and surrounds

Service days and times: Mon to Fri (10am-12pm)



EMERGENCY RELIEF



SUNSHINE COAST

The Shack Community Centre

19 Price Street, Nambour, Qld 4560

W www.theshackcommunitycentre.com.au

T 07 5441 5928

Service description:

- Drop in centre, providing life essentials in the form of meals, showers, some clothing and referrals.

Visiting services include:

- Sunny Street Outreach
- HHOT
- Orange Sky Laundry

Eligibility: Anyone in need of support.

Cost: Donations are welcome

Access and referral:

Self referral during opening times and inquiries via phone.

Service areas: Sunshine Coast focus on the Hinterland.

Service days and times: Mon, Wed & Fri 7.00am-2.00pm)

Tues & Thurs (7am-8.30am) Quota Park Breakfast. Closed all public holidays.

GLASS HOUSE

Glass House Mountains Neighbourhood Centre

1 Ryan Street, Glass House Mountains, Qld 4518

E admin@ghmnc.com

T 07 5438 7000

Service description:

- Emergency relief is available to singles & families in financial distress who are unable to pay bills. Proof of bills required along with a current Centrelink Income Statement Referrals.
 - Free counselling booked through the Centre
 - Computer mentoring booked through the Centre
 - Community activities
-

Cost: N/A.

Access and referral: Self referral.

Service areas: Glass House Mountains and surrounds

Service days and times: Mon-Fri (9am-12pm)



SUNSHINE COAST

Homeless Hotline Queensland Government Hotline

T 1800 474 753 Freecall

Service description:

- Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness.
- This is a confidential service that can provide information about where people can find support, accommodation, meals or showers.

Calls to the Hotline are charged at applicable rates

Self referral

Service areas: Sunshine Coast.

Service days and times: 24 hours a day, 7 days a week.

SUNSHINE COAST

Suncoast Community Legal Service Queensland Statewide Tenancy Advice and Referral Service (QSTARS)

170 Horton Parade, Maroochydore, Qld 4558

W www.qstars.org.au

T 1300 744 263

QSTARS can assist with:

- Advice and assistance to understand tenancy rights and responsibilities.
- Support to resolve tenancy issues.
- Advocacy support to talk to lessors and/ or agents.
- Help with the completion of tenancy forms.
- Help to attend or prepare for a QCAT tenancy tribunal hearing.
- Referral to other services if needed.

Cost: Free.

Access and referral information:

Call Advice Line on 1300 744 263.

Service areas: Sunshine Coast.

Service days and times: Monday to Friday 9am – 5pm.



SUNSHINE COAST

RentConnect

Queensland Government

12 First Avenue, Maroochydore, Qld 4558
PO Pox 99, Maroochydore, Qld 4558

W www.qld.gov.au/housing

T 07 5352 7333

Helping Queenslanders to find, secure and sustain a home to rent in the private market.

Helps people who are able to manage a tenancy but who are struggling to access the private rental market due to non-financial barriers, such as:

- Limited rental history.
- A lack of skills, knowledge or understanding of how the private rental market works.
- A lack of documents required for private rental applications.

Working together with clients to identify what type of assistance they may need and can include information on:

- How to find a suitable rental home.
- How the rental application process works.
- Preparing a rental application and organising paperwork.

SUNSHINE COAST

RentConnect – Queensland Government (cont.)

- How to make a good impression on applications.
- Accessing financial assistance offered by the Department of Housing and Public Works, such as a bond loan or rental grant.
- Linking clients to community services and real estate agents.
- Assisting capable tenants to overcome short-term tenancy problems and strengthening their skills to maintain their private rental home.

Eligibility: To receive one-on-one assistance from RentConnect, a client needs to:

- Meet income requirements for eligibility or be leaving social housing.
- Be facing non-financial barriers to renting in the private market and be able to successfully manage a private rental tenancy.

Cost: N/A.

Access and referral: To make an appointment contact a RentConnect Officer.

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (8.30am-4.30pm).



SUNSHINE COAST

Noosa Social Services Hub Noosa Council

Tait-Duke Community Cottage, Earl Street, Tewantin Qld 4565

W www.noosa.qld.gov.au

T 07 5329 6500

Service description:

- The Noosa Social Services Hub is a one-stop shop for a range of services for people experiencing homelessness or at risk of homelessness, and for community members who may face barriers to accessing social services.

Cost: Free.

Access and referral: Check Hub dates and services provided on the website.

Service days and times: Every 2nd Tuesday 9am – 12pm.

SUNSHINE COAST

Community Living Program Supported Care

3/723 Sandgate Road, Clayfield Qld 4011

W: www.supported.care

T: 07 3189 4877

Supported Care provide tailored NDIS supports to facilitate a person's independence in the community. Services include:

- Supported Independent Living
- Social and Transitional Housing
- Medium-Term Accommodation
- Short-Term Accommodation
- Social and Community Participation

Linking with accommodation networks to source appropriate medium and long-term accommodation solutions with the level of supports funded to the individual by the NDIA.

Supported Care have experience providing services to people experiencing psychosocial disability, individuals with an acquired brain injury, and people with impairments in their cognition and/or capacity.

Cost: Support services primarily funded through NDIS in accordance with the NDIS Price Guide. Personal contribution to rent/utilities for accommodation support packages varies.

Service days and times: Mon- Fri (9am-5pm)

HOUSING AND ACCOMMODATION PROVIDERS



SUNSHINE COAST

Housing Service Centre Department of Communities, Housing and Digital Economy

Ground Floor, Mike Ahern Centre, 12 First Avenue,
Maroochydore, Qld 4558

W www.qld.gov.au/housing

E maroochydhrehsc@hpw.qld.gov.au

T 07 5352 7333

Service description:

- Social Housing delivery, including tenancy and property management.
- Private Rental Assistance, such as bond loans and Rental Grants.
- Referral pathway for Community Housing Providers offering transitional housing, longer term housing and affordable housing options.

Eligibility: Australian citizenship or permanent residency, Queensland residency, income and asset limits apply and a demonstrated need for assistance.

*Housing Service Centre Department of Communities,
Housing and Digital nEconomy (cont.)*

Cost: No cost for service and referrals, Public Housing rental charges are determined by household income.

Access and referral: Housing Applications can be submitted in person, by mail or email.

Service areas: Sunshine Coast and Gympie.

Service days and times: Mon, Tues, Thurs and Fri (8.30am-4.30pm) Wed (9.30am-4.30pm).

HOUSING AND ACCOMMODATION PROVIDERS



SUNSHINE COAST

Transitional and Long Term Housing St Vincent de Paul Society

12A Rigby Street, Nambour, Qld 4560

W www.vinnies.org.au

T 07 5459 5212

Service description:

- Offering fully furnished transitional accommodation in Parrearra; and
- Long term housing consisting of unfurnished one and two bedroom units in Nambour.

Eligibility: Community housing provider.

Cost:

- Transitional – rent charged at 28% of income
- Long term – rent charged at 25% of income
- Four weeks bond and two weeks rent in advance is payable at commencement of the tenancy.

Access and referral: All referrals must come through the Department of Communities, Housing and Digital Economy.

Service areas: Sunshine Coast.

Service days and times: Mon-Tues (8.30am-4.30pm).
Wed-Fri (8.30am-1.30pm).

SUNSHINE COAST

Transitional Housing Program Integrated Family and Youth Service Ltd (IFYS)

108 Parker Street, Maroochydore Qld 4558

W www.ifys.com.au

T 07 5438 3000

Service description:

- Short-term housing for young people and their children between the ages of 16-25 years.

Cost: Rent is calculated on a percentage of the family's income

Access and referral: Referrals Monday to Friday on 07 5438 3000

Service days and times: Mon-Fri (8.30am-4.30pm).

Category: Housing and Accommodation providers.

HOUSING AND ACCOMMODATION PROVIDERS

NAMBOUR

Short-Term Supported Accommodation and Domestic and Family Violence (DFV) Shelter Kyabra Community Association

28 Price St, Nambour, Qld 4560

W www.kyabra.org

E intakenambour@kyabra.org

T 07 5441 3837

After Hours ring **DV Connect 1800 811 811**.

Service description:

- Short-term emergency accommodation in a purpose-built domestic and family violence (DFV) shelter for women and children escaping DFV
- Short-term mobile outreach support for women and children experiencing DFV
- Short-term supported accommodation for families in transitional housing
- Queensland Housing Information Platform (QHIP) Assessments
- No Interest Loan (NILS) Assessments



NAMBOUR

Eligibility: Women and children experiencing DFV. Adults and Families experiencing homelessness.

Cost: Rent charged based on income. No fee for support services.

Access and referral: People requiring assistance can apply either in person or by telephone or can be referred by another organisation.

Service days and times: Mon-Fri (9am-4.30pm).

HOUSING AND ACCOMMODATION PROVIDERS



MAROOCHYDORE

Maroochydore Youth Shelter Integrated Family and Youth Service Ltd (IFYS)

108 Parker Street, Maroochydore, Qld 4558

W www.ifys.com.au

E shelter@ifys.com.au

T 07 5479 2499

Service description:

- The IFYS Maroochydore Youth Shelter is a six-bed crisis accommodation program for young people on the Sunshine Coast. Our program offers accommodation and client centred case management for eligible young people.

Eligibility: Single young people between the ages of 16-25 years who are homeless or at risk of homelessness.

Cost: Board and lodgings is assessed depending on the client's income at the time of intake. Income is not a barrier to receiving service.

Access and referral: Young people can make a referral by calling 07 5479 2499 7 days a week.

Service areas: Sunshine Coast.

Service days and times: 24/7 crisis program.

SUNSHINE COAST

Community Housing Coast2Bay Housing Group

Head office: Kon-Tiki Business Centre, Level 4 Tower 2, 55 Plaza Pde, Maroochydore QLD 4558

W www.coast2bay.com.au

E admin@coast2bay.com.au

T 07 54512900 or Tenants Services: 1300 796 716

Service description:

- Community housing provider.
- Longer term housing.
- Transitional housing.
- Affordable housing stream and other housing related projects.

Eligibility: Community housing – must be on the Housing Register with the Department of Housing. Affordable housing – must be registered and eligible for the NRAS program.

Cost: No cost for referral but once housed there are costs for rent, bond, repairs, etc.

Access and referral: Referrals are through the Department of Housing Register. General enquiries as above.

Service areas: Sunshine Coast and Moreton Bay.

Service days and times: Mon, Tues, Thurs and Fri (9am-4pm) and Wed (1-4pm).

HOUSING AND ACCOMMODATION PROVIDERS



NAMBOUR

Supported Accommodation (Families) The Salvation Army

4-6 Maud Street, Nambour, Qld 4565

W www.salvos.org.au

T 07 5455 5109

Service description:

- Temporary supported accommodation for families who are experiencing homelessness and/or at risk of homelessness.

Cost: Rent is calculated on 25% of family's income.

Access and referral: Contact Salvation Army Upfront Intervention Team (Assessment Team) on 07 5447 1184.

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (8.30am-4.30pm).

CALOUNDRA

Affordable Housing Program Churches of Christ Housing Services Ltd

Housing Services, PO Box 508, Kenmore, Qld 4069

W www.carehousingsservices.com.au

E housingservices@cofcqld.com.au

T 07 3327 1674

Service description:

- Affordable housing offering 66 units in Caloundra region – 1, 2, 3 bedroom units.

Eligibility: Referrals received through Department of Communities, Housing and Digital Economy. Need to be on the housing register.

Cost: Affordable Housing Program rent calculation is based on 30% of gross income plus 100% of Commonwealth Rent Assistance.

Access and referral: Referrals received through Department of Communities, Housing and Digital Economy.

Service areas: Caloundra.

Service days and times: Mon-Fri (9.00am-4.00pm).



HINTERLAND

Maleny Transitional Women's House

17 Bicentenary Lane, Maleny QLD 4552

W www.malenync.org.au

E: mncsharedhouse@malenync.org.au

M 0493 110 523

Service description:

The Maleny Neighborhood Centre provides temporary accommodation for women and children who are at risk of homelessness, or who are currently homeless.

The Maleny Women's House provides short to medium term transition housing. This 'shared living house' is NOT a women's shelter for women fleeing domestic violence.

Eligibility: Women and their children.

Cost: N/A

Access and referral: To make an appointment contact the Women's House Manager on 0493 110 523 or mncsharedhouse@malenync.org.au

Service days and times: Varied. Call and/or leave a message to make an appointment.

Supported Accommodation and Life Skills Program

Lily House

PO Box 310, Palmwoods QLD 4555

W www.lilyhouse.org.au

M 0429 504 029

Service description:

- Supported accommodation for women and young children in crisis, escaping domestic and family violence, needing support after drug or alcohol rehab, homeless or pregnant.
- In house programs including parenting and domestic and family violence education

Eligibility: Women and their young children.

Cost: Weekly rental includes food, electricity and internet

Access and referral: Self referral or through other community agencies

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (9am-4pm).

HOUSING AND ACCOMMODATION PROVIDERS



NAMBOUR

Najidah SunnyKids

49 Price Street, Nambour, Qld 4560

W www.sunnykids.org.au

E admin@sunnykids.org.au

T 07 5479 0394

Service description:

- Temporary supported accommodation for women and children homeless due to domestic and family violence. Provides crisis supported accommodation and support within the context of strategic case management where clients can engage with a range of supports.

Eligibility: Women and children homeless due to domestic and family violence.

Cost: N/A.

Access and referral: DV Connect and community referral.

Service days and times: Mon- Fri (8.30am-4.30pm) with 24 hour emergency telephone support.

SUNSHINE COAST

Sonshine Sanctuary Sonshine Sanctuary Association Inc.

PO Box 225, Woombye, Qld 4559

W www.sonshinesanctuary.com

E sonshinesanct@bigpond.com

T 07 5476 2785 (or)

After Hours: DV Connect 1800 811 811

Service description:

- Provides short term crisis accommodation and support for women and children made homeless by domestic and family violence, regardless of age, race, religion or financial situation. Families commonly stay for a maximum of 12 weeks or duration of need.

Eligibility: Women and children made homeless by domestic and family violence.

Cost: Rent contribution chargeable at approx. Housing Department equivalent.

Access and referral: Direct to Sonshine Sanctuary or DVConnect 1800 811 811

Service areas: Sunshine Coast.



SUNSHINE COAST

Specialist Homelessness Service Youturn Youth Support

12-14 Ernest Street, Tewantin, Qld 4565

W www.youturn.org.au

T 5442 4277

- Provides short term accommodation and housing assistance to support young people, young families and/or couples aged 16-25 through their crisis housing situation as they move towards independent living
- Fully supported crisis accommodation (Caloundra)
- Semi-supported (transitional) accommodation Sunshine Coast-Noosa
- Centre-based support where young person is not in one of our accommodation programs
- Intervention support, through regular contact and referral, both pre and post exit ensures that young people are assisted to sustain accommodation

Cost: By personal assessment

Access and referral: Vacancies are advertised via QUIP, or contact our Tewantin Office

Service areas: Caloundra to Noosa.

Service days and times: The accommodation staff are available Mon-Fri (8am-4pm).

CALOUNDRA

Caloundra House Supported Accommodation Civitas Group

1 Marlua Avenue, Moffatt Beach

W: www.caloundrahouse.com.au

T: (07) 3517 0166

- Supported accommodation for those facing varying disadvantages or living with mental illness. With 30 rooms consisting of single or double occupancy.
- Staff provide round the clock assistance to our residents in a respectful, caring and charming home away from home environment:
 - Safe, stable, clean accommodation
 - 24/7 onsite staff
 - Healthy nutritious meals
 - Regular GP visits
 - Medication management
 - Financial and clerical support
 - Close coordination with NDIS & other care agencies

Cost: Full board and lodging at ~80% of the disability support pension and rent assistance.

Access and referral: Direct referral or via Clinical Care Teams

Service days and times: Mon – Fri (9am-5pm)

SUNSHINE COAST

One Roof Program

Maroochy Neighbourhood Centre Inc.

2 Fifth Avenue, Cotton Tree, Qld 4558

W www.facebook.com/maroochyneighbourhoodcentre

S [facebook.com/maroochyneighbourhoodcentre](https://www.facebook.com/maroochyneighbourhoodcentre)

T 07 5443 6696

Service description:

Service focuses on people experiencing homelessness and other persons that may experience disadvantage in the community, families, children, Aboriginal and Torres Strait Islanders, people with a disability, people from non-English speaking backgrounds, aged persons. Service provides:

Community Meals, Sunny Street- Doctor/Nurse Outreach Mental Health Outreach, QulHN Drug and Alcohol Outreach Orange Sky Laundry Service, Employment/Training Support Financial Counselling, Hot Shower, Locker Storage for those experiencing homelessness, Hairdressing every 6 weeks on a Tuesday evening, Outdoor phone charging station

Cost: N/A

Access and referral: Just turn up between 4.30-5pm at the rear of the Maroochy Neighbourhood Centre.

Service days and time: Tues and Thurs evenings 5-6pm.



SUNSHINE COAST

Money Matters

Youturn Youth Support

12-14 Ernest Street, Tewantin Qld 4565

W www.youturn.org.au

T 07 5442 4277

Service description:

- Budgeting and money management strategies to people of all ages, and assistance with:
 - Realistic payment plans for debts
 - Support to discuss your situation with creditors
 - Advocacy for you and your financial rights

Cost: N/A.

Access and referral: Self-referral or via agency

Service areas: Sunshine Coast and Noosa

COMMUNITY PROGRAMS

NAMBOUR

Friday Night Burgers Nambour Anglican Parish

174-176 Currie Street, Nambour, Qld 4560

W www.anglicannambour.com

T 07 5441 1018

Service description

- Offering burgers and hot/cold drinks to those in need
- Friday Night Feed held in the grounds of Nambour Anglican Church / Hall
- All welcome!

Cost: N/A.

Access and referral information: Self referral.

Service days and times: Every Fri from 6-7pm.



SUNSHINE COAST

Cornerstone Mobile Youth Homelessness St Vincent de Paul Society

Shop 1-2, 1 Norval Court, Maroochydore, Qld 4558

W www.vinnies.org.au

E northern.homelessyouth@svdpqld.org.au

T 0408 810 199

Service description:

- Mobile case management supporting 16-24-year old's to obtain and sustain accommodation.

Cost: N/A.

Access and referral: Please phone.

Service days and times: Mon-Fri (8.30am-4.30pm).



SUNSHINE COAST

Coastal Supports

National Psychosocial Program

Openminds

1B – 30 Maud Street Maroochydore 4558 QLD

W www.openminds.org.au

E coastalsupports@openminds.org.au

T 07 5348 9100

Service description:

- The Coastal Supports program provides 1:1 community based support to people living with severe mental illness to achieve their recovery goals
- Coastal Supports aims to improve service delivery to people whose mental health is affecting their day-to-day life, and support those who are ineligible for NDIS funding.

Cost: N/A.

Access and referral information:

Please contact our office on 07 5348 9100 or email us coastalsupports@openminds.org.au for a referral form.

Service areas: Sunshine Coast and Gympie regions.

Service days and times: Mon to Fri 8:30am- 4:30pm



SUNSHINE COAST

The Daily Bread

Suncoast Christian Care

Lutheran Church Hall, 10 Sydney St, Nambour Qld 4560

W www.suncoastchristiancare.com.au

T 07 5441 4877

Service description:

- The Daily Bread provides a free three course meal plus tea/coffee and cold drink for children

Cost: Free.

Service areas: Sunshine Coast.

Service days and times: Monday and Wednesday
4pm to 6pm

COMMUNITY PROGRAMS

SUNSHINE COAST

Individual Recovery Support Program Steps Community Services

78 Duporth Avenue, Maroochydore Qld 4558

W www.stepsgroup.com.au

T 07 5409 9000

Service description:

- The Individual Recovery Support Program (IRSP) provides individual support for people living with a mental health condition.
- Delivers non-clinical psychosocial support on a one-on-one basis.
- For individuals aged 18 years and over experiencing severe mental illness.
- Connects individuals to their community including group based peer support over 12 months.
- Is a wrap-around, non-clinical program designed to support activities to meet participants' needs.

Types of support offered by IRSP include:

- Support to access suitable accommodation.
- Supporting pathways to employment and education.
- Health and wellness support, including maintaining healthy living.



SUNSHINE COAST

- Assistance to develop daily independent living skills such as shopping and cooking.
- Support to access public transport confidently to facilitate independence.
- Support to achieve recovery goals and needs.

Cost: Free.

Access and referral information:

Referrals must be from Sunshine Coast Hospital and Health Services, Mental Health and Addiction Services.

Service areas: Sunshine Coast and Gympie regions.

Service days and times: Mon to Fri 8.30am- 4.30pm.



SUNSHINE COAST

School Pantry Suncoast Christian Care

24-32 Howard St, Nambour Qld 4560

W www.suncoastchristiancare.com.au

T 07 5441 4877

Service description:

- Provision of ingredients to local schools for students who arrive without food.

Cost: Free.

Access and referral information:

School representative to contact Suncoast Christian Care for details.

Service areas: Sunshine Coast.

Service days and times: Deliveries to schools usually on Wednesday during term time



SUNSHINE COAST

Community Breakfast HTK Church

11 Meridian Street, Bokarina Qld 4575

W www.htkchurch.com

T 07 5493 4774

M 0419 709 918

Service description:

- A full breakfast is available to all, no questions asked.

Cost: Free.

Access and referral information:

N/A

Service areas: Sunshine Coast

Service days and times: Tuesday 8-10am



SUNSHINE COAST

Homeless Health Outreach team (HHOT)

C-Square, 62-64 Currie Street,
Nambour, Qld 4560

W www.health.qld.gov.au/sunshinecoast/mhas

T 07 5319 4800 or Mental Health Access Service:
1300 MH CALL (1300 64 22 55)

Service description:

The Homeless Health Outreach team (HHOT) provides comprehensive assessment, care coordination and clinical intervention for homeless persons in the community who are experiencing mental illness. The service aims to minimise the health problems of people experiencing homelessness. We also provide Assertive Outreach and Collaborative Service Responses when working with individuals.

Cost: The service is provided free of charge for Medicare eligible individuals

Access and referral: Referrals can be made by individuals, carers, family, general practitioners and other service providers by calling the HHOT.

Service areas: Sunshine Coast.

Service days and times: Mon-Fri (8am and 4.30pm. After hours calls diverted to 1300 MH CALL (1300 64 22 55))



SUNSHINE COAST

Free Laundry Service and Conversation Orange Sky Australia

PO Box 274, Hamilton Central, Qld 4007

W www.orangesky.org.au

E info@orangesky.org.au

T 07 3067 5800

Service description:

- Orange Sky Australia provides a platform for every day Australians to connect through a regular laundry and shower service. The focus is on creating a safe, positive and supportive environment for people who are too often ignored or who feel disconnected from the community. Our volunteers are not social workers or experts on homelessness – they are empathetic listeners and great conversationalists.

Eligibility: Individuals who are experiencing homelessness, sleeping rough or couch surfing.

Access and referral: Self referral, service agency.

Service areas: Sunshine Coast.

Service days and times: For up to date service schedules visit: www.orangesky.org.au/locations

CALOUNDRA

Street Outreach

Rosies Friends on the Street

Head Office, 109 North Road, Wynnum West QLD 4178
PO Box 908, Wynnum, Qld 4178

W www.rosies.org.au

E info@rosies.org.au

T 07 3396 4267

Service description:

- Sharing friendship with a cuppa and a bite to eat.

Cost: N/A.

Access and referral: N/A.

Service areas: Happy Valley, Bulcock Beach, Felicity Park, Bulcock Street, Caloundra

Service days and times: Please see our website for up to date service schedules



SUNSHINE COAST

Better Together Housing

Sundale and Coast2Bay Housing Group

Kon-tiki Business Centre, Level 4, Tower 2, 55
Plaza Parade, Maroochydore QLD 4558

W www.bettertogetherhousing.com.au

E info@bettertogetherhousing.com.au

Service description:

- A platform for single women over 55 years old who live alone to consider house sharing in order to reduce the rising cost of living and the risk of social isolation.
- The program does not provide housing but links people together who are interested in house sharing, so that they can reap the benefits of a shared housing situation.

Cost: Cost for security documents (Blue card or National Police Check) if you do not already have one

Access and referral: Self Referral via website only

Service areas: Sunshine Coast region.

Service days and times: Mon-Fri (9am-4pm).



COMMUNITY PROGRAMS

SUNSHINE COAST

Keys to Early Intervention in Homelessness Service (KEIHS) Kyabra Community Association

KEIHS Administration, PO Box 5218, SCMC, Nambour,
Qld 4560

T 07 5441 3837 (Head Office)

E keihs@kyabra.org

Service description:

- KEIHS is a voluntary service that provides early intervention to support individuals and families who are at risk of becoming homeless to sustain their current tenancy (Tenancy Sustainment).
- Support is provided from a strengths based and case management framework.
- KEIHS case workers provide support through, advocacy with Department Housing, real estate agents, private landlords and social housing organisations. Referral to other services such as, health services, Centrelink, financial counselling, Q-Stars, rent connect, RTA and QCAT. KEIHS also provide information in relation to sustaining a tenancy.



SUNSHINE COAST

Eligibility: Individuals and families must have:

- A current sustainable tenancy.
- Be at risk of becoming homeless.
- Must have a current lease.
- Must not be currently homeless.

Access and referral: Self-referral or referral from another organisation (with client consent).

Service areas:

Nambour: 07 5441 6522

Maroochydore: 07 5443 9847

Gympie: 0419 300 932

Caloundra: 07 5437 2307

Caboolture: 07 5432 3119

Deception Bay: 07 3204 2368

Service days and times: Mon-Fri by appointment only.



SUNSHINE COAST

Care and Housing for the Aged (ACHA)

Currimundi Marketplace, Nicklin Way, Currimundi, Qld 4551

W www.ozcare.org.au

T 1800 692 273

Service description:

Assistance for seniors who are homeless, or at risk of homelessness, to find safe, secure, affordable accommodation and link them with appropriate care services so that they may remain living in their community.

Ozcare's ACHA teams meet with seniors to assess their needs to support them to:

- Locate suitable accommodation
- Provide transportation to view potential accommodation
- Assist with paperwork to apply for a tenancy
- Support to understand financial obligations and access to loans
- Assist with relocation

Cost: N/A

Access and referral: Online referral on the Ozcare website, accepts referral from all community, health and medical services.

Service areas: Sunshine Coast region,

Service days and times: Mon-Fri (8.30am-4pm).



SUNSHINE COAST

Homelessness Support Services Department of Veterans' Affairs

W: www.dva.gov.au

T: 1800 838 372

Service description

For assistance and to get the support you need, you can contact the Department of Veterans' Affairs (DVA) on 1800 VETERAN (1800 838 372). DVA will

- Connect you with DVA support services
- Refer you to other support services in your local area
- Connect you to a network of organisations that can assist you
- Provide you with information on any support payments available to you
- Refer you to Services Australia (Centrelink) for support

Eligibility: Current and former members of the Australian Defence Force

Cost: Free

Access and referral information: Self-referral

Service days and times: Mon – Fri (9am-5pm)



SUNSHINE COAST

Veterans and Families Counselling Open Arms

W: www.openarms.gov.au

T: 1800 011 046

Service description

- 24/7 counselling support through a dedicated support line 1800 011 046
- Face-to-face and video counselling for individuals, couples and families
- Care coordination for clients with multiple and/or complex needs
- Peer support and veteran community engagement by those with lived experience of ADF service and mental health recovery, as either a veteran or family member
- Online and face-to-face group treatment programs to develop skills and enhance support for individuals and couples
- Suicide prevention and intervention workshops and online training
- Mental health training programs



- Crisis accommodation support
- Referrals to other services or specialist treatment programs as needed
- Information, education, and self-help resources on the Open Arms website.

Eligibility: Open Arms provides free and confidential mental health services to anyone who has served at least one day in the Australian Defence Force, and their families.

Cost: Free

Access and referral information: Self Referral

Service days and times: 24/7 counselling support through phone line with offices open between Mon-Fri (9am to 5pm)

GLASS HOUSE

Glass House Mountains Neighbourhood Centre

4 Ryan Street, Glass House Mountains, Qld 4518

E admin@ghmnc.com

T 07 5438 7000

Service description:

- Emergency relief is available to singles & families in financial distress who are unable to pay bills. Proof of bills required along with a current Centrelink Income Statement Referrals.
- Free counselling booked through the Centre
- Computer mentoring booked through the Centre

Cost: N/A.

Access and referral: Self referral.

Service areas: Glass House Mountains and surrounds

Service days and times: Mon-Fri (9am-12pm)



NAMBOUR

Nambour Community Centre

2 Shearer Street, Nambour, Qld 4560

W www.nambourcc.org

E reception@nambourcc.org

T 07 5441 4724

Service description:

- A variety of social support programs, volunteer opportunities, information and referral to appropriate services.
- Document support; one-on-one computer access, printing and internet access.
- Communal drop-in area, free tea & coffee, laundry, shower and WIFI, with community lunch every Thursday.

Programs:

- Thriving Families parenting support program; Community Action for a Multicultural Society (CAMS); Settlement Engagement and Transition Support (SETS) migrant support program.

Cost: N/A.

Access and referral: Self referral.

Service areas: Nambour and surrounds.

Service days and times: Mon-Fri (9am-3pm).

SUNSHINE COAST

The Shack Community Centre

19 Price Street, Nambour, Qld 4560

W www.theshackcommunitycentre.com.au

T 07 5441 5928

Service description:

- Drop in centre, providing life essentials in the form of meals, showers, some clothing and referrals.

Visiting services include:

- Sunny Street Outreach
- HHOT
- Orange Sky Laundry

Eligibility: Anyone in need of support.

Cost: Donations are welcome

Access and referral:

Self referral during opening times and inquiries via phone.

Service areas: Sunshine Coast focus on the Hinterland.

Service days and times: Mon, Wed & Fri 7.00am-2.00pm
Tues & Thurs (7am-8.30am) Quota Park Breakfast. Closed all public holidays.



CALOUNDRA

Caloundra Community Centre

58A Queen Street, Caloundra, Qld 4551

W www.calcomm.org.au

T 07 5491 4000

Service description:

- Family Support Program which provides support to parents of children up to 18 years of age, and also includes parenting education, playgroups, and opportunities for Dad's activities. **Family support limited to Caloundra and Caloundra Hinterland areas.**
- Other programs include: social support groups, multicultural program, training and employment opportunities, seniors programs, information and referral, NILS (no interest loans) and emergency relief program.

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral.

Service areas: Caloundra and surrounds.

Service days and times: Mon-Fri (9am-3pm).

MALENY

Maleny Neighbourhood Centre

17 Bicentenary Lane, Maleny, Qld 4552

W www.malenync.org.au

E info@malenync.org.au

T 07 5499 9345

Service description:

The Maleny Neighbourhood Centre provides various youth and family services, as well as emergency food relief, transitional accommodation for women, along-with information and referrals for people wanting access to human services in the Caloundra and Hinterland areas.

Food, Telstra, and petrol vouchers are available through our Emergency Relief Program (conditions apply).

Shower and washing machine facilities are also available.

The Centre stocks street swags, sleeping bags, small tents, blankets, linen, cooking utensils, baby needs and more.

Cost: N/A.

Access and referral: Self referral.

Service areas: Maleny and Hinterland.

Service days and times: Mon-Fri (9am-3pm).



MAROOCHYDORE

Maroochy Neighbourhood Centre

2 Fifth Avenue, Cotton Tree, Qld 4558

W www.maroochync.org.au

FB: www.facebook.com/maroochyneighbourhoodcentre

T 07 5443 6696

Service description:

- Maroochy Neighbourhood Centre Inc. provides people in the community with the opportunity to access and utilise centre facilities and services. Programs include a variety of social support programs i.e. family support, play group, homework club, community development, and One Roof program, information, and referral to other appropriate services. document support, Phone support & printing.
- Programs and services focus on families, children, people with a disability, people from non-English speaking backgrounds, aged persons, Aboriginal and Torres Strait Islanders and other persons that may experience disadvantage in the community.

Cost: N/A.

Access and referral: Self referral.

Service areas: Maroochydore and surrounding areas

Service days and times: Tues-Thurs (9am-3pm),
Fri (9am-1pm). Closed Mondays.

MOOLOOLAH

Mooloolah Valley Community Centre & Op Shop

42 Bray Road, Mooloolah, Qld 4553

W www.mooloolahcommunitycentre.org

T 07 5494 7822 (leave message if Centre is closed)

Service description:

- Providing services and programs to the local community, free of charge, including support for financially disadvantaged persons/families.
- Two Community Support Volunteers attend the Centre on Mondays & Fridays, for assistance or referrals to other welfare services.

Eligibility: Sunshine Coast community members.

Cost: FREE

Access and referral: Self referral.

Service areas: Mooloolah and surrounding areas.

Service days and times: TMon-Sat (9am-1pm)



LANDSBOROUGH

Morris House Neighbourhood Centre

478 Old Landsborough Road, Landsborough, Qld 4550

E morrishouse@landsborough.com

T 07 5494 1255

Service description:

- We provide emergency relief (ER) Monday and Friday from 9.30am-1pm. Tuesday, Wednesday and Thursday 9.30am-4pm. No appointment necessary
- Free counselling each Thursday 9.30am-4pm. No appointment necessary
- JP service each Wednesday

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral.

Service areas: Landsborough.

Service days and times: Open hours as above for ER hours

HEALTHCARE

SUNSHINE COAST

Sunny Street Outreach

PO Box 806, Buderim Qld 4556

W www.sunnystreet.org

T 0433 392 549

Dr Nova Evans (Co-Founder and Medical Director)
and Sonia Goodwin (Co-Founder and Nursing Director).

Service description:

- A mobile doctor and nurse led outreach clinic providing healthcare to individuals and families experiencing homelessness and/or vulnerability across the Sunshine Coast, Gympie and Brisbane regions.

Eligibility: Sunshine Coast community members.

Cost: N/A.

Access and referral: Self referral. See website for details.

Service days and times: Mon-Fri.

See website for an accurate schedule of times.



SUNSHINE COAST

Sunny Street Maroochydore Centre

4/54 Baden Bowell St. Maroochydore, Qld 4558

W www.sunnystreet.org

T (07) 5313 7778

Service description:

The Sunny Street Maroochydore Centre is a bulk billing medical practice based that provides friendly, non-judgemental healthcare to people experiencing homelessness, poverty, and complex vulnerability.

Cost: Bulk billing applies

Access and referral information: Self-referral

Service days and times: Mon – Fri (9am-5pm)



ONLINE
SUPPORT

ASK IZZY

Ask Izzy

W www.askizzy.org.au

E support@askizzy.org.au

Service description:

- Ask Izzy is called the A to Z directory of homeless help. Ask Izzy helps people who are homeless or at risk of becoming homeless to find the services they need, right now and nearby. The site lists over 350,000 services across Australia.



SERVICES DIRECTORY

OnePlace Community Services Directory

W www.oneplace.org.au

Service description:

- Oneplace is an online community service directory for Queensland parents, families and professionals looking to find support.

EMERGENCY MENTAL HEALTH CONTACT LIST



CONTACT LIST

Headspace

W www.headspace.org.au/eheadspace
T 03 9027 0100 Headspace National Office

Service description:

Headspace provides free online and telephone support and counselling to young people 12-25 and their families and friends.

Relationships Australia

W www.raq.org.au
T 1300 364 277

Service description:

Relationship and victim counselling for those in need.

Queensland Health Mental Health Contacts and Resources

W www.qld.gov.au/health/mental-health/help-lines/services

CONTACT LIST

Mensline Australia

W www.mensline.org.au
T 1300 78 99 78 (24 hours / 7 days a week)

Service description:

Australia-wide counselling service for men specialising in relationships, domestic violence, mental health, wellbeing and discussion forums.

Kids Helpline

W www.kidshelpline.com.au
T 1800 55 1800 (24 hours / 7 days a week)

Service description:

Australia-wide counselling for children, teens, young adults, parents and carers.

Beyond Blue

W www.beyondblue.org.au
T 1300 22 4636

Service description:

Australia-wide counselling service for those affected by depression and anxiety.

EMERGENCY MENTAL HEALTH CONTACT LIST



CONTACT LIST

Emergency Assistance

If you are in an emergency situation or need immediate assistance, contact mental health services or emergency services on 000.

Lifeline

W www.lifeline.org.au

T 13 11 14 (24 hours / 7 days a week)

Service description:

Australia-wide 24 hour telephone crisis support and counselling for those in crisis or need of support.

Suicide Call Back Service

W www.suicidecallbackservice.org.au

T 1300 659 467 (24 hours / 7 days a week)

Service description:

Australia-wide 24 hour telephone counselling for anyone affected by suicide.



Two columns of horizontal dotted lines for writing notes.



www.sunshinecoast.qld.gov.au
mail@sunshinecoast.qld.gov.au
T 07 5475 7272

Locked Bag 72 Sunshine Coast Mail Centre Qld 4560