

Southern Downs Region - Visiting Services

Service Provider/ Organisation Name	Organisation Address	Organisation Phone	Organisation Email	Describe the service(s) you provide	Who is eligible for your service(s)? Who is your target audience or demographic?	What location(s) do you visit?	Where do you work from in that/those location(s)?	What day(s) of the week do you visit that/those location(s)?	What times are you available on that/those day(s)?	What is your referral Pathway? How can someone access this visiting service?	Other Information	Visiting Service Specific Contact Details
Australian Red Cross - Youth Housing & Re-Integration Service (YHaRS) Case Management Support	154-156 Margaret St, Toowoomba QLD 4350	(07) 3333 8733	yhars@redcross.org.au	YHaRS provides voluntary case management support to young people (12-21) currently or at risk of homelessness. YHaRS does not have housing but can assist with sourcing and accessing accommodation (including completing Dept. of Housing applications); link in with support or specialist services, find study, training and job opportunities; make contact with young person's family or carers (if that's appropriate); develop skills and knowledge to help young people stay in a place and to live independently; access financial help to pay for goods and services related to the young person's housing and goals.	Young people aged 12 to 21, living in the Toowoomba Regional Council area, Dalby or Warwick. Are 'sleeping rough' or living in unstable, temporary or inadequate housing; have been in foster care or other out of home care arrangement; have left or are leaving Youth Detention.	Case management support provided within the Toowoomba Regional Council area and out to Dalby and Warwick. (Southern Downs Region specific -	Outreach case management - meet at clients homes and in public spaces (parks, etc.)	Dependant on referrals from region typically fortnightly	Dependant on arrangement between case manager and client	Young people can self-refer by calling the office (3333 8733), or they can be referred by an organisation. If an organisation is referring, a referral form is required to be sent to yhars@redcross.org.au	Please note that if you are unsure about if the young person is within the catchment area feel free to call the office (3333 8733).	Phone: (07) 3333 8733 Email: yhars@redcross.org.au
Australian Red Cross - Youth Housing & Re-Integration Service (YHaRS) Aftercare Brokerage Only Support	154-156 Margaret St, Toowoomba QLD 4350	(07) 3333 8733	yhars@redcross.org.au	Aftercare Brokerage Only Support provides financial/brokerage support to help young people currently working with a support worker/case manager with their goals. It is available only to young people that are exiting or recently exited care - refer to eligibility.	Aged 17-21 who is or has recently left care; homeless or at risk of homelessness (NB: Red Cross observes that the transition from care is a significant risk to a young person's housing situation); receiving support from a support worker/case manager around case plan goals; seeking financial support to achieve goals; exiting or exited a period of detention or remand; living within the South West Child Safety Region (encompasses areas such as Roma, Toowoomba, Ipswich and Southern Downs region)	Office based - Aftercare Brokerage Only Support case managers do not travel but process brokerage referrals from office. Communication via email and phone to liaise with referring case manager.	Toowoomba Office	N/A	Monday - Friday between (8am - 5pm)	Referral form completed by worker with young person and then sent to yhars@redcross.org.au along with supporting documentation as outlined on referral form	Please note that if you are unsure about if the young person is within the catchment area feel free to call the office (3333 8733).	Phone: (07) 3333 8733 Email: yhars@redcross.org.au
Australian Red Cross HomeStay program	154-156 Margaret St, Toowoomba QLD 4350	(07) 3333 8733	homestay@toowoomba@redcross.org.au	HomeStay is an early intervention program that provides individualised case management support to assist people to maintain independent accommodation.	HomeStay supports people that need early intervention support, ie their tenancy is at risk or they are in temporary accommodation.	Warwick township.	HomeStay is an outreach service.	As required	As required	Call the office or submit a referral form via email		Person: Jade Stanley Phone: 0459 800 646 Email: jstanley@redcross.org.au
Care Goondiwindi (& Granite Belt Neighbourhood Centre)	111 Callandoon St, Goondiwindi QLD 4390	(07) 4670 0700	manager@caregoondiwindi.org.au	FREE legal aid advice - all areas except child safety.	Any person over 18 years of age and resident in Granite Belt.	Granite Belt Neighbourhood Centre - virtual basis.	8 Corundum St, Stanthorpe.	Thursdays by appointment.	9am to 3pm via appointment	Book appointments with Care Goondiwindi Legal Aid program.	Virtual appointment with a lawyer in Goondiwindi.	Phone: (07) 4670 0700 Email: manager@caregoondiwindi.org.au
Carers Queensland NDIS LAC Partners in the Community	632 Ruthven St, Toowoomba QLD 4350	(07) 4646 2800 or 1300 999 636	CQ.Enquiries@ndis.gov.au	Carers Qld provides outreach support to people with a permanent and lifelong physical or psychosocial disability, to Access the NDIS, and develop their plan once accepted into the Scheme. Support is also offered to those with enquiries related to existing plans.	We provide NDIS Access and Planning support services for people, with a permanent and lifelong disability, between the ages of 7 & 65 years.	All Areas & townships within the Southern Downs Regional Council area. Carers Queensland are also contracted to provide LAC in the Community support across the broader Darling Downs and Maranoa area to Roma.	Granite Belt Support Services, 44 Short St, Stanthorpe QLD	This is a fortnightly visiting service each second Tuesday; on Week 1 & 3 of each Month.	9:30am - 12:30pm. Extended times on that day can be arranged in advance by phoning 4646 2800.	Book LAC time by phoning 1300 999 636 or by emailing Carers Qld on CQ.Enquiries@ndis.gov.au An Access Request Form can be made available at any scheduled appointment.	This targeted support is to reduce the amount of travel that prospective participants are required to undertake as part of making enquiries of the scheme. The Community Development LAC role also supports those with an existing plan to resolve issues, and make linkages to Service Providers in their area.	Person: Matthew Evans Phone: (07) 4646 2800 Hours: 8.30am to 5pm, Mon - Fri. Email: Matthew.Evans@ndis.gov.au
Department of Education - Engagement and Learning	178 Hume St, Toowoomba QLD 4350	(07) 4616 7643	DDSW.EngagementinLearning@qed.qld.gov.au	The Engagement and Learning Team support families who have children that are disengaging or have disengaged from school.	Age 6.5 years - 17 years	All areas and townships in the Darling Downs Region.	Department of Education 178 Hume St, Toowoomba QLD 4350	By appointment	8am - 5pm	Email below address information to below email DDSW.EngagementinLearning@qed.qld.gov.au		Person: Amanda Austin or Gary Halliday Phone: (07) 4616 7643 Hours: 8am-5pm, Mon - Fri Email: DDSW.EngagementinLearning@qed.qld.gov.au

DRUG ARM - Breakthrough for Families Program	Rededge shopping Centre, James St, Toowoomba Qld 4350	0437 468 368	intake@drugarm.com.au	Breakthrough for families is an information, referral and support program for family members and significant others who are supporting someone with an alcohol or other drugs issue.	We help family members and significant others to understand alcohol and other drug use, and what they can do to help their loved one. We help to provide strategies to make changes to their own circumstances, implement health boundaries and build resilience.	Toowoomba, Warwick, Stanthorpe, Goondiwindi, Millmerran, and Inglewood.	In public places and community settings.	Once per month, or more if needed.		You can call our central intake on phone: (07) 3620 8880 or email: intake@drugarm.com.au		Person: Phone: 0437 468 368 Email: tessh@drugarm.com.au
Lifeline Darling Downs & South West QLD Ltd	33 Russell St, Toowoomba QLD 4350	1300 991 443	lifeline@lifelinedarlingdowns.org.au	Financial Counselling, Problem Gambling Financial Counselling, Financial Resilience Training and Education	Primary clients are vulnerable individuals and those at risk of financial exclusion and disadvantage	The Team covers Southern Downs, Goondiwindi Council region, Toowoomba, Western Downs, Maranoa, Balonne, and Lockyer Valley regions.	Warwick - 52 King St Stanthorpe - Stanthorpe Civic Centre, Cnr Marsh & Lock Sts	Based at 52 King St, Warwick and visiting other areas as needed Mon - Fri.	Currently available 8:30am - 4:30pm, Mon - Fri	Phone 1300 991 443 or complete referral form at lifelinedarlingdowns.org.au/make-a-referral	Currently the Financial Counselling Team consists of 3 Accredited Financial Counsellors and 1 Financial Resilience Worker. The service is available face to face, via phone or	Person: Phone: Donna Neale-Arnold (07) 4699 1692 or 0400 655 281 Hours: Email: dnealearnold@lifelinedarlingdowns.org.au
Montrose Therapy and Respite Services	1/9 Bowen St, Toowoomba, QLD, 4350	(07) 4592 7200 or 1800 193362	hellotoowoomba@montrose.org.au	Allied health therapy services (physiotherapy, occupational therapy and speech pathology) to children and young adults. Most services are provided through NDIS funding, however we also provide fee for service and Specialist Disability Support in Schools (SDSS) appointments.	Children and adults, up to the age of 65 years, who present with allied health service needs.	Warwick and locations between Toowoomba and Warwick.	Red Rose Healing Centre 44-46 Wood St Warwick, QLD	Thursdays	9am - 4pm pending appointment availability	Enquiries can: Ph: 1800 193 362 Email: hello@montrose.org.au or Download the referral form from the Montrose website.	Therapists are able to provide home, school and community appointments. TeleTherapy appointments also available.	Person: Phone: Alex Young Service Centre Manager (07) 4592 7200
STAR Community Transport	15/152-166 Shore St W, Cleveland QLD 4163	(07) 3821 6699	wdovle@starct.org.au	Door-to-door transport for any reason, locally to key towns in Southern Downs PLUS from Stanthorpe via Warwick to Toowoomba. Services provided Monday to Friday.	Any person. Some people are eligible for subsidised fare costs.	Stanthorpe, Warwick, Killarney, Allora, Clifton, Nobby, Greenmount.	No office base locally.	Every Monday to Friday as passengers are booked.	Pick-up schedule provided by STAR Community Services.	Contact STAR to determine eligibility, costs and booking arrangements.		Phone: Email: (07) 3821 6699 wdovle@starct.org.au
TRAIC Program (Tackling Regional Adversity through Integrated Care). QLD Health/ Darling Downs Hospital and Health Service (DDHHS)	Warwick Hospital, 56 Locke St, Warwick QLD 4370	0439 740 783	TRAICDDHHS@health.qld.gov.au	Mental Health clinical support for people affected by adversity, utilising local Mental Health DDHHS services, and navigating where needed to external services. Health Promotion and Education provided by a Mental Health Clinical Nurse Consultant.	Anyone affected by adversity (drought, bushfires, floods, biosecurity etc)	All areas across the Darling Downs Health catchment area.	Mobile service.	Monday - Friday	8am - 4:30pm	Self referral. Referral from GPs. Referral from Mental Health and Non Government Services.	The TRAIC Program is a Suicide Prevention Program. The aim is to reduce the rate of rural suicides. The TRAIC Program does this by providing one-on-one clinical mental health support, facilitating training packages on suicide prevention to communities and attending health promotion events. The Program increases resilience, fosters recovery and mental health literacy in rural areas. The TRAIC Program is permanently funded by QLD Health.	Person: Phone: Kristie Lambert Mental Health Clinical Nurse Consultant 0439 740 783 Email: Kristie.Lambert@health.qld.gov.au