

Seniors

Commonwealth Carelink Centre..	1800 052 222
Elder Abuse Prevention Unit.....	1300 651 192
Meals on Wheels (Home delivered meals to aged and people with a disability)	5596 1026
Older Women's Network (Qld) Inc.....	5575 2319
Seniors Enquiry Line.....	1300 135 500

Sexual assault

Gold Coast Centre Against Sexual Violence Inc	5591 1164
Immigrant Women's Support Service (For women and children from non-English speaking backgrounds wanting to escape sexual assault and domestic violence)	3846 3490
Sexual Assault Help Line.....	1800 010 120

Youth

Gold Coast Youth Service	5572 0400
Thrower House – Youth and Community Hub	5581 1622
Youth Health and Education Service (YHES) House.....	5528 5333

Translating and Interpreting Service {TIS} 13 14 50

TIS National is an interpreting service for non-English speaking people. This service is available 24 hours a day – 7 days a week anywhere in Australia, for the cost of a local call. For non-English speaking people who need interpreters to communicate information to government agencies such as local councils, hospitals, doctors, gas and electricity companies, Telstra and police. Some private business may charge a fee.

To call TIS National dial 13 14 50 and follow these instructions:

1. Tell the operator the language you speak and they will try to get you an interpreter.
2. Tell the interpreter the name of the agency you want to speak to, the phone number and the reason for your call.
3. The operator will connect you and the interpreter to the agency on your behalf.



Queensland
Government

multicultural
multicultural
information card



GCCC8316

Emergency numbers

Police, Ambulance, Fire000 (triple zero)

Multicultural services

Gold Coast MAGIC (Project development, workshops, programs, training, support and advice for artists, writers and musicians)5534 7062

Multicultural Communities Council Gold Coast Inc. (Community aged care services, social isolation issues, respite care, information and advocacy)5527 8011

Multicultural Families Organisation (Referral, advocacy, counselling, English classes, social activities, settlement)5571 0381

The Migrant Centre (Settlement, social participation, employment assistance, broadband for seniors kiosk, other seniors programs)5591 7261

Translating and Interpreting Service (TIS)...131 450

Crisis assistance

Blair Athol (Emergency accommodation for people over 18 yrs old)5536 2173

Child Safety Services (Department of Communities)1300 679 849

Lifeline Gold Coast (Crisis Counselling 24hrs)...131 114

Salvation Army137 258

Set Free Care (food aid and clothing) ...5591 3700

Housing and Homelessness Services (Department of Communities).....5583 2200

Domestic violence

dvconnect – women’s line (Domestic Violence Service 24hrs)1800 811 811

dvconnect – men’s line (Domestic Violence Service 24hrs).....1800 600 636

Immigrant Women’s Support Service (For women and children from non-English speaking backgrounds wanting to escape sexual assault and domestic violence)3846 3490

Disability

Commonwealth Carelink Centre..1800 052 222

Disability Information Service1800 177 120

National Relay Service (for hearing or speech impaired)1800 555 677

Drug and alcohol

Gold Coast Drug Council5535 4302

General information

Anti-Discrimination Commission Queensland1300 130 670

Centrelink – Employment Services132 850

Centrelink – Family Assistance136 150

Centrelink – Multilingual call centre (for non-English speakers)131 202

Department of Community Safety (Baby capsule hire service, first aid, fire safety).....1300 369 003

Department of Immigration and Citizenship (www.immi.gov.au)131 881

Gold Coast City Council (www.goldcoastcity.com.au)1300 130 854

Gold Coast Institute of TAFE (English language, literacy and numeracy classes for adults)...5581 8300

Legal help

Legal Aid Queensland1300 651 188

Citizens Advice Bureau5532 9611

Health

Gold Coast Hospital.....5519 8211

Logan Hospital.....3299 8899

Robina Hospital5668 6000

Tweed Hospital.....5536 1133

Mental Health Services5667 2000

Mental Health Association.....1300 729 686

Queensland Transcultural Mental Health Centre3167 8333

Children by Choice1800 177 725

Family Planning Queensland Education Gold Coast.....5531 2636

Gold Coast Women’s Health Clinic.....5539 9344

Pregnancy and Family Support.....5535 0444