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Frequently asked questions

What are your intake hours?

The Women's Centre's Daily Support Service is open Monday, Tuesday, Thursday and Friday between 9:00am and 4:30pm and Wednesdays 9:00am – 12:30pm.

Do I need to make an appointment?

The Daily Support Service is a drop-in service and appointments are not required.

Is there a fee to use your service?

This is a government funded service and is delivered free to women in the Townsville region who are eighteen years-of-age and over.

How long can I be supported for?

Some women require support for just a couple of weeks while others might need support over many months. The service is flexible and tailored to meet women's unique needs.

Will I be working with one worker or many different workers?

After attending the Daily Support Service for an initial intake and assessment women are referred to a case manager who will be their primary contact person.

Does The Women's Centre have accommodation?

No, however workers can make appropriate referrals to shelters and other homelessness services as well as provide direct assistance in identifying and securing a range of short and long term housing options.



the women's centre

50 Patrick Street, Aitkenvale 4814
Phone 07 4775 7555
Facsimile 07 4779 2959
Email nqcws@thewomenscentre.org.au

 [facebook.com\NQCWS](https://www.facebook.com/NQCWS)

thewomenscentre.org.au

We acknowledge the Traditional Custodians of the Land.

Funded by



Specialist
Homelessness
Service

A professional and non-judgemental service within a safe, caring and supportive environment for women from the Townsville region.

The Women's Centre respects the diversity of women's circumstances and is dedicated to delivering a comprehensive and holistic service.

HOUSING IS A HUMAN RIGHT



The Women's Centre works with women in ways that are creative, flexible, empowering, and responsive respecting the specific needs of women to be emotionally and physically safe.

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Some examples of why women may contact this service:

- » homelessness or at risk of homelessness as a result of past or present domestic or family violence
- » at risk of being evicted from a tenancy due to non-payment of rent
- » experiencing difficulty finding, securing and/or maintaining housing or tenancies
- » difficulties understanding and or meeting the conditions of tenancy agreements
- » a personal crisis which may place a woman at risk of experiencing homelessness

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Services provided in this program include:

- » Support and referrals for emotional and mental health, sexual assault and drug and alcohol issues
- » Case managers and advocates
- » Development of a personalised support plan
- » Referral to other housing and support services
- » Home and outreach visits
- » Emotional support
- » Ease of access to Centrelink services
- » Support accessing legal advice
- » Budgeting and household management
- » Domestic and family violence support including counselling, safety planning and group work
- » Support to access community resources
- » Identifying and accessing work, education, recreation and training opportunities
- » Shower and clothes washing facilities

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Women will be supported:

- » During times of emotional or family crisis
- » To identify emergency housing options
- » To locate, secure and maintain housing
- » To work towards meeting personal or family goals
- » To manage the household budget
- » To extend support networks
- » To identify and address individual needs that impact on accommodation and housing

All women and their families are different. Workers will respect women's rights, beliefs, values and culture. Workers will listen to, and act on women's choices about their needs and goals. Workers will work in partnership with women to achieve the best outcomes for them.

Other important numbers

Dept Housing & Public Works,
Housing Services
Townsville Housing Service Centre
4760 7378 / 1800 806 197

Drop-in Centre
4772 2339

Family Emergency
Accommodation Townsville
4772 2686 / 4772 1450

Homeless Persons Info Line
Shelter referrals
1800 474 753

Red Cross Homelessness Service Hub
4721 6580

DV Connect Shelter referrals
1800 811 811

