

CHARTERS TOWERS

COMMUNITY MENTAL HEALTH DIRECTORY



This directory was compiled by
Opening Doors and Connecting Community
(An initiative of a Local Community Group)

Mental Health Strategy Group

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The Local Community Group will be involved in updating
the Directory periodically.

Every effort has been made to ensure the directory contents are accurate and current, however Epilepsy Queensland Inc. cannot be held responsible for errors and omissions. Please forward updates and corrections to: services@epilepsyqueensland.com.au

For any questions about this Directory, please contact:

Leonie Hogarth
Epilepsy Queensland
07 3435 5000

START HERE



I have a problem and I am not coping and I need help



Is your problem very serious and are you considering harming yourself?

YES

NO

BUSINESS HOURS

Ring Lifeline 13 11 14

or

visit your doctor today
for an emergency appointment
or **attend** your local hospital
Mental Health Unit

or

AFTER HOURS

Ring Acute Care Team
1300 642 255
Townsville Mental Health

Are you happy to visit a Doctor
with this problem?

YES

NO

Make an appointment

as soon as possible
and ask the doctor
to do a Mental Health Plan
and organise
counselling for you
or
make a referral to Charters
Towers Community Mental
Health Service

Contact NQ Connect

1300 059 625
Available for phone
conversations,
online chats, or Skype
(face to face)
conversations

Any of the options you choose are the **ACTION** to take
to be begin to get these problems under control

PRIMARY CARE

Primary care is the first place consumers attend when they are experiencing mental health concerns. These concerns may be short term or situational (break down of a relationship, death of a loved one, problems at work) or they can be long term concerns which are stable and well managed by consumers.

Mental Health concerns may be managed with minimal intervention and/or medication or long term interventions and/or medication.

Services are provided by GPs, Neighbourhood Centres, Private Counsellors or Welfare Services.

Organisation	Located	Catchment Group	Relevant Mental Health services provided	Referral requirements	Hours of operation	Primary Contacts	Notes
GOLD CITY MEDICAL	Cnr Gill & Mosman Sts, Charters Towers Qld 4820	Everyone	<ul style="list-style-type: none"> • Mental health care plans • General consultations • Referrals on to appropriate service. <p>Urgent appointments are available at 8am every morning.</p>	Self	Mon, Tue, Wed & Fri: 8am - 5pm Thu: 8am - 6pm Sat: 9am - 12pm	Phone: 07 4787 7203 or through online booking system at https://www.goldcitymedical.com.au/	<ul style="list-style-type: none"> • Standard Consultation (5-20 minutes) Private \$75.00 Pensioners \$51.00 Medicare rebate \$37.05 • Medicare fully covers the cost of Care Plans and Team Care Arrangements for those with long term illnesses or conditions.
TOWERS FAMILY CLINIC	2/26 Gill St, Charters Towers Qld 4820	Everyone	<ul style="list-style-type: none"> • Mental health care plans • General consultations • Referrals on to appropriate service. 	Self	Mon - Fri: 8am to 5pm Sat: 8am to 1pm	Phone: 07 4787 2546	<ul style="list-style-type: none"> • Bulk bill for consumers with a Medicare card. • Will not bulk bill for Occupational Health Patients

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TAIHS TOWNSVILLE ABORIGINAL AND ISLANDERS HEALTH SERVICE	54-78 Dalrymple Rd, Richmond Hill Qld 4820 Eventide Aged Care Complex, Dalrymple Rd, Charters Towers Qld 4820	Specifically, for Aboriginal and Torres Strait Islander people	<ul style="list-style-type: none"> Mental health care plans, general consultations and referrals on to appropriate service. Provide transport. 	Self	Mon, Wed, Thu & Fri: 8:30am - 4:30pm Tue - Closed	Phone: 07 4787 7618	<ul style="list-style-type: none"> Will bulk bill for consumers with a Medicare card.
CHARTERS TOWERS HOSPITAL	137 -139 Gill St, Charters Towers	Everyone	Acute or emergent presentations only	Self, Ambulance, Police	Open all hours in Emergency Department	Phone: 07 4787 0333	<ul style="list-style-type: none"> No fees
CENTACARE	Working from Community Connect - 236 Gill St, Charters Towers Qld 4820	Individual & Families	<ul style="list-style-type: none"> Family Relationship Counselling available fortnightly Individual support Relationship support Gambling help for individual and family Education and life skills courses – parenting and children. Bridge Program – intensive family support program. Mediation provided by Family Relationship Centre for separated or separating parents – family parenting plans 	Self-referral No formal referral required Other agencies	Open for programs at specific times. Please contact Centacare for details.	Phone: 1300 672 273 Email: centacareng@centacareng.org.au	<ul style="list-style-type: none"> Gambling Help and Bridge programs are at no cost. The others are on sliding scale dependent upon income

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CHARTERS TOWERS WARRINGNU ATSI CORPORATION	36 Boundary St, Charters Towers Qld 4820 PO Box 324 Charters Towers Qld 4820	Specifically, for Aboriginal and Torres Strait Islander people	<ul style="list-style-type: none"> • QCSS • NDIS – Occupational Therapy appts • Aged Care • Disabilities • 60 Better • Northern West Rural Health 	Self or Email referral	Mon- Fri: 8am - 4:30pm	Phone: 07 4787 8138 or 0409 803 684 Email: warringnu@bigpond.com Fax: 07 4787 8420	
QLD ATSI FAMILY VIOLENCE LEGAL SERVICE (OUTREACH)	61-72 Sturt St, Townsville Qld 4810 Also services Charters Towers	Specifically, for Aboriginal and Torres Strait Islander people	<ul style="list-style-type: none"> • Legal support, Advice and Representation • Casework Assistance • Court Support • Law Reform and Advocacy • Information, Support and Referral Services • Community Engagement • Early Intervention and Prevention • Community Legal Education 	Self Referral	Mon-Fri: 8am - 4:30pm	Phone: 1800 887700 Fax: 07 4764 5171 www.qifvls.com.au	<ul style="list-style-type: none"> • Outreach service • Use office at Prospect
ATSI LEGAL SERVICE	143 Walker St, Townsville Qld 4810 Outreach – Courthouse, Hodgkinson St, Charters Towers Qld 4820	Specifically, for Aboriginal and Torres Strait Islander people	<ul style="list-style-type: none"> • Casework and representation • Legal advice • Information and referral • Court representation • Community legal education 	Self Referral	Mon - Fri: 8am - 4:30pm	Phone: 07 4722 5111 Fax: 07 4772 1340	

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PROSPECT COMMUNITY SERVICES	3 Powell Ln, Charters Towers Qld 4820	Individual & Families	<ul style="list-style-type: none"> • Disability & Mental Health • Family and Youth • Domestic & Family Violence • Court Support • Support Coordination • Community Housing, • Community Support • Emergency Relief Fund • Rural Multi Tenancy, food, accommodation, travel 	Self or agency	Mon, Tues, Wed & Fri: 9am - 4pm Thurs: 9am - 1pm	Phone: Reception 07 4787 4797 Email: info@prospect.org.au www.prospect.org.au	• No fees
LIFE WITHOUT BARRIERS	3 Ramsay St, Townsville Qld 4820 Also services Charters Towers	Individual & Families	<ul style="list-style-type: none"> • Disability Program • Carer respite Services • Next step Aftercare • Be Connected Program • Casserole Club • Out of Home Care Program 	Self or agency	As per appointments	Phone: 07 4755 7400 www.lwb.org.au/	• No Fees
SELECTABILITY	37 Ryan St, Charters Towers Qld 4820	Individual and Families	<ul style="list-style-type: none"> • NDIS provider • SelectWellbeing Program 	Self or agency Mental Health referral only	As per appointments	Phone: 07 4787 8642 www.selectability.com.au Phone: 07 4787 4260	• NDIS • No fees

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LIVES LIVED WELL	Working from Prospect, 3 Powell Ln, Charters Towers Qld 4820	Individual and Families	We provide alcohol and drug counselling services, including support for young people 12 + and Aboriginal and Torres Strait Islander people. We also support people with mental health problems associated with drug and alcohol misuse. We also provide an outreach service to Hughenden and Richmond.	Self or Agency	As per appointments	Phone: 1300 727 957 www.liveslivedwell.org.au/	• No fees
NORTH WEST REMOTE HEALTH	East Coast & Corporate Office (Townsville), 3/106 Dalrymple Service Rd, Currajong Qld 4812 PO Box 8056 Garbutt BC Qld 4814 Also services Charters Towers	Face to Face	Community based service to Hughenden/Richmond every two by a Social Worker and to Charters Towers every alternative week by a Psychology and Social Worker for Primary Mental Health Service provision.	GP mental health care plan GP Mental Health care plan through Connect to Wellbeing	As per appointments	Phone: 07 4781 9300 Free call: 1800 799 244 www.nwrh.com.au	
ROYAL FLYING DOCTOR SERVICE	Townsville Also services Charters Towers	<ul style="list-style-type: none"> • Face to face • Online • Phone counselling 	RFDS provides a range of mental health services however there is no service provision in Charters Towers and only Drought Wellbeing Services in Hughenden and Richmond.	Self	Mon - Fri: 9am to 5pm	North West and Central West Dr Tim Driscoll, Clinical Lead, Outback Mental Health Phone: 0438 324 226	• Free

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NEAMI NATIONAL The Psychological Therapy providers for Charters Towers are: <ul style="list-style-type: none"> • Leading Change Psychology * • Achieving Change Counselling * • North West Remote Health <i>* private practice referral options</i>	Phone service – so located everywhere	Short term free psychological treatment for people with mild to moderate mental illness	Connect to Wellbeing Program <ul style="list-style-type: none"> • intake, triage and assessment service that facilitates access to the service/s that best support the mental health needs of an individual. 	GP with a Mental Health Care Plan	Contact service	Phone: 1300 020 390 Email: contact@connecttowellbeing.org.au	<ul style="list-style-type: none"> • To be eligible a person must be a low income earner and have a Health Care Card / Pension card. • The person can't be receiving treatment through a community mental health service as well.
NEAMI NATIONAL – C.O.R.E.S PROGRAM (Community Response to Eliminating Suicide)	Charters Towers; Burdekin; Hinchinbrook; Innisfail; Townsville; Cloncurry	Person that may be suicidal	Community based program run by trained volunteers which aims to educate communities on how to intervene when they encounter a person that may be suicidal.	Nil	Contact service	Phone: Ross Romeo 0427 455 313 coresqld@kentshrc.com.au	<ul style="list-style-type: none"> • More info at: https://cores.org.au/

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NEAMI NATIONAL – WOMEN'S HEALTH AND WELLBEING SERVICE	Charters Towers	Women recovering from domestic & family violence and other forms of gender based violence	Counselling and support service		Contact service	Phone: 07 4765 8415 Email: WHWS@neami-national.org.au	• Contact service for Referral Form

ADVOCACY SERVICES

INDEPENDENT ADVOCACY NQ	2/179 - 181 Ross River Rd, Mundingburra Qld 4812 Also services Charters Towers	FREE service available to those of all disabilities, of any age or gender and from all cultural backgrounds who live within our funded Service Regions.	Certified Disability Advocacy Organisation accredited under the National Standards for Disability Services for Individual and Systemic Advocacy. Service Regions: • Ayr Region, Charters Towers, Cloncurry, Ingham Region (inc. Palm Island), Innisfail, Isaac, Johnstone, Longreach, Mackay, Northern Highlands – Flinders, Richmond & Mckinlay (S), Townsville Health and Hospital Services District, Tully, Whitsunday, Winton, Wooroonooran	Self	Contact service	Phone: 1800 887 688 Email: Reception@ianq.org.au Requests for service intake@ianq.org.au www.ianq.org.au	• Free
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SOCIAL SUPPORTS							
PCYC CHARTERS TOWERS	Enterprise Rd, Charters Towers Qld 4820	Youth Adults Families	Circle of Security After School Program; health and fitness programs	Self	Mon - Fri: 8am - 6pm	Phone: 07 4787 3231 Email: charters Towers@pcyc.org.au	
CHARTERS TOWERS REGIONAL MEN'S SHED	Lister St, Mossman Park Qld 4820	Men	Social contact, light woodworking and other small projects	Self	Wed & Fri: 9am – 12pm	Phone: John Butcher 0434 884 947	
CHARTERS TOWERS WOMEN OF THE OUTBACK SHED	1 – 33 Lister St, Mossman Park Qld 4820	Women	A safe friendly place for woman to learn new skills and to meet new friends and socialise.	Self	Contact service	Email: thesecretarywomensshed@gmail.com Facebook: Charters Towers Women of the Outback Shed	
ONLINE AND TELEPHONE SUPPORT SERVICES							
(This list is a snapshot of Online and Telephone support currently available)	Organisation	Catchment Group	Relevant Mental Health services provided	Referral requirements	Hours of operation	Primary Contacts	Notes
	BEYOND BLUE	Range of different services – national help lines and websites	<ul style="list-style-type: none"> • Phone, Online counselling, online forums for individuals and families. • Resources also available on websites. 	Self and families and carers	As per client's request	Phone: 1300 22 4636 www.beyondblue.org.au/get-support/national-help-lines-and-websites	• No Fees

(This list is a snapshot of Online and Telephone support currently available)

	Organisation	Catchment Group	Relevant Mental Health services provided	Referral requirements	Hours of operation	Primary Contacts	Notes
	Breakthrough	Deals with stress, anxiety, depression or sudden loss	Video and chat sessions in the privacy of your own home.	Self	As per client's request	www.mdlive.com/counseling	• \$99 per session
	MENSLINE AUSTRALIA	Relationships, Dads and Fathers, Mental Health, Wellbeing	Phone and Online counselling via Skype	Self	As per client's request	Phone: 1300 789 978 https://mensline.org.au/phone-and-online-counselling/mensline-australia-online-counselling/	• No Fees
	EHEADSPACE	12 – 24 years Individual and group chats	9am to 1am (Melbourne time) 7 days per week for 1 on 1 chat (Email or over the phone)	Self	As per client's request	headspace.org.au/eheadspace/	• No Fees
	NQ CONNECT	<ul style="list-style-type: none"> • Aged 15 years and over • Individual • Anger management, anxiety, depression, drug & alcohol abuse, suicidal thoughts 	24 hours per day/7 days per week	Self	As per client's request	Phone: 1300 059 625 nqconnect.com.au	<ul style="list-style-type: none"> • No Fees • Local call charges may apply
	DOKOTELA ONLINE VIDEO CONFERENCING		Psychiatrist, Psychologist and other Specialist counselling provided online	Need a referral from doctor or nurse	As per client's request	https://dototela.com.au	• Eligible for Medicare Rebate

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(This list is a snapshot of Online and Telephone support currently available)	CRANAPLUS BUSH SUPPORT SERVICE	Multi-disciplinary remote health workforce only	<ul style="list-style-type: none"> Online or Phone counselling Registered Psychologist including two Aboriginal and Torres Strait Islander psychologists. Deals with all Mental health concerns especially people located in the bush. 	Self	As per client's request	Toll free 24/7 Telephone counselling Phone: 1800 805 391 Email: scp@crana.org.au to book a time	• No fees
	REMOTE THERAPY (MOSTLY THROUGH TELE-HEALTH)	Individuals or families	Online bulk billing psychological service for people who live in rural communities.	Referral from doctor	As per client's request	www.remotetherapy.com.au/	Bulk bill or private fees (for those ineligible for bulk billing)

TELEPHONE SUPPORT SERVICES

(This list is a snapshot of Online and Telephone support currently available)	LIFELINE	Individuals	Crisis support for those experiencing personal crisis or considering suicide	Self	24/7	1300 301 300	
	PARENTLINE	Parents	<ul style="list-style-type: none"> Qualified counsellors Tailored counselling 	Self	8am - 10pm, 7 days a week	1300 301 300	
	KIDS HELPLINE	Young people aged between 5 and 25	Online counselling service for young people	Self	24/7	1800 551 800	
	ALCOHOL AND DRUG SUPPORT (ADIS)	Individuals with alcohol and other drug concerns	Support for people in Queensland with alcohol and other drug concerns	Self	24/7	1800 177 833	
	BLUE KNOT HELPLINE	Adult survivors of childhood trauma	Referral service to identify therapists and agencies in your area	Self	Mon - Sun: 9am - 5pm AEDT	1300 657 380	
	SUICIDE CALL BACK	Individuals affected by suicide	Online counselling service for those affected by suicide	Self	24/7	1300 659 467	

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PRIVATE PRACTITIONERS							
NQPSYCH2U	Based in Townsville but can provide a visiting service to Charters Towers	<ul style="list-style-type: none"> • Face to face • Online • Phone counselling 	<ul style="list-style-type: none"> • Private psychologist • Registered NDIS provider • Medicare Provider • Addresses Mental Health issues such as Depression, Anxiety and any stressful life events. 	Need referral from GP if you want to access bulk billing. Can also self-refer as a private patient.	Wed - Fri: 8am - 6pm Sat: 8am - 12pm Sun: 2pm	Phone: 0431 204 807 nqpsych2u.com.au	<ul style="list-style-type: none"> • Mental Health Treatment Plan through Medicare available Bulk billing • Costs vary depending on distance. Outreach prices commence at \$180 per session.
LEADING CHANGE	Work out of Gold City Medical Centre	<ul style="list-style-type: none"> • Face to face • Online • Phone counselling 	PTSD, trauma, anxiety, grief and loss, types of anxiety such as panic attacks or generalised anxiety & adjustment disorders. Insomnia, other sleep difficulties as well as relationship issues and coping with challenging life events.	GP or Private referral	Wed: 10am - 3pm or by telephone or Zoom	Phone: 07 4724 5619 Email: info@leadingchangepsychology.com.au	<ul style="list-style-type: none"> • Medicare • DVA • EAP • Step • Private - \$180 per 1 hour
ACHIEVING CHANGE COUNSELLING	Monthly visits to Charters Towers; based in Townsville	<ul style="list-style-type: none"> • Face to face • Online • Phone counselling 	Offering quality counselling, supervision and report writing services.	GP referral	Tues - once a month; based in the Connect centre	Phone: Amanda 0400 905 074 Email: hello@achievingchange.com.au http://www.achievingchange.com.au/services.html	<ul style="list-style-type: none"> • Dependent on services; contact Amanda for fees

SECONDARY CARE

Secondary care is when mental health symptoms are of a moderate to complex nature and require specialized mental health interventions. The consumer's condition of often unstable and likely to remain persistent without significant intervention.

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CHARTERS TOWERS COMMUNITY MENTAL HEALTH	137 - 139 Gill St, Charters Towers Qld 4820	Face to face	<ul style="list-style-type: none"> • Mental Health, • Community Mental health, Family support, • Acquired brain injury, • Child & Youth mental health, • Adult mental health, Psychiatric, • Psychogeriatric, Suicide prevention 	Self, GP or another organisation	Mon - Fri: 8am - 4:30pm	Phone: 07 4787 0342 Fax: 07 4787 7632	<ul style="list-style-type: none"> • No Fee • Medicare Card required
CHARTERS TOWERS HOSPITAL	137 - 139 Gill St, Charters Towers Qld 4820	Face to Face	Emergent or crisis intervention required for unstable mental health condition i.e. Suicide attempt	Self, Ambulance, Police	27/4 availability	Phone: 07 4787 0333	<ul style="list-style-type: none"> • No Fee • Medicare Card required
NATIONAL PSYCHOSOCIAL SUPPORT MEASURE (NPSM)	Available by Selectability 37 Ryan St, Charters Towers Qld 4820	Individual and Families	<ul style="list-style-type: none"> • Psychosocial support to individuals with a severe episodic mental illness resulting in a reduced functional capacity, and due to the episodic nature of their illness, would benefit from short-term, targeted psychosocial support. • Services provided by NPSM include: Non-clinical community-based support; recovery orientated activities; psychoeducation & support to self-manage illness; living skills; financial management & budgeting; vocational skills & goals; maintaining physical wellbeing; life skills – such as confidence and resilience 	Self or agency Mental Health referral only	As per appointments	Provided by Selectability; referral via Connect to Wellbeing Phone: 07 4787 8642 www.selectability.com.au Phone: 07 4787 4260	A person is ineligible if they are: <ul style="list-style-type: none"> • receiving treatment through a community mental health service; • have an NDIS package; • are being supported through Continuity of Support (CoS); • or have long term needs (there are additional ineligibilities and criteria as well)

TERTIARY CARE

Tertiary Care or Inpatient Care is only when consumers are significantly unwell. They are unable to be supported in the community and require ongoing monitoring in a supported environment to ensure the safety and wellbeing of themselves and others.

Organisation	Located	Catchment Group	Relevant Mental Health services provided	Referral requirements	Hours of operation	Primary Contacts	Notes
EVENTIDE AGED CARE FACILITY	54-78 Dalrymple Rd, Richmond Hill Qld 4820	Residential Care	Eventide is a 110-bed residential aged care facility which includes 10 psycho-geriatric beds and 26 dementia-specific beds. The remaining beds are designated high-care beds. Eventide provides 24-hour nursing services and on-site allied health services.	Via application by self, family or agency. Must have an Aged Care Assessment completed.	24/7 Care	Phone: 07 4787 5555	Fees are arranged with consumer as per Aged Care funding scale
JOSEPHINE SAILOR ADOLESCENT INPATIENT UNIT AND DAY SERVICE (AIUDS)	Kirwan Health Campus 138 Thuringowa Dr, Kirwan Qld 4817	Residential Care	AIUDS program provides mental health care to adolescents, aged between 12 and 18 years of age, and their families from across North Queensland	Internal referrals only via the Community Child and Youth Mental Health Service.	24/7 Care	Phone: 07 4433 9700 Fax: 07 4433 9701	<ul style="list-style-type: none"> • No fees • Medicare Card required
TOWNSVILLE PRIVATE CLINIC	136 Wills St, Townsville Qld 4810	Residential Care	<p>Townsville Private Clinic is a modern 60 bed voluntary private mental health service</p> <ul style="list-style-type: none"> • Neurostimulation • Older persons mental health • Acute adult psychiatry • Inpatient therapy programs • Veterans and emergency services mental health <p>A broad range of day therapy programs to support ongoing recovery and wellness</p>	Self-referrals or via other departments.	24/7 Care	Phone: 07 4431 1600 Admissions: 1800 884 767 Fax: 07 4431 1666 Email: townsville@healthecare.com.au	Costs are as follows: Private health insurance and uninsured self-funded patients. We also welcome eligible veterans' and war widows under our Tier 1 provider relationship with the Department of Veterans' Affairs (DVA).

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CTRU CHARTERS TOWERS REHABILITATION UNIT	35 Gladstone Rd, Charters Towers Qld 4820	Residential Care	CTRU is a residential facility that provides extended care, rehabilitation, and dual-disability treatment for people who have long-term residual and complex mental health needs	Internal and other government agency referrals only	24/7 Care	Phone: 07 4787 5200 Fax: 07 4787 4620	Fees are arranged with consumer and are subsidised
TOWNSVILLE COMMUNITY CARE AND ACQUIRED BRAIN INJURY UNIT (TCCU AND ABIU)	Kirwan Health Campus. 138 Thuringowa Dr, Kirwan Qld 4817	Residential Care	TCCU and ABIU is a residential facility with a strong focus on return-to-community living and community inclusion for patients.	1. TCCU - Internal referrals only 2. ABIU - Contact the unit for a referral form	24/7 Care	Phone: 07 4433 9800 Fax: 07 4433 9801	Fees are arranged with consumer and are subsidised

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