

Produced by



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Where can I get help with mental illness problems?

Own doctor
Beyond Blue
1300 224 636
Community Mental Health
4968 3893
Child & Youth Mental Health Services
4968 3893
Headspace
4898 2200
Post & Antenatal Depression
1300 726 306
Sane Australia
1800 187 263

Where can I go if I need to move out?

Crisis Accommodation options:

Men Ozcare 4961 8660
Women Lowanna House c/- Mackay
Women's Centre 4953 1788
CASA 4951 4299
Families Kalyan 4951 4352
Youth Samaritan House - Salvo
Domestic Violence Care Line 1300 363 622
DV Connect

Other options:

Rent Connect
4862 9504
Dept of Housing
4862 9500
Aboriginal Hostels Ltd
4953 3703
Homeless Persons Information QLD
1800 47 47 53

Where can I go for tenancy law information and advice?

Residential Tenancies Authority
1300 366 311
QSTARS—1300 744 263
Community Legal Centre\
4953 1211

Where can I go for help with neighbourhood disputes?

Dispute Resolution Service
49674404

Where can I get help when I go and come out of prison?

Mackay District Probation & Parole Office
4967 0740
CREST—Ph. 4412 7200 (Townsville)

Keeping Your Tenancy in Mackay

CASA Inc

Information Card

May 2021

CASA's HomeStay Service

CASA's HomeStay program assists people at risk of becoming homeless to maintain their independent accommodation and remain housed through case management by providing support, information, advocacy and referral.

Who is eligible?

Families, individuals and young people living in the Mackay Regional Council area who are experiencing personal, social, financial, or emotional difficulties which are impacting on them and placing them at risk of becoming homeless. They may reside in private, public, community rental, in boarding houses, caravan parks or own home ownership.

How does it work?

CASA Case Managers can work with single persons and families to address any issues which have caused them to be a risk of homelessness.

you to address what caused you to be at risk of homelessness. They have access to all local agencies and time to sit with you and look at strategies you could use to maintain your housing. **This is a free service and you can refer yourself. Phone 4951 4299**

Other services CASA can offer you:

Emergency Relief Assistance:

Temporary financial and other assistance is available for Individuals and families. Each case is individually assessed.

Accommodation: SHORT TERM

1) CRISIS housing is only available for families with dependant children.
2) YOUTH housing is available for 16-25 year old persons either single or have children.

Accommodation: LONG TERM

Applicants must have a current eligible applications as this is the only accepted eligibility criteria for referrals for this accommodation by Department of Communities, Housing & Digital Economy.

CASA manages a No Interest Loan Scheme where eligible person/s can borrow money for household items, vehicle maintenance, licence renewal and educational tools.

Community Care service offers social and domestic support and home modifications to eligible frail aged and those with a disability.

Where can I go for help with relationships?

Relationships Australia

1300 364 277

Centacare Mackay

1300 523 985

Anglicare

4953 3444

Domestic Violence Resource Service

4957 3888

Family Relationship Advice Line

1800 050 321

Mensline Queensland

1800 600 636

Immigrant Women's Support Service

3846 3490

Elder Abuse Helpline

1300 651 192

Mackay Youth Support Services

49514299

Where can I get help with substance /alcohol addictions?

Alcohol, & Other Drugs Service

4968 3858

Alcoholics Anonymous

1300 222 222

Ozcare Rehab

4961 8670

Alcohol & Drug Information Service

24 Hour Information & Counselling

1800 177 833

Family Drug Support

1300 368 186

Where can I find a job?

Centrelink—website

Workpac Ph 4969 4722

Manpower Ph 4967 0055

Chandler MacLeod Ph 4757 8575

Skilled - website

One Key Ph 1300 00 88 54

MiningLink - website

Seek—online

Gumtree—online

Jobs Mackay—online