DARLING DOWNNS MULTICULTURAL SERVICES DIRECTORY 2017

Cultural Diversity Hub
Mercy Community Services
Toowoomba
The Queensland Government promotes Queensland as a united, harmonious and inclusive community and will foster opportunities for people from culturally and linguistically diverse backgrounds to participate in all aspects of life in our prosperous state; acknowledges that a diverse, dynamic and cohesive society will deliver important benefits for all Queenslanders, including the community, government and business sectors; recognises our diverse cultural heritage and aims to ensure that government services are responsive to the needs of our multicultural communities.

Multicultural Recognition Act 2016

Prepared by

David Barton
Cultural Diversity Hub
Mercy Community Services
Fatima Centre
104 South Street Toowoomba 4350

Published by

Mercy Community Services
104 South Street Toowoomba 4350
P 4617 7600
W mercycs.org.au
FOREWORD

Welcome to the 2017 Darling Downs Multicultural Services Directory.

The Directory is a community resource designed to introduce newly-arrived culturally diverse Queenslanders to the many programs, facilities and services that support social and economic participation. The cultural diversity of the Darling Downs is increasing as people and families from many cultural and language backgrounds move here to build new lives.

The Directory has proven to be a valuable resource for new arrivals, as well as for the agencies and community organisations that support them. This is the fourth edition of the Directory as it continues to expand in its coverage of groups and services.

Migrants’ participation in our region’s economy and cultural and social life affects all aspects of their wellbeing, as well as the region’s prosperity and social cohesion. New settlers seek support from the many government and non-government agencies on the Darling Downs who provide assistance in areas such as education, employment, health and family life.

This Directory is designed to help culturally diverse Queenslanders make closer and more inclusive connections within their local services and communities, as well as advertise their own community initiatives.

The Directory also helps in increasing the cultural capability among agencies and mainstream groups by highlighting the services and support given to the region’s culturally diverse communities.

A comprehensive range of agencies, community organisations and migrant and refugee groups are listed in the Directory by service type. Organisations working in a particular area can be easily found, with a link through to each email and website.

Entries in the Directory continue to be collated from a wide range of sources, through direct client and agency work, mapping of regional service provision and community needs, sourcing government and non-government information, liaising with local interagencies and working with regional agencies to deliver workshops for culturally diverse Queenslanders.

The Directory is not exhaustive and you are invited to send in your details if your organisation would like to be included in the next edition. Changes to entry details are welcome at any time. Please use the form at the back of the Directory as a guide.

Thank you to all those agencies and community members who have supported the Directory over the years and we welcome your ongoing feedback for the next edition.

David Barton
Community Action for a Multicultural Society Program
Darling Downs and South West Queensland Region
Team Manager Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
P (07) 4617 7600
E david.barton@mercycs.org.au
1 MULTICULTURAL AND SETTLEMENT SERVICES

1.1 MULTICULTURAL SERVICES
Multicultural services deliver social, economic and community participation initiatives for culturally and linguistically diverse (CALD) Queenslanders, with a focus on recent arrivals from non-English speaking backgrounds. Many initiatives promote inclusiveness and removal of barriers to community participation.

Carers Queensland CALD Program
Carers Queensland assists CALD people and their families to access Home and Community Care services.

Sally Hewes
Multicultural Services Coordinator
907 Ruthven Street
PO Box 7011
Toowoomba South 4350
P (07) 4635 8379
M 0457 736 233
E shewes@carersqld.asn.au
W carersqld.asn.au

Community Action for a Multicultural Society
The CAMS program is funded by Multicultural Affairs Queensland and supports people from culturally and linguistically diverse backgrounds through initiatives that help new communities socially connect to build productive, healthy and engaged lives. In the Darling Downs region from 2017, these initiatives include Connecting our Communities forums, Linking Leaders program for emerging CALD community leaders, Culture in Casework Advanced Training, The Arrivals theatre project, Toowoomba Community Conversations, the Darling Downs Multicultural Bulletin, the Darling Downs Multicultural Services Directory and other capacity building projects within the region.

David Barton
Coordinator CAMS
Team Manager Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
Fatima Centre
104 South Street
Toowoomba 4350
P (07) 4617 7600
F (07) 4635 1550
E david.barton@mercycs.org.au
W mercycs.org.au

Cultural Diversity Hub
The Cultural Diversity Hub (CDH) is the multicultural centre at Mercy Community Services Toowoomba that houses programs and services for culturally diverse Queenslanders, with bilingual and bicultural staff. The Cultural Diversity Hub includes initiatives under the Community Action for a Multicultural Society Program, the Fatima Settlement Program for newly-arriving refugee entrants and facilities for early intervention CALD workshops. The Cultural Diversity Hub facilitates the Refugee and Migrant Settlement Support Interagency and the SportConnect program for young refugee-background adults. The Hub provides an annual calendar of social connection activities, casework support for new arrivals, family-based migration advice and vision screening clinics and publishes a range of community resources.

David Barton
Team Manager Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
Diversicare Transport Service Toowoomba
Transport service to eligible HACC clients from CALD backgrounds in the Toowoomba area. The service assists CALD and non-CALD residents 65 years and over to maintain their independence and wellbeing. We provide one way and return trips door-to-door for a small contribution, as well as the Community Visitors Scheme.

Lyn Santillan
Diversicare
241 Bridge Street
Newtown 4350
PO Box 9522
Wilsonton 4350
P (07) 4632 9417
M 0448 220 281
E transport@diversicare.com.au
W diversicare.com.au

Ethnic Communities Council of Queensland
Represents the interests of people from CALD backgrounds who are part of the broader social community of Queensland, contributes to national policy and debate on matters concerning ethnic communities and promotes multiculturalism via a non-profit, member-based statewide peak body.

23 Boundary Street
PO Box 5916
West End
Brisbane 4101
P (07) 3844 9166
E administration@eccq.com.au
W eccq.com.au

Linking Leaders
Linking Leaders supports the development of migrant and refugee men and women who are interested in taking leadership roles in their communities. Linking Leaders provides a range of developmental activities, forums and project-based groups, in partnership with Toowoomba Regional Council.

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Team Manager Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
Fatima Centre
104 South Street
Toowoomba 4350
P (07) 4617 7600
F (07) 4635 1550
E david.barton@mercycs.org.au
W mercycs.org.au

Roberto Garcia
Community Development Officer – Multicultural
Toowoomba Service Centre
Toowoomba Regional Council
Multicultural Coordinator University of Southern Queensland
Provides assistance to all members of the University community and the local and international community.

William Conwell
Students and Communities Division
University of Southern Queensland
West Street
Toowoomba 4350
P (07) 4631 1678
F (07) 4631 1674
E conwell@usq.edu.au
W usq.edu.au

SportConnect
SportConnect aims to connect refugee-background communities and local sporting groups to increase the sporting and health and wellbeing outcomes for young refugee adults. SportConnect works with young adults, parents and community leaders from refugee-background communities and agency workers from the sport, health and recreation sectors. We provide sport orientation forums, intercultural networking activities and brief, solution-focused casework.

Charles Kitapindu
SportConnect Coordinator
Mercy Community Services Toowoomba and Warwick
Fatima Centre
104 South Street
Toowoomba 4350
P (07) 4617 7600
F (07) 4635 1550
E charles.kitapindu@mercycs.org.au
W mercycs.org.au

Toowoomba Community Conversations
Toowoomba Community Conversations is a series of informal forums open to everyone in the community which focus on how we socially connect across the cultural diversity within our community. Invited guest speakers present ideas and insights on cultural diversity which contribute to a vibrant, respectful and inclusive discussion about the many benefits, challenges and opportunities that social connection and diversity present for our region.

David Barton
Coordinator CAMS Program
Team Manager Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
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104 South Street
Toowoomba 4350
P (07) 4617 7600
F (07) 4635 1550
E david.barton@mercycs.org.au
W mercycs.org.au
1.2 SETTLEMENT SERVICES

Settlement services help eligible migrants and humanitarian entrants become self-reliant and participate in Australian society as soon as possible after arrival. The Federal Government’s settlement programs fund non-profit organisations and government agencies to provide settlement assistance to eligible clients.

Adult Migrant Education Program TAFE Queensland South West

TAFE Queensland South West provides English language training, such as AMEP, to refugees and migrants. A large number of literacy, numeracy and vocational programs are also available.

TAFE Queensland South West
100 Bridge Street
PO Box 80
Toowoomba 4350
P 1300 914 754
W tafesouthwest.edu.au

Margaret Martin
AMEP Case Manager
100 Bridge Street
Toowoomba 4350
P (07) 4694 1342
E margaret.martin@tafe.qld.edu.au
Kathleen Fenby  
AMEP Case Manager  
100 Bridge Street  
Toowoomba 4350  
P (07) 4694 1342 (Monday, Thursday)  
E kathleen.fenby@tafe.qld.edu.au

Charlene Keller  
SEE Project Officer  
100 Bridge Street  
Toowoomba 4350  
P (07) 4694 1924  
M 0428 446 947  
E charlene.keller@tafe.qld.edu.au

Australian Red Cross  
Australian Red Cross provides help and support to refugees, asylum seekers, immigration detainees and other people who are vulnerable as a result of migration through a range of programs and services, including services to reconnect families who have lost contact through conflict, war and disaster.

Migration Hub  
49 Park Road  
Milton 4064  
P (07) 3367 5665  
F (07) 3367 7444  
E qldmsphub@redcross.org.au  
W redcross.org.au

CatholicCare TRAMS  
The TRAMS program provides support to those who have recently (within 5 years) arrived in Australia or are having difficulty in addressing issues due to cultural complexities. We provide casework, referrals, information sessions, advocacy, English classes, women’s support programs, homework support, youth engagement activities and social groups for community connection.

Hannah Belesky  
CatholicCare TRAMS  
123 Neil Street  
Toowoomba 4350  
P 1300 477 433  
E trams@catholiccare.services  
W catholiccare.services

Fatima Settlement Program  
The Fatima Settlement Program (FSP) supports newly-arrived refugee entrant individuals and families with an annual calendar of information sessions, forums and social connection activities which encourage self-reliant access to mainstream services and participation in regional life. FSP also provides casework support for individuals and families undergoing settlement. FSP program staff are bilingual and bicultural and speak Arabic, Dari, Farsi, Lingala and French.

Charles Kitapindu  
Community Engagement Worker (French, Lingala)  
Cultural Diversity Hub  
Mercy Community Services Toowoomba and Warwick  
Fatima Centre  
104 South Street  
Toowoomba 4350  
P (07) 4617 7600
Mojgan Namdari  
Community Engagement Worker (Dari, Farsi)  
Cultural Diversity Hub  
Mercy Community Services Toowoomba and Warwick  
Fatima Centre  
104 South Street  
Toowoomba 4350  
P (07) 4617 7600  
F (07) 4635 1550  
E mojgan.namdari@mercycs.org.au  
W mercycs.org.au

Toufik Al Dai  
Community Engagement Worker (Arabic)  
Cultural Diversity Hub  
Mercy Community Services Toowoomba and Warwick  
Fatima Centre  
104 South Street  
Toowoomba 4350  
P (07) 4617 7600  
F (07) 4635 1550  
E toufik.aldai@mercycs.org.au  
W mercycs.org.au

Hollie MacDonald  
Client Support Officer  
Cultural Diversity Hub  
Mercy Community Services Toowoomba and Warwick  
Fatima Centre  
104 South Street  
Toowoomba 4350  
P (07) 4617 7600  
E hollie.macdonald@mercycs.org.au  
W mercycs.org.au

Kobi House Refugee Health  
Provides health screening and monitoring for migrants and refugees.

Heather Roberts  
Refugee Health Nurse  
Toowoomba Base Hospital  
Peachey Street  
Toowoomba 4350  
P (07) 4616 6446  
E Heather_Roberts@health.qld.gov.au  
W health.qld.gov.au

Lockyer Valley Settlement Program  
Sam Elzanati  
Lockyer Valley Regional Council  
26 Railway Street  
PO Box 82
MDA Ltd

MDA Ltd and its Humanitarian Settlement Services (HSS) program provide practical support to humanitarian refugees upon arrival to help them settle into the community. The HSS program is delivered on behalf of the Australian Government. The program provides practical support designed to build the independence of newly-arrived humanitarian entrants, generally for the first 6 to 12 months. Clients are given the skills and knowledge to independently access services beyond the HSS program or helped to access other services or programs.

Kelly Buckingham
Regional Manager – South West Region
166 Hume Street
East Toowoomba 4350
P (07) 4632 1466
M 0481 264 155
F (07) 3337 5444
E Kellyb@mdaltd.org.au
W mdaltd.org.au

Queensland Program of Assistance for Survivors of Torture and Trauma

Provides trauma counselling support for newly-arrived refugees, longer-term entrants and young people aged 12 to 24 years.

Beth Wagland
166A Hume Street
Toowoomba 4350
PO Box 6254
Fairfield 4103
P (07) 4632 1500
F (07) 3391 6388
M 0439 333 750
E BethWagland@qpastt.org.au
W qpastt.org.au

1.3 INTERAGENCIES

Cultural Diversity Network

Meets every three months (February, May, August and November) where Toowoomba agencies working with CALD communities share their project news and updates.

Roberto Garcia
Community Development Officer – Multicultural
Toowoomba Service Centre
Toowoomba Regional Council
P (07) 4688 6300
M 0457 590 606
E roberto.garcia@tr.qld.gov.au
W toowoombarc.qld.gov.au
Local Area Coordination South West Queensland Settlement

LAC SWQ aims to improve service coordination and cooperation between key service delivery agencies and improve services to humanitarian refugee clients. LAC provides a structured mechanism for high level strategic coordination of services, as well as a case conference mechanism to discuss individual client cases.

**Kalpalata Iyer**  
MDA Ltd  
28 Dibley Street  
Woolloongabba 4102  
P (07) 3337 5400  
M 0431 185 881  
E kalpalatai@mdaltd.org.au  
W mdaltd.org.au

**Refugee and Migrant Settlement Support Interagency**  
An interagency forum for local government and non-government organisations working directly with refugees and migrants to connect them into mainstream services through case work referrals and information.

**David Barton**  
Chair RAMSSI  
Team Manager Cultural Diversity Hub  
Mercy Community Services Toowoomba and Warwick  
Fatima Centre  
104 South Street  
Toowoomba 4350  
P (07) 4617 7600  
F (07) 4635 1550  
E david.barton@mercycs.org.au  
W mercycs.org.au

**Toowoomba Goodwill Committee**  
The Toowoomba Goodwill Committee seeks to further Toowoomba’s commitment to being a ‘model city of peace and harmony’ with a range of activities and initiatives that promote community harmony and goodwill.

**Revd Dr Jonathan Inkpin**  
Rector of the Parish of St Luke Toowoomba  
PO Box 2434  
Toowoomba 4350  
P (07) 4639 1910  
M 0437 391 910  
E rector@stlukestoowoomba.org.au  
W stlukestoowoomba.org.au

**Warwick Community Services Interagency**  
Reviews community services coordination activities in the Warwick and Stanthorpe Districts.

**Pam Burley**  
Community Development Officer  
Southern Downs Regional Council  
PO Box 26  
Warwick 4370  
P (07) 4661 0404  
F (07) 4661 0333  
M 0428 181 239  
E pam.burley@sdrc.qld.gov.au  
W southerndowns.qld.gov.au
1.4 INFORMATION ON CULTURAL DIVERSITY

Community Development Southern Downs Regional Council

Pam Burley
Community Development Officer
Southern Downs Regional Council
PO Box 26
Warwick 4370
P (07) 4661 0404
F (07) 4661 0333
M 0428 181 239
E pam.burley@sdrc.qld.gov.au
W southerndowns.qld.gov.au

Community Radio 4DDB FM 102.7 MHz Darling Downs
Delivers community radio in various community languages to the Darling Downs.

Danny Moore
PO Box 400
Toowoomba 4350
P (07) 4638 4171
W 102point7fm.com.au

Dalby Community Directory
W dalby.info

Darling Downs Multicultural Bulletin
Creates a culture of advocacy and support in migrant and refugee issues in the Darling Downs and South West Region through a round-up of regional, state, national and international multicultural news and events, including updates on grants and funding.

David Barton
CAMS Program Darling Downs and South West Queensland Region
Team Manager Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
Fatima Centre
104 South Street
Toowoomba 4350
P (07) 4617 7600
F (07) 4635 1550
E david.barton@mercycs.org.au
W mercycs.org.au

Ethnic Communities Council of Queensland
Represents the interests of people from culturally and linguistically diverse backgrounds who are part of the broad social community of Queensland, contributes to national policy and debate on matters concerning ethnic communities and promotes multiculturalism via a non-profit, member-based state-wide peak body.

23 Boundary Street
PO Box 5916
West End Brisbane 4101
P (07) 3844 9166
E administration@eccq.com.au
W eccq.com.au
Goondiwindi Community Directory
W mycommunitydirectory.com.au

Granite Belt Region Directory
W granitenet.com.au/groups

Multicultural Community Centre Lockyer
Our vision is that all people have the opportunity of achieving their aspirations and participating fully in Australian society.

Regina Samykanu
48 Railway St
Gatton 4343
P (07) 5462 3701
M 0403 336 699
E mccl.regina@gmail.com

Multicultural Coordinator, University of Southern Queensland
Provides assistance, advice, support and information to all members of the University community and the local and international community.

William Conwell
Students and Communities Division
University of Southern Queensland
West Street
Toowoomba 4350
P (07) 4631 1678
F (07) 4631 1674
E conwell@usq.edu.au
W usq.edu.au

Queensland Multicultural Resource Directory
Provides a comprehensive listing of more than 1,500 key organisations with an ethnic community focus in Queensland, including ethnic media outlets and schools; community, non-government and government organisations and agencies; consuls; migrant service organisations; bilateral business associations and interstate multicultural offices. The directory does not list private businesses.
W Queensland Multicultural Resource Directory

Radio India
Every Monday 9.00 pm to 10 pm. Community radio 102.7 FM. Weekly radio program in Hindi with 15-minute segment in one of the other languages from the Indian sub-continent: Punjabi, Gujarati, Bengali, Tamil, Malayalam, Urdu, Nepal, Sinhalese.

Gitic House
P (07) 4630 9175
E radioindia@tims.org.au
W tims.org.au/radioindia

Southern Downs Community Directory
Acts as a gateway to community groups, services and facilities operating in the Southern Downs region. To register and list your group on the directory or to search the directory for other groups, go to sdc.qld.gov.au. For more information, call Council’s Community Services Officer:

Kerry Marsden
P 1300 697 372
E Kerry.marsden@sdrc.qld.gov.au
Toowoomba Community Information Directory
Provides a free online listing facility for everything from hobbies to health, education and the environment.
W mycommunitydirectory.com.au

2 EMPLOYMENT AND BUSINESS

Alqudsi Halal Travel
We take great care of your halal needs throughout your holidays. We have our own trained auditors and qualified trainers. Travel and tour packages to Bosnia and surroundings, Homestay Australia, Makkah and Madinah, Queensland and Tasmania.
Kamariah Mohamed
48 Tourist Road
Toowoomba 4350
M 452 268 030
F (07) 4638 0446
E Kamariah@alqudsihalal.com
W alqudsihalal.com

Business Government Assistance and Grants
Our Grant Finder helps you locate the grants and assistance programs most relevant to your business for free! Grants and other funding programs are available for businesses from the Australian, state and territory governments and, in some cases, from local councils. You can search through a wide variety of grants in many categories, including developing your business, innovation and education.
W business.gov.au

Business Success Group
The New Enterprise Incentive Scheme (NEIS) supports job seekers interested in starting and running a small business. It helps people turn their business idea into a viable operation by providing accredited small business training (Certificate III in Micro-business Operations or Certificate IV in Small Business Management); business mentoring (regular, personalised contact from the NEIS provider for the first year, to help with business problems and income support issues) and a NEIS allowance (equivalent to Newstart) for up to 52 weeks, which is not reduced by income received by the business. Some may also be eligible for NEIS rental assistance.
Carol Roff
Site Manager
Business Success Group
3 Little Street
PO Box 3461VF
Toowoomba 4350
P (07) 4632 7244
M 0439 799 391
E carolm@bsgroup.com.au
W bsgroup.com.au

Dalby Chamber of Commerce and Industry
The Dalby Chamber of Commerce and Industry is the premier advocate for the business community and facilitates sustainable business growth and education in the Western Downs Region.
P (07) 4662 4050
F (07) 4662 3139
E admin@dalbychamber.com.au
W dalbychamber.com.au
Department of Human Services
Forges links between Department of Human Services and migrant and refugee communities, consults and liaises widely and provides customer feedback on the impact of government initiatives on migrant and refugee communities so that the Department can improve service delivery.

**Interpreter services available**
*Dinka and Sudanese Arabic*
Monday and Tuesday 1.00 pm to 3.00 pm, Wednesday and Thursday 12.00 pm to 3.00 pm
*Dari and Farsi*
Monday and Wednesday 1.00 pm to 4.30 pm, Tuesday 1.30 pm to 4.30 pm
*Arabic*
Monday to Friday 2.00 pm to 4.00 pm

Adair Learmont
Multicultural Services Officer
12 Bell Street
Toowoomba 4350
P (07) 4592 5099
M 0409 483 550
E adair.learmont@humanservices.gov.au
W humanservices.gov.au

KabroTech Auto Specialist
We specialise in all vehicle repairs and logbook servicing, including European cars.

Jeorgie Kabro
40 Water Street
Toowoomba 4350
P 0487 057 281
E kabrotech@yahoo.com.au

L to P Driving Instruction
Instructor speaks Vietnamese, Cantonese and Chinese. Teaching learner drivers all aspects of driving skills to help them pass their driving test.

Sam Duong
12 Charlotte Street
Newtown
Toowoomba 4350
P 0403 132 683
E Sam@ltopdriving.com.au

Mujles-E Zanan Gathering of Women
Catering quality traditional food from Afghanistan for corporate or workplace catering, functions, weddings, parties and lunch group deliveries.

Eddy Iles
MDA Ltd
166A Hume Street
Toowoomba 4350
P (07) 4632 1466
E eddyi@mdaltd.org.au

Stanthorpe Chamber of Commerce and Industry
Premier advocate for the business community and facilitates sustainable growth in the Granite Belt area.
E stanthorpecoc@granitenet.com.au
W stanthorpecoc.com.au
Toowoomba Chamber of Commerce and Industry
The Toowoomba Chamber of Commerce and Industry is the premier advocate for the business community and facilitates sustainable growth in the greater Toowoomba area. The Chamber proactively raises, and deals with, the concerns of members, encourages businesses to increase their levels of knowledge, training and performance and supports businesses in meeting today's challenges and those of the future.
487 Ruthven Street
Toowoomba 4350
P (07) 4638 0400
E admin@toowoombachamber.com.au

USQ Career Hub
Internet-based jobs board available to all USQ current students and graduates. You may advertise casual, part-time, full-time or vacation work, as well as work experience, volunteer opportunities or graduate employment, free of charge any time throughout the year. Career Hub can be accessed 24 hours from anywhere in the world. To register on Career Hub go to careerhub.usq.edu.au/Employers and click ‘Login to CareerHub’.

USQ International Students Career Development
Offering free vacancy advertising, mentoring, employment market support, work experience for students and an Annual Career Fair. Attention USQ International Students: have you checked out the workgroup on Career Hub just for you? careerhub.usq.edu.au

Emily MacManus
USQ Career Development Officer (International)
Wednesday, Thursday, Friday 8.30 am to 3.00 pm
Student Services, Student and Communities Division
University of Southern Queensland
West Street
Toowoomba 4350
P (07) 4631 5347
F (07) 4631 2880
W usq.edu.au

Warwick Chamber of Commerce and Industry
The key voice for business in the Warwick area and with membership open to anyone involved or interested in the development of business in the Warwick district, the Chamber is a cooperative forum for business people to discuss local business issues, coordinate lobbying activities and facilitate local networking.

Jenny Porter
Chamber Secretary
PO Box 341
Warwick 4370
P (07) 4667 5030
E stanthorpecoc@granitenet.com.au
W www.stanthorpecoc.com.au

3 EDUCATION AND TRAINING

Adult Migrant Education Program TAFE Queensland South West
TAFE Queensland South West provides English language training, such as AMEP, to refugees and migrants. A large number of literacy, numeracy and vocational programs are also available.

TAFE Queensland South West
100 Bridge Street
PO Box 80
Aurora Training Institute Employment Pathways Courses

Courses in hospitality and business to help students obtain the knowledge and skills needed to gain employment. Courses cost $15.00 each and are funded under the Queensland Government’s Certificate III Guarantee. Eligible participants must be Australian citizens or permanent residents, over 15 years of age and no longer at school, living in Queensland and not holding any Australian qualifications above Certificate II level.

CEDAR Centre Toowoomba

CEDAR Centre is a community-based education centre that has been providing accredited training, community education and access to a variety of learning and meeting environments for over forty years. Our vision is a learning community that is empowered, sustainable and compassionate. We specialise in collaborative partnerships designed to assist our diverse community members to achieve their goals and maintain sustainable and meaningful interactions through education, employment and community engagement. Our new premises in the former Butter Factory in Brook Street Toowoomba provide welcoming spaces that support us in achieving our mission: to facilitate and support a culture of ongoing learning and evolution of ideas.

Anna Nichols
Chief Executive Officer

Denise Wilson
Hub Coordinator
57 Brook Street
PO Box 16354 Northpoint
Toowoomba 4350
P (07) 4512 6770
F (07) 4512 6777
E info@cedarcentre.com.au
W cedarcentre.com.au
East Creek Community Centre

Our Community Literacy Program offers one-on-one training for one hour per week in sessions tailor-made to cater for participants’ needs, from basic literacy (reading, writing, speaking, listening) to IELTS or OET preparation. Students who have English as a second language are particularly well catered for. All cultures are welcome. We also offer computer programs at East Creek. These programs run in our normal business hours of 9.00 am to 4.00 pm.

Sally Fischer
43 Kitchener Street
Toowoomba 4350
P (07) 4639 2755
F (07) 4639 2038
E info@eastcreek.com.au
W eastcreek.com.au

Empire Youth Arts, Empire Theatre Projects Company

Empire Youth Arts provides performing arts-based training and classes to young people from 7 to 18 years over the school year and in the school holidays. We can devise special projects to cater for specific groups, needs and events.

Jeanette Wedmaier
Projects Manager
Empire Theatres Pty Ltd
56 Neil Street
PO Box 1227
Toowoomba 4350
P (07) 4698 9925
W empiretheatre.com.au

English Language, Culture and Training Programs

Rowena Turton
Open Access College
University of Southern Queensland
West Street
Toowoomba 4350
P (07) 4631 1783
F +61 7 4631 2434

Find My Course: Queensland Skills Gateway

Website where you can find the occupation you wish to train in, check your eligibility and also find a local training provider that offers that qualification.
W skillsgateway.training.qld.gov.au

Murphy’s Creek Neighbourhood Centre

Trudy Graham
35 Koreelah Street
Murphy’s Creek 4352
P (07) 4630 5084

Overseas Qualification Unit

The Overseas Qualification Unit of the Department of Education, Training and Employment provides Queensland residents with an academic assessment of their post-secondary qualifications obtained from overseas. The assessment is available to those who hold non-trade qualifications, usually above Certificate IV level. If you would like to arrange a presentation at your organisation, please contact an OQU Officer.
Strengthening Communities

Strengthening Communities is an early intervention training resource designed for agencies supporting migrant and refugee families settling in Queensland. Developed by ACAG (the Toowoomba Agencies CALD Action Group), a collaboration of regional agency workers and community representatives and an initiative of Mercy Community Services, Strengthening Communities contains materials for delivering workshops on family and community life to new arrivals. Workshops include Introduction to the Australian Workplace; New Australian Rules; Transition into Australian Schooling; Bringing up Children in Australia; Bringing up Teenagers in Australia and Talking Together for CALD Youth. For a free copy, contact:

David Barton  
Team Manager Cultural Diversity Hub  
Mercy Community Services Toowoomba and Warwick  
104 South Street  
Toowoomba 4350  
P (07) 4617 7600  
F (07) 4635 1550  
E david.barton@mercycs.org.au  
W mercycs.org.au

Toowoomba Catholic Schools Office  
The administrative body supporting Catholic schools and colleges located within the Diocese of Toowoomba. Schools which enrol students for whom English is an additional language or dialect are supported by several EAL/D professional officers based in Toowoomba. They support the enrolment and education of migrant and refugee background students across the diocese.

Stewart Horton  
Education Office EAL/D  
P (07) 4636 4619  
E Stewart.Horton@twb.catholic.edu.au  
W twb.catholic.edu.au

Toowoomba Community Centres  
Toowoomba-based community centres which provide referral services, information sessions, employment programs, seniors programs and a range of activities and services for adults and youth. The Centres also encourage CALD groups to use neighbourhood programs and facilities.

East Creek Community Centre  
P (07) 4639 2755  
E info@eastcreek.com.au  
W eastcreek.com.au

Harlaxton Neighbourhood Centre  
P (07) 4639 2868  
W hnc.org.au

Wilsonton Heights Neighbourhood Centre  
P (07) 4634 7642  
E theheights@bigpond.com

TRAMS English Connections  
TRAMS English Connections provides English conversation classes for adults wanting to improve their English. Classes cover topics aimed at learning skills for independence when living in Australia, as well as reading and writing. Limited transport and childminding are offered for caregivers and young children.
TRAMS Homework Clubs
TRAMS homework clubs support students from a refugee or migrant background with their homework. Homework clubs aim to provide the one-to-one support a parent might give their child with homework. A number of delivery options are available, including at our centre, in selected schools and in the home. Secondary students are given access to computers and the Internet when necessary to complete homework.

Hannah Belesky
CatholicCare TRAMS
123 Neil Street
Toowoomba 4350
P 1300 477 433
E trams@catholiccare.services
W catholiccare.services

4 COMMUNITY PARTICIPATION

4.1 COMMUNITY ASSOCIATIONS

Alliance Française de Toowoomba
PO Box 401
Toowoomba 4350
P 0400 280 690
E info@frenchtoowoomba.com
W frenchtoowoomba.com

Australian Filipino Christian Association
PO Box 128
Annan Street
Toowoomba 4350
Monthly newsletter editor
M 0408 776 442
E factinc@hotmail.com

Australian Lebanese Historical Society
Documents history of Lebanese settlement in Australia, including Toowoomba, Darling Downs and South West Queensland regions and the relationship of immigrants and their descendants to their new communities.

Gabrielle Saide
E gsaide@bigpond.net.au

Dr Anne Monsour
E monsvarg@optusnet.com.au

Bollywood Belles
Indian dancing classes and workshop classes in Indian folk, classical, semi-classical and Bollywood dancing for women. Workshop classes available for schools.

Preeti Parikh
8 Howard Street
Toowoomba 4350
P (07) 4635 8070
E preetiparikh06@gmail.com
W tims.org.au/bollywood-dancing
Cameroon Association in Toowoomba

Serge Kodja
M 0420 567 560
E Kodjaserge2000@yahoo.fr

Chinese Culture Club
The USQ Chinese Culture Club teaches Chinese, promotes Chinese culture, provides opportunities for members to take part in Chinese activities and focuses on improving cross-cultural communication.

Toowoomba online (English)
华人之家 (Chinese)
한국어의 방 (Korean)
भारतीय समुदाय (Hindi)

Olivia Huang
521 West Street
E chinesecultureclub2012@gmail.com
W facebook.com/ChineseCulturalClub

Clifton Filipino Association

Ernesto Dator
President
P (07) 4697 3632
E boyet_dator@yahoo.com.au

Cook Islands and Pacific Islands Community Darling Downs
Provides events for communities from Fiji, Tonga, Cook Islands, PNG, Solomon Islands and Samoa.

Reverend Eddie Dean
M 0402 169 021
E Maurima.hard@gmail.com
Facebook Pacific Islands Community Darling Downs

Darfur Community Association
Providing social events and activities for members of the Darfurian community.

Ahmed Altahir
M 0470 688 699

Darfur Women’s Group

Safia
15 Falconer Street
Gatton 4343
M 0402 309 353

Darling Downs Fijian Association
Cultural celebrations and activities.

Waqavuka Benito
E w_b_vat@yahoo.com

Drum Dance Belly Dance
Tribal belly dance, percussion workshops, festivals and functions.

Madonna
M 0438 324 237
W Drumdance.com.au
Dudu Zulu Drumming Group
Community-based African drumming group established in Toowoomba in 1994. Actively involved in the community, sharing the raw tribal rhythms of West Africa in performances and community support.

Heather Elwell
8 Aubigny Street
Toowoomba 4350
M 0418 634 933
E heartheath@gmail.com

Eritrean Community in Toowoomba
Community-based organisation that celebrates and shares Eritrean culture, social activities and friendship with residents in the Toowoomba region.

Mohamed Nour
M 0413 722 902
E nour_aladel@yahoo.com

Filipino Community of Toowoomba
Provides support for the Filipino Community of Toowoomba.

Tina
M 0402 440 899

Lita
P (07) 4630 8627

Gujarati Community
Celebrating culture and social events of the Indian State of Gujarat.

Yaju Mahida
P (07) 4631 2841
E mahida@usq.edu.au

Indonesian Community of Toowoomba Region

Imam Machfudi
E imam.machfudi@gmail.com
Facebook: Indonesian Community of Toowoomba Region

Islamic Association Lockyer Valley and Somerset Region

Regina Samkanu
M 0403 336 699

Italian Australian Welfare Association, Granite Belt
Provides support for Italian migrants living in the Stanthorpe and Warwick Districts.

Vince Catanzaro
PO Box 813
Stanthorpe 4380
P (07) 4681 3004
E iawa@flexi.net.au

Kooma-Didgeri Aboriginal Art and Dance Group
Sharing Aboriginal culture through songs and dance.

William Haupt
M 0423 687 903 or 0402 678 211
E Kooma_didgeri@hotmail.com
Liberian Community in Toowoomba
Provides activities and social networks for members of the Liberian community.
Kahim Zoduah
E Zoduahr@yahoo.com

Libyan Community in Toowoomba
Social support activities for the Libyan community in Toowoomba.
Jamal Fernana
E j_fernana@yahoo.co.uk

Malayali Association Toowoomba
Community group bringing together people from the southern Indian state of Kerala, which is rich in art, language and literature. The Malayali Association celebrates Keralan cultural art forms and traditions through exhibitions, activities and social gatherings.
Ranjeet Vadassery Jose
M 0449 130 373
E Ranjeet.jose@gmail.com

Malaysian Students Association
Persatuan Pelajar Malaysia.
Saudara Izham
W Malaysian Student Association, USQ, Toowoomba

Nepalese Association of Toowoomba
Open to all Nepalese people including migrants, students and their dependents. We strengthen and continue Nepalese cultural activities in Toowoomba and the surrounding region. See Facebook for sign up.
Amit Giri
PO Box 84
Darling Heights
Toowoomba 4350
E natoowoomba@gmail.com
E mati3454@yahoo.com
W natoowoomba.org

Papua New Guinea Students Association
Increases awareness and garners public support for students and families from PNG. Aims to unite the PNG community in Toowoomba.
E bally228@hotmail.com
W USQ Papua New Guinea Students Association

PEACE Positive Empathy and Community Engagement
PEACE, Positive Empathy and Community Engagement, everyday humanitarians who wish to not only discuss but to do – connecting community, building conversations and friendships. We are not politically or religiously aligned and come from all walks of life. We have no agenda other than peace, love and understanding. We hope to formulate ideas to assist refugees, asylum seekers, new arrivals, homeless, Indigenous peoples, the disenfranchised and any group that needs us, as humanitarians, to champion its cause.
Genevieve Allpass
19A Russell Street
Toowoomba 4350
M 0407 322 075
E peacepositive5@gmail.com
W facebook.com/peacefulhumans
Philippines Australia Cultural Society of the Darling Downs

J & R Asian Groceries
187 Hume Street
Toowoomba 4350
P (07) 4639 4067

Queensland African Communities Council
E qacc@qacc.com.au
W qacc.com.au

Saudi Students Association of Toowoomba

Mohamed AlShahrani
President
M 0477 634 026

Shenanigans Darling Downs Irish Club

Michael Morrison
PO Box 7510
Toowoomba South 4350
P (07) 4636 0296

Solomon Islands Lockyer Valley and Toowoomba Association

Michael Rietveld
M 0487 165 311
E michaelrietveld@yahoo.com.au

John Gamatia
M 0459 476 046
E jgamatia@yahoo.com.au

Sudanese Equatorial Women’s Association

Coordinates projects for refugee women from the Equatoria region of South Sudan, including driving lessons.

Lily Yokwe
M 0423 912 830

Southern Downs Refugee and Migrant Network

The Southern Downs Refugee and Migrant Network is a grassroots network of people concerned with the wellbeing of refugees and migrants on the Southern Downs. We are currently developing a schedule of activities and events, supported by working parties for advocacy, welcome and settlement and community engagement. English conversation classes are held on Tuesdays 12 pm to 2 pm and 5 pm to 7 pm at the Warwick Anglican Resource Room, 55 Albion Street, Warwick (access via Grafton Street). We hold quarterly Multicultural Friendship Picnics where all are welcome.

Emma Yates
M 0488 992 165

Kara Ekeberg
M 0422 035 022
St Mark’s Anglican Church
55 Albion Street
Warwick 4370
E sd.refugeemigrantnetwork@gmail.com
W facebook.com/sdrefugeemigrantnetwork
Thai Community of Toowoomba
Provides community support for Thai people living in Toowoomba.

Preecha Phonfrang
P (07) 4638 1363
E phonfrangpreecha@hotmail.com

Tongan Community

Jane Cocker
M 0431 550 900
E Jcocker74@live.com

Toowoomba African Multicultural Association
Coordinates events and cultural activities for Toowoomba’s African communities.

Faraja Kibombo
M 0470 387 566 or 0435 713 542
E toowoombaafrcian@gmail.com

Toowoomba Caledonian Society and Burns Club

Alison Broome
PO Box 20
Toowoomba 4350
E Alison.broome@bigpond.com

Toowoomba Choral Society Choral Chatter

Carl Gerritsma
PO Box 505
Toowoomba 4350
M 0488 305 204

Toowoomba International Multicultural Society
Services people from all cultural backgrounds, whether Australian-born or from overseas.

Gitie House
E ghouse@smartchat.net
W tims.org.au

Toowoomba Japanese Club
Provides a friendly informal environment for people wishing to learn or practise Japanese language and discover Japanese culture.

Jeff Brady
M 0458 395 924

Simone Mooketsi
M 0458 594 535
E simonem112@hotmail.com

Toowoomba Papua New Guinea Association
Providing cultural support events and activities for the PNG communities.

Kila Xavier
63 Wuth Street
Darling Heights
Toowoomba 4350
M 0475 357 512 or 04 229 773
E toowoombapngassociation@gmail.com
Toowoomba Sri Lankan Association
Celebrates Sri Lankan culture through social activities and events.

Asela Attanayake
M 0403 082 495
E aselardtri@yahoo.com

Chandana Kuruppu
M 0419 856 531
E chandanaus311@gmail.com

United West African Communities of Toowoomba
Association for West Africans in the region.

John Mansaray
P (07) 4639 6882
E mansaray2000@yahoo.com

USQ African Students Union
Supports African students studying at the University of Southern Queensland.

Kay Mudimu
M 0402 689 755
E ktmudimu@yahoo.com

WE Club
WE Club (Western and Eastern Multicultural Club) aims to provide a city information hub (communication), a multicultural exchange platform (integration) and a business incubation centre (development).

Tim Li
E weclub.co@gmail.com
W weclub.org

Women in Harmony Choir Toowoomba
Promotes peace and understanding between members and the wider community through song.

Elaine Coates
PO Box 1763
Toowoomba 4350
P (07) 4639 6080
E info@womeninharmonychoir.org
W womeninharmonychoir.org

4.2 COMMUNITY FESTIVALS

Dalby DelIGHTful and Delicious Festival
The Delicious and DeLIGHTful Festival is a multicultural food, entertainment and lantern festival that celebrates the diverse range of cultures in our area. The Dalby Welcoming Committee is made up of community groups, social, cultural and sports representatives and the Dalby Chamber of Commerce and Industry.

Beth Wood
Dalby Welcoming Committee
PO Box 663
Dalby 4405
E dalbyddffestival@gmail.com
W deliciousanddelightful.com.au
Flores de Mayo Festival
The Flores de Mayo (Flowers of May) Festival is traditionally held by the Filipino community of Toowoomba in the month of May.

Lita Hatherley
E lita.hatherley@gmail.com

Granite Belt Multicultural Festival
Diane Mitchell
Community Development Worker
Granite Belt Neighbourhood Centre Community Development Services
8 Corundum Street
Stanthorpe 4380
P (07) 4681 3777
F (07) 4681 4532
E cdscdw@halenet.com.au

Lockyer Multicultural Festival and Cricket Match
Festival aims at fostering community engagement and understanding of the diverse people of the Lockyer Valley. Held by Lockyer Valley Regional Council in collaboration with the Lockyer Multicultural Association.

Margaret Cole
Lockyer Multicultural Association
P (07) 5462 2645

Regional schools multicultural activities
Schools in the Darling Downs region run a wide range of social engagement events and activities for students from a culturally and linguistically diverse background. Contact your local school for information.

Stanthorpe Apple and Grape Harvest Festival Association
Trevor Fitness
PO Box 338
Stanthorpe 4380
P (07) 4681 4111

Toowoomba Languages and Cultures Festival
Celebration of cultures and languages within the region held each August in Queens Park. Includes schools and cultural displays, performances, information stalls and gifts and foods from around the world.

Toowoomba Regional Council
P 131 TRC (131)

Toowoomba International Multicultural Society
E admin@tims.org.au

Warwick Peace Festival
Diversity festival expressing the goodwill of the community, including the many individuals and groups who embrace the opportunity to contribute. Each festival theme is decided in a community meeting and reflects a positive approach to a recognised community need.

Ruth Power
Peace Festival Coordinator
P (07) 4661 5420
E info@peacefestival.org.au
W peacefestival.org.au
4.3 FAITH AND INTERFAITH GROUPS

Arise All Nations to the Kingdom Church
Sudanese-Arabic Christian Congregation.
**Pastor Eloum Tiya**
E etholyspirit@hotmail.com

Daystar Community Church
Fijian and also mixed congregation.
**Pastor Inoke Leqeta**
E ileqeta@hotmail.com

Garden City Mosque
Building faith and finding peace. The Islamic Society of Toowoomba, established in 1994, is a member of the Islamic Council of Queensland and welcomes everyone to the Toowoomba Mosque to worship Allah.
217 West Street
Toowoomba 4350
**Professor Shahjahan Khan**
Islamic Society of Toowoomba
PO Box 336
Darling Heights
Toowoomba 4350
P +61 421 081 048
E info@gmail.com
W isot.net.au

Greek Orthodox Community of Toowoomba and the Darling Downs
**Zoe Dionissiou**
PO Box 1094
Toowoomba 4350
P (07) 4630 3090

International Discipleship Ministries
Ministering to the Congolese community.
**Pastor Thierry Kalenga**
M 0469 787 997
E Thierry.Kalenga@gmail.com

Islamic Interfaith and Multicultural Association of Toowoomba
The Islamic Interfaith and Multicultural Association of Toowoomba welcomes everyone to learn more about Islam and Muslims in this region, to strengthen the relationships and interactions between neighbouring communities and share with the people of Toowoomba Islamic values and cultures.
**Syed Ghazaly Al-Qudsi**
M +61 452 268 031
E syedghazaly@yahoo.com

Ministry Church of Reconciliation
Provides ministry for African Australian communities.
**Pastor Fidele**
P 043 540 8392
E ornhaafrique@yahoo.fr
Multifaith Multicultural Centre, Pure Land Learning College Association
Strengthens social cohesion, promotes greater social trust among the diverse multicultural and multifaith communities and encompasses interfaith harmony, via training, learning and engagement. Activities include forums, workshops, dialogues, exchange visits, friendship dinners and harmony tours.

Muhammed Haniff Abdul Razak
57 West Street
Toowoomba 4350
P (07) 4659 8054
M 0424 620 072
E haniff.abdulrazak@gmail.com
W interfaith-harmony.org
Facebook MMC Toowoomba

Spiritual Assembly of the Bahá’ís of Toowoomba Region
Nura Behja
P (07) 4635 0313
E Toowoomba@qld.bahai.org.au

5 LANGUAGE INDEPENDENCE
The Queensland Language Services Policy outlines the Queensland Government’s commitment to using interpreters and translated information to improve access to the full range of government and government-funded services for people with difficulty communicating in English. Clients should never pay for an interpreter when accessing services or services funded by the Queensland Government. Queensland Government agencies arrange and pay for an interpreter and incorporate provision for meeting language needs.

Afghan Women’s English Conversation Group
Learning English for Afghan women.
Margaret Cole
M 0457 343 622
E oldcoles@iinet.net.au

Alliance Française de Toowoomba
PO Box 401
Toowoomba 4350
M 0400 280 690
E info@frenchtoowoomba.com
W frenchtoowoomba.com

Centrelink Phone Business in Languages Other Than English
Services Centrelink customers who prefer to use a language other than English by enabling them to conduct business over the phone or make an appointment with Centrelink.
P 13 12 02
W centrelink.gov.au

Conversations in English Chinchilla
Conversations in English Chinchilla is a local charity program of the Chinchilla Family Support Centre, in cooperation with the Chinchilla Library. We help migrants practise their English as a second language, build their self-confidence and make friends for a successful quality of life in Chinchilla and Australia. We are currently developing ties with Toowoomba, Dalby, Miles and Tara.
Zita Stark
Group Leader Conversations in English
English as an Additional Language or Dialect Teachers

EAL/D teachers and staff from Education Queensland are available to support students from diverse cultural backgrounds for whom English is an additional language or dialect and who have recently arrived in Australia.

Kath Symmons
Head of Department (Acting) EAL/D
Darling Downs South West Queensland
Education Queensland
P (07) 4639 9125
E ksymm1@eq.edu.au
W education.qld.gov.au

English Language, Culture and Training Programs

Rowena Turton
Open Access College
University of Southern Queensland
West Street
Toowoomba 4350
P (07) 4631 1783
F +61 7 4631 2434

Languages Australia

Foreign language education for children 0 to 18 years and includes over 250 bilingual playgroups; over 120 preschools who teach a foreign language and bilingual story-time options; a list of primary and secondary schools and their foreign language focus and a list of after-school options and Saturday schools.

Karen Nejad
M 0422 031 431
E karen@languagesaustralia.com.au
W languagesaustralia.com.au

Library and Cultural Services

Helps new arrivals practise speaking English and improve communication in a small, friendly group on weekday afternoons at the Toowoomba City Library.

Karen Suhl
Coordinator Special Needs
Toowoomba Regional Council
Toowoomba 4350
P (07) 4688 6670
F (07) 4631 9145
E Karen.Suhl@tr.qld.gov.au
W toowoombarc.qld.gov.au

Meet, Share and Learn

Mums group in Gatton: (Sudanese Arabic), Filipino, Spanish, Afghan (Farsi).

Robyn Olive
P (07) 5462 2675
E rolive@bne.catholic.edu.au
Modern Languages Teachers Association Queensland (Darling Downs)
Teachers and student teachers in the region's primary, secondary and tertiary sectors promoting languages and cultures.

**Ann Dashwood**
P (07) 4631 1806
E Ann.Dashwood@usq.edu.au
W mltaq.asn.au

**MultiLink Interpreting Services**
MIS is a social enterprise initiative providing up to 200 accredited interpreters, translators and language support workers in 80 world languages.
P (07) 3808 4463
W multilink.org.au

**ONCALL Interpreters and Translators**
ONCALL accesses over 5,500 NAATI (National Accreditation Authority for Translators and Interpreters) accredited interpreters and translators in Australia.
P (07) 3018 0333
W oncallinterpreters.com

**Queensland Interpreter Card and National Interpreter Symbol**
Aims to help people with limited English proficiency to access an interpreter when using government services. The Queensland Interpreter Card can assist clients when requesting an interpreter. Of similar size to a credit card, the card features an area to write the name of the language required. Cards are distributed to Queensland government agencies, community groups and non-government organisations for distribution to their clients who are not fluent in speaking English. To order free copies of the Queensland Interpreter Card, contact:
P 13 QGOV (13 74 68)
E cdq@datsima.qld.gov.au

**Queensland Interpreting and Translating Services**
QITS is a Brisbane-based company that supplies interpreters and translators for assignments across Australia.
P (07) 3835 3777
E mail@qits.com.au
W qits.com.au

**Translating and Interpreting Services National**
TIS National provides information about Language Services Policy, interpreting services for non-English speakers, telephone interpreting, translation services, AUSLAN interpreting, Queensland Interpreter Card, National Interpreter Symbol.
P 131 450
W tisnational.gov.au

**University of Southern Queensland**
Offers English language programs to refugees and migrants to help them prepare for entry into a degree and also provides general and academic support while they are studying.

**Robyn Pigozzo**
Associate Director (Operations)
Open Access College
University of Southern Queensland
West Street
Toowoomba 4350
6 FAMILIES AND HEALTH

Alzheimer’s Australia (Qld)
Alzheimer’s Australia (Qld)’s vision is for a society committed to the prevention of dementia, while valuing and supporting people living with dementia. We provide leadership, education and support for people with dementia, their families and carers, as well as raising awareness and understanding of dementia in the broader community.

Deborah McLachlan
Toowoomba Dementia Support Centre
241 Bridge Street
Toowoomba 4350
P (07) 4564 8893; (07) 3895 8266
E qld.general@alzheimers.org.au
W qld.fightdementia.org.au

Arafmi Toowoomba Hub Mental Health Carers
Arafmi support friends, family and carers of people living with a mental illness. We facilitate informal support groups, provide one-to-one counselling support, education programs and training regarding mental illness and to help family, friends and carers to understand and provide emotional and/or practical support to their loved ones. Arafmi also provides overnight and day respite for family, friends and carers.

Vivien Dunlop
27 Blue Hills Drive
Rangeville 4350
P (07) 4687 7771
E toowoombamanager@arafmiqld.org
W arafmiqld.org

Breast Screen Queensland Toowoomba Service
Jessica Hobbs
P (07) 4616 6416
W health.qld.gov.au/breastscreen

CALD and Disability
Assisting culturally and linguistically diverse people and their families to access the National Disability Insurance Scheme.

Lalita Lakshmi
Multicultural Engagement Worker (NDIS)
(Monday to Wednesday)
AMPARO Advocacy Inc.
53 Prospect Road
Gaythorne 4051
PO Box 2065 Brookside Centre 4053
P (07) 3354 4900
F (07) 3355 0477
E lalita@amparo.org.au
W amparo.org.au
Carers Queensland CALD Program
Assisting culturally and linguistically diverse people and their families to access Home and Community Care (HACC) services.

Sally Hewes
Multicultural Services Coordinator
907 Ruthven Street
PO Box 7011
Toowoomba South 4350
P (07) 4635 8379
M 0457 736 233
E shewes@carersqld.asn.au
W carersqld.asn.au

Chatterbugs Accent Modification
Helps clients to change speech pronunciation and accent causing difficulty in communicating in employment, education and everyday life activities. Individual and group services are available by appointment. Fees apply.

Rachel Tosh
Certified Practicing Speech Pathologist
515A Ruthven Street
Toowoomba 4350
M 0400 207 224
E chatterbugs@gmail.com
W chatterbugs@gmail.com

Community Development Services Stanthorpe
Community development programs including family and youth services. The organisation provides services within the Granite Belt area of the Southern Downs Regional Council. Organisations and services auspiced by CDS include the Granite Belt Neighbourhood Centre, Kids Korner (occasional child care centre), Stanthorpe Family Day Care and Mental Health Support Group. Services provided by CDS include an emergency relief, advocacy, domestic violence information and referral service and a community resource library. Drug Arm and legal services also operate from our premises.

Nicola Fisher
Youth Development Worker
E youth@communityds.org.au

John Mahoney
Family Support Worker
E cdsfsw2@halenet.com.au

Diane Mitchell
Community Development Worker
E cdw@communityds.org.au

Lee Stroud
Family Support Worker
E cdsfsw@halenet.com.au

Fiona Sweet
Community Social Worker
E socialwork@communityds.org.au
P (07) 4681 3777
W granitenet.com.au
Darling Downs and West Moreton Primary Health Network

The Darling Downs and West Moreton Primary Health Network aims to increase the efficiency and effectiveness of medical services for patients, particularly for those at risk of poor health outcomes, and improve coordination of care to ensure patients receive the right care in the right place at the right time.

Anne-Marie Donovan
Refugee Health Program Coordinator
145 Taylor Street
PO Box 81
Toowoomba 4350
P (07) 4615 0900
F (07) 4615 0999
M 0407 922 253
E anne-marie@ddwmphn.com.au
W ddwmphn.com.au

Dial a Home Doctor: after hours bulk billing in your home

Dial a Home Doctor in the Toowoomba Region. We are a Medicare 100 per cent bulk-billed out-of-hours doctor service in Toowoomba. To avoid sitting in the emergency department or the main bulk billing clinic in town for hours on end, phone us to make a booking.

Phone 13 99 99 to book an appointment. Book on line at dahd.com.au for that evening and a doctor will visit you in your own home. Our service also provides patients’ doctors with consultation notes the following day, to keep medical records up to date.

Diversicare Transport Service Toowoomba

Transport service to eligible HACC clients from culturally and linguistically diverse backgrounds in the Toowoomba area. The service assists CALD and non-CALD residents 65 years and over to maintain their independence and wellbeing. We provide both one way and return trips door-to-door for a small contribution. We also provide the Community Visitors Scheme.

Lyn Santillan
Diversicare
241 Bridge Street
Newtown 4350
PO Box 9522
Wilsonton 4350
P (07) 4632 9417
M 0448 220 281
E transport@diversicare.com.au
W diversicare.com.au

Domestic Violence Action Centre

The Domestic Violence Action Centre is a satellite domestic violence service based in Toowoomba and provided by the Domestic Violence Action Centre, Ipswich. The service operates within the areas of Toowoomba and the Darling Downs, with outreach services to Warwick and Stanthorpe. We have two domestic violence practitioners in our team who can provide counselling, crisis support, safety planning, information, advice and referral and advocacy and support with protection orders. We are based in Toowoomba at Mercy Community Services. Support is available face-to-face or via the phone.

Domestic Violence Action Centre
9 am to 5 pm Monday to Friday
P (07) 4617 7670
E infotwba@dvac.org.au
East Toowoomba Clinic
General medical services. Practice hours Monday to Friday 8.00 am to 5.30 pm. Closed Saturday and Sunday.

Dr Pungu Mwilambwe
General practitioner speaking Lingala and French
70 Margaret Street
Toowoomba 4350
P (07) 4632 3025
W Margaret Street Medical Practice

Eye–Care We–Care Vision Clinic for Migrant and Refugee Families
Eye–Care We–Care Vision Clinic provides free eyesight screening for low income migrant and refugee families. The Clinic is a partnership program of Essilor Vision Foundation and Mercy Community Services Toowoomba. Free prescription spectacles are provided by Essilor Foundation if an eyesight test identifies that these are needed. For an appointment, please contact the Cultural Diversity Hub at Mercy Community Services.

Hollie MacDonald
Client Support Officer
Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
Fatima Centre
104 South Street
Toowoomba 4350
P (07) 4617 7600
E hollie.macdonald@mercycs.org.au
W mercycs.org.au

Family and Child Connect Toowoomba and Roma
Family and Child Connect will help you with options to develop better parenting skills and manage child behaviour, build better relationships between family members, deal with violence in the home, budget and manage money, manage alcohol, drug or gambling problems and access community or government services.
P 13FAMILY (13 32 64)
104 South Street
Toowoomba 4350
35 Queen Street
Roma 4455

Family Day Care Queensland
Provides family day care support to local services, service users and educators by strengthening networks, providing resources, advice, representation and advocacy, delivering programs and sponsoring services.

Juanita Begley
Project Officer (Monday, Tuesday and Friday)
Professional Learning and Resource Support Team
7/20 Smallwood Place
Murarrie 4172
PO Box 579
Cannon Hill 4172
P (07) 3399 3737 ext. 105
F (07) 3399 1357
W fdcqld.org
Family Planning Queensland
Sexuality and relationships, health, clinical and education services. Doctors and nurses provide contraception, STI screening and sexual health screening. Educator provides sexuality and relationship education to students, parents, people with a disability and other community groups.

Robyn Kavanagh
P (07) 4632 8166
E twbeducation@fpq.com.au
W fpq.com.au

Family Support Program Warwick
An early intervention program for families with children in the 0 to 5 year age group. This service provides in-home support to parents, individual support to children aged 0 to 5 years and parent group programs. The service aims to improve family functioning with a focus on the education readiness of the child for school.

Joanne McKinnon
Project Coordinator Family Support Program
Guy Street
Warwick 4370
P (07) 4661 9975
F (07) 4661 1158
M 439 456 529
E jmckinnon@redcross.org.au
W redcross.org.au

Headspace Toowoomba
We help young people, 12 to 25 years, who are going through a tough time and need help with general health issues; overcoming schooling and friendship difficulties; help with sexuality, identity and relationships issues; mental health and counselling support; alcohol and drug use and education and employment services.

Clinical Centre Manager
1 Snell Street
PO Box 2397
Toowoomba 4350
P (07) 4639 9000
W headspace.org.au

Healthy Living for Every Culture
Free six-week courses to learn about healthy foods available in Australia, how to avoid diet-related chronic diseases (such as obesity and type 2 diabetes) and how to live a healthier lifestyle. Courses include attending weekly two-hour sessions which involve a short lesson, followed by cooking a simple recipe and eating together. Participants are also welcome to share ideas about favourite traditional recipes! Courses are delivered in English, but are suitable for those who do not speak English as their first language.

Christine Steele
Life Skills Officer
Australian Red Cross
M 0467 773 328
E csteel@redcross.org.au

International Friendship Program, University of Southern Queensland
Introduces international students to local individuals and families, with mutual benefits for international students and Toowoomba community members and their families.
P (07) 4631 2834
E clearyr@usq.edu.au
W usq.edu.au
Kobi House Refugee Health
Provides health screening and monitoring for migrants and refugees.

Heather Roberts
Refugee Health Nurse
Toowoomba Base Hospital
Peachey Street
Toowoomba 4350
P (07) 4616 6446
E Heather_Roberts@health.qld.gov.au
W health.qld.gov.au

Mental Illness Fellowship Queensland
MIFQ is a specialist provider of programs and services for people living with a mental illness and their families and carers. We work alongside people to support them to live the life of their choice and to feel accepted in the community. We work across metropolitan, regional and rural areas in Queensland.

Julie Crosbie
Regional Manager
2/5 Mill Street
Toowoomba 4350
P (07) 4632 0788
E Toowoomba@mifq.org.au
W mifq.org.au

Mercy Community Services Toowoomba and Warwick
Our regional multicultural and settlement programs support migrant and refugee families. Our services also include foster care and kinship care programs for children and young people in south-east Queensland who are unable to live at home because of child protection concerns. We recruit and support members of the community who take on the invaluable role of foster carers. Our counselling programs are staffed by a multidisciplinary team of social workers and psychologists.

Mercy Community Services Toowoomba and Warwick
104 South Street
Toowoomba 4350
PO Box 11104
Centenary Heights 4350
113 Percy Street
Warwick 4370
P (07) 4617 7600
F (07) 4635 1550
E toowoomba.admin@mercycs.org.au
W mercycs.org.au

Mi Networks
Mi Networks is a national mental health information and referral service, connecting you to an experienced mental health worker, who can answer your questions, provide information and link you to services in your local community. This is a free, confidential service that can be accessed from anywhere in Australia.

Mary-Anne Quilter
Mental Health Fellowship of Australia
Cnr Gilchrist Avenue and Herston Road
Herston 4006
M 1800 985 944
E mary-anneq@mifq.org.au
W minetworks.org.au
Multicultural Mental Health

Shane Brennan
Acting Advanced Social Worker
Rehabilitation and Recovery Centre
Division of MHAODS
Darling Downs Hospital and Health Service
Toowoomba Base Hospital
Baillie Henderson Hospital Campus
1 - 57 Hogg Street, Toowoomba 4350
P (07) 4699 8959
F (07) 4699 8805
M 0408 870 611
E Shane.Brennan@health.qld.gov.au
W Darling Downs Hospital and Health Service

Playgroup for Migrant and Refugee Children
This free program helps parents from diverse backgrounds to realise the importance of early childhood education. We can provide support to enrol in day care kindy programs and are also able to provide $50 fuel vouchers each quarter to assist families to attend playgroup.

Family Intervention Team
Lifeline Darling Downs and South West Queensland
P (07) 4699 1667

Queensland Council of Social Service
Provides a voice for and with Queenslanders affected by poverty and inequality and leads on issues of significance to the social, health and community sectors statewide.
P (07) 3004 6910
PO Box 3786
South Brisbane 4101
W qcoss.org.au

Queensland Program of Assistance for Survivors of Torture and Trauma
Provides trauma counselling support for newly-arrived refugees, longer-term entrants and young people aged 12 to 24 years.
Beth Wagland
166A Hume Street
Toowoomba 4350
PO Box 6254
Fairfield 4103
P (07) 4632 1500
F (07) 3391 6388
M 0439 333 750
E BethWagland@qpastt.org.au
W qpastt.org.au

Rain Tree Project, Kath Dickson Family Centre
Provides support to parents from Australian, refugee and culturally and linguistically diverse backgrounds and offers mothers the chance to come and share, solve problems and exchange information on parenting in a relaxed, friendly and safe environment. Parents can also access a Child Health Clinic and other workshops. Gives members opportunities to practise their English. Interpreters are available where required.
P (07) 4633 8409
Relationships Australia
Provides relationships counselling and family disputation resolution services and family violence prevention programs.
Second Floor, 477 Ruthven Street
Toowoomba 4350
P (07) 4638 4700
M 0419 013 844
W raq.org.au

St Vincent de Paul Society Family Support Centre
Provides assistance with food, clothing and furniture for families and individuals. Phone for a home visit. Clients do not have to be a Centrelink recipient but proof of income may be required. Open Monday to Friday 9.30 am to 12 pm and 1 pm to 2.30 pm.
Vicki
4 Julia Street
Toowoomba 4350
P (07) 4699 5200
E charity.tba@svdpqltd.org.au
W vinnies.org.au

Toowoomba Regional Council Customer Service Centres
With your enquiry, please ring our Call Centre on 131 872. You can also visit a customer service centre near where you live. Clifton (95 King Street); Crows Nest (25 Emu Creek Road); Goombungee (89 Mocatta Street); Greenmount (54 Hodgson Street); Highfields (Community Court); Millmerran (2/16 Campbell Street); Oakey (64 Campbell Street); Pittsworth (85 Yandilla Street); Toowoomba (4 Little Street).

7 LEGAL, POLICE AND EMERGENCY SERVICES

Financial Counselling, Lifeline Darling Downs and South West Queensland
Provide services including negotiating with clients’ creditors and debt collectors, advocating with government and non-government organisations on their behalf, explaining what clients can do with bills and available options and assisting clients with budgeting and organising financial information. Service is independent, fee-free and not subject to qualifying criteria.
Bill McNaughton
M 0457 844 089
E wmcnaughton@lifelinedarlingdowns.org.au
W lifelinedarlingdowns.org.au

Mary McLean
Financial Counsellor
Lifeline Darling Downs & South West Queensland
33 Russell Street
Toowoomba 4350
P 1300 991 443
E marym@lifelinedarlingdowns.org.au

Hayes Australia Migration and Visa Services
Migration advice from a registered migration agent specialising in refugee and humanitarian family reunion visas, partner and prospective marriage visas, child visas, orphan relative visas, carers visas, student visas and permanent residency for former students. Initial consultation is free. Fees apply for subsequent consultations.
Shirley Hayes  
PO Box 405  
Drayton North 4350  
M 0406 248 258  
E shayes@hayesaustralia.com.au  
W hayesaustralia.com.au

Legal Aid Toowoomba  
Provides access to justice for disadvantaged Queenslanders through information, advice and representation.

Darren Lewis  
P (07) 4615 3678  
E dlewis@legalaid.qld.gov.au  
W legalaid.qld.gov.au

Mediationworks  
The Dispute Resolution Branch offers mediation and facilitation services to help resolve disputes. We can help with issues involving neighbourhood, community, family, commercial, environmental and workplace disputes.

Department of Justice and Attorney-General  
P South Queensland 1800 017 288  
W justice.qld.gov.au/mediation

Police Ethnic Advisory Group  
Advises on issues relating to cultural diversity and contributes to the promotion and maintenance of harmonious relations between police and ethnic communities.

Tony Rehn  
Crime Prevention Officer Southern Region  
Queensland Police Service  
P (07) 4631 6755  
E Rehn.Anthony@police.qld.gov.au  
W police.qld.gov.au

Alexander Singleton  
S/Constable 17443  
OIC Wilsonton Shopfront  
P (07) 4616 1322  
E Singleton.AlexanderR@police.qld.gov.au  
W police.qld.gov.au

Queensland Fire and Emergency Services  
Queensland Fire and Emergency Services (QFES) is the primary provider of fire and emergency services in Queensland. Maintained by a combination of Rural Fire Service Queensland volunteers, State Emergency Service volunteers and permanent and auxiliary firefighters, QFES aims to protect person, property and the environment through the delivery of emergency services, awareness programs, response capability and capacity (preparedness), and incident response and recovery for a safer Queensland.

Tracey Brown  
Community Engagement Officer  
Queensland Fire and Emergency Services South West Region  
Suite 2, 13 Kitchener Street  
PO Box 2755  
Toowoomba 4350  
P (07) 4616 1907  
M 0418 207 737  
E tracey.brown@qfes.qld.gov.au
Queensland Police Cultural Advisory Unit

The Unit’s mission is to promote and maintain effective relationships between members of the Queensland Police Service and multicultural and Indigenous communities based on open communication, mutual understanding, respect, tolerance and trust, as well as to promote understanding within the Queensland Police Service of cultural diversity in contemporary Australian society, through input into recruitment, education, training, policy development and procedures. The Cultural Advisory Unit’s primary role is policy and program development. Any queries relating to operational matters should be referred to local police or regional Cross Cultural Liaison Officers throughout the state.

P (07) 3364 3934
W police.qld.gov.au

Refugee and Immigration Legal Service

RAILS is a not-for-profit community legal centre specialising in refugee and immigration law. RAILS provides free legal advice and assistance to disadvantaged people. Free immigration law advice is provided every Monday and Wednesday evening. RAILS Evening Advice Clinics are staffed by volunteer migration agents with support staff. RAILS service is by appointment only.

RAILS
Level 1, 170 Boundary Street
West End
Brisbane 4101
P (07) 3846 9333 Monday to Friday
W rails.org.au

Regional Crime Prevention

Aims to enhance the quality of life and wellbeing of all people in Toowoomba by contributing to making the region a safe and secure place, improving the confidence and trust of the community and making people feeling safer at home and in the community.

Tony Rehn
Crime Prevention Officer Southern Region
Queensland Police Service
P (07) 4631 6755
E Rehn.Anthony@police.qld.gov.au
W police.qld.gov.au

Social Justice Commission

Promotes interfaith respect and understanding as well as research with people from refugee and migrant backgrounds.

Dr Mark Copland
Executive Officer
P (07) 4613 0895
E mark@twb.catholic.org.au
W tsj.org

Toowoomba Community Legal Service Hotline

The Toowoomba Community Legal Service Hotline runs five days a week and a solicitor is on hand to provide advice and referrals. The hotline deals with both complex and non-complex matters. It may be as simple as what does this question mean on a divorce application or as complex as papers served from the Magistrates Court, or it may be correspondence from another solicitor about your children. The hotline operates from 9 am to 4.30 pm Monday to Thursday and 9 am to 4 pm on Friday.

P 1800 272 596
Toowoomba Migration Advice Clinic

The Toowoomba Migration Advice Clinic (TMAC) provides free refugee and immigration legal advice and is a partnership service of Mercy Community Services Toowoomba and Refugee and Immigration Legal Service. Two clinic days operate each month with advice provided by a qualified solicitor. TMAC also provides free information sessions about immigration law in community languages. Bookings are essential. Contact the Cultural Diversity Hub at Mercy Community Services to make an appointment.

Hollie MacDonald
Client Support Officer
Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
104 South Street
Toowoomba 4350
P (07) 4617 7600
F (07) 4635 1550
E hollie.macdonald@mercycs.org.au
W mercycs.org.au

8 YOUTH AND OLDER PEOPLE

Diversicare Transport Service Toowoomba

Transport service to eligible HACC clients from culturally and linguistically diverse backgrounds in the Toowoomba area. The service assists CALD and non-CALD residents 65 years and over to maintain their independence and wellbeing. We provide both one way and return trips door-to-door for a small contribution. We also provide the Community Visitors Scheme.

Lyn Santillan
Diversicare
241 Bridge Street
Newtown 4350
PO Box 9522
Wilsonton 4350
P (07) 4632 9417
M 0448 220 281
E transport@diversicare.com.au
W diversicare.com.au

Downs Industry Schools Cooperation

Aims to help young people to develop resilience and self-confidence and develop strategies to overcome barriers to participation and engagement. Works across schools in the Toowoomba and Darling Downs areas. Undertakes activities with schools and other agencies and works with ‘highly at risk’ young people to improve their chances of remaining in a formal learning environment and of post-school success.

Nilisa Allen
Program Manager
129 James Street
PO Box 1353
Toowoomba 4350
P (07) 4638 3088
W disco.org.au

Ipswich Community Youth Service

17 Thorn Street
Ipswich 4305
Leslie Dam Recreation Camp
Catering for camps, retreats and professional development activities for all communities, including larger group numbers, with programs designed around specific needs.

Paul Taylor
YMCA Leslie Dam Manager
587 Leslie Dam Road
Warwick 4370
P (07) 4661 9575
M 0448 001 607
E paul.taylor@ymca.org.au

Myall Youth and Community Network Centre
Rebecca Lee
Centre Support Officer
Myall Youth and Community Network Centre Inc.
Cnr Warrego Highway and Nicholson Streets
PO Box 305
Dalby 4405
P (07) 4662 0152
E admin@mycnc.com.au
W www.mycnc.com.au

Police Citizens Youth Club
Provides sports and fitness programs, before and after school care, vacation care and leadership program. Everybody welcome.
219A James Street
Toowoomba 4350
P (07) 4632 8316
W pcyc.org.au/toowoomba

SportConnect
SportConnect aims to connect young adults from refugee-background communities and local sporting groups and associations. We work with young adults, parents and leaders from refugee-background communities, sporting groups and athletes and agency workers from the sport, health and recreation sectors. We provide sport orientation forums, intercultural networking activities and brief solution-focused casework.

Charles Kitapindu
SportConnect Coordinator
Mercy Community Services Toowoomba and Warwick
Fatima Centre
104 South Street
Toowoomba 4350
P (07) 4617 7600
E charles.kitapindu@mercycs.org.au
W mercycs.org.au

Toowoomba Youth Service
Provides services for young people and parents; emergency relief for young people aged 14 to 17 years; case management, counselling and support, mediation and advice and referral; juvenile crime prevention programs; 24-hour youth crisis shelter, Gateway House, at 26 Stephens Street Toowoomba.
University of the Third Age, Granite Belt
Conversation classes in Italian and German.
PO Box 250
Stanthorpe 4380
E u3agb@granitenet.com.au
W granitenet.com.au

Youth Connect, Toowoomba Regional Council
Works with the region’s young people (including CALD youth) to develop and deliver free workshops and activities across the region. Provides resources to regional community groups to support them in the delivery of community activities. Works with local and state organisations to map youth issues and opportunities and advocate on behalf of these services and young people.

Rebecca Schroder
Community Development Officer – Youth
Toowoomba Regional Council
P (07) 4688 6456
M 0419 650 373
E Rebecca.Schroder@tr.qld.gov.au
Facebook YouthConnectTRC

Youth Development, Southern Downs Regional Council
Hailey Cosh
Youth Development Officer
PO Box 26
Warwick 4370
P (07) 4661 0404
F (07) 4661 0333
E Hailey.Cosh@southerndowns.qld.gov.au

YWCA Queensland
Supports those in critical times in their life to develop the skills and knowledge they need to create their own best futures. Offers community housing, accredited and non-accredited training, disability support and social, life and leadership workshops for young girls 9 to 14 years.

112 Mary Street
Toowoomba 4350
P (07) 32303410
E administration@yq.org.au
W ywca.org.au

9 HOUSING

Home and Community Care and Supported Housing
Provides interpreter services for information to CALD communities.

Natasha Ballinger
Toowoomba Regional Council Service Centre
Home and Community Care Service Development Darling Downs

Provides basic support services for the frail aged, younger disabled people and their carers (including home maintenance and minor home repairs) and housing assistance for eligible clients, via the HACC state and commonwealth-funded initiative.

**Lyn Maher**
HACC Regional Officer
P (07) 4699 8724
E lyn_maher@health.qld.gov.au

Housing Connect Hub Information

**Helen McGrath**
Coordinator, Toowoomba Housing Connect
Operations, Housing and Homelessness Services
Department of Housing and Public Works
M 0475 943 149
E helen.mcgrath@hpw.qld.gov.au
W hpw.qld.gov.au

The Advocacy and Support Centre TASC NATIONAL

TASC NATIONAL provides a range of free legal, advocacy and social services advice and support to the vulnerable and marginalised members of our community: people who are at risk, have disabilities (physical and/or mental), have mental illness or who might not otherwise have a voice in our community.

**Philippa Whitman**
CEO and Principal Solicitor
TASC NATIONAL Head Office
223 Hume Street
PO Box 594
Toowoomba 4350
P (07) 4616 9700
F (07) 4616 9777
60 South Street
Ipswich 4305
P (07) 3812 7000
F 907) 3812 7700
96 Arthur Street
Roma 4455
P (07) 4523 6600
F (07) 4616 9777
E reception@tascnational.org.au
W tascnational.org.au

Toowoomba Youth Service Crisis Shelter

Offers short term accommodation for up to five homeless young people aged 14 to 17 years, including live-in supervisors, meals, basic material needs, counselling, support and follow-up and assistance in living skills. Also outreach support, family mediation and family support, juvenile crime prevention and emergency relief.
P (07) 4639 2740
10 VENUES AND FACILITIES

Community groups wishing to book venues will be asked for a letter of incorporation and a copy of their public liability insurance by the venue owners. Groups that are not incorporated may be able to book venues through an incorporated community group who will provide a letter with their incorporation and insurance details. Groups from African-background communities who are not incorporated can become members of the Queensland African Communities Council (QACC) and as members of QACC be provided with the required letter of incorporation and insurance details. (See QACC details in this Directory.)

CatholicCare TRAMS
No cost to CALD groups. For small group meetings only (up to 30 people). Not available for social functions.

Hannah Belesky
CatholicCare TRAMS
123 Neil Street
Toowoomba 4350
P 1300 477 433
E trams@catholiccare.services
W catholiccare.services

Doctor Price Room
No cost to local community groups. Must provide copies of certificate of incorporation and $10 million public liability insurance. Two-hour limit time for meetings. Bookings in advance. Tea and coffee facilities. No disabled access. Contact Toowoomba City Hall reception desk in main entrance.

Little Street
Toowoomba 4350

Empire Church Theatre
Cost $400 (community rate) per half day (6 hours). Holds large crowd. Car parking opposite.

56 Neil Street
Toowoomba 4350
P (07) 4698 9900

Gateway to Training Goondiwindi
Conference room seats up to 120 people.

Esme Cairns
15–21 Russell Street
Goondiwindi 4390
P (07) 4671 2258
E esme@gttc.com.au

Goondiwindi and Waggamba Community Cultural Centre
This facility can cater for a wide range of functions with a main hall, meeting rooms, foyer, kitchen, bar area, stage and beautiful grounds suitable for any outdoor occasion.

Cnr Russell and Short Streets
Goondiwindi 4390
P (07) 4671 7400
E mail@grc.qld.gov.au

Groom Park Hall: Groom Park Hall Association
Lorraine Brown
P (07) 4634 3100
Immunisation Clinic, Toowoomba Regional Council
Little Street, Toowoomba. No cost. Bookings through:

Roberto Garcia
Community Development Officer – Multicultural
Toowoomba Service Centre
Toowoomba Regional Council
P (07) 4688 6300
M 0457 590 606
E roberto.garcia@tr.qld.gov.au
W toowoombarc.qld.gov.au

Jacaranda Room Grand Central Shopping Centre
No cost to local community groups. Must provide letter of incorporation. Holds up to 300 people. Large parking area at shopping centre and available weekday hours. Book through Grand Central Office below the cinemas.

Laurel Bank Park Hall
Hall located at 50 Hill Street Toowoomba. Hire fee to be paid for permanent and recurring meetings. Located in Laurel Bank Park, which is on the corner of Herries and West Streets, Toowoomba. Bookings through:

Toowoomba Wilsonton Lions Club
M 0428 153 273
E toowoomba-wilsonton@lionsq3.org.au

Myall Youth and Community Network Centre
Day room hire.
Cnr Drayton and Nicholson Streets
Dalby 4405
P (07) 4662 0152
E mycnc@bigpond.com

Newtown Hall
Toowoomba Wilsonton Lions Club
M 0428 153 273
E toowoomba-wilsonton@lionsq3.org.au

Newtown Rose Cottage Hall: Friends of the State Rose Garden
Lesley
M 0406 172 120

Queensland College of Wine Tourism
Conference Facilities
22 Caves Road
Stanthorpe 4380
P (07) 4685 5050
E qcwt@usq.edu.au

Red Cross Meeting Rooms
Two large meeting rooms with kitchen and toilet facilities and computer access.

Community Engagement Officer Southern Queensland
371 Taylor Street
Toowoomba 4350
P (07) 4614 1600
Reflections Lake Cooby
Venue in Australian bushland setting beside Lake Cooby for functions, events and indoor and outdoor activities.
239 Loveday Road
Geham 4352
P (07) 4696 6244
E info@reflections-lakecooby.com.au
W coobyreflections.com.au

St James Church Community Hall
Hiring fee $88 full day and $44 half day. Large hall up to 150 people. Has kitchen facilities.
St James Church Community Hall
Corner Russell and Mort Streets
Toowoomba 4350
P (07) 4639 1858 (Office)

Toowoomba City Library Community Meeting Rooms
Toowoomba’s new City Library (corner of Herries and Victoria streets) has meeting rooms for hire from $6 per hour. All meetings are wheelchair accessible, fully air-conditioned and seat between 5 and 140 people. Every booking includes the following free items to enhance your activity: tea and coffee, projector screens, equipment (e.g. tables, chairs, whiteboards, laptops and lectern) and limited, free undercover parking is available underneath the Library off Victoria Street.

Toowoomba City Library
Level 3, Cnr Herries and Victoria Streets
Toowoomba 4350
P (07) 4688 6670
E tr.qld.gov.au/communityvenues

Toowoomba Community Centres
Small booking fees. All centres encourage CALD groups to use programs and facilities.

East Creek Community Centre
Available for small groups. Has limited parking at front and rear of building.
P (07) 4639 2755
E info@eastcreek.com.au
W eastcreek.com.au

Harlaxton Neighbourhood Centre
P (07) 4639 2868
W hnc.org.au

Wilsonton Heights Neighbourhood Centre
P (07) 4634 7642

Toowoomba Regional Council Customer Service Centres

Call Centre
P 131 872
You can also visit a customer service centre near where you live. Clifton (95 King Street); Crows Nest (25 Emu Creek Road); Goombungee (89 Mocatta Street); Greenmount (54 Hodgson Street); Highfields (Community Court); Millmerran (2/16 Campbell Street); Oakey (64 Campbell Street); Pittsworth (85 Yandilla Street); Toowoomba (4 Little Street).
11 WEBSITES

11.1 EDUCATION

Find My Course: Queensland Skills Gateway
Website where you can find the occupation you wish to train in, check your eligibility and also find a local training provider that offers that qualification.
W skillsgateway.training.qld.gov.au

11.2 EMPLOYMENT AND BUSINESS

Business Government Assistance and Grants
Our Grant Finder helps you locate the grants and assistance programs most relevant to your business for free! Grants and other funding programs are available for businesses from the Australian, state and territory governments and, in some cases, from local councils. You can search through a wide variety of grants in many categories, including developing your business, innovation and education.
W business.gov.au

Employer’s Guide to Working with Migrants and Refugees

Employment for Refugee Young People
Report on the obstacles to employment for young refugees with examples of good practice.
W gallery.mailchimp.com

Employment support free app
Equipping refugee and migrant youth with the tools they need to navigate the labour market. Users can build a resume, tailor letters of application and access short videos on how to interview. The app is available from iTunes/Apps Store for Apple devices and Play Store/Google play for Android devices. Those who do not have smart phones can go directly to the webpage and login at youthstepupbankstown.com.au

Transition to Employment for Refugee Youth
Provides a data update and literature review with a focus on what works well. The report is intended to guide the development of future programs. Access the report at gallery.mailchimp.com.

USQ Career Hub
CareerHub is an Internet-based jobs board available to all USQ current students and graduates. You may advertise casual, part-time, full-time or vacation work, as well as work experience, volunteer opportunities or graduate employment, free of charge any time throughout the year. Career Hub can be accessed 24 hours from anywhere in the world. To register on Career Hub go to careerhub.usq.edu.au/Employers and click ‘Login to Career Hub’.

Your Rights at Work
The Fair Work Ombudsman offers free tools and resources to employees and employers to ensure Australian workplace laws are understood and followed, including a language assistance page in 27 languages.
Fair Work Infoline
P 13 13 94
Free interpreter service
P 13 14 50
W fairwork.gov.au
11.3 FAMILIES

Family dispute resolution for CALD families
The Australian Institute of Family Studies research aimed at identifying appropriate ways to support and sustain culturally-responsive practices in family dispute resolution. Download the report here.

Kids Helpline
The Kids Helpline has published an information sheet on cultural and linguistic diversity, which outlines issues affecting children and young people who have arrived as refugees. Read more at kidshelp.com.au.

Refugee Facts
The Centre for Policy Development’s Refugee Facts Media Handbook provides quick facts and comprehensive background information on asylum seekers and refugees for journalists, editors and advocates on asylum seeker issues. Access the guide at cpd.org.au.

11.4 HEALTH

Children’s Health Fact Sheets in Community Languages
W health.qld.gov.au

Cross-Cultural Resource Kit for GPs
The Transcultural Mental Health Centre’s resource kit for GPs provides advice on accessing interpreters, assessment guidelines, prescribing medication, culturally-appropriate counselling and more. Access the kit here.

Mental health issues facing refugees
Mental Health in Multicultural Australia (MHIMA) has collected the inspiring personal stories of people living with emotional and mental health issues. Find out more at mhima.org.au.

Multicultural Centre for Women’s Health
A national voice for immigrant and refugee women’s wellbeing in Australia. W www.mcwh.com.au

Queensland Health Consumer Fact Sheets
Fact sheets in community languages, as well as translated information about the health system in Queensland, at health.qld.gov.au.

Refugee health: free online course
A free online Course in Immigrant and Refugee Health is available from Global Health Medicine, University of Minnesota. The seven-hour, lecture-based introductory course includes lectures from global health experts. Follow the links from the ‘Practicing Health Care Providers’ section at globalhealth.umn.edu.

11.5 HOUSING

CALD Homelessness: Key Issues
W fecca.org.au
11.6 LANGUAGES

National Directory for Foreign Language Education
Languages Australia has developed an online community directory of foreign language education options for children aged 0 to 18 years. Find out more at languagesaustralia.com.au.

SBS Radio
SBS has launched a new analogue and digital radio schedule which includes programs in six new languages. For the first time, SBS will deliver news and information in Malayalam, Dinka, Hmong, Pashto, Swahili and Tigrinya. For more information on the new SBS Radio Schedule, please visit sbs.com.au/radio.

Translating and interpreting services websites
- National Accreditation Authority for Translators and Interpreters
- Translating and Interpreting Service National
- Australian Institute of Interpreters and Translators Incorporated
- International Association of Conference Interpreters
- Deaf Services Queensland
- National Auslan Booking and Payment Service
- Professionals Australia
- Australian Sign Language Interpreters Association Queensland

11.7 LEGAL AND POLICE

Legal Aid fact sheets in community languages
W legalaid.qld.gov.au

My Consumer Rights
My Consumer Rights in English, Arabic, Dinka, Farsi, Karen, Nepalese and Tamil, provides awareness to new migrants about their shopping rights and responsibilities under Australian consumer law. The video covers shopping rights, refunds, guarantees and warranties, contracts, layby agreements, resolving issues and lodging complaints. Available at fairtrading.nsw.gov.au.

11.8 MULTICULTURAL ADVOCACY AND SETTLEMENT SUPPORT

Multicultural Affairs Queensland
Multicultural Affairs Queensland provides whole-of-government leadership in cultural diversity policy and engagement with people from culturally diverse backgrounds. This includes policy and program initiatives.
W communities.qld.gov.au

Refugee Council of Australia
Research, education and advocacy. Get the facts!
W refugeecouncil.org.au

Settlement Council of Australia
National peak body for settlement agencies. Resources for settlement also available.
W scoa.org.au
11.9 YOUTH AND OLDER PEOPLE

Centre for Multicultural Youth
W cmv.net.au

Moodgym
Helps users identify and overcome problem emotions and develop good coping skills.
W moodgym.anu.edu.au

Multicultural Youth and Advocacy Network
MYAN is the national peak body on multicultural youth issues, representing the needs and interests of young people from refugee and migrant backgrounds.
W myan.org.au

Reach Out
Provides useful information and links on a range of social, family and health topics for young people.
W reachout.com.au

Young Adult Health
Provides information on health issues for young adults aged 18 to 25 years.
W cyh.com

Youth Affairs Network Queensland
Website for those interested in being involved in youth affairs and having their interests and needs heard.
W yanq.org.au

Youth Health
Provides an animated site with useful information about health for children aged 6 to 14 years.
W youthhealth.com

Youth portal
Federal government website portal to a range of youth initiatives and issues.
W youth.gov.au

12 HELP LINES

Alcohol and Drug Information Service
P 1800 177 833

Centrelink Phone Business in Languages Other Than English
Services Centrelink customers who prefer to use a language other than English by enabling them to conduct business over the phone or make an appointment with Centrelink.
P 13 1202
W centrelink.gov.au

Dial a Home Doctor: after hours bulk billing in your home
Monday to Friday 6.00 pm to 8.00 am. Saturday from 12 pm, Sunday and public holidays 24 hours.
P 1300 980 980 or (07) 3879 7717
W DALD.com.au
Kids Help Line
Provides Australia’s only free, confidential and anonymous 24-hour telephone and online counselling line specifically for young people between 5 and 18 years.
P 1800 55 1800
W kidshelp.com.au

Lifeline
We are a responsive and accessible community-based organisation engaging with individuals, families and communities to develop their skills and resilience to facilitate positive change.
P 13 11 14

Queensland Health Help Line
P 13 43 25 84

Suicide Callback Service
P 1300 659 467

Toowoomba Acute Care Team
P (07) 4616 5210

Toowoomba Community Legal Service Hotline
The Toowoomba Community Legal Service (TASC) Hotline runs five days a week and a solicitor is on hand to provide advice and referrals. The hotline deals with both complex and non-complex matters. It may be as simple as what does this question mean on a divorce application or as complex as being served papers from the Magistrates Court, or correspondence from another solicitor about your children. The hotline operates from 9.00 am to 4.30 pm Monday to Thursday and 9.00 am to 4.00 pm on Friday.
P 1800 272 596

13 COMMUNITY GRANTS

Arts Queensland
Explore funding options through Arts Queensland.
W arts.qld.gov.au

Australian Government Grants
W australiagovernmentgrants.org

Business Government Assistance and Grants
Our Grant Finder helps you locate the grants and assistance programs most relevant to your business for free! Grants and other funding programs are available for businesses from the Australian, state and territory governments and, in some cases, from local councils. You can search through a wide variety of grants in many categories, including developing your business, innovation and education.
W business.gov.au

Celebrating Multicultural Queensland Grants Program
Funds initiatives that celebrate and promote Queensland’s multicultural identity.
W communities.qld.gov.au

Community Benefit Fund
W olgr.qld.gov.au
Easternwell Community Grants
The grants program was established in 2011 to provide financial and social assistance in regions where we have key operations, including the Pilbara, the Surat Basin, Central Queensland and Toowoomba. We are looking for local committees, groups, clubs and associations which provide lasting benefits to the community. W easternwell.com.au

Goondiwindi Regional Council Community Grants
W goondiwindirc.qld.gov.au

Queensland Government Grants
W qld.gov.au

Regional Development Program Funding
To apply for Tourism and Events Queensland Regional Development Program Funding visit: W te.queensland.com

Sidney Myer Fund and The Myer Foundation
Invites applications for small grants. W myerfoundation.org.au

Southern Downs Regional Council Community Grants
W southerndowns.qld.gov.au

Toowoomba Regional Council Community Grants
Community grants and funding. W tr.qld.gov.au

Western Downs Regional Council Community Grants
W wdrc.qld.gov.au
UPDATE YOUR LISTING

If your organisation would like to create a new entry or update its current entry, please complete the following form.

Service or program details

Name of service or program ____________________________________________________________

Brief description of service or program __________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

Organisation details

Name of organisation ________________________________________________________________

Street address ________________________________________________________________

Postal address ________________________________________________________________

Contact details

Name of contact person ____________________________________________________________

Phone ________________________________________________________________

Fax ________________________________________________________________

Email ________________________________________________________________

Website address ______________________________________________________________

Please fax or email to:

David Barton
Team Manager Cultural Diversity Hub
Mercy Community Services Toowoomba and Warwick
Fatima Centre
104 South Street
Toowoomba 4350
P (07) 4617 7600
F (07) 4635 1550
E david.barton@mercycs.org.au
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