

# HOW TO CONTACT US:

Please contact us if you think our services might help you. You do not need a referral.

Just ring us on (07) 4772 1450 or (07) 4772 2686, Monday to Friday between 8:30am and 4:30pm.

We will try to assist you as much as possible over the phone, and if necessary arrange an interview time for you in our office.

## Map of our location.

9 Carlton Street, Kirwan QLD 4817



FAMILIES

# OUR SPONSORS:



# OTHER IMPORTANT NUMBERS

Homeless Persons Info Line	<b>1800 474 753</b>
DV Connect	<b>1800 811 811</b>
Red Cross Homelessness Hub	<b>4795 2980</b>
Department of Housing	<b>4724 8500</b>
Coast To Country (C2C)	<b>4772 5530</b>
Domestic Violence Resource	<b>4721 2888</b>
Yumba Meta	<b>4723 5611</b>
Women's Centre	<b>4775 7555</b>
Residential Tennancies Authority	<b>1300 366 311</b>
Sharehouse	<b>4771 5346</b>
Wee Care/Althea Projects	<b>4771 5346</b>
Q Stars Tenancy Advice	<b>1300 744 263</b>



## Family Emergency Accommodation Townsville Inc.

9 Carlton Street, Kirwan QLD 4817  
PO Box 1705, Thuringowa Central QLD 4817

**P** (07) 4772 1450 *LINE 1*

(07) 4772 2686 *LINE 2*

(07) 4724 1995 *LINE 3*

**E** [reception@feat.org.au](mailto:reception@feat.org.au)

**W** [www.feat.org.au](http://www.feat.org.au)

**f** Family Emergency Accommodation Townsville Inc

# OUR MISSION

To provide a range of services for families who are homeless or at risk of homelessness.

# OUR SERVICES

## Temporary supported accommodation

This is short term supported housing for homeless families.

Families are accommodated in either units or houses which have basic furniture and rent is based on the household income.

### *Families receive;*

- A case management plan that is focused on securing independent housing
- Weekly home visits from a Community Worker
- Practical & emotional support
- Information, advice & advocacy
- Practical support to locate housing including transport & assistance with applications



- Assisted referrals to a range of community and welfare services that support clients to live independently and sustain future housing
- Assistance with applications to public and community housing
- Assistance to develop skills that will help to sustain tenancies including living skills, household and budgeting skills

## Centrebased support

This program assists families who are homeless or at risk of homelessness to establish their own housing and/or to sustain their own housing.

## Long Term Housing

FEAT also manages some long term social housing for families. This is generally unfurnished and rent is based on the household income. Application for this housing is through the Dept. of Housing.

## No Interest Loans (NILS)

This scheme provides interest free loans for household items to families and individuals. Generally loans are only for amounts up to \$1,200. Repayments are set low and once repaid you can apply for another loan. To see if you might qualify please ring the office.

## Who do we help?

Low income families who are either homeless or at risk of homelessness



HOUSING

HOMELESS

FAMILIES