

Cyclone Alfred Disaster Recovery Health and Wellbeing Services- March 2025

Mental Health Services:

The **Head to Health Phone Service** offers a free and confidential service for people (not in crisis) seeking support or onward referral to support mental and emotional wellbeing.

- Anyone can call the Head to Health phone service on **1800 595 212 for support connecting to local face-to-face and telehealth support**. Normal hours of operation are 8:30am-5pm (*extended hours to 8pm until 14/3/25).
- For people requiring **Acute and Crisis Mental Health Support**, call **1300 MH CALL (1300 642 255)** for mental health advice and assessment. Gold Coast Health provides these public mental health services depending on individual needs. Services range from inpatient treatments, support in the community and specialty services.

After Hours Safe Space:

Free service for adults (18+) who require brief intervention for mental health concerns (not in crisis), alternative to a hospital emergency department. No referral or appointment is required. Open Mon-Fri 6pm-9pm, Sat and Sun 12pm-8pm. **PH: 07 3186 4000**.

- Mermaid Beach – 2580 Gold Coast Highway, Mermaid Beach
- Southport – Level 3, Southport Health Precinct, 16-30 High Street, Southport

Alcohol and Other Drugs Support:

The Alcohol and Drug Information Service (ADIS) is available 24 hours a day 7 days a week to provide confidential counselling, information and referrals for people in Queensland with alcohol and other drug concerns, their loved ones and health professionals. **Free call: 1800 177 833**.

Accessing primary care and pharmacies:

To find a general practice, pharmacy or other primary care health provider near you, please refer to healthdirect service finder www.healthdirect.gov.au or **phone 1800 022 222** for the most up to date availability and appointments in your area.

Urgent Care Clinics:

Provides bulk billed medical care for urgent, non-life-threatening conditions. UCCs can be used when you can't wait for your GP and don't need services of a hospital emergency department. No appointment or referral is required.

- Southport Urgent Care Clinic - Southport Medical & Dental Centre, 178 Nerang Street, Southport. **PH: 5680 0040**
- Oxenford Urgent Care Clinic - Our Medical Gold Coast, Level 1, 2 Leo Graham Way, Oxenford. **PH: 5573 1122**

Other Supports:

- [Virtual Emergency Care Service - Queensland Virtual Hospital | healthdirect](#) – PH: 13 43 25
- [13 HEALTH—Health advice over the phone | Queensland Government](#) – PH: 13 43 25 84
- [Seniors Enquiry Line: linking seniors with community information](#) – PH: 1300 135 500

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