

# Commissioned Services Christmas Closure Updates 2023

If you require urgent support during this holiday period, the following services are available:	
Emergency Services – 000	<i>Call 000 if you are in an emergency, or at immediate risk of harm to yourself or others.</i>
Lifeline – 13 11 14	24/7 crisis support & suicide prevention services – <a href="#">Get Help home - Lifeline Australia</a>
Gold Coast Mental Health – 1300 642 255	24/7 Acute Care Team for the Gold Coast Community – <a href="#">Acute Care Team (1300 MH CALL)   Gold Coast Health</a>
Suicide Call Back Service – 1300 659 467	24/7 confidential and free phone and online counselling and support – <a href="#">Phone and Online Counselling   Suicide Call Back Service</a>
Beyond Blue – 1300 22 4636	24/7 confidential and free phone and online counselling and support – <a href="#">Get mental health support - Beyond Blue</a>
Kids Helpline – 1800 55 1800	24/7 free support service for children and young people aged 5 to 25 years, offering confidential and private counselling and mental health and wellbeing information and referrals – <a href="#">Kids Helpline   Phone Counselling Service</a>
Alcohol & Drug Information Service (ADIS) – 1800 177 833	24/7 confidential, anonymous, and free support and information – <a href="#">ADIS (health.qld.gov.au)</a>
DVConnect Womensline – 1800 811 811	24/7 confidential and free crisis support and counselling, refuge referral, and safety planning for women experiencing Domestic & Family Violence – <a href="#">DVConnect Womensline</a>
DVConnect Mensline – 1800 600 636	9am - midnight, 7 days, free and confidential counselling, referral, and information support for men – <a href="#">DVConnect Mensline - a helpline for men in Queensland</a>
DVConnect Sexual Assault Helpline – 1800 010 120	7:30am-11:30pm, 7 days, free and confidential counselling and support – <a href="#">Sexual Assault Helpline Queensland - DVConnect</a>
<b>Other helpful services &amp; resources:</b>	
<p><b>Head to Health</b> – if you would like to access mental health support, including apps, online programs, online forums, and phone support, as well as a range of digital information resources, you can visit: <a href="#">Home   Head to Health</a></p> <p><i>You can call Head to Health on 1800 595 212 Monday – Friday 8:30am – 5pm**Please note the phone service is not available on Public Holidays and is not a crisis service.</i></p>	
<p><b>Other Community Events on the Gold Coast 2023</b> – <a href="#">Gold Coast Christmas Community Event Guide 2023 (office.com)</a></p>	
<p><b>National Service Directory</b> – <a href="#">Find a health service   healthdirect</a></p>	

MENTAL HEALTH														
SERVICE PROVIDER	PROGRAM	CLOSURE DATE	OPENING DATE	NOTES										
Change Futures	Psychological Services in Residential Aged Care Homes	22/12/2023	03/01/2024											
CURA - Multicultural Communities Council Gold Coast (MCCGC)	Community Pathway Connector	ONLY CLOSED PUBLIC HOLIDAYS	ONLY CLOSED PUBLIC HOLIDAYS											
Kalwun	Social and Emotional Wellbeing Program	22/12/2023	2/01/2024											
	Supporting Minds – First Nations Kids in Out of Home Care	22/12/2023	2/01/2024											
Krurungal	Community Pathway Connector	See Notes		<p>All staff leave on the 21/12/2023 returning on the 8/1/2024 exception Service Manager. Directors and Service Manager will be in office on the following:</p> <table> <tr> <td>22-23/12/2023</td> <td>9am – 4.30pm</td> </tr> <tr> <td>Closed</td> <td>Christmas and Boxing Day</td> </tr> <tr> <td>27-29/12/2023</td> <td>10am – 2.00pm</td> </tr> <tr> <td>01/01/2024</td> <td>Closed</td> </tr> <tr> <td>02-05/01/2024</td> <td>10am -2.30pm</td> </tr> </table>	22-23/12/2023	9am – 4.30pm	Closed	Christmas and Boxing Day	27-29/12/2023	10am – 2.00pm	01/01/2024	Closed	02-05/01/2024	10am -2.30pm
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Primary & Community Care Services (PCCS)	Head to Health	25/12/2023 (Final day of BAU 22/12 - reduced team available 27-29/12/2023)	02/01/2024	PCCS services including, Clinical Care (Plus Social), Psychosocial, New Access, will be closed from 25 <sup>th</sup> December 2023 – 1 <sup>st</sup> January.										
	Psychosocial Support	25/12/2023 (Final day of BAU 22/12)	02/01/2024	Head to Health and PCCS Hub will have staff on site available for enquiries and clients on the 27-29 December 2023.										
	After Hours Safe Space (Mermaid Beach and Southport)	See Notes		New Access, Plus Social and Psychosocial programs will have reduced capacity into January.										
	NewAccess	25/12/2023 (Final day of BAU 22/12)	02/01/2024	Mermaid AHSS will close on the public holidays.										
	Clinical Care (Plus Social)	25/12/2023 (Final day of BAU 22/12)	02/01/2024	Southport AHSS will remain open throughout the holiday period.										
Lives Lived Well (LLW)	headspace General (Southport and Upper Coomera)	22/12/2023	02/01/2024											
	headspace Early Psychosis Program	22/12/2023	02/01/2024											
	Lighthouse Youth Enhanced	22/12/2023	02/01/2024											
Wesley Mission QLD (WMQ)	Supporting Minds	22/12/2023	02/01/2024	Senior Mental Health Clinician will remain at work (*excluding Public Holidays) for any Suicide Prevention referrals.										
	Ultraviolet Expression Program (UEP)	21/12/2023	03/01/2024	First group program scheduled for Monday January 8 2024										
	The Way Back Support Service	ONLY CLOSED PUBLIC HOLIDAYS	ONLY CLOSED PUBLIC HOLIDAYS	Only closed on public holidays (Christmas Day and Boxing Day).										
	Community Suicide Prevention Program	ONLY CLOSED PUBLIC HOLIDAYS	ONLY CLOSED PUBLIC HOLIDAYS	Only closed on public holidays (Christmas Day and Boxing Day).										

ALCOHOL & OTHER DRUGS				
SERVICE PROVIDER	PROGRAM	CLOSURE DATE	OPENING DATE	NOTES
Kalwun	All Programs	22/12/2023	2/01/2024	
Lives Lived Well	Family Support Therapy	22/12/2023	02/01/2024	
	Youth Dual Diagnosis and Support Service	22/12/2023	02/01/2024	
	Youth Outreach Program	22/12/2023	02/01/2024	
	Transition House	22/12/2023	02/01/2024	
	Community Based Treatment and Support (including Afterhours)	22/12/2023	02/01/2024	
	Mirikai - Residential Program	See Notes		Operating as usual; however, admissions will cease from 22/12/2023 and will re-commence on the 02/01/2024.
QuiHN	AOD Treatment Program	25/12/2023	2/01/2024	
	After Hours Program	25/12/2023	2/01/2024	

OLDER PERSONS				
SERVICE PROVIDER	PROGRAM	CLOSURE DATE	OPENING DATE	NOTES
Bond University	Bond University Allied Health (BUnyAH) Interprofessional Healthy Lifestyles Program	See Notes		Still accepting referrals by fax to 07 5604 1478 during the Christmas period. Assessments will take place after 8 January 2024.
Change Futures	Psychological Services in Residential Aged Care Homes	22/12/2023	03/01/2024	
STAR Community	Care Finder Programs	25/12/2023 29/12/2023	27/12/2023 02/01/2024	Operating on the 27-29 December 2023 and closed until 2 January 2024.
Multicultural Communities Council Gold Coast (MCCGC)	Care Finder Program	22/12/2023 01/01/2024	27/12/2023 02/01/2024	
Footprints Community	Care Finder Program	See Notes		Closed on Public Holidays and weekends. Operating all other days.
PainWISE	Frailty Care in the Community Program	18/12/2023	08/01/2024	

CHRONIC DISEASE & PAIN SERVICES				
SERVICE PROVIDER	PROGRAM	CLOSURE DATE	OPENING DATE	NOTES
Painwise	Turning Pain into Gain	18/12/2023	08/01/2024	
Bundall Medical Centre	Chronic and Complex Wound Clinic	See Notes		No new referrals from 18/12/2023 to 08/01/2024. Existing patients will be supported over the Christmas period within the clinic's operating hours.
Medical Super Clinic – Benowa	Endometriosis and Pelvis Pain Clinic	22/12/2023	02/01/2024	
Our Medical Gold Coast	Medicare Urgent Care Clinic	See Notes		Will remain open 8am – 10pm right through Christmas period (including Public Holidays).