



# Service Navigation: LGBTIQAP+ Community

More information about these services can be found at [www.GCPHN.org.au](http://www.GCPHN.org.au)



PROVIDER	SERVICE	📍	🏥	🧠	⚠️	🛒	🤝	📅	👤	💡
GOLD COAST PRIMARY HEALTH NETWORK	After Hours Safe Space			🧠						
	Multicultural Communities Council Gold Coast (MCCGC)	📍					🤝			
	Head to Health (H2H)	📍								
	headspace (Lives Lived Well)	📍		🧠			🤝	📅		
	Lighthouse			🧠						
	Plus Social®			🧠						
	Psychosocial Support						🤝			
	Supporting Minds			🧠			🤝			
GOLD COAST HEALTH	Crisis Stabilisation Unit				⚠️					
	Emergency Department				⚠️					
LOCAL SERVICES	Agape Outreach Inc					🛒				
	The Evandale Practice		🏥							
	Gold Coast Rainbow Communities							📅	👤	
	Newlife Care Gold Coast					🛒				
	OzHarvest					🛒				
	Parents and Friends of Lesbians and Gays (PFLAG)							📅	👤	
	Transcendence Social and Emotional Support Group						🤝	📅		
QUEENSLAND SERVICES	Diverse Voices						🤝	📅		
	Metro North Health – Gender Service		🏥	🧠						
	Open Doors Youth Service		🏥			🛒	🤝	📅	👤	
	QCGP+ (Queensland Council for LGBTI Health)							📅	👤	
	Queensland Children’s Gender Service		🏥							
	Rainbow Affinity	📍		🧠			🤝	📅	👤	💡
	The Rainbow Counselling Service			🧠			🤝			
	True Relationships and Reproductive Health		🏥	🧠			🤝			
NATIONAL SERVICES	National Health Services Directory	📍								
	Parents of Gender-Diverse Children							📅	👤	💡
	Qheadspace							📅	👤	💡
	QLife	📍					🤝			
	Transcend Australia	📍					🤝	📅	👤	

**KEY:**

**SERVICE NAVIGATION:** Provides support in finding the right care or service for you.

**SUPPORT WITH PHYSICAL HEALTH:** Provides medical care and/or assist in gender affirming care.

**MENTAL HEALTH:** Provides support when in distress or suffering with mental health.

**CRISIS:** Provides emergency care when in crisis.

**RESOURCES/MATERIALS:** Provides access to food, clothing and or housing.

**SOCIAL SUPPORT:** Provides support in person’s social aspects (work, family, peers, legal and financial).

**COMMUNITY CONNECTION:** Builds community through sharing of information, events, and support.

**ADVOCACY:** Promotes and creates opportunities for better outcomes for LGBTIQAP+ community.

**SKILLS DEVELOPMENT:** Builds capacity in mainstream services to be more LGBTIQAP+ safe/ inclusive.

PROVIDER	SERVICE	CONTACT DETAILS	SERVICE DESCRIPTION
GOLD COAST PRIMARY HEALTH NETWORK	After Hours Safe Space	(07) 3186 4000 Primary & Community Care Services	Provides support for adults experiencing distress after hours. Lived experience workers and clinicians are available so people can feel supported and safe while they manage their mental health.
	Multicultural Communities Council Gold Coast (MCCGC)	(07) 5527 8011 info@curacares.com	Provides a culturally safe connection point and referral service for people who have specific culturally and linguistically diverse needs.
	Head to Health (H2H)	1800 595 212	Mental health service navigation for people unsure of the appropriate support (for themselves or someone they care for). GPs, psychiatrists, and other professionals can also use this service.
	headspace (Lives Lived Well)	Southport (07) 5509 5900 Upper Coomera (07) 5600 1999	An accessible 'one-stop-shop' for young people that supports early intervention of emerging mental health needs surrounding mental health, work/study support and alcohol and other drug issues.
	Lighthouse	(07) 5699 8248 lighthouse@liveslivedwell.org.au	Provides trauma informed, recovery-orientated clinical care coordination and specialised treatment services for young people aged 12-18 yrs with severe and/or complex mental health needs. Lighthouse aims to provide timely access and effective, safe and appropriate care for adolescents who are experiencing the impacts of adverse childhood experiences in their lives.
	Plus Social®	(07) 3186 4000	The program supports individuals whose mental health significantly impacts their daily living. The program includes structured, recovery and goal-oriented services focused on creating significant improvements in quality of life, health, and wellbeing.
	Psychosocial Support	(07) 3186 4000	Psychosocial Support provides practical assistance and personalised support to people experiencing the impacts of significant mental health needs, and who would like assistance with their recovery journey. These services include activities such as life skills development, employment, and education goals, and learning how to maintain health and wellbeing.
	Supporting Minds	(07) 3151 3828 supportingminds@wmq.org.au	A mental health service that provides up to three months of psychological (clinical) support and group-based (clinical and non-clinical) support. The two service streams under Supporting Minds are: <ul style="list-style-type: none"> <li>Supporting Minds (Situational Distress): adults (16-65 yrs) at risk of homelessness, in significant financial hardship, experiencing domestic violence issues, relationship issues, and social isolation.</li> <li>Supporting Minds (LGBTIQAP+): people (12-65 yrs) who identify with the LGBTIQAP+ community and/or are questioning sexuality or gender.</li> <li>The Supporting Minds model includes a brief mental health assessment, structured psychological interventions, and structured interventions e.g. group-based lifestyle interventions.</li> </ul>
GOLD COAST HEALTH	Crisis Stabilisation Unit	No self-admissions	<i>Only for those in crisis.</i> A short term assessment and crisis stabilisation unit with short stay inpatient unit. Provides access to a range of community-based services to support a safe discharge. Admissions are coordinated through Queensland Ambulance Service, Queensland Police Service and Gold Coast Health's emergency department.
	Emergency Department	000	<i>Only for those in crisis or clinical emergency.</i>
LOCAL SERVICES	Agape Outreach Inc	0414 693 670	Outreach service working between Tweed Heads and Gold Coast providing assistance in material resources (food, housing, clothing, access to showers), NDIS assistance, making medical or psychological appointments and more.
	The Evandale Practice	(07) 5510 3122 evandalepractice@gmail.com	Multi-specialist and multi-disciplinary psychiatry practice with focus on neurodivergence, PTSD, gender affirmation and transgender psychiatry. Sexual Health Physician available onsite.
	Gold Coast Rainbow Communities	0412 352 556 admin@gcrainbowcommunities.com	Community-based not-for-profit organisation holding Gold Coast Pride Festivals as well as a range of LGBTIQAP+ community activities, from sport and social groups to holidays, trans clothes swaps, BBQs, picnics, creative workshops, nature walks, dance parties and other gatherings.
	Newlife Care Gold Coast	(07) 5593 3262 admin@newlifecare.nu	Offers support to those in the Gold Coast community facing challenges in personal, family, and social lives. Support includes social engagement and capacity building disability programs, emergency food aid, community services.
	OzHarvest	(07) 3708 1380 qld@ozharvest.org	Outreach program providing food to those in need.
	Parents and Friends of Lesbians and Gays (PFLAG)	0400 767 832 (helpline)	24-hour helpline providing anonymous support, referrals for extra support and assistance. Written resources to hasten understanding and bi-monthly newsletter via www.pflagbrisbane.org.au
	Transcendence Social and Emotional Support Group	Request a call back via 1300 364 277	Transcendence is a social and emotional support group for transgender and gender-diverse individuals, or those questioning their gender identity.
QUEENSLAND SERVICES	Diverse Voices	1800 184 527	Diverse Voices works alongside QLife who provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. The service also provides peer support training to those seeking to volunteer.
	Metro North Health – Gender Service	(07) 3647 0701	Services offered include but are not limited to: <ul style="list-style-type: none"> <li>Assessment and affirmative treatment of adults with Gender Dysphoria or gender non-conforming behaviour or identity</li> <li>Adjustment support for family and significant others</li> <li>Therapeutic assessment and affirmative treatment of gender issues and other co-existing conditions</li> </ul>
	Open Doors Youth Service	(07) 3257 7660 opendoors@opendoors.net.au	Provides support to young people, aged 12-24, with diverse genders, bodies, and sexualities.
	QCGP+ (Queensland Council for LGBTI Health)	(07) 3017 1777 info@qc.org.au	Community led and community owned health and wellbeing service providing material resources, advocacy and community connection and cultural competency training.
	Queensland Children's Gender Service	(07) 3069 7377 CHQ-Gender@health.qld.gov.au	Provides specialist care for trans and gender diverse children and young people, and their families including developmentally informed assessments and management plans; specialist child and adolescent mental health services including family therapy and psychological assessment when needed; and gender-related medical treatments including puberty suppression and hormones.
	Rainbow Affinity	0433 701 007 jack@rainbowaffinity.com.au	Rainbow Affinity provides outreach counselling support to people 14 years + over who identify as LGBTIQAP+ across the Gold Coast and Brisbane region. Rainbow Affinity offers professional development packages to support individual practitioners and organisations provide affirming and culturally safer services for LGBTIQAP+ folk.
	The Rainbow Counselling Service	1300 364 277	Provided by a specialist counsellor with skills, knowledge, and experience in LGBTIQAP+ service provision, offering in person and virtual sessions.
True Relationships and Reproductive Health	Make contact via webpage on: www.true.org.au/contact-us	Provides reproductive and sexual health services in contraception and gynaecological care. Provides a broad range of expert reproductive health and sexual health services, including long-acting reversible contraception. This service also provides education and advocacy opportunities for both mainstream and LGBTIQAP+ organisations.	
NATIONAL SERVICES	National Health Services Directory	1800 022 222 (Healthdirect) about.healthdirect.gov.au/nhsd	National directory of health services and the practitioners who provide them.
	Parents of Gender-Diverse Children	(03) 9663 6733 info@pgdc.org.au	Provides peer support to parents and those parenting trans and gender diverse children. This service has a focus on information sharing/dissemination, peer support and advocacy.
	Qheadspace	my.headspace.org.au/online-communities/372936/	Online platform sharing resources, online peer-groups, advocacy and mental health supports.
	QLife	1800 184 527 Webchat available via: qlife.org.au	For LGBTIQAP+ people and their loved ones to talk about sexuality, identity, gender, bodies, feelings, or relationships. Free and anonymous service run by LGBTIQAP+ people for LGBTIQAP+ people.
	Transcend Australia	Contact via online enquiry form: transcend.org.au/contact	A registered, community-led organisation providing peer navigation and support services for trans, gender diverse and non-binary young people, their parents, and carers.