

Emergency Services and DIBP Contacts

| Organisation | Contact Information/Comments |
|---|------------------------------|
| Life threatening emergency (Police, Fire and Ambulance) | 000 |
| Queensland Police Headquarters | (07) 3364 6464 |
| Queensland Ambulance Service (non-emergency) | 13 12 33 |
| State Emergency Service | 132 500 |
| DIBP | 131 881 |

Cultural/Language Interpreters

| Organisation | Contact information/Comments |
|---|--|
| Institute of Modern Languages | Ph: 3365 6490 University of Queensland, St Lucia Website: www.iml.uq.edu.au |
| Translating and Interpreting Services (TIS) Telephone interpreter service: Tel: 131 450 (24 hours) Interpreter service (in person): Fax: 1300 654 151 Tel: 1300 655 062 | Provides face-to-face and telephone interpreters. Both services require bookings although emergencies can usually be catered or depending on the language required. Prefer that requests are faxed. Both EQI and EQ have an account with TIS: C615072 (for EQI clients) C059387 (for all other parts of EQ) http://education.qld.gov.au/student-services/inclusive-cultural/esl/interpreter-guidelines.html |
| National Accreditation Authority for Translators and Interpreters Ltd (NAATI) Yungaba Centre, 120 Main Street Kangaroo Point QLD 4169 Ph: +61 7 3393 1358 Fax: +61 7 3393 0745 Email: biroff@naati.com.au | Hotline Number: +1300 557 470 http://mail.naati.com.au/naati/pdsearch/pdsearch.aspx Office Hours: 9:00 am to 4:00 pm Monday to Friday |

Cross-cultural Medical Support

| Organisation | Contact Information/Comments |
|--|---|
| QLD Transcultural Mental Health Centre Transcultural Clinical Consultation Service 519 Kessels Road MacGregor QLD 4109 | 8:30 AM TO 4:30 PM (Monday to Friday) QTMHC: Tel 3167 8333 Fax: 3167 8322 Toll Free: 1800 188 189 TCCS is a specialist mental health service for persons on NESB. It provides: <ul style="list-style-type: none">• Information about cultural, political or religious aspects• Advice• Resource and referral options• Case discussion |
| Harmony Place Multi-cultural Centre for Mental Health and Wellbeing Inc 30 Shottery Street YERONGA QLD 4104 P O Box 3135 YERONGA QLD 4101 | Tel: 3848 1600 Fax: 3848 1699 Email: admin@harmonyplace.org.au http://www.harmonyplace.org.au/index.html |

Queensland Health Service: (07) 4050 6333

Legal Services

Queensland Association of Independent Legal Services (QAILS): <http://www.qails.org.au/>

Cairns Community Legal Centre: (07) 4031 7688