

Townsville Aboriginal & Islander Health Service



SERVICES BOOKLET



Primary Health Care



Youth & Community Services



Corporate Services

Acknowledgement to Country

Townsville Aboriginal & Islander Health Services acknowledges the traditional custodians of the land on which TAIHS services are located
We pay our respects to our Elders past, present and future



Were Leading The Way

Our mission is to provide integrated health and social support services that promote healthier, stronger, and longer lives while preserving our cultural heritage.

We take a holistic approach that emphasises physical, mental, emotional, and cultural well-being.

By empowering communities through education and resources, we strive for a sustainable future with equal opportunities for all.



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Primary Health Care

4759 4000

Our primary health services are designed to provide a range of medical and clinical services to Aboriginal and Torres Strait Islander people living in Townsville and the surrounding region.

Our health services are performed by a dedicated team of Doctors, Indigenous Health Professionals, Nurses, Visiting Specialists, Allied Health Professionals, Administration and Transport officers.

TAIHS encourages all Aboriginal and Torres Strait Islander people to see their regular GP for an annual Health Check (715).

A 715 Health Check takes approximately 45 minutes to complete which includes a general physical assessment, a blood sugar test, blood pressure test, pathology, and screening for skin, vision, and hearing.

Your health is important to you and your family, it is also important to us. We are committed to ensuring that you receive the highest quality care in a culturally safe and supportive environment.

Our team is here to listen, understand, and address your health concerns with compassion and respect.

In addition to the 715 Health Check, we offer a variety of preventative and ongoing care services, including chronic disease management, immunisations, maternal and child health support, and mental health services.

Our aim is to empower you with the knowledge and resources needed to make informed decisions about your health and wellbeing.

We also provide outreach services to make healthcare more accessible to those living in remote areas. By working closely with community leaders and organisations, we strive to improve health outcomes and enhance the quality of life for all community members.

Together, we can create a healthier future for everyone.



Maternal & Child Health

4759 4034

The Maternal and Child Health team supports the health and wellbeing of women, babies, and children by providing:

Health advice throughout pregnancy and beyond

Antenatal/Postnatal care

Pregnancy nutrition advice

Birthing information

Breastfeeding support

Health checks and Growth monitoring

Vaccinations through the National Immunisation Program

Ear health services

Family planning support

Dental Services

4759 4000

Our sector has not received dental funding for many years. Despite that, TAIHS has continued to offer dental services by using its Medicare income since 2016 by engaging a private provider, Project Outback Dental (POD).

Given rising healthcare costs and ongoing pressure on our health budget, TAIHS is not in a position to engage another full-time dental provider at this time.

To support patients moving forward, TAIHS is working closely with the Oral Health Service at Townsville University Hospital to establish a supported referral pathway.

We are very grateful to Project Outback Dental for the many years they have supported our community, and especially for their commitment to keeping costs down for patients.

Outreach Clinic

4776 0268

Our outreach services include service provisions consistent with those currently being provided at our Garbutt Medical Centre here in Townsville. Each service has allocated days of operation and we also accept walk ins.

From routine check-ups to more specialised care, our outreach clinics are equipped to handle a wide range of medical concerns.

We believe in the importance of community health and are excited to expand our reach to provide support in these regional areas.

For more information about our outreach services or to make an appointment, please contact us at the provided numbers or visit our website www.taihs.net.au

Ingham Clinic Address 2-16 Mcilwraith Street, Ingham, Queensland, 4850.

Allied Health Specialists

Our Primary Care Clinics feature allied health specialists working together to provide individualised, holistic care. Committed to high-quality services, we create a supportive environment for managing chronic conditions or seeking preventative care. Services include:

- TAIHS-based specialists:
 - SEMWT QLD Health
 - Podiatrist
 - Optometrist
 - Pediatrics
 - Visiting specialists:
 - Pain Clinic
 - Nephrologist
 - Cardiology
- Chronic Kidney Disease



Deadly Choices

4759 4000

TAIHS is working with Deadly Choices to deliver healthy outcomes to our community.

Our TAIHS Deadly Choices Youth Health Promotions team are available to deliver:

- Tobacco cessation programs
- Healthy Lifestyle programs
- Sport & Recreation
- Education programs
- Cooking programs

If you would like DC to attend one of your deadly events send an email to deadlychoices@taihs.net.au

Social & Emotional Wellbeing

4759 4037

SEWB Counselling services operate Monday to Friday from 9am-4pm. Please speak with your Doctor, a Nurse or any TAIHS team member that you feel comfortable to request to see a Counsellor.

Counselling services may be accessed face-to-face or via telephone support.

Counselling services include:

- Confidential assessment, counselling, and intervention
- Referrals to internal and external support services within TAIHS
- Referrals to Link-Up for Family / Stolen Generation tracing
- Women's Group
- Men's Group

Integrated Team Care

4759 4095

ITC Program Overview

The ITC program is designed to enhance health outcomes for Aboriginal and Torres Strait Islander individuals with chronic conditions by facilitating better access to primary healthcare services.

The primary goals of the program are to:

- Promote healthier outcomes for Aboriginal and Torres Strait Islander individuals facing chronic conditions through care coordination, multidisciplinary support, and assistance with self-management.
- Enhance access to culturally appropriate mainstream primary care services, including general practice, allied health, and specialist care for Aboriginal and Torres Strait Islander communities.

Eligibility Criteria

Aboriginal and Torres Strait Islander individuals with one or more of the following chronic diseases may be eligible for the program:

- Diabetes
- Heart disease
- Kidney disease
- Respiratory illness



Foster & Kinship Service

4431 1433

Foster and Kinship Service (FKS) delivers services to Foster and Kinship Carers in Townsville, south to Home Hill and Ayr, west to Hughenden and north to Ingham.

The over-representation of Aboriginal and Torres Strait Islander children and young people within the child protection system is a major concern. TAIHS Foster and Kinship Service is dedicated to helping these children.

When Aboriginal and Torres Strait Islander children and young people need to live away from home for their own protection, we are committed to ensuring that their cultural identity and relationship with their families and communities is maintained.

Family Participation Program

4431 1460

Family Participation Program (FPP) aims to empower Aboriginal and Torres Strait Islander families to participate in child protection decisions that affect their lives. FPP strives to develop family-based solutions that can provide protection and care needs of children.

The TAIHS FPP follows the Family Led Decision Making Process (FLDM), which gives parents, families, and children a voice to create their own plans and lead decision making in a culturally safe space.

“Finding your way through” Child Safety business:

- FPP work with families to make processes regarding child protection needs understood.
- Strengthen and identify support networks.
- Supporting families to make choices and take action to keep children safe and connected to family, community, and culture.
- Create case plans that detail family, community, and cultural connections.
- Participate in Family Group Meetings (FGM) to explore all options and the best way through using the FLDM process.
- Identify and choose further support upon agreed outcome.

TAHS Youth Support Service

4759 4028

TYSS provides general youth support services including the provision of information, referral, advice, assessment and case management.

TYSS covers all communities located within the Burdekin and Townsville Region. TYSS supports young people who are aged 12-21 years old (and younger siblings 8 years and over) that are experiencing any of the below:

- Homeless or at risk of homelessness
- Wanting help for drugs, alcohol, or other substances (eg. sniffing)
- Having problems with family at home
- Not in school, training, or employment
- At risk of harm



Cultural Mentoring

Cultural Mentoring – Delivered by Golaibi-gan. Cultural Mentoring supports young people aged 10–17 years by fostering positive connections with family, kin, and community.

The program provides one-on-one mentoring sessions with positive role models who encourage cultural identity, resilience, and personal growth. Through these sessions, young people are empowered to strengthen their sense of belonging and develop skills that support their wellbeing and future aspirations.

Youth Shelter



Our Youth Shelter provides crisis accommodation for all young people between the ages of 16-21 with the possibility of assisting up to 25 years of age, no matter their circumstances or background, The program is specific

for young people who may experience any of the following:

- currently homeless
- at risk of homelessness
- couch surfing
- sleeping rough
- constantly moving between friends and families' homes

All young people residing at the Youth Shelter are supported and engaged in case management support, with case managers assisting them to get things back on track and access appropriate services.

Please email ysinfo@taihs.net.au

Specialists Homelessness Services

We currently have 17 self-contained units; 12 units are allocated for male clients while the remaining 5 units are allocated for female clients to reduce homelessness within our community.



Case work and direct support is available for all clients utilising our service. We achieve to empower all clients to be able to gain a stabilised income, connect with family and community via a holistic approach.

A strong emphasis is on positive measures and individual planning with each person. The main priority is to seek an outcome of long-term sustainable housing.

Referrals are either; Self, via QHIP (online platform for services - Queensland Homelessness Information Platform), or through inter-agency emails, calls or other requests.

All potential participants are required to participate in a compulsory intake and assessment interview by our case worker to ascertain eligibility into the SHS service.

After Hours 0447 669 493

Bail Response Program

0448 840 112

The Bail Response supports young people aged 10-17, who are subject to a bail order, through mentorship and case management.

During the week the day workers follow up on each of the young people to provide case management and engagement activities, and to provide support to adhere to conditions, for example, adhering to curfew and engaging in court ordered programs, attending court, as necessary.



Youth Hub Diversion

4759 4058

Youth Hub staff will actively divert children and young people 10-17 years of age off the streets and provide alternative engagements

- Actively divert children and young people 10-17 years of age off the streets and provide alternative engagements.
- Work with the Qld Police Service (QPS), Youth Co-Responder teams (YCRT) and other service providers to engage young people in alternative activities to address the issue of young people displaying offending and/or anti-social behaviours.
- Provide culturally appropriate support to vulnerable Aboriginal and Torres Strait Islander young people.
- Transport young people to and from diversionary services/activities
- Deliver prosocial engagement activities that are development in partnership with the young people

TAAHS Lighthouse

4729 4800

The Lighthouse (Afterhours Diversionary Service) is designed to support at risk youth between the ages of 10 to 17, providing case management and afterhours diversionary programs.

The program is specific for young people who may:

Be at high risk of offending or reoffending

- not have adequate adult supervision;
- not feeling safe at home and need a place to go;
- be in trouble;
- need someone to talk to

Young people who attend are able to access meals, shower facilities and where required a bed for the night. The centre provides support for disengaged youth and offers a safe place to form connections including cultural connections.

Each child who attends is assigned a case worker to help them with everyday tasks and guidance.

Afterhours - 0488 536 558



Family Wellbeing Services

4431 1458

Family Wellbeing Workers support the family to identify the areas of support that are required to promote strong connection to family; culture and to minimise the risk of children entering or re-entering the Out of Home Care System.

The Family Wellbeing staff work with families to identify strengths and individual needs in one or more of the domains below:

- Child Wellbeing
- Cultural Identity and Connectedness
- Family Safety
- Family Interactions
- Parenting
- Health

Supportive activities may include information, advice, and referral to other services; activities at our early childhood space and assigned a Wellbeing Worker that does a variety of activities based on a family led plan.

4759 4039

Yamani Meta

Established in 2018, Yamani Meta (meaning "Rainbow House") is a space for early and family learning, offering programs to promote smart, healthy children. It provides a culturally safe environment with award-winning programs focusing on key family development areas, including:

- Nutrition
- Cultural Activities
- Early Learning
- Safety and Security
- Playgroup



TAIHS 50th Events Celebrations



TAIHS Services Directory



Primary Care 4759 4000 info@taihs.net.au

Maternal & Child Health 4759 4034 info@taihs.net.au

Dental Services 4759 4002 info@taihs.net.au

Outreach Clinic 4776 0268 info@taihs.net.au

Deadly Choices 0460 885 686 deadlychoices@taihs.net.au

Social & Emotional Wellbeing Service 4759 4037 info@taihs.net.au

Family Wellbeing Service 4431 1458 info@taihs.net.au

Yamani Meta 4759 4039 yanimeta@taihs.net.au

Foster & Kinship Services 4431 1433 info@taihs.net.au

Family Participation Program 4431 1460 info@taihs.net.au

TAIHS Youth Support Service 4759 4028 tyssinfo@taihs.net.au

TAIHS Lighthouse 4729 4800 diversionary@taihs.net.au

TAIHS Youth Shelter 0419 632 088 ysinfo@taihs.net.au

Specialists Homelessness Services 4431 1471 campstshs@taihs.net.au

Bail Response Program 0448 840 112 info@taihs.net.au

Youth Hub Diversion 4759 4058 info@taihs.net.au