

# Complaints, Compliments & Suggestions

We are committed to providing high quality services aimed at meeting our clients' needs.

We appreciate you taking the time to let us know if you have a complaint about our services, or what you think we do well, or where we can improve our services.

If you have a complaint, compliment, or suggestion, we will respond to it promptly, confidentially and sensitively.

You are encouraged to provide feedback either in person, or by telephone, or in writing.

Please ask a staff member or see our contact details on the back page of this brochure

## Contact Details

### HEAD OFFICE

15 Hubert Street, Woolloongabba Qld 4102  
PO Box 8144, Woolloongabba Qld 4102  
Phone: 07 3891 6431  
Fax: 07 3891 6031

ABN: 75 628 946 046 | ICN: 1305

# Regional Services

## BRISBANE DIVERSIONARY CENTRE & CELL VISITOR SERVICES

15 Hubert Street, Woolloongabba Qld 4102  
PO Box 8144, Woolloongabba Qld 4102  
Phone: 07 3891 2822  
Fax: 07 3391 0613

## BOWMAN JOHNSON HOSTEL

5 Oxford Street, South Brisbane Qld 4101  
PO Box 3947, South Brisbane Qld 4101  
Phone: 07 3844 2115  
Fax: 07 3844 6165

## MACKAY CELL VISITOR & COMMUNITY PATROL SERVICES

D Block, CQ TAFE Campus  
Alfred Street, Mackay Qld 4740  
PO Box 1664, Mackay Qld 4740  
Phone: 4829 4705  
Fax: 4944 0509

## TOWNSVILLE CELL VISITOR & COMMUNITY PATROL SERVICES

3/277 Flinders Mall, Townsville Qld 4810  
PO Box 5919, Townsville Qld 4810  
Phone: 07 4772 3806  
Fax: 07 4772 3247

## PALM ISLAND CELL VISITOR

Mobile: 0448 402 894

## CABOOLTURE CELL VISITOR

Mobile: 0400 358 472



# MURRI WATCH

Aboriginal & Torres Strait Islander Corporation

*Owned by the Community*

**DELIVERING:**

**Diversion from Custody  
Cell Visitor Services  
Community Patrol  
Homelessness Programs**

**since 1991**

*for the Community*



## About Murri Watch

Murri Watch was established in 1991 just prior to the handing down of the Recommendations arising from the Royal Commission into Aboriginal Deaths in Custody.

We are a not-for-profit community based organisation which has grown from humble beginnings located in an old house in Woolloongabba to the strong thriving association it is today. Our success has been built on a strong foundation – our Elders and members of the greater Brisbane Aboriginal and Torres Strait Islander community.

We acknowledge that the ongoing support and commitment from our members and staff is the core element of our success and development.

Murri Watch has since grown from one initial program to its current position where it delivers a range of programs across the State. These are:

- ☀ Brisbane Diversionary Centre;
- ☀ Brisbane Cell Visitors Service;
- ☀ The Bowman Johnson Hostel Supported Accommodation Program;
- ☀ Caboolture Cell Visitors Service;
- ☀ Mackay Cell Visitors and Community Patrol Services;
- ☀ Townsville Cell Visitors and Community Patrol Services; and
- ☀ Palm Island Cell Visitors Service.

## Diversion from Custody Service

The Diversionary Program is aimed at reducing the potential risk/s to Aboriginal and Torres Strait Islander adults being held in police watchhouse custody for public intoxication related offences.

The Diversionary Centre is a 14 bed facility located at 15 Hubert Street Woolloongabba, and provides:

- ☀ A short term sobering up support service in a safe and monitored environment for adult clients who are recovering from intoxication; and
- ☀ related support and referral services (health, legal, accommodation)

## Cell Visitor Services

Our Cell Visitors program aims to stop deaths in custody and reduce the risk of self harming of Aboriginal and Torres Strait Islander people who are detained in watchhouses.

The program operates in Brisbane, Richlands, Ipswich, Beenleigh, Cleveland, Strathpine, Redcliffe, Caboolture, Mackay, Townsville and Palm Island.

Murri Watch Cell Visitors respond to referrals and calls from families, the community, watchhouses, police cells and other organisations regarding concerns about people in watchhouse custody; offer company, support and assistance; help to prevent suicide and self-injury of persons in custody; liaise with families and friends; and provide information and referral/s to support services to persons in custody.

## Supported Accommodation Program

Bowman Johnson Hostel is a 20 bed hostel which provides short term accommodation combined with case management services for homeless persons or persons at risk of being homeless.

The Hostel is situated at 5 Oxford Street South Brisbane, in close proximity to the city, bus stops, the West End shopping precinct and Southbank.

Bowman Johnson Hostel offers fully supported short-term accommodation at reasonable rates (which are inclusive of meals, use of facilities and case management services).

## Community Patrol Services

The Community Patrol Program provides personal support and transport for homeless and intoxicated people in public spaces, and delivers an effective “outreach” service to Aboriginal and Torres Strait Islander people in Townsville and Mackay. Clients who have been ‘sleeping rough’ have their immediate transport needs met, and are assisted to gain access to accommodation and support services.

## Funding

**Murri Watch is:**

Supported by

