

# **ICLA's NSW Recovery Services Referral Guide**

# Contents Page

<b>REFERRALS .....</b>	<b>4</b>
<b>Emergency Services in St George Area.....</b>	<b>4</b>
<b>Crisis Lines.....</b>	<b>5</b>
<b>Youth Referral Services .....</b>	<b>8</b>
<b>Local Community Referral Services .....</b>	<b>11</b>
<b>LBGTIQA+ Services .....</b>	<b>16</b>
<b>Apps for Mental health.....</b>	<b>18</b>
<b>Online Courses – Free, evidence based &amp; self-guided.....</b>	<b>21</b>
<b>Food Support .....</b>	<b>25</b>
<b>Alcohol &amp; Drug Dependency .....</b>	<b>25</b>
<b>Domestic Violence .....</b>	<b>27</b>
<b>Parents/Guardians/Carers .....</b>	<b>29</b>
<b>Pregnancy &amp; Early Parenthood .....</b>	<b>29</b>
<b>Men .....</b>	<b>30</b>
<b>Homelessness/Housing/Tenants.....</b>	<b>31</b>
<b>Carers.....</b>	<b>32</b>

<b>Grief and Childhood Trauma .....</b>	<b>33</b>
<b>Legal .....</b>	<b>35</b>
<b>Workplace Issues.....</b>	<b>37</b>
<b>Disability .....</b>	<b>38</b>
<b>Natural Disasters .....</b>	<b>39</b>
<b>Deinstitutionalisation Support.....</b>	<b>39</b>
<b>Eating Disorders .....</b>	<b>40</b>
<b>Gambling.....</b>	<b>40</b>
<b>Veterans.....</b>	<b>41</b>
<b>Multicultural &amp; Refugee Services .....</b>	<b>42</b>

# Referrals

## Emergency Services in St George Area

Organisation	Service	Description	Contact Information/Hours
<b>St George police service</b>	Emergency services	Police services	13 Montgomery St Kogarah NSW 2217  <b><u>02 8566 7499</u></b>
<b>Hurstville Police station</b>	Emergency services	Police services	36-38 Ormonde Parade HURSTVILLE 2220  <b><u>02 9375 8599</u></b>
<b>St George Mental Health Services Acute Community Care Team (ACCT)</b>	Emergency services		11 South Street, Kogarah NSW 2217  <b><u>02 9553 2595</u></b>  <b><u>02 9113 1111</u></b> (page crisis team)
<b>St George Hospital Emergency Department</b>			Gray St, Kogarah 24-hr  <b><u>02 9113 1111</u></b> (page crisis team)

## Crisis Lines

Organisation	Service	Description	Contact Information/Hours
<b>Emergency 000</b>	Emergency service	If you or someone you are with is in immediate danger, please call 000 or go to your nearest hospital emergency department.	
<b>Beyond Blue</b>		Beyond Blue has begun providing 24/7 mental health support, both online and by phone, delivered by mental health professionals (in conjunction with Medibank). It is providing information and advice around coping with COVID-19, isolation and connection, workplace, and financial hardship, and how best to support the mental health of others.	<b><u>1300 22 46 36</u></b>
<b>Lifeline</b>	Free professional crisis support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Text</li> <li>○ Online chat/video</li> </ul>	24-hour crisis support telephone service. Lifeline provides 24/7 crisis support and suicide prevention services	<p><b><u>Website</u></b></p> <p><b><u>13 11 44</u></b> Telephone crisis support, Available 24/7</p> <p><b><u>0477 13 11 14</u></b> Text crisis support 6pm - midnight (AEST), 7 days</p> <p><b><u>Webchat</u></b> Online crisis support 7pm - midnight (AEST), 7 days</p>

<b>Kids Helpline</b> (5-25 years)	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat</li> <li>○ Email</li> </ul>	A telephone counselling support line for children and young people ages 5 to 25 and available 24 hours a day, 7 days a week. Free, private and confidential phone and online counselling service for young people.	<a href="#"><u>Website</u></a> <b><u>1800 551 800</u></b> Available 24/7  <a href="#"><u>Webchat</u></a> Online support Available 24/7
<b>NSW Mental Health Line</b>		A mental health professional will answer your call about mental health concerns for you or someone you are concerned about, including children, teens, adults, and older people.	<b><u>1800 011 51</u></b>
<b>Suicide Call Back Service</b>	Free professional crisis support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> </ul>	National services that provide free 24/7 phone, video and online professional counselling to people who are affected by suicide.	<a href="#"><u>Website</u></a> <b><u>1300 659 467</u></b> Telephone crisis support Available 24/7  <a href="#"><u>Webchat</u></a> Online & Video crisis support Available 24/7
<b>Head to Health</b>	Directory of crisis support & counselling services.	Mental Health Lines for each State	<a href="#"><u>Website</u></a>  Scroll to bottom of page
<b>SANE Helpline</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> </ul>	One-on-one phone and online chats with a trained mental health professional plus moderated online	<a href="#"><u>Website</u></a>  <b><u>1800 187 7263</u></b>

	<ul style="list-style-type: none"> <li>○ Online chat/video</li> <li>○ Online Forum</li> <li>○ Peer Support</li> </ul>	forums: 'Lived Experience' and 'Family, Friends and carers'	10am - 10pm (AEST) Monday - Friday
<b>Health Direct</b>	Find a FREE mental health professional	A government website that allows you to search by postcode for health services that bulk bill.	<a href="#"><u>Website</u></a>
<b>MensLine</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> </ul>	Telephone and online counselling service for men with emotional health and relationship concerns.	<a href="#"><u>Website</u></a> <b><u>1300 78 99 78</u></b> Available 24/7

## Youth Referral Services

Organisation	Service	Description	Contact Information/Hours
<b>Project Youth</b>		Provide programs for homelessness, case management and referral support for young people aged 12 to 25.	<b><u>(02) 9525 7919</u></b>
<b>St George Accommodation for Youth Limited</b>	Free Services cover the South-Eastern regions of St. George and Sutherland.	Provides Case Management and Sustainable Tenancy Support to young between the age of 16 to 25, specialising in supporting young people with complex needs/mental health/newly arrived. Mainly provide Accommodation, Mental Health Case work / Counselling, Disability, Early Intervention, GLBTIQ and Outreach.	<b><u>Website</u></b> <b>(02) 9586 3345</b>
<b>3Bridges Youth Zone</b>		One on one support for young people through case management. If you want or need support, guidance or a willing ear to listen to you, 3Bridges youth development team is on hand.	<b><u>1300 327 434</u></b>
<b>Headspace</b> (12 - 25 years) (waitlist)	Free ongoing Psychologist sessions: <ul style="list-style-type: none"> <li>○ In person</li> <li>○ Telephone</li> <li>○ Online chat/video</li> </ul> Group Chats	Provides tailored and holistic mental health support to 12-25 year old with a focus on early intervention. Medical and mental health support through 100 Headspace Centres plus online and phone support. It's	<b><u>(02) 8048 3350</u></b>  Location: Hurstville <b><u>Website</u></b>



		confidential and can be anonymous. There is a waitlist for ongoing therapy sessions.	<a href="mailto:info@headspace.com">info@headspace.com</a> <b>1800 650 890</b> 9am-1am (AEST) 7 days
<b>Reach Out</b>	Online Service	Australia's leading online mental health organisation for young people and their parents.	<b>(02) 8029 7777</b>
<b>2Connect Youth &amp; Community</b>	Free service	Youth homelessness support, referral support, food and meal provision, brokerage and alcohol and drug counselling, GBLTIQ, Multicultural services and employment services.	<a href="#">Website</a> <b>(02) 9556 1769</b> Level 3, Cnr Princess St & Moate Ave Brighton Le Sands NSW 2216
<b>Shopfront Arts Co-op</b>		Provides a place, resources, training, and development opportunities for young artists. Shopfront is a space where young people come together to express themselves. To learn, share and bring their imaginations to life.	<b>(02) 9588 3948</b>
<b>Flourish Australia, Young People Outreach program (YPOP)</b>		Pre-pandemic, self-isolation was something YPOP encouraged young people to move beyond, but the option of remote access now has its place.	<b>1300 779 270</b>

<p><b>Exodus Youth Worx</b></p>	<p>Local service</p>	<p>Not-for-profit organisation working for young people aged 13-30 who are facing homelessness, drug and alcohol dependency, neglect and other forms of abuse.</p> <p>Services: Crisis Accommodation, Transitional Accommodation, Mental Health Drug and Alcohol Alternative education programs Case work / Counselling Community / Neighbourhood Centre Emergency Food and Clothing Family support Early Intervention Employment GLBTIQ Multicultural Outreach Police Service NSW Recreational Youth Centre Young parents.</p>	<p><b><u>02 9597 4330</u></b></p> <p>Address: 2/440 West Botany Street, Rockdale 2216.</p> <p><a href="#"><u>Website</u></a></p>
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## Local Community Referral Services

Organisation	Service	Description	Contact Information/Hours
<b>3Bridges Community</b>		Home visiting, assisted shopping, social support, and home phone support daily.	<b><u>1300 327 434</u></b>
<b>Wesley Mission</b>	South-Eastern Sydney Services	Homelessness Intervention Service Sydney & South-Eastern Sydney Districts Single Persons Homelessness Support Service (Mental Health)	<b><u>1300 259 789</u></b>
<b>SGCH</b>		Provides secure, long term housing to people who are eligible for social housing and affordable housing for low-income earners.	<b><u>(02) 9585 1499</u></b>
<b>Advance Diversity Services</b>		<p>Advance Diversity Services (ADS) is a non-profit community organisation which has been providing support services to the culturally and Linguistically Diverse (CALD) communities since 1981. In particular focus on recent arrivals, families, older people, women, youth, people with disabilities and their carers living in the Hurstville, Kogarah, Rockdale, and Sutherland Shire Local Government Areas.</p> <p>ADS provide the following services: Migrant Settlement services, Centre-</p>	<b><u>(02) 9597 5455</u></b>

		based day care for older people, disability support, mental health, carer support, family women and youth program and community development.	
<b>St George Community Mental Health Centre</b>		Mental health crisis assessment and treatment service.	<b><u>02 9553 2595</u></b>
<b>Kingsgrove Community Aid Centre</b>		Kingsgrove Community Aid Centre provides a variety of services ranging from Child Care programmes, Family programmes, Aged Care and Allied Health Care programmes and programs for people with disability.	<b><u>(02) 9150 7823</u></b>
<b>Kogarah Community Services</b>		Kogarah Community Services is a vibrant and diverse community organisation delivering services for the purpose of relieving the poverty, distress and disadvantage experienced by people in our community.	<b><u>(02) 9553 6506</u></b>
<b>Riverwood Community Centre</b>		Focus is to deliver community programs and support that meet the needs of our community through our: <ul style="list-style-type: none"> <li>• Aged and Disability Services</li> </ul>	<b><u>(02) 9533 0100</u></b>

		<ul style="list-style-type: none"> <li>• Child Youth and Family Services</li> <li>• Community Programs including our Information and Referral Service</li> <li>• Support for voluntary community groups that work with us on projects and events within our community.</li> </ul>	
<b>Wesley hospital</b>		30 bed hospital at Kogarah in Sydney's south which offers an extensive range of inpatient and day programs aimed at people needing mental health care for a diverse range of issues.	<b><u>(02) 8197 5800</u></b>
<b>SP Connect (Part of Neami National)</b>		Provides comprehensive after-care support for people following a suicide attempt or a suicidal crisis. Working in partnership with St Vincent's Hospital, Royal Prince Alfred and Prince of Wales hospitals, SP connect enables a straightforward and coordinated transition to community-based care.	<b><u>02 9570 5933</u></b>  Suite 1.01, 430 Forest Road, Hurstville, NSW, 2220
<b>Hopefield</b>		Focus on improving the lives and wellbeing of our clients by showing them that change is possible and equipping them with the everyday	<b><u>02 9545 0299</u></b>

		skills necessary for improved communication, resiliency, social and emotional functioning, healthy relationships, and improved sense of belonging.	
<b>Women's health Service</b>	Local Service	Is a free service for Women's health services including information, advice and testing for health, contraception, pregnancy, sexual health, cervical screening, and breast awareness. Services: Primary health, Sexual health, GLBTIQ, Multicultural and Young parents	Rockdale Community Health Centre, 16 King St, Rockdale  <b><u>02 9087 8300</u></b>
<b>Southern Community Welfare</b>	Local service	Provides counselling and psychological services. Support groups for grief and loss, depression and bipolar. Provides case management, food packages and support with work and development orders.  Moving Forward Domestic Family Violence case management services: A specialised case management service for women and children who are experiencing, escaping, or have left domestic and family violence, also offering a therapeutic and educational workshop program.	<b><u>Website</u></b>  <b><u>(02) 9545 0299</u></b>

<b>Orana Inc</b>		A local neighbourhood centre that provides services such as Emergency Relief, free Zoom counselling service, tax Help, photocopying, general information, and referrals to other organisations.	<b><u>(02) 9521 8280</u></b>  <a href="#">Website</a>
<b>Salvation Army</b>	Local service – Miranda	Free Counselling services, Rehabilitation services, positive lifestyle programs, chaplaincy services, morning teas, women’s group, youth group and church service at 9:30am on Sunday.	<b><u>(02) 9540 4460</u></b>
<b>St Vincent de Paul</b>	Local service- Sutherland	Provides general support services and financial assistance to the most vulnerable in the community.	<b><u>(02) 9542 4924</u></b>  <a href="#">Website</a>
<b>Salvation Army, St George Welfare Centre</b>	Local services	Provides general support services and financial assistance to the most vulnerable in the community.	<b><u>(02) 9579 3897</u></b>  <a href="#">Website</a>
<b>Neami National service</b>	Local service.	Based in Hurstville they provide psychosocial support, group programs and wellbeing coaching.	<b><u>02 9570 5933</u></b>

## LBGTIQA+ Services

Organisation	Service	Description	Contact Information/Hours
<b>Twenty10</b>	Free Service	Works with young people 12-25 who are lesbian, gay, bisexual, transgender and gender diverse, intersex, questioning, queer, asexual and more, LBGTIQA+ people and others of diverse genders and sexualities, their families and communities. Provide Services for Transitional Accommodation, Primary health, Mental Health, Sexual health, Case work / Counselling GLBTIQ Legal.	<b><u>02 8594 9555</u></b>  <a href="#">Website</a>  <a href="mailto:info@twenty10.org.au">info@twenty10.org.au</a>
<b>QLife</b>	Online services	GLBTIQ national phone counselling support from 530pm to 1030pm	<a href="#">Website</a>  <b><u>1800 184 527</u></b>
<b>Gender Centre</b>		The Gender Centre is committed to developing and providing services and activities which enhance the ability of people with gender issues to make informed choices. Services: Counselling, case management, housing, social support, NSP Services available and GBLTQ.	<a href="#">Website</a>  <b><u>9569 2366</u></b>
<b>Glisten</b>	Free Local service	A social support group for same sex attracted and gender diverse young	<b><u>02 9556 1769</u></b>



		people under 25 in the St George & Sutherland area. Meetings are held every second Tuesday in Kogarah.	
<b>The Safe Relationships Project</b>	Free professional telephone support	Provides men and women who are experiencing domestic violence in Same Sex relationships with support, advocacy, referral, and information.	<a href="#"><u>Website</u></a> <b><u>1800 244 481</u></b> 9am - 5pm (AEST) Monday - Friday  <a href="mailto:srp@iclc.org.au"><u>srp@iclc.org.au</u></a>
<b>ACON</b>	Free professional counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Support Groups</li> </ul>	Help for LGBTI people and people with HIV take control of their mental health by providing a range of counselling services and a care coordination program for people with complex needs.	<a href="#"><u>Website</u></a> <a href="#"><u>Contact Information</u></a>

## Apps for Mental health

Organisation	Service	Description	Contact Information/Hours
<b>This is the way up</b>	Online App	<p>Offers 4 free short courses, <i>Coping with stress, Introduction to mindfulness, managing insomnia &amp; Student well-being.</i></p> <p>The courses were developed by world-leading researchers and clinicians from St Vincent's Hospital and University of NSW</p>	App Store
<b>Beyond Now</b>	Free App	<p>Suicide Safety planning app Beyond Blue developed the Beyond Now app to help you make your own safety plan to support you through times of sadness or grief. You can make it on your phone and carry it with you to access anywhere and anytime.</p> <p>The app guides you through, step-by-step, with suggestions. You can update it anytime and easily share it with others if you want.</p>	<p>Beyond Now is free to download from the Apple Store or Google Play and if you don't have a smartphone, it's also <a href="#">online</a>.</p> <p><a href="#">Information Sheet</a></p>
<b>Smiling mind App</b>		Smiling Mind is a unique web and app-based program	

		developed by psychologists and educators to help bring balance to people’s lives. Practise your daily meditation and mindfulness exercises from any device.	
<b>MyCompass</b>	Free program	online self-help program for people with mild to moderate depression, anxiety, and stress. It’s also appropriate for people who simply want to build good mental health. Its core features include fourteen different interactive learning activities and a lifestyle tracking feature to help users better understand themselves and learn strategies to improve their mental health.	<a href="#">Website</a>
<b>Head Gear</b>	Free app	Guides you through a 30–day mental fitness challenge designed to build resilience and wellbeing – it’s even been found to prevent depression. Based on techniques scientifically proven to build good mental health, it features a range of simple engaging daily activities to help reduce and manage stress, improve sleep, connect better with friends and deal with difficult situations.	<a href="#">Website</a>

<b>Insight Timer</b>	Free meditation App	Insight Timer is a smartphone app and online community for meditation. The app features guided meditations, music and talks posted by contributing experts.	<a href="#"><u>Website</u></a>

## Online Courses – Free, evidence based & self-guided.

Organisation	Service	Description	Contact Information/Hours
<b>This Way Up</b>	Online courses	Designed to help with your wellbeing. Specialising in Anxiety, Depression, Social Phobia, Panic, OCD, Mindfulness, Stress, PTSD, Chronic Pain and insomnia	<a href="#">Website</a>
<b>Project Air</b>		Working with Borderline Personality Disorder (BPD), Narcissistic Personality Disorder (NPD), Antisocial Personality Disorder (APD), and Paranoid, Schizoid, Schizotypal, Histrionic, Avoidant, Dependent, and Obsessive-Compulsive Personality Disorders.	App Store
<b>Beyond Blue</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online</li> <li>○ Online Forum</li> <li>○ Peer Support</li> </ul>	Aims to increase awareness of depression and anxiety and reduce stigma. One-on-one phone and online chats with a trained mental health professional plus a moderated online community exploring 'mental health conditions', 'people like me' and 'caring for myself and others'.	<a href="#">Website</a> <a href="#">Online Forums</a> <b>1300 22 4636</b> Telephone support Available 24/7  <a href="#">Webchat</a> Online support 3pm - midnight (AEDST) 7 days

<b>Headspace</b>		Provides mental health and well-being support, information and services to young people aged 12 to 25 years and their families.	
<b>Everymind</b>		Mental health resources to support individuals, families and communities	
<b>Men's Line</b>	Online service	A telephone and online counselling service for men with emotional health and relationship concerns.	
<b>Black Dog Institute</b>	Free online treatment courses, ideally done over 7 weeks	<p>Helps with identification, prevention and treatment of mental illness, and the promotion of well-being. Online and in person support groups that allow people to discuss their experiences, problems and strategies for coping.</p> <p>MyCompas course teach practical self-management skills that are based on Cognitive Behavioural Therapy (CBT). Its core features include personalised interactive learning activities and a lifestyle tracking feature to help users better understand themselves and learn strategies to improve their mental health.</p>	<p><a href="#"><u>Website</u></a></p> <p><b><u>(02) 9382 4530</u></b>  9am - 5pm  Monday – Friday</p>

		Depression, Anxiety & Stress - with specific courses for Adults, Men, people with Diabetes	
<b>QLife</b>		Provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender, and intersex (LGBTI) people of all ages.	
<b>NSW Health</b>		Alphabetical list of programs to build the capacity of the mental health care system.	
<b>Australian Government Mental Health</b>			
<b>eFriend</b>	Free peer support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online video</li> </ul>	eFriend is a virtual peer support service which offers weekly 30-minute conversations with the same peer worker over three sessions.	<a href="#"><u>Website</u></a> <b><a href="mailto:efriend@icla.org.au">efriend@icla.org.au</a></b> 9.30am-7pm (AEST) Monday-Friday
<b>Healthy Mind</b> (Intellectual Disability) (Blackdog Institute)	Free online treatment program	Healthy Mind is an online Easy Read tool designed to help people with Intellectual Disability (ID) to recognise and regulate their thoughts and feelings.	<a href="#"><u>Website</u></a>
<b>MindSpot</b>	Free 8-week online treatment courses with weekly contact with	MindSpot courses teach practical self-management skills that are based on Cognitive Behavioural Therapy (CBT),	<a href="#"><u>Website</u></a> <b>1800 61 44 34</b>

	mental health professional	<p>Interpersonal Therapies, relaxation and physical activity:</p> <ul style="list-style-type: none"> <li>○ Wellbeing Courses - with specific courses for Adults, Seniors, Youth, Indigenous people</li> <li>○ Obsessive Compulsive Disorder</li> <li>○ PTSD</li> <li>○ Pain</li> </ul>	
<b>MoodGym</b>	Free online treatment course	<p>Moodgym course teach practical self-management skills that are based on Cognitive Behavioural Therapy (CBT):</p> <ul style="list-style-type: none"> <li>○ Depression &amp; Anxiety</li> </ul>	<a href="#"><u>Website</u></a>



## Food Support

Organisation	Service	Description	Contact Information/Hours
<b>Food Bank</b>	Referral	Use the website to select your state to see what food support is available in your location	<a href="#">Website</a>

## Alcohol & Drug Dependency

Organisation	Service	Description	Contact Information/Hours
<b>National Alcohol &amp; Other Drug Hotline</b>	Free & confidential telephone support	You will be automatically directed to the Alcohol Drug Information Service in the state or territory you are calling from.	<b><u>1800 250 015</u></b> Available 24/7
<b>Counselling Online</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Online chat/video</li> <li>○ Online Forum</li> <li>○ Peer Support</li> </ul>	Provides free online counselling to Australians concerned about alcohol & other drugs, for themselves or a family member, relative or friend.	<a href="#">Website</a> <a href="#">Online Forum</a> Available 24/7
<b>Family Drug Support Australia</b>	Free & confidential telephone support	Provides practical help, information and support to families and friends impacted by someone's drug and/or alcohol use.	<a href="#">Website</a> <b><u>1300 368 186</u></b> Available 24/7

<b>Alcohol &amp; Drug Foundation (ADF) Info Line</b>	Telephone referral	Offering information and referrals to support services on alcohol or drugs.	<a href="#"><u>Website</u></a> <b><u>1300 85 85 84</u></b> 9am - 5pm Monday – Friday
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## Domestic Violence

Organisation	Service	Description	Contact Information/Hours
<b>1800 RESPECT</b>	Free professional support: <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Online chat</li> </ul>	Counselling, information and referral for those experiencing sexual, domestic or family violence.	<a href="#">Website</a> <a href="#">Webchat</a> <b><u>1800 737 732</u></b> Available 24/7
	Web Apps	<p><b>Daisy:</b> connects people experiencing violence or abuse to services in their local area</p> <p><b>Sunny:</b> for women with disability who have experienced violence and abuse</p>	<b><u>Available to download</u></b>
<b>MensLine</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> </ul>	Telephone and online counselling service for men with emotional health and relationship concerns.	<a href="#">Website</a> <b><u>1300 78 99 78</u></b> Available 24/7
<b>Deli Women's &amp; Children's Centre</b>	Free professional support: <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Casework</li> <li>• Educational &amp; therapeutic groups</li> <li>• Playgroup</li> </ul>	Seeks to ensure that women, children and families, particularly those affected by domestic violence, are happy, healthy, safe and resilient; and able to participate in connected and strong families and communities.	

	<ul style="list-style-type: none"> <li>• Individual Parenting Support &amp; Advice</li> </ul>		
<b>The Domestic Violence Line</b>	<p>Free professional support:</p> <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Referral</li> </ul>	NSW state-wide telephone crisis counselling and referral service for women. Female counsellors can help you get in contact with police, legal help, hospital care, family support, obtaining an AVO, developing a safety plan and finding emergency accommodation.	<p><a href="#"><u>Website</u></a></p> <p><b><u>1800 65 64 63</u></b> Available 24/7</p>
<b>Lou's Place</b>	<ul style="list-style-type: none"> <li>• Support for basic needs</li> <li>• Legal advice, intervention, referral services, programs and case management.</li> <li>• Activities.</li> </ul>	Provide a safe place where women's basic needs are met, a community in which to heal and the support to empower women to rebuild their lives.	<p><a href="#"><u>Website</u></a></p> <p>Lou's Place 182 Victoria Street Kings Cross NSW 2011</p> <p>P: 02 9358 4553 E: info@lousplace.com.au</p>

## Parents/Guardians/Carers

Organisation	Service	Description	Contact Information/Hours
<b>Parentline NSW</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat</li> <li>○ Email</li> </ul>	Counselling and support for parents & carers	<a href="#">Website</a> <b>1300 1300 52</b> 9am - 9pm Monday - Friday  4pm-9pm Saturday – Sunday

## Pregnancy & Early Parenthood

Organisation	Service	Description	Contact Information/Hours
<b>GIDGET Foundation</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Counselling</li> <li>○ Support groups</li> </ul>	Support for families suffering emotional distress during pregnancy and early parenting.	<a href="#">Website</a> <b>1300 851 758</b>
<b>Perinatal Anxiety &amp; Depression Australia (PANDA)</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online forum</li> </ul>	A free, national helpline service for women, men and their families affected by perinatal anxiety and depression.	<a href="#">Website</a> <b>1300 726 306</b>  9.00am - 7.30pm (AEST) Monday – Friday

<b>Bears of Hope</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat</li> <li>○ Email</li> <li>○ Support groups</li> <li>○ Workshops</li> </ul>	Providing support for families who experience the loss of their pregnancy or infant, counsellors have personal experience as bereaved parents.	<a href="#"><u>Website</u></a>  <b><u>1300 11 4673</u></b>
<b>SANDS</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat</li> <li>○ Email</li> <li>○ Support groups</li> <li>○ Peer support</li> </ul>	Offering support to those who have experienced miscarriage, stillbirth or newborn death. All volunteers have lived experience.	<a href="#"><u>Website</u></a>  <b><u>1300 072 637</u></b>  Available 24/7

## Men

Organisation	Service	Description	Contact Information/Hours
<b>MensLine</b>	Free professional counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> </ul>	Telephone and online counselling service for men with emotional health and relationship concerns.	<a href="#"><u>Website</u></a>  <b><u>1300 78 99 78</u></b>  Available 24/7
<b>Australia Changing for Good</b>	Free professional counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Support group</li> </ul>	This MensLine program help men to stop using violence in their family and relationships.	<a href="#"><u>Website</u></a>  <b><u>1300 015 120</u></b>  Leave voicemail for a call-back within 24hrs

## Homelessness/Housing/Tenants

Organisation	Service	Description	Contact Information/Hours
<b>Link2home Info Line</b>	Telephone information, assessment & referral	A state-wide telephone service providing information, assessment and referral to specialist homelessness services, temporary accommodation and other appropriate services for people who are homeless or at risk of homelessness.	<a href="#">Website</a> <b><u>1800 152 152</u></b> <a href="mailto:link2home@facss.nsw.gov.au">link2home@facss.nsw.gov.au</a> Available 24/7
<b>Sydney Homeless Connect Guidebook 2019</b>	Information	A pocket-sized booklet listing services and organisations that could be useful to you if you're homeless or at risk of homelessness.	<a href="#">Website</a>
<b>Tenants Union of NSW</b>	Free professional telephone advice, information & advocacy	Information and advice for people renting privately, plus boarders, lodgers, public and community housing tenants.	<a href="#">Website</a> <b><u>1800 251 101</u></b> 10am-1pm & 2pm-5pm Monday

## Carers

Organisation	Service	Description	Contact Information/Hours
<b>Carers Gateway</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone call-back service</li> <li>○ In-person &amp; telephone Counselling</li> <li>○ Online skills courses &amp; coaching</li> <li>○ Online Forum</li> <li>○ Peer Support</li> <li>○ Respite</li> </ul>	The Carer Gateway website and call centre are an entry point for carers to access practical information and advice, online supports, and services in their local area.	<a href="#"><u>Website</u></a> <b><u>1800 422 737</u></b> 8am - 5pm (local time) Monday – Friday
<b>National Counselling &amp; Referral Service</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Referral</li> <li>○ Information</li> </ul>	Support for people with a disability, their carers or support workers/advocates who have experienced or been affected by abuse, neglect, violence and exploitation.	<a href="#"><u>Website</u></a> <b><u>1800 421 468</u></b> 9am-6pm (AEST) Monday – Friday  9am-5pm (AEST) Sat, Sun & public holidays



## Grief and Childhood Trauma

Organisation	Service	Description	Contact Information/Hours
<b>Blue Knot Foundation</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online assistance to find referrals &amp; information.</li> <li>○ Referral database</li> </ul>	Blue Knot counsellors provide empathetic, informative, and empowering support for adult survivors of childhood trauma and abuse, including referrals to specialised healthcare providers or support with redress applications.	<a href="#">Website</a> <b><u>1300 657 380</u></b> 9am - 5pm (AEST) Monday - Sunday <a href="mailto:helpline@blueknot.org.au">helpline@blueknot.org.au</a>
<b>GriefLine</b>	Free counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online chat/video</li> <li>○ Text</li> </ul> One-off calls or a 6-8 session program on grief/loss/trauma or insomnia	Offering confidential support to people experiencing grief, loss and/or trauma. Their counselling support also provides early intervention and prevention of mental health difficulties which may compound a person's experience of grief, loss and trauma.	<a href="#">Website</a> <b><u>1300 845 745</u></b> Available 24/7
<b>National Centre for Childhood Grief</b>	Free counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online</li> <li>○ Support groups (3-18 &amp; 18-25 years)</li> </ul>	The NCCG provides, through its programs, a safe environment where bereaved children and their families can be encouraged to share their experiences.  This process enables bereaved children to learn how to integrate grief into their everyday lives. The NCCG has developed and uses an	<a href="#">Website</a> <b><u>1300 654 556</u></b> 9am - 5pm (AEST) Monday - Sunday

		internationally recognised therapeutic model and applies this model in ways that meet the needs of individual children and the group.	
<b>National Association for Loss &amp; Grief (NSW)</b>	Free trained volunteer counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Support Groups</li> <li>○ Training</li> </ul>	In addition to phone support NALG runs the <u>Blue Healers</u> program that teaches coping strategies to people experiencing mild to moderate depression, anxiety and stress.	<a href="#"><u>Website</u></a> <b><u>(02) 6882 9222</u></b>

## Legal

Two different organisations provide free legal help in Australia – [Legal Aid](#) and [Community Legal Centres \(CLCs\)](#). CLCs help people who cannot get Legal Aid. This may be because you need assistance for something that Legal Aid does not do, or because you do not qualify for Legal Aid assistance. CLCs are not part of Legal Aid.

Organisation	Service	Description	Contact Information/Hours
<b>Community Legal Centres</b>	Free professional information & support	CLCs are independent, community-based organisations providing free legal help, including information, referrals, legal education, advice, casework and representation.	<a href="#">NSW Website</a>
<b>Specialist Community Legal Centres</b>		<p>Some Centres provide services in a specialist area of law, or to a community or group. There are specialist services for:</p> <ul style="list-style-type: none"> <li>• women</li> <li>• refugees &amp; asylum seekers</li> <li>• older persons</li> <li>• children &amp; youth</li> <li>• people with disability</li> <li>• social security law</li> <li>• tenancy &amp; housing</li> <li>• credit &amp; debt</li> <li>• Immigration</li> </ul> <p>Visit the website for a list of services.</p>	<a href="#">Website</a>

<b>Legal Aid</b>		Legal Aid in Australia is legal assistance provided by the government. Each state and territory have its own Legal Aid Commission, which is responsible for administering Legal Aid.	<a href="#"><u>NSW Website</u></a>
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## Workplace Issues

Organisation	Service	Description	Contact Information/Hours
<b>Australian Human Rights Commission</b>	Free and confidential information, referral and advice on how to make a complaint to the Commission, or deal with specific discrimination issues	The Commission investigates and resolves complaints (under federal laws) of bullying based on a person's: <ul style="list-style-type: none"> <li>• Sex</li> <li>• Disability</li> <li>• Race</li> <li>• Age</li> <li>• criminal record,</li> <li>• political opinion</li> <li>• religion or social origin</li> </ul>	<a href="#">Website</a> National Information Service  <b>1300 656 419</b> 9.00am - 5pm (AEST) Monday - Friday
<b>Fair Work Commission (FWC)</b>	Free and confidential information & referral plus support to make a complaint to the Commission	The Fair Work Commission provides information about resolving an issue or dispute in the workplace and it investigates and resolves complaints on issues such as BULLYING.	<a href="#">Website</a>
<b>Fair Work Ombudsman (FWO)</b>	Free and confidential information & referral plus support to make a complaint to the Ombudsman.	The Fair Work Ombudsman provides information about resolving an issue or dispute in the workplace and it investigates and resolves complaints about breaches of workplace laws and awards.	<a href="#">Website</a>

## Disability

Organisation	Service	Description	Contact Information/Hours
<b>Disability Advocacy</b>	Free professional advocacy	Advocate's support or work on behalf of a person with disability to help them to speak out and defend their rights and interests.	<a href="#">Website</a>
<b>National Counselling &amp; Referral Service</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Referral</li> <li>○ Information</li> </ul>	Support for people with a disability, their carers or support workers/advocates who have experienced or been affected by abuse, neglect, violence and exploitation.	<a href="#">Website</a> <b><u>1800 421 468</u></b> 9am-6pm (AEST) Monday – Friday 9am-5pm (AEST) Sat, Sun & public holidays
<b>NDIS – applying &amp; appealing decisions</b>	Information & support	Disability Advocacy organisations can help people to apply for the NDIS and appeal decisions. Contact the Wayfinder Hub to find the best service for you	<a href="#">Website</a> <b><u>1800 843 929</u></b> Leave voicemail for a call-back. <a href="mailto:info@wayfinderhub.com.au">info@wayfinderhub.com.au</a>
<b>Wayfinder Hub</b> (People with Disability Australia)	Information & referral	Wayfinder Hub is a national disability information and referral service that will help to link people with disability and the specialist and mainstream services they need. This includes an Individual and Group Advocacy Service.	<a href="#">Website</a> <b><u>1800 843 929</u></b> Leave voicemail for a call-back <a href="mailto:info@wayfinderhub.com.au">info@wayfinderhub.com.au</a>

## Natural Disasters

Organisation	Service	Description	Contact Information/Hours
<b>Disaster Assist</b>	Information	Federal government service listing local government areas that have been declared disaster areas and how to apply for recovery payments.	<a href="#">Website</a>

## Deinstitutionalisation Support

Organisation	Service	Description	Contact Information/Hours
<b>Women's Justice Network</b>	Youth and adult mentoring	A grassroots community organisation committed to advancing the prospects and wellbeing of women and female youth affected by the criminal justice system. They offer youth and adult mentoring programs.	<a href="#">Website</a> <b><u>(02) 8011 0699</u></b>

## Eating Disorders

Organisation	Service	Description	Contact Information/Hours
<b>Butterfly Foundation</b>	Free professional counselling: <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ Online Chat</li> <li>○ Support Groups</li> <li>○ Skills Programs</li> <li>○ Information &amp; Referral</li> </ul>	Free and confidential support for anyone concerned about eating disorders or body image issues	<a href="#">Website</a> <b>1800 33 4673</b> 8am-midnight (AEST) 7 days

## Gambling

Organisation	Service	Description	Contact Information/Hours
<b>Gambling Help</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Online chat</li> <li>○ Goal setting</li> <li>○ Information &amp; Referral</li> </ul>	Support for people across Australia who are affected by gambling, including family and friends.	<a href="#">Website</a> <b>1800 858 858</b> Available 24/7
<b>Gamblers Anonymous Australia</b>	Support Groups	A fellowship of men and women who share their experience strength and hope with each other that they may solve their common problem and help others recover from a gambling problem.	<a href="#">Website</a> <a href="#">Contact Information</a>



## Veterans

Organisation	Service	Description	Contact Information/Hours
<b>All-hours Support Line</b>	Telephone referral	A triage line, which means that it is there to help you access ADF or civilian mental health services more easily. Services that you can access include psychology, medical, social work, and chaplain services.	<a href="#">Website</a> <b><u>1800 628 036</u></b> Available 24/7
<b>Bravery Trust</b>	Financial assistance	Provides emergency financial relief to serving & ex-serving members of the Australian Defence Force who have a serious injury or illness as a result of their service.	<a href="#">Website</a> <b><u>1800 272 837</u></b>
<b>Open Arms</b>	Free professional counselling: <ul style="list-style-type: none"> <li>○ Crisis telephone line</li> <li>○ Treatment programs &amp; workshops</li> <li>○ Peer Support</li> <li>○ Crisis accommodation</li> </ul>	Mental health and wellbeing support for current and ex-serving Australian Defence Force personnel and their families.	<a href="#">Website</a> <b><u>1800 011 046</u></b> Available 24/7

## Multicultural & Refugee Services

Organisation	Service	Description	Contact Information/Hours
<b>Embrace Multicultural Mental Health</b>	Referral & Information	A directory of national and state mental health services in a range of languages	<a href="#">Website</a>
<b>Asylum Seekers Centre</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Health Clinic</li> <li>○ Accommodation</li> <li>○ Employment</li> <li>○ Support groups</li> </ul>	The ASC offers a range of services including a free Health Clinic plus accommodation, employment, nutrition and social support	<a href="#">Website</a> <b>02 9078 1900</b> 9am - 4pm, Monday - Friday
<b>Service for the Treatment and Rehabilitation of Torture and Trauma Survivors</b>	Free professional support: <ul style="list-style-type: none"> <li>○ Counselling</li> <li>○ Physiotherapy</li> <li>○ Support groups</li> </ul>	STARTTS provides specialist refugee trauma counselling plus physiotherapy, acupuncture, a nutritionist, social support groups, youth camps and more. They have branch offices throughout NSW. Call head office to find the closest to you.	<a href="#">Website</a> <b>02 9646 6700</b>
<b>Transcultural Mental Health Centre</b>	Free professional counselling	Their <u>Clinical Consultation and Assessment Service</u> provides free services to people from culturally and linguistically diverse communities experiencing a mental health issue.	<a href="#">Website</a> <b>1800 648 911</b> 8.30am - 5pm Monday - Friday

<b>Transcultural Mental Health Centre</b>	Free professional counselling	Their <u>Clinical Consultation and Assessment Service</u> provides free services to people from culturally and linguistically diverse communities experiencing a mental health issue.	<a href="#"><u>Website</u></a>  <b><u>1800 648 911</u></b> 8.30am - 5pm Monday - Friday
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