



Northern Beaches  
**Mental Health  
Services**

Interagency  
Resource Booklet



**Health**  
Northern Sydney  
Local Health District

*Updated September 2019*



# **Mental Health Telephone Access Line**

**Phone: 1800 011 511**

## **Details of Organisation / Service:**

### **Services offered:**

By calling 1800 011 511, people with a mental health issue and their family and carers can speak with a mental health professional about their symptoms and can be connected with appropriate care.

The mental health professionals staffing the line will assess the urgency of the call and make appropriate recommendations about follow up treatment options.

Importantly, callers will be talking with professionals, so information will be subject to standard health and personal information privacy regulations.

The health professionals working on the line have expertise in the types of mental health services available in your local area. Callers may need to be referred to local mental health services or other health professionals for follow up care.

## Useful Contact Numbers

<b>Ambulance, Fire &amp; Police</b>	<b>000</b>
<b>Bushfires</b>	<b>000</b>
<b>Local Police Stations</b>	
Dee Why	<b>9971 3399</b>
Manly	<b>9976 8099</b>
Mona Vale	<b>9998 0699</b>
Water Police (Broken Bay)	<b>9979 4044</b>
<b>State Emergency Service</b>	<b>13 2500</b>
<b>Northern Beaches Council</b>	<b>1300 434</b>
<b>434</b>	
<b>Medical Emergencies:</b>	<b>000</b>
Dentist—24hr service	<b>9369 7050</b>
Eye—Sydney Eye Hospital	
24 hour service	<b>9382 7111</b>
Poison Information Centre	<b>13 1126</b>
<b>Personal</b>	
Kids Help Line	<b>1800 551</b>
<b>800</b>	
Lifeline	<b>13 1114</b>
Telephone Interpreter Service	<b>13 1450</b>
<b>Homelessness</b>	
Link 2 Home	<b>1800 152</b>
<b>152</b>	
<b>Taxis</b>	
Manly Warringah Cabs	<b>13 1668</b>
Wheelchair Accessible Taxis	<b>8332 0200</b>
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- 129. Mental Health Association NSW
- 129. Mental Health in Multicultural Australia
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## **Section 1**

# **Northern Beaches Mental Health Service**

## Acute Care Team (ACT)

**Address:** Brookvale Community Health Centre  
Level 3, 612-624 Pittwater Road Brookvale  
**Enquiries:** 1800 011 511

### Details of Organisation / Service:

#### Services offered:

The ACT Team provides a mobile outreach service which is easily contacted and responds promptly to people in a mental health crisis. Treatment provided is intensive and brief, with most contact occurring in the person's home or other community setting.

A comprehensive assessment is conducted to determine a person's mental health and treatment requirements, the level of support available, additional support needs to maintain the person in the community and the level of risk to self and others. The treatment provided also imposes the least personal restriction of rights and choices in balance with the need for treatment. Telephone crisis counselling is also provided when appropriate.

The team often operates with the assistance of other service providers such as police, ambulance and local hospital emergency departments. ACT also provide advice and information to families, carers and friends.

#### How to access this Service:

ACT provides a timely and responsive outreach and telephone service to people in mental health crisis. Referral may be made by the individual in crisis, relatives, friends, doctors, hospitals, and other health and welfare agencies via the intake line:  
1800 011 511

#### Hours of operation:

8:00am to 10:00pm, 7 days per week.

## **Assertive Outreach Team (AOT)**

**Address:** Brookvale Community Health Centre  
612-624 Pittwater Road, Brookvale  
**Enquires:** 1800 011 511

### **Details of Organisation / Service:**

#### **Services offered:**

The Assertive Outreach Team (AOT) is a team of multi-disciplinary clinicians which provides assertive follow up and case management to people experiencing a severe and enduring mental illness who are living in group homes, Department of Housing properties and private residences.

The focus of outreach support is to assist people to develop skills necessary to maintain living in their accommodation, improve social connectedness and quality of life.

#### **Eligibility:**

All suburbs on the Northern Beaches.

#### **How to access this service:**

Referrals are only accepted from Community Mental Health staff and Macquarie Hospital.

#### **Hours of operation:**

The Assertive Outreach Team operates between the hours of 8.00 am and 10.00 pm, 7 days a week.

## **Children of Parents with Mental Illness (COPMI)**

**Address:** Brookvale Community Health Centre  
612-624 Pittwater Road Brookvale 2100

**Enquiries:** (02) 9388 5150

### **Details of Organisation / Service:**

#### **Services offered:**

Consultation and education to Mental Health, Child and Family Health and other services working with families affected by mental illness. Support, information, and group work for parents, families and children affected by parental/sibling mental illness.

#### **This service specialises in helping:**

The COPMI Consultant works across Adult and Child and Adolescent Mental Health Services to support the needs of children and families where a parent experiences a mental illness or mental health disorder. We provide:

- Family focused interventions with children and families affected by parental mental illness
- Joint family assessments with adult mental health staff
- Brief counselling and psycho-education with children and teenagers - debriefing and education about mental illness (the child or the parent has to be the client of mental health services)
- Targeted group work with children
- Targeted parenting support programs (Tuning in to Kids and Circle of Security) for parents living with mental illness or a mental disorder, and their partners

#### **How to access this service:**

Referral to the COPMI Clinician (or requests for consultation and information) can be made by Adult or Child and Adolescent Mental Health Clinicians, School Counsellors or other Education Staff, other Services working with families, and by families themselves.

## Early Psychosis Intervention Service (EPIS)

**Address:** Brookvale Community Health Centre  
612-624 Pittwater Road, Brookvale  
**Enquires:** 1800 011 511

### Details of Organisation / Service:

#### Services offered:

This team is a specialist service that provides intensive care. A comprehensive mental health service addressing the needs of young people 18-24 years of age, who have recently experienced a first episode of psychosis.

The aim of the service is to provide information for young people about psychosis, coping strategies and medication, reduce disruption to a person's life, and decrease the chance of relapse.

The emphasis is on working with the individual to promote recovery in a way that is the least traumatic and stigmatising. Individual appointments with a Care Coordinator and group programs are offered, including information evenings for families.

#### Eligibility:

Referrals must be between 18 and 24 years of age and have a primary diagnosis of psychosis, with first diagnosis within the last 12 months.

The service offered is time-limited, initially to 18 months for each consumer, with a possible extension up to 3 years depending on individual needs.

Referral may be made through the intake line: 1800 011 511

#### Hours of operation:

## **Frenchs Forest Community Mental Health Team**

**Address:** Brookvale Community Health Centre  
Level 3, 612-624 Pittwater Road, Brookvale  
**Enquires:** 1800 011 511

### **Details of Organisation / Service:**

#### **Services offered:**

Specialist short and long term comprehensive case management for persons 18 - 65 years who have a serious mental illness, and people significantly affected by mental health problems, including a variety of conditions such as schizophrenia, bi-polar disorder (Manic Depressive Illness), major depression, acute psychosis and anxiety disorders.

The range of services offered include assessment, medical treatment, counselling, education about mental illness and referral to other appropriate agencies and programs. Centre teams are multi-disciplinary health professionals including social workers, registered nurses, psychologists, occupational therapists, psychiatric registrars and psychiatrists. Home visits can be arranged under special circumstances.

#### **Eligibility:**

Living in the suburbs of Forestville, Killarney Heights, Frenchs Forest, Beacon Hill, Oxford Falls, Duffy's Forest, Terrey Hills, Belrose and Davidson.

Experiencing mental illness or disorder.

#### **How to access this service:**

Referral to the Service can be made by the individual, relatives, friends, doctors, hospital, other health and welfare agencies. If a referral is made by a doctor, an accompanying letter will be helpful but not essential. Hours open 8:30am to 5pm Monday to Friday.

## Kalori

**Address:** Brookvale Community Health Centre  
612-624 Pittwater Road Brookvale 2100

**Enquires:** 1800 011 511

### **Details of Organisation / Service:**

#### **Services offered:**

Kalori is a consumer peer worker run program that provides education and information to help consumers make informed decisions, particularly information on consumer rights and responsibilities, mental health organisations and support available in the community, mental health service navigation, and general information on matters that may affect the consumer experience of mental health services.

#### **Eligibility:**

All mental health consumers are welcome to participate. You do not need to be a current client of the mental health service or have a Care Coordinator. The program is designed for people over the age of 18 years.

#### **How to access this service:**

Referrals can be made through a GP, self-referrals, through inpatient units and community health centres. Kalori does not provide a clinical mental health service, or an emergency mental health service. For urgent cases ring the **Mental Health Line on 1800 011 511**.

## **Mona Vale Community Mental Health Team**

**Address:** Brookvale Community Health Centre  
Level 3, 612-624 Pittwater Road, Brookvale  
**Enquires:** 1800 011 511

### **Details of Organisation / Service:**

#### **Services offered:**

Specialist short and long term comprehensive case management for persons 18 -65 years who have a serious mental illness and people significantly affected by mental health problems, including a variety of conditions such as schizophrenia, bi-polar disorder (Manic Depressive Illness), major depression, acute psychosis and anxiety disorders.

The range of services offered include assessment, medical treatment, counselling, education about mental illness and referral to other appropriate agencies and programs. Centre teams are multidisciplinary health professionals including social workers, registered nurses, psychologists, occupational therapists, psychiatric registrars and psychiatrists. Home visits can be arranged under special circumstances.

#### **Eligibility:**

Living in the suburbs of Avalon, Bayview, Bilgola, Church Point, Clareville, Elanora, Ingleside, Mona Vale, Newport, North Narrabeen, Palm Beach, Scotland Island, Warriewood and Whale Beach. Experiencing mental illness or disorder.

#### **How to access this service:**

Referral to the Service can be made by the individual, relatives, friends, doctors, hospital, other health and welfare agencies. If a referral is made by a doctor an accompanying letter will be helpful but not essential. Hours open 8:30am to 5pm Monday to Friday.



## **Northern Beaches Child & Youth Mental Health Service (CYMHS)**

**Address:** Level 2, 612-624 Pittwater Road, Brookvale  
**Enquires:** (02) 9388 5150

### **Details of Organisation/ Service:**

#### **Services offered:**

This service consists of a team of mental health clinicians who provide specialist mental health intervention to children and young people with severe and complex mental health problems and their families. This service also provides groups for young people and parents, information and referral to other services and crisis intervention for the community within business hours.

#### **This service specialises in helping:**

Children and young people aged 0-17 years (or 18 if still at school) with severe and complex mental health problems who live in the Northern Beaches Council area.

#### **How to access this service:**

Please contact the Northern Beaches CYMHS Intake team on **(02) 9388 5150** between 9am and 5pm to discuss any referrals.

Alternatively, referrals can be made via the State-wide Mental Health Telephone Access Line on 1800 011 511.

Health professionals, School Counsellors and General Practitioners may phone or send referral information; however, the family, legal guardian or young person (where appropriate) must confirm the referral and initiate the request for service.

## **NSLHD Family and Carer Mental Health Program**

**Address:** Brookvale Community Health Centre  
612-624 Pittwater Road, Brookvale  
**Phone:** 1800 011 511

### **Details of Organisation / Service:**

#### **Services offered:**

Education and support for clinicians working with consumers and their families and carers on the Northern Beaches. Consultation with clinicians and family support, education and counselling is provided.

#### **This service specialises in helping:**

Mental health professionals to work in partnership with families and carers of someone living with mental illness.

The Family and Carer Mental Health Program team provides services throughout the Northern Sydney Local Health District and acknowledges that family and carers provide invaluable support for people living with mental illness. The Family and Carer Mental Health Program team supports clinicians to engage with carers, become aware of the challenges they are facing and provide support and education in collaboration with mental health and NGO services.

The Mental Health Program works in partnership with Parramatta Mission Family and Carer Mental Health Program to deliver training and support to carers in the NSLHD for people living with a mental illness as well as facilitating referral to general carer support services in the local area.

#### **How to access this service:**

Clinicians can refer directly to the Family Worker at Brookvale Community Health Centre.

## **Older Persons Mental Health Service (OPMHS)**

**Address:** Level 3, 612-624 Pittwater Road, Brookvale  
**Enquires:** 1800 011 511

### **Details of Organisation / Service:**

#### **Services offered:**

The Northern Beaches Specialist Mental Health Service for Older People offers time-limited case management to persons aged over 65 years who reside within the northern beaches catchment area and who have or may have a Mood Disorder, Psychotic Disorder, an Anxiety Disorder, moderate to severe Behavioural & Psychological Symptoms of Dementia (BPSD), suicidal ideation, or those who require medication review and assessment and meet the above criteria.

#### **This Service specialises in helping:**

As above, but consumers who are under 65 years can also be referred if it can be demonstrated that there are significant age-specific needs. Aboriginal & Torres Strait islanders who are aged 45 years and over who have significant age related issues can also be referred.

Referrals are requested in liaison with medical officers. In the first instance please contact the Mental Health Telephone Access Line on 1800 011 511 to discuss the referral.

#### **Hours of operation:**

8.30 am to 5.00 pm, Monday to Friday.

## **Perinatal and Infant Mental Health Service (PIMHS)**

**Address:** Brookvale Community Health Centre  
612-624 Pittwater Road, Brookvale  
**Enquires:** 1800 011 511

### **Details of Organisation / Service:**

#### **Services offered:**

Consultation liaison; assessment and care planning; intensive shorter term and longer term clinical service provision; liaison with mental health services and non-government organisations; care assessment; joint management.

PIMH clinicians work closely with other perinatal and infant service providers, including Maternity, Child and Family Health, Child and Adolescent Mental Health Services, Children of Parents with a Mental Illness, Family Support NGOs, Brighter Futures and Community Services.

#### **How to access this service:**

All referrals to be made to the Perinatal and Infant Mental Health Clinician

## Queenscliff Community Mental Health Team

**Address:** Brookvale Community Health Centre  
Level 3, 612-624 Pittwater Road, Brookvale  
**Enquires:** 1800 011 511

### Details of Organisation / Service:

#### Services offered:

Specialist short and long term comprehensive case management for persons 18 -65 years who have a serious mental illness and people significantly affected by mental health problems, including a variety of conditions such as schizophrenia, bi-polar disorder (Manic Depressive Illness), major depression, acute psychosis and anxiety disorders.

The range of services offered include assessment, medical treatment, counselling, education about mental illness and referral to other appropriate agencies and programs. Centre teams are multi-disciplinary health professionals including social workers, registered nurses, psychologists, occupational therapists, psychiatric registrars and psychiatrists. Home visits can be arranged under special circumstances.

#### Eligibility:

Living in the suburbs of Manly, Clontarf, Allambie, Brookvale, Collaroy, Cromer, Curl Curl, Narrabeen (south of the lake), Dee Why and Freshwater. Experiencing mental illness or disorder.

#### How to access this service:

Referral to the Service can be made by the individual, relatives, friends, doctors, hospital, other health and welfare agencies. If a referral is made by a doctor an accompanying letter will be helpful but not essential. Hours open 8:30am to 5pm Monday to Friday.

## Specialist Rehabilitation Service

**Address:** Brookvale Community Health Centre  
612-624 Pittwater Road, Brookvale

**Enquiries:** 1800 011 511 / 0434 323 128

### Details of Organisation / Service:

#### Services offered:

The Specialist Rehabilitation Service is comprised of Specialist Rehabilitation Clinicians and Specialist Rehabilitation Consumer peer workers, or SRCs. The SRCs work in partnership with the consumer and care coordinator to provide direct rehabilitation services that support mental health recovery. SRCs provide support through both individual work and therapeutic groups. SRCs work within the evidence based Collaborative Recovery Model which is focused on the consumer's strengths, skills and values. The SRCs liaise closely with care coordinators and any other clinicians or loved ones involved in the care/treatment of the consumer to ensure that services provided are coordinated and meaningful to the consumer. SRCs are also available as a resource to community mental health teams to provide consultation regarding recovery oriented rehabilitation and to provide information on access/referral pathways to external services.

#### Eligibility:

Aged between 18-65 years. Linked with a care coordinator of one of the Northern Beaches adult community mental health teams.

#### How to access the service:

Referrals are accepted from consumers, family and carers or care co-ordinators from adult mental health community teams. Care coordinators may complete the Specialist Rehabilitation Service referral form or contact the above phone numbers to discuss a potential referral. SRCs do not provide a crisis service. For urgent situations, please contact a crisis line.

## **Section 2**

# **Mental Health Inpatient Services**

## **Northern Beaches Hospital Inpatient Mental Health Services**

**Address:** 105 Frenchs Forest Road, Frenchs Forest 2086  
**Phone:** (02) 9105 5000

### **Details of Organisation / Service:**

#### **Services offered:**

Inpatient Mental Health Services for public and private patients.

#### **Catchment Area:**

All suburbs on the Northern Beaches.

#### **Description:**

Designed, built and fitted to an exceptionally high standard, the mental health department provides a pleasant environment, whilst meeting the requirements for an acute mental health facility.

Treatment and care follows these principles:

- consumer-centred care with active involvement from family and carers
- an unrestrictive, safe environment
- a multidisciplinary approach to interventions, with holistic and self-care where possible.

There are 40 acute mental health beds (public and private), 15-bed ward for the care of older people and 6-beds in an acute short stay unit.

#### **Hours of operation:**

Seven days a week, 24/7.



## **Section 3**

# **Community Support Services**

## CCNB

**Address:** 20 Rodborough Road, Frenchs Forest NSW 2086  
**Enquiries:** 1300 002 262  
**Email:** [ccnb@ccnb.com.au](mailto:ccnb@ccnb.com.au)  
**Website:** [ccnb.com.au](http://ccnb.com.au)  
**Facebook:** @ccnbwecare

### Details of Organisation / Service:

#### Services:

CCNB is a not-for-profit, community-based organisation. The team at CCNB provides impartial information, advice and guidance to support people to access health and community services in the Northern Sydney Region.

The focus is to support people, their families and carers to navigate the health and social care systems to access the services they require, when they require them.

CCNB has experience in delivering a range of programs for and with people with mental health problems and their families including Partners in Recovery, NDIS Transition, Community Options Program, ComPacks, Seasons Program -Suicide Prevention, Recovery & Postvention and Support Coordination. CCNB aims to ensure that everyone gets the most out of life.

#### How it can help:

CCNB's team of Care Navigators help to direct people to the right services at the right time. There are information sessions, events, carer support groups scheduled throughout the year to help answer questions, bring people together and link people to services and care.

#### How to access this service:

Call CCNB Care Navigators on 1300 002 262.

## Chatswood Hub

**Address:** 47 Hercules Street, Chatswood, NSW 2067  
**Enquiries** (02) 8404 9000  
**Email:** chatswoodhub@newhorizons.net.au

### Details of Organisation / Service:

#### Services offered:

Chatswood Hub is a community of Mental Health Services delivering coordinated care and assistance to people with mental health concerns & their carers.

Chatswood Hub is a consortium of recognised mental health service providers including Action Foundation for Mental Health, New Horizons, Uniting Recovery & SFNSW.

#### This service specialises in helping:

- Day to Day Living Program, Hercules House
- Family & Carers Mental Health Program
- Sunflower Health Services
- Physical Health
- Music Therapy

#### How to access this service:

Contact the Hub Administration Coordinator.

## **Community Living Supports (CLS) - Parramatta Mission**

**Enquiries:** (02) 8599 4844

### **Details of Organisation / Service:**

Psychosocial support for individuals aged 16 years or older who are living with severe mental illness in the community.

### **Services offered:**

Support workers work collaboratively with the consumer and their family/carer when relevant and their clinical team to support with goals around building daily living skills, linking to the community and services, building social connections, accessing clinical services, medication adherence, accessing education and employment, transitioning out of hospital or correctional facility and learning new skills.

### **Eligibility Criteria:**

Aged 16 years or older. Have a desire to engage with the program, are engaged with clinical case management through the NSLHD, diagnosed with a severe mental illness. Residing in the northern Sydney geographical area.

### **How to access this service:**

Referral forms are sent to [clsns@parramattamission.org.au](mailto:clsns@parramattamission.org.au); please contact us to obtain a referral form.

## Compeer

**Address:** PO Box 5 Petersham NSW 2049

**Enquires:** **Ph:** (02) 9568 0295

**Email:** [com-peer.northernsydney@vinnies.org.au](mailto:com-peer.northernsydney@vinnies.org.au)

### Details of Organisation / Service:

#### **Services offered:**

Friendship program for people living with a diagnosed mental illness.

#### **This Service specialises in helping:**

Socially isolated people in the recovery phase of a mental illness.

Compeer is an internationally affiliated volunteer friendship program for people living with a mental illness. Since its inception in the USA in 1973, Compeer has become internationally recognised as a valuable adjunct to traditional medical treatment. Compeer has been operating in Australia under the auspices of the St Vincent de Paul Society since 1995.

Based on the principle of the Power of Friendship, Compeer matches volunteers in one-to-one friendships with people who have become socially isolated due to mental illness. As in any friendship, volunteers and their friends spend time together enjoying activities such as chatting over a cup of coffee, going to the movies or visiting places. The friendship is supported by Compeer staff and the health professional applying to the program.

#### **How to access this service:**

Health professionals can contact Compeer for an application form on above number or refer to the website <http://www.vinnies.org.au/compeer-program-nsw>

## **C.R.E.A.T.E. – North Shore**

**Address:** Level 1 - 2C Herbert Street, St Leonards 2065  
**Enquiries:** 9462 9100 or mobile 0434 653 053

### **Details of Organisation / Service:**

**C.R.E.A.T.E. – North Shore** is part of MARS Inc. and partially funded by Ryde - North Shore M.H. Services.

#### **Services offered:**

- Mon - Social tennis for carers and consumers  
Spiritual matters program
- Tues - Consumer and Carer Conversations at lunch  
Beading Group  
Right Moves dancing group
- Wed - Music session - lunch  
pm: Outing to Balmoral / Bilgola with Greg  
Writers Group
- Thurs - 9.30am: Foodshare discounts at West Chatswood
- Fri - Art @ Artarmon  
Brekky & Bush Walk - once a month with Phil  
Starting soon - Social Tennis Fridays

Recovery Camp: A low cost week full of activities in Richmond North Sydney Council: once a month 'Wellbeing Art' series.

#### **This Service specialises in helping:**

This service is primarily for consumer / CARERS where applicable with mental health issues - either on, or not on NDIS packages. This can include dual diagnosis applicants also.

#### **How to access this service:**

To call and book in telephone or email Greg Wood on numbers above.

## **Hercules House – Day to Day Living (D2DL)**

**Address:** 51 Hercules Street, Chatswood, 2067

**Enquiries:** (02) 9199 6190

**Website:** [www.onedoor.org.au](http://www.onedoor.org.au)

### **Details of Organisation / Service:**

#### **Services offered:**

At Hercules House you are always welcome. We support people living with mental illness on the path towards their own recovery journey.

Hercules House is run by One Door Mental Health. We offer a friendly and positive environment in which those with mental illness can make their own choices about the activities and facilities they use. Helping people lead a meaningful life with socialisation, life-skill development and education are all key to everything we do. The activities on offer include healthy lifestyle programs to help you understand more about your physical health, self-development groups, cooking, life skills, excursions, support groups and a variety of creative arts.

The program is open Monday, Tuesday, Thursday and Fridays from 9.30 am to 4pm.

#### **How to access this service:**

We are just a phone call away; please contact the Coordinator on the details provided above.

## **Karrikin Team - Parramatta Mission**

**Address:** 47 Hercules Street, Chatswood  
**Enquires:** (02) 91968700 Community support services

### **Details of Organisation/ Service:**

#### **Services offered:**

Mobile and assertive outreach mental health treatment service providing multidisciplinary case management for young people aged 12 to 25 years old with, or at risk of, severe mental illness, residing within the Sydney North Primary Health Network Region.

#### **This service specialises in helping:**

Young people aged 12 to 25 years old, with, or at risk of severe mental illness.

#### **How to access this service:**

GPs can refer directly to the service, or GPs can send referrals to Mental Health Triage (SNPHN). For enquiries you can call 9196 8700.



## Lifeline - Being Mums

**Address:** Mona Vale Memorial Hall,  
1 Park Street, Mona Vale  
**Enquires:** (02) 8287 1158

### Details of Organisation/ Service:

#### Services offered:

A group for mothers with babies (up to 1 year old) who feel stressed at times and find it hard to cope. Come and reflect on your journey of motherhood, share experiences, develop new skills and resources, and make new friends.

#### This service specialises in helping:

Topics covered include adjusting to parenting and expectations, improving relationships, and using mindfulness skills to better manage stress, emotions and unhelpful thinking styles.

#### How to access this service:

GP can send referrals to Mental Health Triage (SNPHN). For enquiries call 8287 1158 to find out when the next group starts.

## Lifeline - Manage Your Moods

**Address:** Lifeline Northern Beaches, Balgowlah  
**Enquires:** (02) 8287 1158  
**Email:** PHNgroups.coordinator@lifelineh2h.org.au

### Details of Organisation/ Service:

#### Services offered:

**Dialectical Behaviour Therapy (DBT)** is a type of talking therapy which focuses on the specific needs of people who experience emotions very strongly and feel they need to change patterns of behaviour that are not helpful.

#### **This service specialises in helping:**

If you live, work or attend school in northern Sydney or the Northern Beaches, have mild to moderate mental health issues, and fall into one of the identified risk groups, you are eligible to attend (see [snhn.org.au](http://snhn.org.au) for further details).

#### **How to access this service:**

GP can send referrals to Mental Health Triage (SNPHN). For enquiries call 8287 1158 to find out when the next group starts.

## **Mission Australia - Housing Accommodation Support Initiative (HASI)**

**Address:** PO 3263 Redfern 2016  
**Enquiries:** (02) 9699 4879  
**Email:** [HASINorthernSydney@missionaustralia.com.au](mailto:HASINorthernSydney@missionaustralia.com.au)  
**Website:** [www.missionaustralia.com.au](http://www.missionaustralia.com.au)

### **Details of Organisation / Service:**

#### **Services offered:**

A joint initiative between NSW Health, Housing NSW and Mission Australia, the Housing & Accommodation Support Initiative (HASI) provides practical, individualised support for people with a diagnosed mental illness or psychiatric disability living in the community.

#### **This service specialises in:**

Assisting people in their recovery journey from mental illness. The service supports people to maintain successful tenancies, improve daily living skills, participate in community activities and enjoy an improved quality of life.

Mission Australia is a non-denominational Christian organisation that has been helping people move towards independence for over 155 years. We've learnt the paths towards gaining independence are different for everyone. This informs how we work to deliver homelessness support and social housing; assistance for families, children and youth; disability and well-being support; and education, employment and training. Our team delivers different approaches, alongside our partners and everyday Australians who provide generous support. Together, we stand with Australians in need until they can stand for themselves.

#### **How to access this service:**

All referrals are required to come through mental health services (inpatient mental health units, acute mental health teams, community mental health teams, and other clinical support services). Non mental health services can contact the program manager to discuss referral options.

## National Disability Insurance Scheme (Disability Insurance / NDIS)

**Enquiries:** 1800 800 110

**Website:** [www.ndis.gov.au](http://www.ndis.gov.au)

### Details of Organisation / Service:

#### Services:

The National Disability Insurance Scheme (NDIS) is an insurance model of funding support for Australians with an eligible disability.

Disability Insurance can provide support to eligible people with a moderate to severe disability to participate in the community and employment. Supports broadly can be grouped into the following categories: self-care, mobility, communication, learning new skills, socialisation and self-management.

#### How to access this service:

Refer to the NDIS website or call **1800 800 110**, and request to become an NDIS participant. People with a psychosocial disability can be assisted to complete a Verbal Access Request (VAR) via telephone to the 1800 number. Disability Insurance is not issued unless all of the following evidence is provided (and deemed adequate to meet the legislative guidelines by the insurance assessors at NDIA):

- Confirmation of Australian residency and age (i.e. under 65)
- Confirmation of diagnosis by a doctor; that resulting impairments are likely to be lifelong; a description of health treatments completed; and that health interventions (i.e. 'curative' options) have been exhausted.
- Description that one functional domain has an impairment significant enough to require assistance (a requirement of 'prompting and supervision' is not adequate to qualify).
- Applicants under 25 years with a psychosocial disability have to provide significant evidence to prove that the impairments are likely to be lifelong and not 'cured' / better managed by emerging health interventions.

## **New Horizons - Housing and Accommodation Support Initiative (HASI)**

**Address:** 15 Twin Road North Ryde NSW 2113

**Enquiries:** (02) 9490 0000 or 1300 726 372

**Email:** [mywellbeing@newhorizons.net.au](mailto:mywellbeing@newhorizons.net.au)

**Website:** <http://newhorizons.org.au/>

### **Details of Organisation / Service:**

#### **Services offered:**

A joint initiative between NSW Health, Housing NSW and New Horizons, the Housing & Accommodation Support Initiative (HASI) provides practical, individualised support for people with a diagnosed mental illness or psychiatric disability living in the community. Assisting in the recovery of mental illness, the service supports people to maintain successful tenancies, participate in community activities and enjoy improved quality of life.

#### **This service specialises in helping:**

We work with clients aged 16+ to develop individual care plans that focus on strengths, encourage hope and promote acceptance. Provision of advocacy, mediation, support with managing personal finances and budgeting, developing daily living skills, coordination of clinical services, organising vocational training and recreational activities. Utilising an innovative model of support, HASI as a joint initiative allows for Area Health to provide clinical support, Housing NSW to provide access to social housing, and New Horizons to provide accommodation and community living supports. HASI supports people to find and maintain meaningful accommodation, seek meaningful employment, manage day-to-day tasks, learn new skills, access services, establish networks and connect with the broader community.

#### **How to access this service:**

High support (up to 25 hours/week) referrals from psychiatric hospitals and community mental health teams. Low support referrals (1.5 – 5 hours/week) from clinical support such as psychiatrists and GPs.

## **New Horizons - Housing and Accommodation Support Initiative (HASI) Plus**

**Address:** 15 Twin Road North Ryde NSW 2113

**Enquiries** (02) 9490 0000 or 1300 726 372

**Email:** [mywellbeing@newhorizons.net.au](mailto:mywellbeing@newhorizons.net.au)

### **Details of Organisation / Service:**

#### **Services offered:**

Housing and Accommodation Support Initiative (HASI) Plus works in partnership with NSW Health to provide accommodation to people with mental illness or psychiatric disability, and supports them with transitioning back to living in the community. HASI Plus accommodation provides 16, 18 and 24 hour support for consumers aged 18+.

#### **This service specialises in helping:**

HASI Plus supports those with severe and persistent mental illness with significant impacts on their functioning. A long-term focus on psychosocial rehabilitation is achieved through the development of daily living skills, provision of a series of activities/events to improve socialisation skills, and support with accessing additional services. The HASI Plus framework is designed to effectively support consumers who are transitioning to community living from long-term psychiatric rehabilitation, wards, or forensic facilities.

#### **How to access this service:**

Referrals from psychiatric hospitals and community mental health teams. Referrals are assessed by the HASI Plus Clinicians and Team.

## New Horizons - NDIS

**Address:** 15 Twin Road North Ryde NSW 2113

**Enquiries:** (02) 9490 0000 or 1300 726 372

**Email:** [mywellbeing@newhorizons.net.au](mailto:mywellbeing@newhorizons.net.au)

**Website:** <http://newhorizons.org.au/>

### Details of Organisation / Service:

As one of Australia's most trusted and respected community service providers, New Horizons is committed to achieving outcomes for the people we support. For half a century New Horizons has supported tens of thousands of Australians in hundreds of communities to discover their potential. By putting wellbeing at the heart of everything we do, we provide the advice, connections and services that people need to reach their goals. When customers choose us, they're choosing a provider that understands their needs and brings a wealth of knowledge to the table.

#### Services offered:

Assistance with Community Life, Coordination of Supports, Improved Relationships and Living Skills.

#### This service specialises in helping:

Consumers with psychosocial disabilities who are NDIS funded. New Horizons support coordinators are specialised in mental health, and dedicate to connect customers to the most appropriate services to meet their needs and wants. New Horizons also has teams of NDIS Support Workers who provide outreach support in accordance to the consumer's NDIS plan. New Horizons strives to effectively collaborate with others involved in a person's care, to ensure they receive the best possible support.

#### How to access this service:

Contact the Customer Engagement Team at (02) 9490 0000 or 1300 726 372.

## **New Horizons- Thornleigh Respite Centre**

**Address:** 13A Central Avenue, Thornleigh 2120  
**Enquires:** (02) 9875 3205  
**Website:** [www.newhorizons.org.au](http://www.newhorizons.org.au)

### **Details of Organisation/ Service:**

#### **Services offered:**

Provide respite for carers of people with a mental illness and/or intellectual disability. A range of programs are available, including cooking, men's groups, morning tea, movies, arts and craft, computer classes and pet therapy.

#### **This service specialises in helping:**

People participate in a variety of learning and leisure activities, giving their carers some free time during the day. Participants can learn how to use computers including the internet, living skills like shopping and cooking, or socialise with others including our friendly staff in games such as table tennis, pool, and X-box games, or relax and watch a DVD on the large screen.

#### **How to access this service:**

Anyone can refer including self-referral.  
Open 9am to 5pm, Monday to Friday.



## **Pioneer Clubhouse - One Door Mental Health**

**Address:** Lot 2 Quirk Rd, Balgowlah NSW 2093  
**Enquires:** **Ph:** (02) 9907 9999  
**Email:** pioneerclubhouse@onedoor.org.au  
**Website:** www.pioneerclubhouse.org.au

### **Details of Organisation / Service:**

**Pioneer Clubhouse** is a safe, supportive, respectful community of people with lived experience of mental illness.

**Pioneer Clubhouse** is a place to come, a place to return, a place of meaningful work and a place for meaningful relationships.

**Membership** is open to adults with a history of mental illness.

**Membership** is free and for life.

Each member is **valued, needed and wanted**.

Members and staff work side-by-side to complete daily tasks in the kitchen, café, garden and in the office as part of a **structured work ordered day**.

Through participation members gain access to opportunities to rejoin the worlds of **friendships, family, employment and education**, and to the services and supports they may individually need to continue their **recovery**.

We provide a **free continental breakfast** and an affordable tasty **lunch** every day.

We arrange **regular social events** for members including a weekly evening meal & music jam and a monthly movie night.

We **support** each other, **care** for each other's wellbeing and **celebrate each other's successes**.

We are open 8am to 4pm, Monday to Friday, 8am to 7pm Thursday (closed public holidays).

## Seasons Program (CCNB)

**Address:** 20 Rodborough Road, Frenchs Forest NSW  
2086  
**Enquires:** 1300 002 262  
**Email:** [ccnb@ccnb.com.au](mailto:ccnb@ccnb.com.au)  
**Website:** [ccnb.com.au](http://ccnb.com.au)

### Details of Organisation/ Service:

#### Services:

The Seasons Program is a suicide prevention, recovery and postvention program commissioned by the Sydney Northern Primary Health Network and delivered by CCNB. The program exists to support any person living in the Northern Sydney Region who has attempted suicide. The Seasons Program is a 12 week intensive support program that provides information, advice, and guidance to a person and their significant others.

#### Specialises in:

Suicide recovery and postvention support.

#### How it can help:

The evidence suggests that people are most at risk immediately following an initial suicide attempt. The Seasons Program has been designed to engage with a person in the first 12 weeks following an attempted suicide. The focus is to help coordinate support and ensure ongoing safety whilst the person is on their recovery journey.

Emotional, clinical and practical support is delivered by various partners and all support is coordinated by the Seasons Team. The Seasons Team works with everyone involved to ensure there is constant communication during each step of the recovery process.

#### How to access this service:

Call 1300 002 262

Email: [seasons@ccnb.com.au](mailto:seasons@ccnb.com.au)

Online referral: [www.ccnb.com.au/referral-form](http://www.ccnb.com.au/referral-form)

## Warekila Team - Parramatta Mission

**Address:** 47 Hercules Street, Chatswood  
**Enquires:** (02) 919 68700 Community Support Services

### Details of Organisation / Service:

#### Services offered:

Adult (aged 18 and over) with GP diagnosis of severe mental illnesses to be managed within primary care setting, by placing appropriate supports in place for the client and efficiently and effectively utilising GP care.

A multidisciplinary team consisting of mental health nurses and allied health workers.

Provides assessments, intake and continuation of care in functional recovery based therapy.

#### This service specialises in helping:

People aged 18 years and over diagnosed with severe mental illness.

#### How to access this service:

GP can refer directly to the service, or GP can send referrals to Mental Health Triage (SNPHN). For enquiries call 9196 8700.

## **Section 4**

# **Alcohol, Drug and Gambling Services**

## **ACON Drug and Alcohol Counselling**

**Address:** 414 Elizabeth Street, Surry Hills  
**Enquiries** 1800 063 060

### **Details of Organisation / Service:**

#### **Services offered:**

Lesbian, gay, bisexual, trans, and/or intersex people with drug and alcohol misuse issues.

#### **This service specialises in helping:**

Offers a Substance Support Service - remote access program (Skype or telephone) providing intensive, structured interventions to Lesbian, Gay, Bisexual, Transgender and Intersex (lesbian, gay, bisexual, trans, and/or intersex) people with alcohol and other drug misuse issues.

#### **How to access this service:**

Self - referrals—1800 063 060.

## **CatholicCare DAYSS Drug & Alcohol Youth Support Service**

**Address:** Northern Beaches Family Centre  
116/20 Dale St Brookvale  
**Enquiries: Ph:** 0481 602 057 or 02 8425 8700  
**Email:** dayss@catholiccaredbb.org.au

### **Details of Organisation / Service:**

#### **Services offered:**

A free and confidential service for 12 – 24 year olds in the Northern Beaches area. Empowers young people to create positive change in their own lives and communities. We offer one-on-one support using a harm reduction model. We work with young people experiencing substance abuse or immediately surrounded and affected by use. We also offer after care support and assist parents and families.

DAYSS also delivers a range of outreach services including street work, support at youth events, drug and alcohol school education programs and presentations. We also lead a youth advisory group.

#### **This service specialises in helping:**

Young people 12-24 and their families on Northern Beaches.

#### **How to access this service:**

Call 8425 8700 and ask for the DAYSS Team.

## Kedesh

**Address:** Building 16/17 Mona Vale Hospital,  
Coronation Street, NSW 2103

**Enquires:** **Ph Main Line:** (02) 9932 5300  
**Ph Admissions:** (02) 9932 5356

**Email:** [MVDP@kedesh.com.au](mailto:MVDP@kedesh.com.au)

**Website:** [www.kedesh.com.au](http://www.kedesh.com.au)

### Details of Organisation / Service:

#### Services offered:

Residential Drug and Alcohol Rehabilitation Treatment. Kedesh Rehabilitation Services leads in the Provision of client-centred, flexible AOD care. Our program is designed to address the psychological aspects of addiction and is based on the principles of Cognitive Behavioural Therapy, Dialectical Behaviour Therapy and other evidence based methods. During Treatment clients are also provided access to counselling, case management and group therapy support. Length of stay is generally 9 weeks; however, we will collaborate with clients individually and can negotiate a shorter or longer length of stay if required.

Kedesh is a 10 bed residential facility and also offers a limited number of places for community based attendance.

#### Eligibility:

Kedesh Phoenix Service is a non-smoking residential treatment facility for clients of 18 years and over.

#### How to access our service:

Assessment is available on site by calling our Access team on 02 9932 5356.

Kedesh Treatment Services are due to open in 2020.

## Life Returning Inc.

**Address:** 543 Pittwater Rd, Brookvale, NSW 2100  
**Enquires:** **Ph:** 0410 194798  
**Email:** mail@lifereturning.org.au  
**Website:** www.lifereturning.org.au

### Details of Organisation / Service:

#### **Services offered:**

We offer Group Meetings and one to one assistance (we are not AA or NA affiliated).

#### **This service specialises in helping:**

People who are worried about their alcohol and other drugs dependency or binge drinking. We offer people care and support during their early stages of abstinence or reduction of their habit.

Life Returning has a Day Facility at Brookvale. We try to meet people at least 24 hours after referral. We motivate people to recover from alcohol and drug dependency. We teach practical skills that help you or a family member to break the dependency and live a happy and fulfilling lifestyle. Our care and support service are FREE and confidentiality is guaranteed.

#### **How to access our service:**

Referrals from individuals, GPs, family members or a phone call to the contact information above.



## **Northern Beaches Drug, Alcohol & Gambling Counselling Service**

**Address:** Brookvale Community Health Centre  
612-624 Pittwater Road, Brookvale

**Enquiries:** (02) 9388 5333

### **Details of Organisation / Service:**

#### **Services offered:**

The D&A Community Centre Teams provide assessment, early intervention, ongoing treatment, and prevention of drug and alcohol and gambling problems. Services are also provided to the friends and family of clients with substance use problems. These services are provided in partnership with Adult and Adolescent Mental Health, Child and Family Health, General Practitioners, Aboriginal Health Services, Multicultural Health Services, Corrective Services, Juvenile Justice, Gaming and Racing (CCBF), non-government organisations and generalist services.

#### **Eligibility:**

Individuals with problematic substance use and/or gambling including family members affected by significant others' problematic substance use/gambling.

#### **How to access this service:**

Self referrals, families, friends, General Practitioners, medical, nursing and health staff.

Open 8:30am to 5pm, Monday to Friday.

## Odyssey House Community Services

**Address:** 24 Olga Street, Chatswood  
12 Wentworth Street, Manly  
371 Pacific Highway, Pymble

**Enquiries: Ph:** 1800 397 739

### Details of Organisation / Service:

**Services offered:**

Non Residential Drug and Alcohol Rehabilitation Program and Counselling

**This service specialises in helping:**

Odyssey House was commissioned by Primary Health Networks in 2017 to provide AOD counselling for people in the community with substance misuse as well as group program.

**How to access this service:**

Potential Clients may self-refer or make enquiries by ringing 1800 397 739.

## **Parramatta Mission Counselling Services (Gambling)**

**Address:** Family Psychology Practice  
2a King Street Manly Vale 2093  
**Enquiries:** 0419171486  
**Website:** [www.parramattamission.org.au](http://www.parramattamission.org.au)

### **Details of Organisation / Service:**

#### **Services offered:**

A specialised gambling counselling service.  
No fees (Government funded), No GP referral  
PROBLEM GAMBLING COUNSELLING  
SELF-EXCLUSION from pubs/clubs/hotels/casino in NSW

#### **This service specialises in helping:**

Clients who are gambling more than they would like.  
Clients with Gambling Disorder.  
Family being affected by another person's gambling.

#### **How to access this service:**

See details above.  
By appointment only.  
Gambling Counsellor: Cristina Williams

## **Sydney Drug Education and Counselling Centre (SDECC)**

**Address:** 91 Pittwater Rd, Manly 2095  
**Enquiries:** **Ph:** (02) 9977 0711  
**Email:** admin@mdecc.org.au  
**Website:** www.sdecc.org.au

### **Details of Organisation / Service:**

#### **Services offered:**

Counselling, crisis management, mental health assessment, relapse prevention, specialised groups, case management.

#### **This service specialises in helping:**

Young people, parents & families on Sydney's Northern Beaches.

SDECC is a non-government alcohol and other drugs counselling services specialised in supporting young people, aged 14-25 years, to minimise the harms associated with their problematic alcohol and/or drug use and any associated mental health issues.

As a family inclusive service, SDECC also offers support for parents affected by their son or daughter's alcohol and/or drug use. All services provided are confidential and free of charge; however, donations are welcome.

#### **How to access this service:**

Self referrals are encouraged or may be initiated by a community health service or health care professional.

## **Section 5**

# **Employment and Vocation**

## Ability Options

**Address:** Suite 102, Level 1, 696 Pittwater Rd  
Brookvale  
**Enquires:** **Ph:** (02) 8976 2800  
**Website:** [www.abilityoptions.org.au](http://www.abilityoptions.org.au)

### Details of Organisation / Service:

**Services offered:**

Employment Support Service

**This service specialises in helping:**

Ability Options provide a wide range of services to people living and working in NSW who require assistance in achieving greater independence and inclusion in the community. We are committed to a person-centred approach, which emphasises the individual's rights and opportunities for choice and self determination.

**Hours:**

9am to 5pm, Monday to Friday.

## APM Employment Services

**Address:** C/- Community Connect Northern Beaches  
28 Fisher Road Dee Why

**Enquires:** **Ph:** (02) 9931 7777  
**Email:** ryde.es@apm.net.au

### Details of Organisation / Service:

#### **Services offered:**

Disability Employment  
Pre-employment screening and assessment  
Capacity-building and preparation for work  
Job matching/placement/analysis  
Critical incident management/support  
Ongoing support once an employee commences work  
Psychological services  
Return-to-work and re-employment services  
Risk and workplace assessment

#### **This service specialises in helping:**

APM helps people to return to work, no matter what your circumstances. We provide comprehensive, free support for employers, making us a “safe pair of hands” for Australian businesses who are recruiting staff.

APM is currently the largest non-government provider of disability employment services in Australia.

#### **How to access this service:**

To find out more about APM, visit our website:  
[www.apm.net.au](http://www.apm.net.au)

## atWork Australia

**Address:** Westfield Warringah Mall Library  
145 Old Pittwater Rd Brookvale  
**Enquiries:** Phone: 1300 080 856  
Email: [contact@atworkaustralia.com.au](mailto:contact@atworkaustralia.com.au)

### Details of Organisation / Service:

**Services offered:**

atWork Australia is a provider of employment services for the Australian Government.

**This service specialises in helping:**

As part of the Work Health Group, we deliver services under the Jobactive, Disability Employment Services, Vocational Training and Employment Centre and Career Pathway Pilot for Humanitarian Entrants programs.

**How to access this service:**

Email at: [contact@atworkaustralia.com.au](mailto:contact@atworkaustralia.com.au)



# Fighting Chance

**Address:** Building A/5 Skyline Pl, Frenchs Forest NSW 2086  
**Enquires:** Email: [intake@fightingchance.org.au](mailto:intake@fightingchance.org.au)  
Phone: 02 9905 0415/ Mobile: 0481 304 334

## Details of Organisation / Service:

We work to identify the challenges, hurdles and barriers faced by people with disabilities in their everyday lives, and then design and build sustainable social enterprise businesses to bridge these gaps. Since 2011 we have designed, built and begun to scale two social enterprises, 'Avenue' and 'Jigsaw', which provide a range of vocational training employment and social participation opportunities to people with disability.

### **Jigsaw Business Solutions**

Address: 22 Rodborough Rd, Frenchs Forest NSW 2086

#### **Services offered:**

School leavers employment support  
Vocational training and work experience and open employment  
Assistance with Finding and Keeping a Job (FAKAJ)

### **Avenue Frenchs Forest**

Address: Unit A, 5 Skyline Place, Frenchs Forest NSW 2086

#### **Services offered:**

Vocational training and skills development  
Social and community participation

### **How to access these services:**

Via Intake by ringing 9905 0415.

## Job Centre Australia Ltd

**Address:** 3/645-647 Pittwater Road Dee Why NSW 2099  
**Enquiries :** 9972 0233 or [deewhy@jcal.com.au](mailto:deewhy@jcal.com.au)  
8459 7100 or [ndisdeewhy@jcal.au](mailto:ndisdeewhy@jcal.au)

### Details of Organisation / Service:

#### **Services offered:**

Job Centre Australia is a Disability Employment Service (DES) and registered NDIS provider.

#### **This service specialises in helping:**

Job Centre Australia (JCAL) is a not-for-profit community-based organisation. We specialise in empowering people with a disability, injury or health condition to improve their circumstances through a range of training, support and employment opportunities. JCAL provide support under the Disability Employment Service (DES) and National Disability Insurance Scheme (NDIS).

Our NDIS supports offer you the choice to try new social activities, develop life skills, gain the confidence to travel independently, prepare for work and gain employment. We can also assist with your co-ordination of supports. Our School Leavers Employment Supports (SLES) package assists school leavers to transition from school into the open workforce. It's your choice, you're in control.

#### **How to access our DES service:**

For further information call our friendly team on 9972 0233 or email [deewhy@jcal.com.au](mailto:deewhy@jcal.com.au).

#### **How to access our NDIS service:**

For further information call our friendly team on 8459 7100 or email [ndisdeewhy@jcal.com.au](mailto:ndisdeewhy@jcal.com.au)

## Northern Beaches & Mosman College (NBMC)

**Address:** 1525 Pittwater Road, North Narrabeen NSW 2101

**Enquiries:** **Phone: 9970 1000**  
**Email: [enquiries@nbmc.nsw.edu.au](mailto:enquiries@nbmc.nsw.edu.au)**

**Website:** [nbmc.nsw.edu.au](http://nbmc.nsw.edu.au)

### Details of Organisation / Service:

#### Services offered:

Northern Beaches & Mosman College is offering courses which include practical skills to help people reconnect with the community and prepare for social interaction, work or volunteering. These are friendly, accessible courses, which include some of the following topics:

- Relationship Building
- Working with a Windows PC
- Using the internet securely
- How to use myGov
- Communication
- Mindfulness
- Money Matters
- Sustainability
- Diet and Exercise
- Building Self Confidence

#### This Service specialises in helping:

These courses are fully funded under the NSW Adult and Community Education Program. This Program has been designed to support those who are disadvantaged and who need additional skills and knowledge to move into further study and/or gain employment/volunteering. See eligibility <https://nbmc.nsw.edu.au/course/LifePlus>

#### How to Access this service:

Chat with our Course Advisor to help you decide if any of our courses will be of benefit to you. Enrolment can be organised on the day if you choose.

Appointments can be made on 9970 1000.

*This training is subsidised by the NSW Government.*

## OCTEC Employment Service

**Address:** 2/13-15 Francis St, Dee Why NSW 2099

**Enquiries:** Phone: 1800 258 182

### Details of Organisation / Service:

**Services offered:**

OCTEC assists people and their communities to provide early pathways to employment, and to help individuals adjust to changing employment conditions.

To do this, much of the focus of OCTEC programs is on vocational education and training, disability support and employment services. A key to the success achieved by OCTEC has been tailoring training and support to individual needs and local circumstances. This has required OCTEC to continuously evolve as an organisation over the 40 years of our existence.

**This service specialises in helping:**

Employment, training, youth services, NDIS.

**How to access this service:**

Ring 1800 258 182 or [mail@octec.org.au](mailto:mail@octec.org.au)

## Ostara Australia

**Address:** Level 1 683 Pittwater Road Dee Why

**Enquiries:** **Ph:** (02) 9415 1301

**Email:** [info@ostara.org.au](mailto:info@ostara.org.au)

### Details of Organisation / Service:

#### Services offered:

Ostara Australia is a national not-for-profit organisation that works closely with the Australian Government, member services, communities and employers to provide employment services for those job seekers who are the most disadvantaged in Australia.

#### This service specialises in helping:

- People who suffer anxiety, depression, bipolar disorder, affective disorder, eating disorder, schizophrenic disorder, sleep disorder, substance disorder or related mental health conditions.
- People living with a disability
- Indigenous Australians
- Employees who are in jeopardy of losing their job due to mental illness, disability or injury.

#### How to access this service:

Phone the Dee Why Office on (02) 9415 1301 or

email: [info@ostara.org.au](mailto:info@ostara.org.au)

## PeoplePlus Enterprises

**Address:** 3/7 Grosvenor Place, Brookvale

**Enquiries:** Phone: 1300 987 641

### Details of Organisation / Service:

**Services offered:**

Disability Employment Services

**This service specialises in helping:**

The PeoplePlus approach is based on personal engagement and trust. You can expect expert service from Job Coaches at any one of our 74 locations across Australia.

We offer a mix of face to face, telephone, online and group based appointments at a time and location that works for you. Our holistic, person-centred philosophy brings a fresh approach to employment services.

The Plus in PeoplePlus means:

- A unique Discovery program
- A dedicated Job Coach who will listen and prioritise your interests and preferences
- A creative approach to designing job roles that are right for you
- A commitment to ongoing support for you and your employer

**How to access this service:**

Call 1300 987 641 or visit [peopleplusaustralia.com.au/des](http://peopleplusaustralia.com.au/des)

## **TAFE NSW - Northern Beaches Campus (Disability Support)**

**Address:** 154 Old Pittwater Road, Brookvale NSW 2100  
**Enquires:** **Ph:** 9942 0056 (Disability Admin)  
**Email:** [nsi.disabilities@tafensw.edu.au](mailto:nsi.disabilities@tafensw.edu.au)  
**Website:** [www.tafensw.edu.au/student-services/disability-](http://www.tafensw.edu.au/student-services/disability-)

### **Details of Organisation / Service:**

#### **Services offered:**

Learner Support for students studying at TAFE. This service specialises in helping all students enrolled in TAFE who require educational assistance due to their mental health disability.

#### **This service specialises in helping:**

Mental Health Disability Support provides students with mental illness support and assistance to complete their training and education at Northern Sydney Institute. In addition, this service provides support and training to staff at Northern Sydney Institute in areas such as inclusive teaching strategies, mental health awareness, professional development programs and individual support. Students are entitled to multiple exemptions when registered with disability services at TAFE.

Counsellors can help with exploring options, planning an individual education and career pathway to achieve goals, information about entry requirements, selection criteria; student services, support services, and other questions or concerns relating to study. For enrolled students, counsellors can further assist with developing skills for success in work, study and life planning, the next step in a student's career or education, and overcoming personal and learning challenges.

#### **How to access this service:**

Students can access the service directly by phoning 9942 0056 or emailing [nsi.disabilities@tafensw.edu.au](mailto:nsi.disabilities@tafensw.edu.au) Students may also be referred by teachers, counsellors, and community organisations.

## **Section 6**

# **Family and Carer Services**



## **CatholicCare Family Support Northern Beaches**

**Address:** 40 Merrenburn Avenue, Naremburn  
116/20 Dale St Brookvale

**Enquiries** Phone: 02 8425 8700

**Email:** [intakefs@catholiccaredbb.org.au](mailto:intakefs@catholiccaredbb.org.au)

### **Details of Organisation / Service:**

#### **Services offered:**

Parenting can be a tough gig, and we all need a little support from time to time. This program aims to strengthen family relationships by providing home visits to families who are experiencing challenges with parenting.

Families can refer themselves to our Centre if they would like to talk to a caseworker about child development or behavioural issues, feeling socially isolated, mental illness, substance abuse, domestic violence, gambling, housing issues, childcare or other support issues.

This is a free service.

Group-based intervention is also provided to clients through playgroups and via parenting courses such as Circle of Security, Infant Massage, Turning into Kids, Turning into Teens and Triple P Parenting.

#### **The service specialises in helping:**

Families on the Northern Beaches who have children aged between 0-18 years.

## **Community Connect Northern Beaches Carers Program**

**Address:** 1/5 Vuko Place Warriewood 2102  
**Enquiries: Phone:** (02) 9931 7777  
**Email:** info@norbeachconnect.com.au  
**Website:** www.norbeachconnect.com.au

### **Details of Organisation / Service:**

#### **Services offered:**

Carer Support, Carer Education & Counselling.

#### **This service specialises in helping:**

The Carers Program recognises the very important role of carers and aims to support them in their caring situation.

We also have support groups for carers, Dementia Education workshops, information and stress management courses, events for Seniors Week, Mental Health Week and Carers Week.

Our Groups: Mental Health Carers group in Dee Why  
2 Dementia carer groups in MonaVale & Dee Why  
2 General carers group in Warriewood & Dee Why  
Disability carers group in Narraweena  
Male carers group in Narraweena

#### **How to access this service:**

Contact direct as per contact list above.

## Community Northern Beaches

**Address:** 12 Wentworth St Manly  
2 Alfred Street, Brookvale  
**Phone:** (02) 9977 1066 or 02 9939 0100

### Details of Organisation / Service:

#### Services offered:

We can link you and your family with services to help with:

- Domestic violence
- Migrant and Settlement
- Financial assistance
- Counselling and mediation
- Child and Parenting programs
- Youth support
- Housing and accommodation
- Mental health support

Brookvale office offers services for the programs for multi-cultural community.

**Hours:** 10am to 4pm, Thursdays and Fridays.

#### How to access this service:

You can speak to us by telephone or you can visit our offices, and we can meet with you in your home or somewhere convenient for you.

We link young people, children and families to culturally sensitive services wherever possible. We provide free interpreters.

## Family Drug Support

**Address:** P.O Box 7363 Leura NSW 2780  
**Enquiries: Ph:** (02) 4782 9222 **Fax:** (02) 4782 9555  
**Email:** [admin@fds.ngo.org.au](mailto:admin@fds.ngo.org.au)

### Details of Organisation / Service:

Family Drug Support is a caring, non-religious organisation which provides non-judgmental, non-directive support and information to friends of families and carers of drug users across Australia.

#### Services offered:

24/7 Support Line 1300 368 186  
Regular Support Meetings  
'Stepping Stones to Success' & 'Stepping Forwards' Courses  
Interactive Websites: [www.fds.org.au](http://www.fds.org.au) & [www.yds.org.au](http://www.yds.org.au)  
Information Resource: A Guide to Coping  
Membership & Bi- Monthly Magazine 'Insight'  
Bereavement Support

#### This service specialises in helping:

Families, Friends and Carers of Drug users  
Professionals who work with families, friends & carers of drug users

#### How to access this Service:

Through our 24/7 - Support Service 1300 368 186  
Project Officer: Julie Clark 0400 113422

## Family Referral Service - Northern Sydney

**Address:** 40 Merrenburn Ave, Naremburn NSW 2065  
**Enquiries: Phone:** 1800 066 757  
(8am - 6pm Monday to Friday, not Public Holidays)  
**Fax:** (02) 94384700  
**Email:** sensfamilyreferral@barnardos.org.au

### Details of Organisation / Service:

#### Services offered:

The Family Referral Service provides support to you and your family by linking you with services within your local area.

#### This service specialises in helping:

We can link you and your family with services to help with:

- Domestic violence
- Migrant and Settlement
- Financial assistance
- Counselling and mediation
- Child and Parenting programs
- Youth support
- Housing and accommodation
- Mental health support
- An any other services you may need.

#### How to access this service:

You can speak to us by telephone or you can visit our offices, and we can meet with you in your home or somewhere convenient for you. We link young people, children and families to culturally sensitive services wherever possible.

We provide free interpreters.

## **One Door Northern Beaches Mental Health Support Group**

**Enquiries:** 0407 662 149

### **Details of Organisation / Service:**

#### **Services offered:**

The Group aims to provide education and support to people with a mental illness, to their carers and significant others. Meetings are held in the evenings to accommodate people with work commitments.

#### **This service specialises in helping:**

The Group is open to all community members. Every month a highly regarded guest speaker will discuss a range of topics related to mental health. The format of the meeting is informal and questions are encouraged.

A monthly newsletter is published and distributed widely.

#### **How to access this service:**

Enquiries & information:

Contact the coordinator Margaret Willings on 0407 662 149  
[margaretwillingsjumblerock@gmail.com](mailto:margaretwillingsjumblerock@gmail.com)

#### **Venue:**

The North Hall Brookvale Community Centre  
2 ALFRED ROAD  
BROOKVALE 2100  
7.00pm, 2nd Tuesday of the Month

## **Parramatta Mission Family and Carer Mental Health Program**

**Address:** 51 Hercules St Chatswood  
**Enquiries: Ph:** (02) 8599 4855  
**Email:** fcmhinfos@parramattamission.org.au

### **Details of Organisation / Service:**

#### **Services offered:**

Training and education, emotional support, advocacy, information and referral.

#### **This service specialises in helping:**

Families and carers of people with a mental illness.

Uniting Care Mental Health Family and Carers provide support and education to families and carers of people with a mental illness. It aims to:

- improve family and carer coping
- increase carers' knowledge of mental illness
- enhance carers' wellbeing, resilience and relationships
- assist carers in finding services to meet their needs and circumstances
- provide individual emotional support to carers

Education and training courses focus on carer strengths, provide information and skills and offer opportunities to share experiences. Individual carer support provides emotional support, information and individual advocacy.

#### **How to access the service:**

Referrals from individuals, family, healthcare professionals, support organisations via phone, fax or email.

## Relationships Australia - Family Dispute Resolution Service

**Address:** 1<sup>st</sup> Floor, 651 Pittwater Road, Dee Why 2099  
**Enquiries:** 9981 9799  
**Email:** [Northernbeachesfrc@ransw.org.au](mailto:Northernbeachesfrc@ransw.org.au)  
**Website:** [relationshipsnsw.org.au](http://relationshipsnsw.org.au)

### Details of Organisation / Service:

#### Services offered:

The Northern Beaches Family Relationship Centre offers a range of services helping families through challenges at all stages of life, including divorce or separation.

#### This service specialises in helping:

Family Dispute Resolution mediation services assist families experiencing the process of separation. We assist parents in developing Parenting Plans, or with the division of property for financial agreements.

If you are separated or about to go through a separation, we will arrange an initial consultation with one of our Family Advisors to discuss your situation and possible options for you.

We can also assist you by providing your partner/ex-partner with information about the process and invite them to participate in the Family Dispute Resolution process.

Our accredited Family Dispute Resolution Mediators will assist you through this process and provide additional information and referrals as required.

#### How to access this service:

No referral is required. Simply call **9981 9799** to make an appointment or email enquiries to [Northernbeachesfrc@ransw.org.au](mailto:Northernbeachesfrc@ransw.org.au). Service fees are subsidised by the Federal Government and based on a sliding scale depending on family income.

#### Other services at our centre:

Individual, couple and family counselling. We specialise in a range of relationship issues including conflict, parenting, domestic violence, anxiety, depression, grief and work related stress.



## Unisson Disability Short Term Accommodation

**Address:** 143 Burns Road, Turramurra  
**Enquiries: Ph:** 1300 266 222  
**Fax:** (02) 9476 8701  
**Email:** [info@unisson.org.au](mailto:info@unisson.org.au)

### Details of Organisation / Service:

#### **Services offered:**

Overnight respite.

#### **This service specialises in helping:**

Helping the carer have a break by providing overnight respite from their caring role.

Unisson's respite cottage is a light and bright 5 bedroom home with leafy gardens situated in the suburb of Turramurra. We offer overnight support for people being assisted by a carer, who are 18+ age living with mental health, have a dual diagnosis, autism and/or an intellectual disability and live in the Northern Sydney local government's area. We will also take clients out of area who have funding through the NDIS.

We provide person centred support for ongoing daily routines and commitments whilst in respite. We offer a safe and secure environment, purposeful, individualised and appropriate experiences, a private bedroom and meals.

We offer carers a short term break from their caring role, the cottage is open 24 hours a day 7 days a week. Carers can relax knowing the person they care for will be in a clean, safe and a relaxed friendly environment.

#### **How to access this service:**

Call the numbers provided above.

## Your Side Australia

**Address:** 10 Help Street, Chatswood NSW 2076

**Enquiries:** Ph: 1300 134 332

Email: [customercare@yourside.org.au](mailto:customercare@yourside.org.au)

**Website:** <https://yourside.org.au/>

**Facebook:** <https://www.facebook.com/yoursideaus/>

### Details of Organisation / Service:

#### Services offered:

Your Side Australia (also known as Your Side) is a leading provider of support services for older people, people living with disability, mental health, and their carers throughout Sydney. Our programs and services include: Home Care Packages (aged care), Commonwealth Homecare Support Services (aged care), Dementia Education Program, Friendship Space (aged care), Total Care Solutions (NDIS and aged care), Disabled Alternative Road Travel Service (DARTS, disability) Integrated Carer Support Services (from April 2020), Community Circle, Young Carers and Mental Health Respite: Carer Support.

#### This service specialises in helping:

Your Side Australia provides total care solutions to people with disability, people experience mental health issues and their carers. In the mental health context, Mental Health Respite: Carer Support (MHR:CS) provides relief for mental health carers through: In-home or out-of-home respite; social and recreational activities; carer support, including counselling and practical assistance; education and information; and access including community mental health promotion.

#### How to access this service:

Call Your Side on 1300 134 332.

## **Section 7**

# **Legal Advice and Advocacy**

## Free Legal, Advocacy and Rights Services

### Legal

#### Law Access NSW

Telephone legal information, some advice & state referrals.

Ph: 1300 888 529

#### Community Northern Beaches - 12 Wentworth St, Manly 2095

Civil Advice – Every Tuesday (02) 9219 5000 for appointment

Family Advice – Every Tuesday 1800 551 589 for appointment

#### Legal Aid NSW – Civil/Family/Criminal Advice

[www.legalaid.ndw.gov.au](http://www.legalaid.ndw.gov.au)

### Financial

#### Financial Counsellors Association of NSW

Find a financial Counsellor: 1300 914 408 or [www.fcan.com.au](http://www.fcan.com.au)

#### Financial Rights Legal Centre, Credit & Debit Hotline

1800 007 007, Mon-Fri 9:30am-4:30pm

### Tenancy

NSATS - [www.nsats.org](http://www.nsats.org) Ph: (02) 8198 8650

Tenants NSW – [www.tenants.org.au](http://www.tenants.org.au)

#### Aboriginal Tenants Advice & Advocacy Service

[www.nswats.com.au](http://www.nswats.com.au)

### Other Useful Referral Services

Community Justice Centre – [www.cjc.nsw.gov.au](http://www.cjc.nsw.gov.au)

Email: [cjc\\_info@agd.nsw.gov.au](mailto:cjc_info@agd.nsw.gov.au), toll free: 1800 990 777

#### Health Care Complaints Commission

323 Castlereagh St Sydney

Phone: (02) 9219 7444 or Toll Free 1800 043 159

Law Society Referral Services – 170 Phillip St Sydney 2000

Ph: (02) 9926 0300; Lines open 9am – 12pm, 1pm – 4pm,

Monday to Friday; Email [ereferral@lawsociety.com.au](mailto:ereferral@lawsociety.com.au)

NSW Ombudsman – L24, 580 George St Sydney 2000

Ph: (02) 9286 1000, or toll Free: 1800 451 524

#### Electricity Water Ombudsman NSW

133 Castlereagh St Sydney 2000, ph toll free: 1800 246 545

Financial Ombudsman Service – ph toll free: 1800 367 287

Email [info@fos.org.au](mailto:info@fos.org.au)

#### Telecommunications Industry Ombudsman

Toll Free: 1800 630 614

## **Justice Advocacy Service** **(a service of Intellectual Disability Rights Service)**

**Address:** Locations across NSW  
**Enquiries:** [www.justiceadvocacy.org.au](http://www.justiceadvocacy.org.au)

### **Details of Organisation / Service:**

#### **Services offered:**

Support to people with cognitive impairment involved in the NSW criminal justice system at:

- Courts
- Police stations
- Legal appointments
- AVL at prisons
- Mediations
- Youth Justice conferencing

Problem solving and follow-up work, including referrals to legal advice/representation and support services.

#### **This service specialises in helping:**

Victims, witnesses, suspects and defendants who may have a **cognitive impairment**.

Cognitive impairment includes

- Intellectual disability
- Borderline intellectual functioning
- Dementia
- Acquired brain injury
- Drug or alcohol related brain injury, including fetal alcohol spectrum disorder
- Autism spectrum disorder

#### **How to access this service:**

Call 1300 665 908.

## **Mental Health Advocacy Service (Legal Aid)**

**Address:** 74-76 Burwood Road, Burwood 2134

**Enquiries:** (02) 9745 4277

### **Details of Organisation / Service:**

#### **Services offered:**

This service is part of Legal Aid NSW and provides free legal representation before the Mental Health Review Tribunal for people who have been detained in a hospital under the *Mental Health Act*. A lawyer can represent you in the inquiry and also advise and represent you about things like financial management orders, community treatment orders and appealing against a refusal by the doctor to discharge you.

Telephone information and advice is also available for questions of mental health law, or you may telephone for an appointment at our mental health law advice clinic at our Burwood office. Relatives and friends and community workers are also welcome to call us.

MHAS provides representation for people appearing before the Guardianship Division of NCAT. Call the MHAS well in advance of the hearing date so we can advise you or arrange representation.

#### **How to access this service:**

Lawyers from MHAS, or private lawyers (arranged by MHAS), attend each hospital in NSW that has involuntary patients. If you are seeing the Tribunal, a lawyer will come to see you first. You do not have to make a request to see the lawyer.

Telephone advice and information on mental health and guardianship law is available from the number listed above. We use telephone interpreters where needed.

## **Section 8**

# **Aboriginal and Multicultural Support Services**

## **Bungee Bidgel Aboriginal Health Clinic at Hornsby Hospital GP Clinic**

**Address:** 3-7 Derby Road, Hornsby, NSW 2077  
(HORNSBY GP Clinic at Hornsby Hospital)  
**Enquiries:** (02) 9485 6200

### **Details of Organisation / Service:**

Bungee Bidgel Clinic is for all Aboriginal and Torres Strait Islander peoples. This free of charge clinic is a culturally safe place that provides general health checks, referrals, cultural support and management plans.

#### **Services offered:**

- Close the Gap enrolment
- Aboriginal and Torres Strait Islander Health Assessments
- Full GP medical services
- Hepatitis C treatment
- Dental care referrals
- Legal Aid referrals
- Counselling and psychological referrals
- Allied health referrals

#### **This service specialises in helping:**

Aboriginal and Torres Strait Islander clients.

#### **How to access this service:**

Initial consultations on a Tuesday 9am –1pm  
Appointments are recommended; walk-ins accepted.  
Ring 9485 6200 to schedule an appointment.



## **‘Caber-ra-nanga’ Engage Service (Gaimaragal Group –Relationships Australia)**

**Address:** Based in Macquarie Park

**Enquiries:** **Ph:** 0422 085 589  
**Email:** [engage@ransw.org.au](mailto:engage@ransw.org.au)

### **Details of Organisation / Service:**

This Caber-ra-nanga Engage service provides culturally appropriate mental health and suicide prevention services.

Indigenous staff will assist in referrals, care coordination, client advocacy and provide culturally relevant information and education.

#### **This service specialises in helping:**

Aboriginal and Torres Strait Islander peoples.

#### **How to access this service:**

For enquiries, please ring 1300 364 277—Senior Aboriginal Community Engagement & Wellness Officer.

## New Vision Psychology

**Address:** Chatswood Clinic:  
701/7 Help Street Chatswood NSW 2067  
**Enquiries: Ph:** 0420 947866  
**Website:** [www.newvisionpsychology.com.au](http://www.newvisionpsychology.com.au)

### Details of Organisation / Service:

#### **Services offered:**

Our counsellors are multidisciplinary, made up of Registered Psychologists and Accredited Mental Health Social Workers specifically for the Chinese community. We also have extensive experience working in counselling, using a wide range of evidence-based frameworks and therapeutic methods.

#### **This service specialises in helping:**

New Vision Psychology services are available in: Mandarin, Cantonese & English. We have both male and female counsellors.

#### **How to access this service:**

Contact New Vision on 0420 947866 or see your GP for a referral.

## **Northern Sydney Local Health District Aboriginal Health Unit**

**Address:** Royal North Shore Hospital Community Health  
Centre Ground Level, 2c Herbert Street, St Leonards  
**Enquiries:** (02) 9462 9017

### **Details of Organisation / Service:**

This Aboriginal and Torres Strait Islander health service works within the Northern Sydney Local Health District to provide culturally safe and appropriate care to all Aboriginal and Torres Strait Islander peoples. We work within the hospitals and homes within these boundaries.

#### **Services offered:**

- Chronic Care Management Programs (CDMP)
- Care Coordination with external health networks
- Home visits for clients on CDMP
- Preventative health programs, including Women's and Men's health screenings
- Clinical care and Health Promotion activities
- Bungee Bidgel Clinic at Hornsby (every Tuesday)
- Social and Emotional Wellbeing support
- Support referrals to allied health services, Oral Health, Diabetes and specialist medical services.
- Assistance when liaising with hospital staff or other health professionals.

#### **This service specialises in helping:**

Aboriginal and Torres Strait Islander peoples.

#### **How to access this service:**

For enquiries, please ring 9462 9017 Monday to Friday between 9:00am and 4.30pm.

## Settlement Grants Programme (SGP) and Multicultural Programme

**Address:** Community Northern Beaches  
**Enquiries:** (02) 9977 1066  
**Email:** [info@cnb.org.au](mailto:info@cnb.org.au)  
**Hours:** Monday – Friday: 10am – 3pm

### Details of Organisation / Service:

#### Services offered:

Multicultural Services, Settlement Grants.

#### This Service specialises in helping:

**Community Development:** We encourage migrants and refugees to develop a sense of identity, and belonging within local and brother community.

**Casework:** We assist migrants and refugees on a one on one basis. We help them to identify their settlement needs and provide support and referrals to appropriate services.

**Advocacy:** Manly Community Centre’s SGP and Multicultural Service empowers and supports migrants and refugees to understand their rights and responsibilities through cross-cultural education. We can also advocate on your behalf and refer to other services.

The program aims to improve access to mainstream services through the provision of information, referral and casework. The SGP service helps newly arrived migrants, Humanitarian Entrants and Refugees during their first five years of settlement. The service aims to increase client independence, knowledge and ability to navigate and access mainstream services and promote self-reliance to all eligible SGP clients, with a particular focus on the Tibetan community. The SGP workers have offices in both Dee Why and Manly.

#### How to access this service:

Refer to the contact details above.

# STARTTS

**Address:** 152-168 The Horsley Dr, Carramar  
**Enquiries: Ph:** (02) 9646 6800  
**Email:** [stts-intakegeneral@health.nsw.gov.au](mailto:stts-intakegeneral@health.nsw.gov.au)

## Details of Organisation / Service:

STARTTS is a specialist, non-profit organisation that for more than 25 years has provided culturally appropriate and cutting edge psychological treatment and support to help people heal the scars of torture and refugee trauma and rebuild their lives in Australia.

### **This service specialises in helping:**

STARTTS helps people and communities from refugee backgrounds, including asylum seekers, who were forced to leave their country due to persecution in the context of political conflict, organised violence and human rights violations.

STARTTS also supports and resources service providers, educational institutions and volunteer groups to work more effectively with refugees.

### **How to access this service:**

Call (02) 9646 6800 – Ask for the Intake Officer, or  
Complete the STARTTS Referral Form at  
<http://www.startts.org.au/services/make-a-referral/>  
and send via email to:

**[stts-intakegeneral@health.nsw.gov.au](mailto:stts-intakegeneral@health.nsw.gov.au)**

Fax: (02) 9646 6801

## Transcultural Mental Health Centre

**Address:** Cumberland Hospital, 5 Fleet St,  
North Parramatta, NSW 2151

**Enquiries:** **Ph:** (02) 9912 3851 or 1800 648 911  
**Email:** [tmhc@health.nsw.gov.au](mailto:tmhc@health.nsw.gov.au)

**Website:** [www.dhi.health.nsw.gov.au](http://www.dhi.health.nsw.gov.au)

### Details of Organisation / Service:

#### **Services offered:**

TMHC facilitates access, quality and safety in mental health service provision for established and newly arrived Culturally and Linguistically Diverse (CALD) communities.

#### **This service specialises in helping:**

Individuals of CALD background who experience mental health issues/ problems through our Clinical Consultation and Assessment Service. We have sessional bilingual clinicians covering over 53 languages and also offer a specialist clinical service- Multicultural Program Gambling Service of NSW. As a complementary and specialist service of NSW Health, the TMHC provides: leadership in transcultural mental health planning; policy development and implementation; and management of state-wide programs to improve access and equity to services.

Work done by the TMHC encompasses research, service planning and evaluation, community consultations, education and training and the development of culturally relevant mental health promotion and awareness campaigns.

#### **How to access this service:**

To be referred to this service a patient must be attached to a public mental health service and referred by a clinician.

## **Section 9**

# **Housing, Homelessness and Domestic Violence Services**

## Bridge Housing Limited

**Address:** 660 - 664 Pittwater Rd, Brookvale NSW 2100

**Enquiries:** (02) 8324 0800

### Details of Organisation / Service:

#### Services offered:

Bridge Housing is a Tier 1 registered community housing provider providing long-term accommodation for people on low to moderate incomes through our property portfolio across Sydney. Bridge Housing in partnership with Women's Housing Company, SGCH and Link Housing have taken a lead role in coordinating the social housing service system in Northern Sydney. Services offered are:

- New applications for social housing and updates to existing applications for social housing
- Private rental assistance products for people experiencing homelessness or at risk of homelessness
- Assistance with transfer enquiries for Bridge Housing tenants
- Full suite of tenancy management, support coordination and community engagement services for Bridge Housing tenants

#### This service specialises in helping:

Bridge Housing is experienced and skilled in providing high quality, client-centred housing assistance, advice and services to a range of client groups including mental health, aged care, families, youth, domestic and family violence and chronic homelessness.

#### How to access this service:

Phone: 02 8324 0800 or by email:  
[customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

#### Operating hours:

9:00am to 4:30pm, Monday, Tuesday, Thursday, Friday



## Community Northern Beaches

**Address:** 12 Wentworth Street, Manly NSW 2095  
**Enquiries:** (02) 9977 1066  
**Hours:** Mon –Fri 10.00am till 3.00pm  
**Email:** [info@cnb.org.au](mailto:info@cnb.org.au)

### Details of Organisation / Service:

#### Services offered:

The centre is a community based, not-for-profit, charitable organisation that has served the community since 1977.

#### This service specialises in:

- Drop in Service
- Welfare Assessment & Referral Service
- Dedicated Domestic Violence worker
- Youth & Family programs
- Early Intervention programmes
- Homeless Outreach service
- Counselling Services
- Volunteer recruitment & Training Service
- Centrelink Outreach
- Justice of the Peace
- Multicultural Services
- Legal Aid Services – Early Intervention Family & Civil law Clinics
- Tax Service
- Tenants Advice Outreach Service

#### How to access this organisation:

Drop in during opening hours, no appointment needed, or ring 9977 1066.

## Domestic Violence Crisis Line

Domestic violence line (24 hours) 1800 65 64 63

### Details of Organisation / Service:

Statewide telephone crisis counselling and referral service for women. Counsellors on the Domestic Violence Line can help you:

- talk to the police and get legal help
- get hospital care and family support services
- obtain an Apprehended Violence Order (AVO)
- develop a safety plan for you and your children
- find emergency accommodation for you and your children

Staff at the Domestic Violence Line can:

- help you find a women's refuge and emergency housing
- help you with transport for you and your children
- explain services and supports available to you
- refer you to family support services, counselling, hospitals
- help you contact police, courts and lawyers

Men experiencing domestic and family violence can contact:

<https://mensline.org.au/>

<https://www.1800respect.org.au/>

## **Ebbs House**

**Address:** 174 Old Pittwater Rd, Brookvale  
**Enquiries:** (02) 9902 5100  
**Website:** [www.missionaustralia.com.au](http://www.missionaustralia.com.au)

### **Details of Organisation / Service:**

#### **Services offered:**

Crisis accommodation for homeless men  
Transitional housing  
Outreach support for individuals and families who are homeless or at risk of homelessness

#### **This service specialises in helping:**

The Lower North Shore and Northern Beaches provides support to single men, single women and families who are experiencing homelessness or are at risk of homelessness who have ties or connections across the Northern Sydney district including the Mosman, Pittwater, Lane Cove, Manly, Warringah, Willoughby and North Sydney Local Government Areas.

#### **How to access this service:**

Phone the number above for assessment.

## Homes for Heroes

**Address:** C/O RSL LifeCare, 4 Colooli Road,  
Narrabeen 2101  
**Enquiries:** (02) 9982 6666  
**Email:** homesforheroes@rsllifecare.org.au

### Details of Organisation / Service:

Homes for Heroes is a comprehensive rehabilitation program which is intended to provide young men and women returning from conflict the stability, security, support and opportunity to “get back on their feet”. We have taken the ‘housing first’ approach advocated by Mission Australia, and woven through many wrap-around programs and services.

**Services offered:**

Accommodation for young home contemporary Veterans.  
Access to support services.

**This service specialises in helping:**

Homeless young Veterans from contemporary conflicts.

**How to access this service:**

Contact the office for an application pack.

## Link Housing Ltd

**Address:** Level 10 67 Albert St, Chatswood NSW  
**Enquiries Ph:** (02) 9412 5111  
**Email:** enquiries@linkhousing.org.au  
**Website:** www.linkhousing.org.au

### Details of Organisation/Service:

#### Services offered:

Accommodation  
Advice on housing options

#### This service specialises in helping:

Link Housing Ltd is a not for profit housing association that provides affordable rental accommodation for over 1,000 households on low to very low incomes in the Northern Sydney Region. The accommodation consists mostly of one and two bedroom units.

#### Eligibility

Applicants must meet the social housing eligibility criteria (Pathways) and be active on the housing register.

**Note:** Link Housing does not have crisis accommodation.

#### Areas covered:

Lower North Shore, Northern Beaches, Upper North Shore to Hornsby and West to Ryde.

#### How to access our service:

Contact directly as per contact list above.

## **Manly Warringah Women's Resource Centre**

**Address:** PO Box 556, Dee Why NSW 2099

**Enquiries:** (02) 9971 4499

**Website:** [womensrefuge.org.au](http://womensrefuge.org.au)

### **Details of Organisation / Service:**

#### **Services offered:**

Supported crisis accommodation and medium-term housing for women and children escaping domestic violence, case management, counselling and group work, specialising in work with women and children who have experienced domestic violence.

Family support services, including case management, information and advice child development and parenting.

Manly Warringah Women's Resource Centre is a service for women provided by women.

#### **This service specialises in helping:**

Women and children who have experienced domestic violence to live independently, promoting safety and awareness to prevent further violence and abuse.

#### **How to access this service:**

Referrals by other agencies, for example, health, legal, housing services, and self-referrals by contacting 9971 4499.

## **Mission Australia Early Intervention and Prevention Service**

**Address:** 1 Coronation Street Hornsby 2077

**Enquiries:** (02) 94802500

**Email:** [northernsydneysservices@missionaustralia.com.au](mailto:northernsydneysservices@missionaustralia.com.au)

### **Details of Organisation / Service:**

**Services offered:**

Casework, Support and Counselling.

**This service specialises in helping:**

The Northern Sydney District Homelessness Early Intervention and Prevention Program will deliver services to young people, single men, women and families through a mobile outreach model across the Northern Sydney district.

It will specifically target those at risk of homelessness including social housing tenants, people in private rental experiencing rental stress and those in overcrowded or insecure accommodation.

**How to access this service:**

Contact Mission Australia on 9480 2500.

## Northern Beaches Women's Shelter

**Enquiries:** Ph: (02) 9977 4430  
**Email:** [support@nbws.org.au](mailto:support@nbws.org.au)  
**Website:** nbws.org.au

### Details of Organisation / Service:

**Services offered:**

The primary aim of the Shelter is to provide short term (up to three months) therapeutic accommodation and support for Homeless and at Risk women (non custodial) in the Northern Beaches area of Sydney.

**This service specialises in helping:**

Many women will have experiences in domestic and or family violence, mental illness and other significant trauma. The Shelter provides a Case Management approach to assist women to rebuild their lives by accessing permanent accommodation and community support systems.

**How to access this service:**

Contact the number provided above, email or visit website for details.



## Northern Sydney Area Tenants' Service

**Address:** Manly Community Centre  
12 Wentworth Avenue Manly  
**Enquiries** (02) 8198 8650  
**Website:** [www.nsats.org](http://www.nsats.org)

### Details of Organisation / Service:

#### Services offered:

Northern Sydney Area Tenants' Service (NSATS) is a non-government organisation funded by NSW Fair Trading. We aim to provide advice to tenants in the Northern Sydney area. We believe that people have a right to legal information, advice, advocacy and representation which is accessible and relevant to their lives.

As a service of Marrickville Legal Centre, our goal is to provide free and accessible legal and related services, which are responsive to the needs of those most disadvantaged and which promote just and lasting solutions to legal and social issues in our community.

#### How to access this service:

We operate a telephone advice service, best for a client to contact our service is on 8198 8650.

We will need the details of the client with the tenancy issue before we are able to provide advice. If the client is not present we will need to contact them to get their general consent to discuss the matter with a third party.

## **Section 10**

# **Youth Services**

## Avalon Youth Hub

**Enquiries:** 0487 936 875

**Address:** 59 Old Barrenjoey Road,  
Avalon Recreation Centre

### Details of Organisation / Service:

#### Services offered:

The Youth Hub comprises existing youth agencies coming together to provide a service within the Pittwater Community. The Youth Hub is led by The Burdekin Association with support from a range of Youth Services including: CCNB (Seasons program), Catholic Care, Mission Australia, The Burdekin Association, Taldumande, Child Youth Mental Health Service (CYMHS), Northern Beaches Community College, Streetwork, Youth Reach, Sydney Drug and Education and Counselling Centre (SDECC), Odyssey House and the Primary Health Network.

#### This Service specialises in helping:

The Youth Hub is more than linking young people and their family/carers and friends to professional service support. It assists in building a community and support network within the Pittwater area for our young people.

#### How to access these services:

- **Appointments:** Depending on the service, appointments can take place between 9am and 5pm.
- **Drop Ins:** 12pm to 5pm Monday, 3pm to 5pm Wednesday, and 3pm to 5pm Thursday.

Call us on 0487 936 875.

## Batyr

**Address:** Suite 102, 74 Pitt Street, Sydney

**Enquiries:** **Phone:** 0402 576 114,

**Website:** [www.batyr.com.au](http://www.batyr.com.au),

**Email:** [hello@batyr.com.au](mailto:hello@batyr.com.au)

### Details of Organisation / Service:

#### Services offered:

- School, university & workplace programs that break down the stigma attached to mental ill health, and empower young people to reach out for help when needed.
- Being Herd Workshop, to support young people with a lived experience - a two-day workshop that brings a small group of people with a lived experience together to learn how to confidently and safely share their story.
- Digital Peer Support Program, to support young people during hospitalisation for mental ill-health

#### This service specialises in helping:

Young people.

#### How to access these services:

Through our website.

## Burdekin Association

**Enquiries:** (02) 8976 177  
**Email:** burdekin.admin@burdekin.org.au  
**Website:** www.burdekin.org.au

### Details of Organisation / Service:

#### **Services offered:**

All services provided aim to prevent youth homelessness and family breakdown, (E.I) Early Intervention & family support 12 -18, (CCP) Community care - placements, OOHC (Out of Home Care). Most referrals FACS (Family & Community Services) formerly DOC's Youth Accommodation service Age 16 -24.

#### **This service specialises in helping:**

The Youth Housing program offers semi-supported affordable housing to local young people committed to demonstrating and developing the living skills necessary to make the transition to living independently in the community. Case management support is in place to assist clients achieve stated goals.

#### **How to access these services:**

We accept referrals from a range of sources: young people, family members or friends, schools, police, Government & non-Government organisations. For further information on the application process please contact the referral intake worker.

**NB. Burdekin is NOT a CRISIS service**

## Headspace Brookvale

**Address:** 1A Cross Street Brookvale  
Monday – Friday 9:00am – 5:30pm  
**Enquiries:** (02) 9937 6500  
**Email:** [headspacebrookvale@newhorizons.org.au](mailto:headspacebrookvale@newhorizons.org.au)

### Details of Organisation / Service:

#### Services offered:

- A youth friendly, community based service for young people aged 12-25 years and their family and friends
- A one stop shop for young people to get free access to information and support
- One on one consultations with our Youth Access Clinicians and our youth-friendly Private Psychologists
- Access to free drug and alcohol counselling
- Primary health care services - free sexual and physical health screening with our Youth Clinical Nurse Consultant and General Practitioner
- Vocational services - support with finding a job, writing a resume, or getting back into education

#### This service specialises in helping:

Young people aged 12-25 years with mild to moderate mental health needs. Headspace Brookvale is not a crisis service; however, young people with significant needs will be assisted to access appropriate services as part of our “no wrong door” policy.

#### How to access this service:

Visit our website at:  
[headspace.org.au/headspace-centres/brookvale/](http://headspace.org.au/headspace-centres/brookvale/)  
or call us on 02 9937 6500 during business hours.

## Northern Sydney Youth Homelessness Service

**Address:** 1 Coronation Street Hornsby 2077  
**Enquiries:** (02) 9480 2500  
**Email:** northernSydneyServices@missionaustralia.com.au

### Details of Organisation / Service:

Early Intervention service supporting young people aged 12-24 years who are at risk of homelessness or currently homeless (in partnership with Taldumande Youth Service).

#### Services offered:

- Case management support/ outreach
- Counselling for young people and parents/families
- Advocacy
- Tenancy support
- Transitional housing-in partnership with Taldumande Youth service
- Referral and access to alternative services

#### This service specialises in helping:

Young people aged 12-24 years and their family members who are at risk of homelessness based on any number of factors. Some of these may be: disengagement from education, financial issues, unemployment, family relationship breakdown, mental health issues, drug and alcohol misuse or legal issues. Case managers and/or counsellors are allocated to individual clients to offer individualised and client focused support to determine goals and assist in developing strengths and independence for the young people and their families.

The service aims to assist young people in building supportive and meaningful relationships with family and friends whilst preventing youth homelessness and strongly encouraging reconnection with education, family and community.

**How to access this Service:** Ring the Hornsby office - 9480

## Taldumande Youth Services

**Address:** 168 Pacific Highway, North Sydney NSW 2060

**Enquiries:** (02) 9460 3777

**Email:** [administration@taldumande.org.au](mailto:administration@taldumande.org.au)

### Details of Organisation / Service:

#### Services offered:

Taldumande is a not-for-profit organisation that supports vulnerable children, young people and their families through crisis response, residential care and specialised casework. We operate the only 24/7 crisis refuge for young people in Northern Sydney and offer supported accommodation and community programs that provide a streamlined pathway, from homelessness and family breakdown, to independence and stability.

**Crisis Accommodation Program** is an emergency/short-term service accommodating young people aged 12-18 years.

**Homeless Youth Assistance Program (HYAP)** delivers support and accommodation for children and young people aged 12-15 years who are homeless or at risk of homelessness.

**Semi-Independent Housing Program** offers semi-supported housing for young people aged 16-18 years. We provide case management and qualified youth workers (onsite/overnight) to increase independent living skills.

**Supported Independent Housing Program** offers accommodation for young people 16-21 years who are provided with case management support.

**The Young Offenders Joint Support Program** supports homeless young people with crisis accommodation who are under the supervision of Juvenile Justice.

**Intensive Family Support Program** offers intensive casework support to families during a crisis or breakdown.

**After Care Program** offers casework support for young people once they have left our accommodation services.

**Outreach Program** offers support to young people aged 12-21 years seeking assistance in maintaining or moving to stable accommodation.

#### How to access this service:

Contact our Intake and Referrals Officer on (02) 9460 3777.



## Youth Reach

**Address:** 12 Powells Rd, Brookvale, 2100

**Enquiries:** (02) 9907 2604

**Email:** youthreach@vinnies.org.au

### Details of Organisation / Service:

#### Services offered:

Free support service providing young people with physical, social and emotional support. Activities include:

- Computers and internet access
- Gym
- Music Studio (with instruments and recording equipment)
- DJ Studio
- Table tennis
- Pool tables
- Chill-out areas
- Babies and young children's play area
- Basketball hoop
- Kitchen, toilet and shower facilities

#### This service specialises in helping:

Provides 11-24 year olds with inspiration, encouragement, support and a fun place to hang out. Programs include a drop-in youth centre, case management and psychological programs, recreational activities, as well as outreach programs designed to improve young lives.

#### How to access this service:

Open 9am to 5:30pm, Monday to Friday.

## **Section 11**

# **Counselling Services**

## **CatholicCare – Family and Relationship Counselling**

**Address:** Unit 116, 20 Dale Street Brookvale

**Enquiries:** 02 8425 8700

### **Details of Organisation / Service:**

#### **Services offered:**

Counselling provides an opportunity to establish and explore family roles and relationships in a safe and reflective environment. When feelings become overwhelming or confusing, counselling can be very helpful. We work with clients to address and overcome challenges and stress. We listen, talk through options and help to think about strategies.

Common issues addressed in counselling include family transitions, communication issues, work/life balance, conflict, parenting after separation, grief and loss and decision making.

The service is affordable and available by appointment.

The service is FREE for those recently or currently affected by pregnancy.

We provide counselling to clients on the Northern Beaches and also operate on the Lower North Shore.

#### **This service specialises in helping:**

Individuals and couples.

#### **How to access this service:**

Phone: 02 8425 8700 and ask to speak to a Counsellor.

## Lifeline Inc

**Address:** 310 Sydney Road, Balgowlah 2093, PO Box 681  
**Enquiries: Ph** (02) 9949 5522 **Email** admin@lifelinenb.org.au

### Details of Organisation / Service:

#### Services offered:

24 hour telephone crisis support service 31 11 14  
Personal and Financial Counselling, bulk-billed psychological clinic; Support groups for men's anger management, anxiety, depression, relationships, grief and loss; adult survivors of childhood abuse and trauma, suicide bereavement and being mums support groups. Volunteers to visit elderly, suicide prevention and domestic violence education and training.

#### This service specialises in helping:

Lifeline Northern Beaches is an independent organisation serving the area from Kirribilli to Palm Beach. The organisation is run on a volunteer basis with over 600 volunteers.

The mission of the organisation is to provide quality telephone crisis support and associated services to help people in crisis. A crisis is "when stressful, often painful, life experiences overwhelm or impair our capacity to cope or engage fully in everyday living".

The organisation has some government funding tied to particular services; however, the bulk of the funds come through the Retail Shops and fund raising.

#### How to access this service:

24/7 Crisis support - Call 131114  
Online crisis support - [lifeline.org.au](http://lifeline.org.au)  
Face to face counselling services - call 9949 5522

## Lifeline – Way 2 Wellness

**Enquiries phone:** 1300 120 446  
**Website:** <http://lifelineh2h.org.au>

### Details of Organisation / Service:

#### Services offered:

If you're struggling with your mental wellbeing, it can be hard knowing what to do – or where to go for help. Perhaps you're anxious about work or day-to-day life. Maybe you are feeling stressed or flat, and you're just finding it hard to cope. You might even be worried about the mental wellbeing of someone close to you.

A free service delivered by Lifeline and funded by the Sydney North Primary Health Network, Way2Wellness connects people on Sydney's north side with mental wellbeing support 11 am to 7pm, Monday to Friday.

#### This service specialises in helping:

Way2Wellness (W2W), a telephone-based coaching support service for people with low to moderate mental health concerns.

#### How to access this service:

Call 1300 120 446 or fill in a contact form at <http://lifelineh2h.org.au/get-help/way2wellness/> and we will contact you.

## **Mission Australia Psychosocial Support Services**

**Address:** Level 4, 44 Hampden Road Artarmon NSW 2064  
**Enquiries:** (02) 9480 2500

### **Details of Organisation / Service:**

#### **Services offered:**

For young people and adults aged 12 years and over who reside in the Northern Sydney area. People with severe mental health illness who are not eligible for assistance through the National Disability Insurance Scheme (NDIS).

#### **This service specialises in helping:**

- Social connectedness
- Support to access education, training or employment
- Physical wellbeing support
- Support to maintain engagement with mental health treatment
- Information, referral and advocacy

#### **How to access this service:**

Offices:

Hornsby, Artarmon, Brookvale

02 9480 2500

[northernSydneyServices@missionaustralia.com.au](mailto:northernSydneyServices@missionaustralia.com.au)

## One Door Health Care

**Address:** Lot 2, Quirk Road, Balgowlah, 2093

**Enquiries:** (02) 9715 5022

**Website:** [www.onedoor.org.au](http://www.onedoor.org.au)

### Details of Organisation / Service:

**Services offered:**

Psychological services and clinical interventions for people living with mental illness and their carers. Exercise Physiology and dietician services also offered at Balgowlah.

**This services specialises in helping:**

People living with mental illness and their carers, particularly with psychotic disorders.

One Door Health Care offers compassionate psychological, dietetic and exercise physiology services to adolescents, adults, families and carers affected by mental illness. We offer a range of services to improve wellbeing and enhance quality of life, all within a recovery framework.

We also have links with Disability Employment Services and Respite Services, in addition to other relevant recovery based programs.

Bulk billing is available for carers and people affected with mental illness who are accessing a pension or benefit.

**How to access this service:**

Referrals from individual doctors, family members, self, and other organisations. Referrals eligible for bulk billing require a special referral from their GP. Contact us for more details. We are currently located at Balgowlah

## Relationships Australia Counselling Services

**Address:** 1st Floor, 651 Pittwater Road, Dee Why 2099  
**Enquiries:** **Ph:** 1300 364 277 **Email:** [enquiries@ransw.org.au](mailto:enquiries@ransw.org.au)

### Details of Organisation / Service:

#### Services offered:

The Northern Beaches Family Relationship Centre offers a range of counselling services at our centre in Dee Why.

#### This service specialises in helping:

We provide individual, couple and family counselling. Our team of experienced counsellors have formal qualifications in either psychology or counselling, with additional post graduate training in couples and family therapy. We specialise in a range of relationship issues including conflict, parenting, domestic violence, anxiety, depression, grief and work related stress. Our counselling service provides an opportunity to talk about issues without judgement, in a supportive, respectful and safe environment.

Counselling can support you to generate your own solutions to enhance, repair and strengthen your relationships. Our goal is to build stronger relationships that are safe, healthy and resilient.

#### How to access this service:

No referral is required. Call us on **1300 364 277** to make an appointment, or email enquiries to [enquiries@ransw.org.au](mailto:enquiries@ransw.org.au). Counselling sessions are available 9am to 5pm Monday to Friday, and Thursday evenings until 8pm. Counselling fees are subsidised by the Federal Government and based on a sliding scale depending on your family income.

#### Other services at our centre:

Family Dispute Resolution mediation services for families going through the process of separation, to assist parents in developing a parenting plan or with the division of property for financial agreements. No referrals required. Telephone us on 9981 9799 or email [northernbeachesfrc@ransw.org.au](mailto:northernbeachesfrc@ransw.org.au) to make an appointment.



## Sydney North Primary Health Network (SNPHN)

**Address:** Level 1, Building B, 207 Pacific Highway, St Leonards NSW 2065

**Psychological Access Plus GP Referral Line:** 1300 782 391

**Management Line:** (02) 9432 8209 **FAX:** (02) 8072 6899

**Email:** [SNHN@ataps.org.au](mailto:SNHN@ataps.org.au) **Website:** [www.snhn.org.au](http://www.snhn.org.au)

### **Details of Organisation / Service:**

Sydney North Primary Health Network is one of 31 Primary Health Networks (PHNs) established by the Australian Government to increase the efficiency and effectiveness of medical services for the Northern Sydney metro and Northern Beaches communities.

As a not-for-profit organisation, we achieve together better health and better care for patients by working with a network of health professionals including General Practitioners, Practice Nurses, Allied Health Providers, the Northern Sydney Local Health District and other health services in our region.

#### **Services offered:**

Sydney North Primary Health Network has commissioned a range of flexible mental health, drug and alcohol, and suicide prevention services.

Psychological Access Plus (previously ATAPS program) provides a no cost service to people with mental illness, who would otherwise not be able to afford help. A family doctor or psychiatrist can refer a patient through the Psychological Access Plus program as well as other commissioned mental health services.

#### **This service specialises in:**

Supporting the Sydney North region to access a range of mental health, suicide prevention and alcohol and other drug services offered at no cost to people in the Northern Sydney Region.

#### **How to access this service:**

Patients are referred to the program via their GP or psychiatrist. Referrals for children (0-12 yrs) may also be referred by a paediatrician, school counsellor or principal, as well as an early childhood service.

## **Section 12**

# **Financial Counselling, Support and Material Assistance**

## CatholicCare Diocese of Broken Bay

**Address:** 116/20 Dale Street  
BROOKVALE NSW 2600  
**Enquiries:** 8425 8700  
**Email:** [nfc@catholiccareddb.org.au](mailto:nfc@catholiccareddb.org.au)

### Details of Organisation / Service:

People from all walks of life can find themselves with money problems. Financial Counsellors meet people experiencing financial stress, which may include difficulties paying regular bills, and juggling repayments of credit cards and loans.

If this is you, our qualified Financial Counsellors will listen to your story, assess your financial position, look at what options you have, and explain their consequences. They will provide information and support, and can negotiate with creditors, advocating for arrangements that can improve your financial situation.

Our Financial Counsellors have experience with debt recovery procedures, threatening letters or harassment by debt collectors, rent and mortgage arrears, disconnection of services (electricity etc.), uninsured car accidents, taxation debts, unpaid fines and a full range of credit and debt issues.

### **This service specialises in helping:**

The service is free, independent and confidential, and is available by appointment. We provide financial counselling to our clients at Brookvale, and also operate on the Lower North Shore and at Ryde.

### **How to access this service:**

Phone: 02 8425 8700 and ask to speak to a Financial Counsellor.

## **Centrelink**

### **Australian Government Department of Human Services**

**Address:** Northern Beaches  
660-664 Pittwater Rd, Brookvale 2100

**Enquiries:** Disabilities, Sickness, Carers line: 132 717

**Website:** [www.humanservices.gov.au](http://www.humanservices.gov.au)

#### **Details of Organisation / Service:**

##### **Services offered:**

Income Support payments for people with disabilities.

##### **This service specialises in helping:**

Centrelink delivers a range of payments and services at times of major change for retirees, the unemployed, families, carers, parents, people with disabilities, indigenous Australians, and people from diverse cultural and linguistic backgrounds.

##### **Specialists include:**

Social Workers who are professionals, trained to assist, giving support and short term counselling.

##### **Community Engagement Officers:**

Provide out-servicing to community agencies in order to service those customers who have particular barriers preventing them from accessing mainstream Centrelink services and requiring alternative approaches.

##### **How to access this service:**

Enquires: Disabilities, Sickness, Carers line: 132 717  
Youth and Student line: 132 490  
Employment Services line: 132 850  
Seniors line: 132 300  
Indigenous Services line: 136 380  
General line: 131 794

## Emergency Relief Program

**Address:** 40 Merrenburn Avenue, Naremburn, NSW 2065

**Enquiries:** (02) 8425 8700

**Email:** [nfc@catholiccareddb.org.au](mailto:nfc@catholiccareddb.org.au)

### Details of Organisation / Service:

#### **Services offered:**

Emergency Relief provides immediate financial and/or material support to people in financial crisis. We are able to offer one-off assistance such as:

- food and transport vouchers
- part-payment of utility account/s
- referrals to other services that help to address underlying causes of financial crisis.

#### **This service specialises in helping:**

Our aim is to help individuals and families out of their situation with immediate relief and referrals to other services that can assist you and/or your family. All individuals and families are assessed to ensure that they receive services that can assist to alleviate their situation.

#### **How to access this service:**

Our Emergency Relief program oversees the Northern Sydney, Northern Beaches and Ryde area. The Naremburn Family Centre oversees the distribution of relief at Naremburn Family Centre, Brookvale Centre and the Ryde Community Hub. To speak to our Emergency Relief Worker for more information or an assessment contact the Naremburn Family Centre on 02 8425 8700.

## **Parramatta Mission Counselling Services**

**Address:** 2a King St Manly Vale NSW 2093

**Enquiries: Ph:** (02) 9891 6212

### **Details of Organisation / Service:**

#### **Services offered:**

Free gambling counselling for anyone affected by heavy gambling (including friends, partners and family).

#### **This service specialises in helping:**

Our gambling counselling service can assist anyone who is concerned about their own or someone else's level of gambling. Our counsellors are specially training in problem gambling and provide evidence-based counselling that is tailored to the individual and their needs.

We can refer to other financial and legal counselling in relation to gambling and assist with self exclusion through Clubs NSW.

#### **How to access this service:**

Referrals are accepted from individuals, treating professionals, and health/welfare agencies.

For enquiries or to make an appointment please contact us directly on the details above.

## Service NSW — Cost of Living Free Appointment Service

**Address:** 114 Old Pittwater Road, Brookvale NSW 2100

**Enquiries:** 13 77 88 — Service NSW Call Centre

**<https://www.service.nsw.gov.au/campaign/cost-living>**

### Details of Organisation/ Services:

#### Services offered:

This is a state government initiative offering FREE 45 minute Cost of Living appointments. We support customers to resolve issues relating to a range of topics. Depending on personal circumstances we can address:

- the range of rebates that are available to residents of NSW, ensuring customers are receiving those they are entitled to;
- we look at energy bills, helping customers to understand their usage and the terminology used by energy companies;
- we compare the customer's current plan with other energy plans on the market to ensure they are getting the best deal;
- we support customers to access state government agencies and information easily, e.g. getting ID documents sorted;
- support after the death of a loved one, managing the transfer of vehicles, transferring household accounts into the name of the relative;
- we act as a referral service for local community support services such as Food Bank.

#### This service specialises in helping:

People wishing to address any of the above issues or anyone unsure of the appropriate path to resolving issues related to NSW state government.

#### How to access this service:

Come into any Service NSW Office or call the contact centre to make a Cost of Living appointment. The Cost of Living Website enables people to complete the simple 6 question Savings Finder to determine what rebates are available. You can also book a Cost of Living appointment online.

## St Vincent de Paul Society Northern Beaches

**Address:** 638 Pittwater Road, Brookvale NSW 2100  
**Enquiries:** (02) 9905 0424

### Details of Organisation/ Services:

#### Services offered:

Financial Assistance, Budgeting Counselling.

#### This service specialises in:

**Home Visitation:** Financial assistance with food, utilities, and other expenses as requested, and depending on funding. Second hand furniture and clothing can also be provided upon request.

**No Interest Loans (NILS):** Providing loans of up to \$1000 to people living on the Northern Beaches who have low incomes, and are living on benefits and/or pensions. We lend for a whole range of essential household goods and services, including whitegoods, general and medical appliances, car expenses, etc. The scheme works through the recycling of a pool of money. Loans are issued and as repayments are made the money accumulates and is available to be lent to the next borrower. Repayments are tailored to suit individual circumstances with the term of the loan generally being up to 12 months.

**Financial and Budget Counselling:** Our counsellors are FCAN accredited and able to assist clients with budgeting skills, negotiation of hardship arrangements with banks and other lenders and assist people with bankruptcy. This service is free and confidential.

#### How to access this service:

- **Home Visitation** – by phoning our Brookvale Centre on 9905 0424 and requesting a Home Visit.
- **NILS** – by appointment only, phone our Brookvale Centre on 9905 0424
- **Financial Counselling** – by appointment only, phone our Brookvale Centre on 9905 0424



## **Section 13**

# **Community Support, Leisure and Activities**

## **Mr Perfect Incorporated**

**Address:** Warringah Mall (PO BOX 7256, Condamine St & Old Pittwater Rd, Brookvale NSW 2100)

**Website:** [www.mrperfect.org.au](http://www.mrperfect.org.au)

**Email:** [hello@mrperfect.org.au](mailto:hello@mrperfect.org.au)

### **Details of Organisation/ Services:**

**Services offered:**

Social / Community Meetup BBQ offering connection.

**This service specialises in helping:**

Men of all ages.

**How to access this service:**

Turn up to our Meetup BBQ each month at Freshwater Beach Park, Corner Kooloora Avenue and Gore Street, Freshwater NSW 2096, usually the last Sunday of every month.

## **Northern Beaches Council**

### **Disability Information, Newsletter and Leisure Guide**

**Address:** Northern Beaches Council  
725 Pittwater Rd, Dee Why NSW 2099

**Enquiries:** **Ph:** (02) 9976 1566

**Email:** [disabilityservices@northernbeaches.nsw.gov.au](mailto:disabilityservices@northernbeaches.nsw.gov.au)

**Website:** <https://www.northernbeaches.nsw.gov.au/services/disability-services>

#### **Details of Organisation / Service:**

##### **Services offered:**

Free information about options and services for people with disability of all ages, their carers and service providers, and the community in the Northern Beaches, and Northern Sydney.

##### **This service specialises in:**

Free publications (in printed form and on the website) include:

Leisure for youth and adults with a disability

Services for Children 0-8

Free 3-weekly e-newsletter of events, resources etc in the Northern Sydney region.

##### **How to access this service:**

Email, phone. No referrals necessary.

## One Eighty Avalon Inc

**Address:** 681 Barrenjoey Rd, Avalon, NSW 2107  
**Enquiries:** 0410 205 371  
**Website:** [www.oneeighty.org.au](http://www.oneeighty.org.au)  
**Instagram:** @oneeighty\_inc  
**Email:** [info@oneeighty.org.au](mailto:info@oneeighty.org.au)

### Details of Organisation / Services:

#### Services offered:

Open Up.

#### This Service specialises in:

Open Up is a free community peer support group helping young people who are socially isolated, living with mental illness, or who want to connect with other like minded individuals, listen to other people's stories, or share what they're going through.

#### How to access this service:

Sessions for young people aged 18-29 are held across the Northern Beaches - Look up session locations and times at [www.oneeighty.org.au/open-up](http://www.oneeighty.org.au/open-up). The most up to date information on sessions will be posted on our instagram @oneeighty\_inc

There is no need to pre-book into sessions – just turn up!

## Walk'n'Talk For Life Community Walking Group

**Enquiries:** Shannon Nevin: 0411 043 967  
**Email:** [shannon@walkntalkforlife.com.au](mailto:shannon@walkntalkforlife.com.au)  
**Website:** [www.walkntalkforlife.com.au](http://www.walkntalkforlife.com.au)

### Details of Organisation / Services:

Walk'n'Talk For Life is a walking group of caring people that want to help in preventing suicide in our community.

#### **Services offered:**

Walk 'n' Talk For Life is completely free!

You don't have to be someone affected by suicide to attend a walk and you do not have to share your life story with strangers.

The aim is to bring people and communities together on a regular basis to support one another, to make connections, to maybe lend an ear, to offer empathy and to share the love, compassion and understanding that is often missing in our communities.

#### **This service specialises in helping:**

Anyone who is lonely, depressed, anxious or stressed. Anyone who feels that their challenges in life are becoming too hard.

Our walkers support each other through life's challenges and friendships are made that make a difference in people lives.

#### **How to access this service:**

Go to the website at [www.walkntalkforlife.com.au](http://www.walkntalkforlife.com.au) and search for the nearest walk near you.

## Waves of Wellness Foundation (WOW)

**Address:** 10/172-180 Clovelly Road, Randwick 2031

**Enquiries:** Phone: 0459 041 832

**Website:** [www.foundationwow.org](http://www.foundationwow.org)  
[@foundationwow](mailto:info@foundationwow.org)

**Email:** [info@foundationwow.org](mailto:info@foundationwow.org)

### Details of Organisation/ Services:

#### **Services offered:**

Mental health surf therapy programs promoting mental health and wellbeing. WOW offers both therapeutic and prevention programs, centred around a mental health discussion on the sand. They then put this theory into practice through a supported learn-to-surf program, run by qualified mental health clinicians.

#### **This service specialises in helping:**

People at risk of, or experiencing mental health challenges.

#### **How to access this service:**

Jump on the website to find a program that suits you - sign up online or send us an email to get involved.

## **Section 14**

# **Information, Awareness Raising and Health Promotion**

## **1800 RESPECT 1800 737 732**

**[www.1800respect.org.au](http://www.1800respect.org.au)**

National sexual assault, domestic and family violence counselling service. Provides support for people experiencing, or at risk of experiencing, sexual assault, domestic or family violence, their friends and family. Provides information, referral and counselling.

## **ACON (02) 9206 2000**

**[www.acon.org.au](http://www.acon.org.au)**

Provides the latest information on health issues affecting LGBTI people, offers a range of services including: sexual health; mental health; alcohol and drugs; safety and inclusion; domestic and family violence; ageing; training and consulting; policy and research.

## **Alcohol Drug Information Service (ADIS) NSW 1800 250 015**

**[www.yourroom.health.nsw.gov.au](http://www.yourroom.health.nsw.gov.au)**

State-wide telephone service providing education, information, referral, crisis counselling and support about illegal drugs such as heroin, ice and cannabis, as well as legal drugs such as alcohol.

## **Being - Mental Health and Wellbeing Consumer Advisory Group 1300 234 640**

**[www.being.org.au](http://www.being.org.au)**

Being understands and advocates on issues that affect people with a lived experience of mental illness. They raise awareness, conduct training and research, and support the growth and wellbeing of the peer workforce in NSW.

## **Beyond Blue 1300 22 4636**

**[www.beyondblue.org.au](http://www.beyondblue.org.au)**

Beyondblue is a national, independent, not-for-profit organisation working to address issues associated with depression, anxiety and related disorders in Australia.



## **Black Dog Institute**

**(02) 9382 4530 [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)**

The Black Dog Institute is an educational, research, clinical and community-oriented facility offering specialist expertise in mood disorders that include depression and bipolar disorder.

## **Blue Knot**

**1300 657 380 [www.blueknot.org.au](http://www.blueknot.org.au)**

Supports survivors of trauma and those who support them. Provides support, education and resources for families and communities of adult survivors of childhood trauma. Develops and disseminates best practice evidence around complex trauma and builds workforce capacity around complex trauma treatment.

## **Butterfly Foundation**

**(02) 9412 4499 / 1800 33 4673**

**[www.thebutterflyfoundation.org.au](http://www.thebutterflyfoundation.org.au)**

Raises awareness about eating disorders and supports anyone affected by eating disorders. Delivers evidence-based, prevention-focused sessions addressing the risk and protective factors that underpin the development of eating disorders for teachers, students and parents. Operates the National Eating Disorders Helpline and provides support over the phone, via email and online.

## **Carers NSW**

**1800 242 636 [www.carersnsw.org.au](http://www.carersnsw.org.au)**

Carers NSW works with all carers regardless of their age, location, life-stage or circumstances. This includes those caring for individuals with support needs relating to ageing, disability, health and mental illness.

## **COPMI National Initiative**

**[www.copmi.net.au](http://www.copmi.net.au)**

Promoting better outcomes for children and families where a parent experiences mental illness.

## **Gotcha 4Life [www.gotcha4life.org](http://www.gotcha4life.org)**

Mental Health Foundation to improve men's mental health, maintain awareness and build upon actions that influence change. It aims to empower males to become strong and resilient through understanding new ways of thinking.

## **Inside Out Institute for Eating Disorders**

**[www.insideoutinstitute.org.au](http://www.insideoutinstitute.org.au)**

National institute for research and clinical excellence in eating disorders.

## **Mental Health Association NSW**

**1300 794 991 [www.wayahead.org.au](http://www.wayahead.org.au)**

Provides the Mental Health Information Service, Anxiety Disorder Information Service; Mental Health Fact sheets and publications, e-newsletter, Resource Centre, Service Directory, Mental Health promotion activities, Workplace Health Promotion Network, Anxiety groups.

## **Mental Health in Multicultural Australia**

**(02) 6285 3100 [www.mhima.org.au](http://www.mhima.org.au)**

Provides a national focus for advice and support to providers and governments on mental health and suicide prevention for people from culturally and linguistically diverse (CALD) backgrounds.

## **National LGBTI Health Alliance**

**(02) 8568 1123 [www.lgbtihealth.org.au](http://www.lgbtihealth.org.au)**

Provides health-related programs, services and research focused on lesbian, gay, bisexual, transgender, intersex people and other sexuality and gender diverse (LGBTI) people and communities.

## **Sane Australia**

**1800 187 263 [www.sane.org](http://www.sane.org)**

A national mental health charity working to support Australians affected by complex mental illness. SANE's work includes mental health awareness, online peer support and information, stigma reduction, specialist helpline support, research and advocacy.





**Health**  
Northern Sydney  
Local Health District