

LAKE MACQUARIE WE'RE HERE TO HELP!



MENTAL HEALTH SUPPORT

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
Lifeline	13 11 14 24 hours/7 days	Text service available 6pm-midnight 0477 121 114	<ul style="list-style-type: none"> • Ready to talk about anything • Personal distress or suicidal thoughts
Hunter Women's Centre	4968 2511	E: admin@hwc.org.au W: www.hwc.org.au	<ul style="list-style-type: none"> • Info and Referral • Counselling
Mensline Australia	1300 789 978 24 hours/7 days	W: mensline.org.au	<ul style="list-style-type: none"> • Phone and online counselling • Conversations, info and referral for men • Can talk about concerns with loss, grief, family, relationships, loneliness, parenting and other topics
Mental Health Line	1800 011 511 24 hours/7 days	W: health.nsw.gov.au/mentalhealth/ Pages/mental-health-line.aspx	<ul style="list-style-type: none"> • Conversation with a nurse who assesses you for linking to mental health services for treatment
National Sexual Assault Domestic and Family Violence Counselling Service	1800 737 732 24 hours/7 days	W: 1800respect.org.au	
Suicide Callback Service	1300 659 467 24 hours/7 days	W: suicidecallbackservice.org.au	<ul style="list-style-type: none"> • Talk to professionals to help you work through some difficult emotions • If you have suicidal thoughts or care for someone who has them, or you're bereaved yourself

URGENT ACCOMMODATION, HOUSING AND RENTING HELP

Link2Home	1800 152 152 24 hours/7 days	W: facs.nsw.gov.au/housing	<ul style="list-style-type: none"> • Accessing housing and temporary accommodation • Try to call before 10pm if you can for somewhere to sleep that night
Warlga Ngurra Women & Children's Refuge	4950 1566		<ul style="list-style-type: none"> • Women's and children's refuge offering somewhere safe to stay due to domestic violence, court support, advocacy
Aboriginal Housing Office	1800 727 555	E: AHOEnquiries@facs.nsw.gov.au W: aho.nsw.gov.au	<ul style="list-style-type: none"> • Telephone phone conversations to provide better housing choices for Aboriginal and Torres Strait Islander people in NSW
Hunter Tenants Advice & Advocacy Service	4969 7666 1800 654 504	Advice line 9am-1pm Mon-Fri W: tenants.org.au	<ul style="list-style-type: none"> • Telephone advice line about your renting situation • Online form on our website if you're facing eviction from your rental

URGENT ACCOMMODATION, HOUSING AND RENTING HELP

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
Matthew Talbot Homeless Service & Report a Rough Sleeper	4961 1411 Mon-Fri 9am-5pm	E: mtcwickham@vinnies.org.au Report a rough sleeper – W: vinnies.org.au/RoughSleeper	<ul style="list-style-type: none"> Linking rough sleepers and men into longer term accommodation. Able to link you with other support options if required
Our Backyard – car to home project	0402 155 586 7 days a week from 4pm	W: ourbackyard.info	<ul style="list-style-type: none"> Free food, sleep in your car safely, showers and social conversations
NOVA for Women & Children	Intake referral 1800 769 654 General enquiries 4023 5620	E: intake@novawomen.org.au W: novawomen.org.au	<ul style="list-style-type: none"> If facing loss of your home or rental - Women's refuges and supported temporary accommodation. Following all safety guidelines

NEIGHBOURHOOD CENTRES AND INFORMATION AND REFERRAL

Belmont Neighbourhood Centre	4947 0031	W: bnc.asn.au/we-are-here-to-help	<ul style="list-style-type: none"> Info and referral Phone and online services
Edgeworth Memorial Neighbourhood Centre	4958 2801 or 4965 8406	W: emnc.org.au	<ul style="list-style-type: none"> Conversations about young people and families during tough times Info and referral
Multicultural Neighbourhood Centre	4965 5291 Mon and Tues 9.30am-5pm Wed 9.30am-4pm	W: mncinc.org.au Search for us on Facebook too	<ul style="list-style-type: none"> Help for multicultural young people and their families, aged 12-17 Info and Referral Online English learning classes
Northern Settlement Services	4969 3399	E: nss@nsservices.com.au W: nsservices.com.au	<ul style="list-style-type: none"> Help for migrants and refugees in Newcastle and Lake Macquarie
Southlake Community Services	4973 7000	E: info@southlakecommunityservices.org W: southlakecommunityservices.org	<ul style="list-style-type: none"> Contact us for info
Swansea Community Cottage	4971 1229 Mon – Fri 9am-4pm	E: manager@swanseaacc.com.au W: swanseacommunitycottage.com.au	<ul style="list-style-type: none"> Childcare services for essential workers and families who can use it May help with vouchers for paying bills if you chat to us over the phone
Sugarvalley Neighbourhood Centre	4953 1667 Mon – Fri 9am-3pm	W: sugarvalleync.org.au	<ul style="list-style-type: none"> Food parcels, free shower and laundry facilities, computer use and printing, info and referral, JP services
The Place: Charlestown Community Centre	4032 5500	E: admin@theplacecharlestown.org.au W: theplacecharlestown.org.au	<ul style="list-style-type: none"> Referral to local activities and groups Online and face to face programs for young parents and seniors
Woodrising Neighbourhood Centre	4959 4624 Mon – Fri 9am-3pm	E: admin@woodrisingnc.org.au	<ul style="list-style-type: none"> Food pantry and personal care items Conversations about your money, debt, finances, or gambling Conversations around young people and families

FAMILY HELP

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
Eastlakes Family Support Service	4943 9255	E: staff@efss.org.au W: efss.org.au	<ul style="list-style-type: none"> • Family support • Staying home leaving violence • Conversations around your finances
Community Activities Lake Macquarie	4950 3888	E: calmfamilysupport@calm.org.au W: calm.org.au	<ul style="list-style-type: none"> • Family support • General advice and information
Muloobinba Family Support Services	4969 5299	E: admin@muloobinba.org.au W: muloobinba.org.au	<ul style="list-style-type: none"> • Vouchers for electricity bills • Phone consultations around parenting, child and family help • Aboriginal service
Family Relationship Centre	4016 0566 Free call 1300 736 966	E: newcastlefrfc@interrelate.org.au	<ul style="list-style-type: none"> • Counselling, relationship support, parenting programs, family relationships dispute mediation. No referral needed. • Free service • Phone or online meetings
The Canopy	4954 5277	E: childfamilyteam@thecanopy.org.au W: thecanopy.org.au	<ul style="list-style-type: none"> • Helping families in Northlakes area. Help to make positive changes you would like for your family. Any family members can call. Phone or online conversations
Parent Line NSW	1300 130 052 Mon – Fri 9am-9pm Saturday 4-9pm	W: parentline.org.au	<ul style="list-style-type: none"> • Contact us for free phone counselling for parents and carers of children aged 0-18
Samaritans Child & Family Support and Kinship Care	0428 166 119	W: samaritans.org.au/service_category/children-family-services	<ul style="list-style-type: none"> • Parenting support with home visits or phone • Kinship and grandparents as parents support

DOMESTIC VIOLENCE

NOVA for Women & Children	1800 769 654	E: intake@novawomen.org.au W: novawomen.org.au/contact Online referrals accepted	<ul style="list-style-type: none"> • Support for escaping domestic violence
NSW Domestic Violence Line	1800 656 463 24 hours/7 days	W: facs.nsw.gov.au/domestic-violence/helpline	<ul style="list-style-type: none"> • Conversations over the phone for women about domestic violence (abusive unhealthy relationships)
Survivors R Us	4953 7108	Open Wed and Thurs 9am-4pm E: survivors@survivorsrusincorporated.com W: survivorsrusincorporated.com	<ul style="list-style-type: none"> • Discount food items, furniture, toys, personal care items

HELP WITH MONEY AND BILLS

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
Financial Information Service NSW	132 300 Mon – Fri 8am-5pm	W: servicesaustralia.gov.au/ individuals/services/financial -information-service	<ul style="list-style-type: none"> • Info on how to manage financial matters
National Debt Helpline	1800 007 007	W: ndh.org.au/debt-problems-covid19/ Mon – Fri 9.30am-4.30pm	<ul style="list-style-type: none"> • Help to tackle debt, independent, free and confidential conversations about money
Salvation Army Emergency Relief	1300 371 288		<ul style="list-style-type: none"> • Accessing vouchers to help pay for important things like bills, petrol, groceries
Samaritans Emergency Relief	Toronto 4959 7857 Tue, Wed, Fri 9.30-12 noon and 1-3pm, Thu 9.30-12noon		<ul style="list-style-type: none"> • May help with vouchers for paying bills such as phone bills, chemist bills, utility bills
CAP – Christians Against Poverty	1300 227 000	W: capaust.org	<ul style="list-style-type: none"> • Help to tackle debt • Free • Confidential discussions • Help with Budgeting to a debt-free life

FREE MEALS AND LOW COST GROCERIES

Baptist Care Windale	4032 4810	1/24 South St, Windale	<ul style="list-style-type: none"> • Free takeaway meals on Monday or Wednesday • Low cost groceries • Free breakfasts Mon-Thurs • \$2 lunch on Mondays 11.30am
Hunter Multicultural Communities	4960 8248	2a Platt Street, Waratah W: huntermulticultural.org.au/multicul- tural-meals-service/	<ul style="list-style-type: none"> • Subsidised meal delivery service
Merrigum Outreach Windale	0492 429 749	2 Talinga Close, Windale	<ul style="list-style-type: none"> • Morning Tea/Lunch 9.30am-12.30pm
DARA home delivery	4979 1339	W: dara.org.au/home-delivery	<ul style="list-style-type: none"> • Free meal home delivery weekly
Our Community Place	4958 7251 or 0432 331 284	E: coordinator@ourcommunityplace. org.au	<ul style="list-style-type: none"> • Free chilled cooked meals available on Mondays or Wednesdays from Baptist Care, Windale or contact neighbourhood centre for frozen meals Mon – Fri 9am-3pm
Food n Friendship Warners Bay	4947 4325	E: foodnfriendship@gmail.com	<ul style="list-style-type: none"> • Low cost groceries and food, fresh fruit, vegetables, personal items, cleaning products
Belmont Community Care	0491 631 450	25-27 Maude Street, Belmont Monday nights from 6pm	<ul style="list-style-type: none"> • Free takeaway meal every Monday night at 6pm
Southlake FoodCare	0432 580 059	61 Freemans Drive, Cooranbong Mon 9.30-11.30am Wednesday 10am-1pm	<ul style="list-style-type: none"> • Wednesday free bread, fruit, vegetables, long-life milk and non-perishables. If you can afford \$10 donation welcomed • Free haircuts through Community Hair Project

FREE MEALS AND LOW COST GROCERIES

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
New Day Christian Church	4959 4891	2 Day St, Toronto Thursday mornings 9am-1pm	<ul style="list-style-type: none"> Free bread, cheap groceries, cheap fruit and vegetables
Mum's Cottage	4953 4105	E: admin@mumscottage.org.au W: mumscottage.org.au	<ul style="list-style-type: none"> Free phone support conversations/counselling, groceries available on Fridays 12-1pm

HEALTH AND MEDICAL

Family Planning NSW	4929 4485 Free call 1300 658 886	Online appointments – fpnsw.org.au E: talkline@fpnsw.org.au	<ul style="list-style-type: none"> Sexual and reproductive health services for all ages Help over phone or online video appointments, face to face if necessary
Aboriginal Medical Services	1800 292 225	W: awabakal.org	<ul style="list-style-type: none"> Health assessments, diabetes support, GP issues, mental health care plans, scripts Phone services Aboriginal service

HELP WITH ADDICTIONS

St Vincent De Paul Alcohol and other drugs	0466 476 279	E: CCCP.Newcastle@vinnies.org.au	<ul style="list-style-type: none"> Alcohol and other drugs – for help accessing and maintaining treatment If aged 18 and over
Lake Macquarie Financial and Gambling Help Counselling Service	4950 5108	E: financial@woodrisingnc.org.au	<ul style="list-style-type: none"> Free service to assist if you are overwhelmed with financial or gambling concerns Also a service for those who care for people with these concerns

LEGAL

Ageing & Disability Abuse Helpline	1800 628 221 Mon – Fri 9am-5pm	W: ageingdisabilitycommission.nsw.gov.au	<ul style="list-style-type: none"> Report and find info on abuse and neglect
LawAccess NSW	1300 888 529	W: lawaccess.nsw.gov.au	<ul style="list-style-type: none"> Support in court, advocacy, have specialists available for Aboriginal women, or multicultural women. Leave us a message or email 4953 4105 and we'll return your contact
Hunter Community Legal Centre	Free call 1800 650 073 4040 9120	New people welcomed Mon, Wed and Fri 9.30am-4pm W: hunterclc.com.au	<ul style="list-style-type: none"> Free legal advice over phone
Legal Aid NSW	1300 888 529 4929 5482	W: legalaid.nsw.gov.au	<ul style="list-style-type: none"> Free legal help if dealing with issues that relate to COVID-19 public health laws and restrictions such as employment, family law, parenting problems, fines
Migrant Employment Legal Service	8002 1203 Mon – Fri 9am-5pm	W: mels.org.au/contact	<ul style="list-style-type: none"> Free employment legal advice for migrants, temporary visa holders, multicultural people, people who speak languages other than English
Women's Legal Services NSW	1800 810 784	Mon – Fri, 9am-5pm	<ul style="list-style-type: none"> Legal advice line give us a call during the day

INTERPRETING

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
Translating and Interpreting Service	131 450	W: tisonational.gov.au	<ul style="list-style-type: none"> • Language help for non-English speakers • Access interpreters over the phone

PETS

Pet Emergency Services RSPCA Community Programs	02 9782 4408 Mon – Fri 9am-5pm	W: rspcansw.org.au	<ul style="list-style-type: none"> • Help to look after pets in situations of fleeing domestic violence, help looking after pets if you're over the age of 65 of Indigenous pet owners over 50
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UNDER 25 YEARS OF AGE

Kids Helpline ages 5-25	1800 551 800 24 hours/7 days	E: counsellor@kidshelpline.com.au W: kidshelpline.com.au	<ul style="list-style-type: none"> • Ready to talk about anything over the phone. Web chats, email and web-based information
Eastlakes Youth Centre	4948 8488	E: Managereyc@gmail.com	<ul style="list-style-type: none"> • Referral, counselling, all-round general support
Northlakes Youth Centre	4958 8648	E: nypemnc@bigpond.com	<ul style="list-style-type: none"> • Referral, counselling, all-round general support
Southlakes Youth Services	4973 7005	E: reganw@southlakecommunityservices.org W: southlakecommunityservices.org/southlake-youth-service	<ul style="list-style-type: none"> • Referral, counselling, all-round general support
Community Activities Lake Macquarie	49503888	E: ydo@calm.org.au W: calm.org.au	<ul style="list-style-type: none"> • Connect with local supports for young people
Centre for Hope	4947 2182	E: info@centreforhope.com W: centreforhope.com	<ul style="list-style-type: none"> • Advocacy
Allambi Youth Services	4944 5900	E: enquiries@allambi.org W: allambicare.org.au	<ul style="list-style-type: none"> • Accommodation for young people ages 12-17 • Call us yourself or organisations can refer to us too
Samaritans Reconnect	4014 9380	W: samaritans.org.au/service/reconnect	<ul style="list-style-type: none"> • Help young people prevent homelessness, stay connected to education and families, stay safe, have healthy mental and emotional wellbeing • Ages 12-17
Youth on Track	0477 380 117	E: YoTrHunter@missionaustralia.com.au	<ul style="list-style-type: none"> • If young people are at risk of committing a crime, or if young people require support if attending court

LOCAL SERVICE CONTACT DETAILS OR MESSAGE