



Liverpool Services Directory

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COMMONLY USED NUMBERS

DOCs (Liverpool)	ph: 8778 3300
DOCs Help Line	ph: 13 21 11 Fax: 9633 7666
DOCs Help Line (Professional) mandated reporters line	ph: 13 36 27
DOCs Complaints	ph: 1800 000 164 (freecall)
Liverpool Hospital Social Work Department	ph: 9828 3000 ph: 9828 6716 Fax: 96164779
Liverpool Mental Health Team (intake)	ph: 9616 4354 / 1800 636 825
Liverpool Mental Health Team (intake) after hours Mental health care line: (24 hrs)	ph:1300 787 799 ph: 1800 011 511
Domestic Violence Hotline (24 hours)	ph: 1800 656 463
Lifeline (24 hour) Counselling Service	ph: 13 11 14
Kids Help Line	ph: 1800 551 800
Salvo Crisis Line (Suicide Prevention)	ph: 9331 2000
NSW Rape Crisis Centre	ph: 9819 6565
Victims Support Line (24 hours) (toll free)	ph: 1800 633 063
Family Court Emergency Line (after hours)	ph: 1800 622 395
Poisons Information	ph: 13 11 26
DIAC (Department of Immigration)	Ph:131 881
NSW Ombudsman Website: www.ombo.nsw.gov.au	ph: 1800 451 524

EMERGENCY RELIEF AGENCIES

Australian Red Cross NSW-Liverpool

72 - 74 Bathurst Street LIVERPOOL

This service is for asylum seekers only. Programme Name: **Asylum Seeker Assistance Scheme.**

ph:9229 4246

Tues & Thurs:8:30-5pm

Provides services to asylum seekers who have cleared immigration and remain lawfully in the community while their application for refugee status is being processed. Services include the following support: Crisis intervention and assessment. Emergency Relief and financial assistance, access to health care and pharmaceutical programs and casework support, referrals and advocacy. No referral required

Salvation Army - Liverpool

51 - 55 Memorial Avenue LIVERPOOL
(Cnr of Bathurst Street)

ph: 9601 2813

Fax: 9824 1788

Mon&Wed & Fri 9:30 -1pm

Provides emergency relief by way of food parcels, assistance with utility bills and other material aid as appropriate. Appointment is necessary and referral required. Referral information: Receipts for purchases during past fortnight required. **Referral requirements:** Evidence of Debts/Bills, health Care Card, pension Concession Card and Income statement.

Inspire Community Service: Life Centre

52 - 54 Celebration Road SADLEIR
Mon:9-12pm/Tues-Fri:9-5pm

ph:8783 5788

Fax: 8783 5799

Provides assistance with food and limited assistance with essential bills to people in need after an assessment. Please contact to make an appointment. No referral required

St Vincent De Paul - Mt Pritchard

248 Humphries Road MOUNT PRITCHARD
Mon-Fri 9-pm Sat 8:45-12pm

ph: 1800606724

Fax:9823 6206

Covers Liverpool, Fairfield, Cabramatta & Ingleburn Area. Provides emergency relief in the way of food vouchers, furniture, clothing and limited financial assistance with outstanding electricity bills. Please note, service is dependent on availability. Contact for details. **Assessment is conducted by a home visit.** Please contact for an appointment. Referral required

ALSO runs a program called the **Charity Centre** where they provide a wide range of second hand clothing, furniture, home wares and bric-a-brac for people in need, at minimal cost. Please contact for further information. No referral required. **COST:** Minimal costs apply, please contact for details.

Anglicare Liverpool

9 Northumberland Street LIVERPOOL NSW 2170: open 9.30-3.00pm

ph: 98240822

Provides emergency relief by way of assistance with rent, electricity bills, phone bills, vouchers for pharmaceuticals and clothing vouchers. Note: Rent and/or bills must be overdue. Food vouchers parcels can also be provided for urgent cases. Please phone to check availability for food assistance prior to referring the customer

ACCOMMODATION & HOUSING

Housing NSW Liverpool (previously known as Dept of Housing)

ph:9821 6022

23-31 Moore st Liverpool

Bond and rent start assistance through RENTSTART,
emergency accommodation, long term housing

Mon-Fri 8:30am - 4:30pm

Wed- 1.00pm - 4:30pm

Customers should bring POI, recent bank statement and an income statement.

Housing NSW Miller

ph:9825 7888

Civic Centre, Woodward Cres, MILLER

Mon-Fri 8:30am - 4:30pm Wed- 1.00pm - 4:30pm

Provides public rental accommodation in Government owned properties to singles and families in receipt of low incomes.

Housing NSW Fairfield

ph:9754 6800

360-362 Horseley Drive, FAIRFIELD

Financial assistance for eligible clients to move to other accommodation in the private rental market. Clients must find the property themselves and must provide proof of income to enable assessment of their ability to afford the rent.

Rentstart-Standard: Provides 75% of the bond.

Rentstart-Plus: Provides Standard assistance plus 2 weeks advance rent.

Rentstart-Tenancy Assistance: Provides up to 4 weeks for arrears to secure an existing tenancy.

Homeless Persons Information Service (over 18)

ph: 1800 234 566

Mon-Fri -9am to 10 pm Closed between 1-2pm

A state wide telephone information and referral service for people who are homeless or at risk of homelessness. Can also provide referrals for people aged 18 years and over on a case by case basis. Please contact for further information.

Inner City Drift – Mission Australia

ph: 9734 7209

55 Lachlan St Liverpool NSW 2170

The Inner City Drift Project assists people who are homeless or at risk of experiencing homelessness.

Nadu Hostel

ph:9554 7956

321 Livingstone Rd MARRICKVILLE

Unisex, over the phone referral.

Community housing

Hume Community Housing Association Co. Ltd

ph: 9724 0554

Location: Level 1, 119 The Crescent, Fairfield NSW 2165

Providing affordable housing, both temporary and long term, to people in need.

Hours: Mon, Tue, Thu, Fri 9am-4.30pm Eligibility: From 18 years. Must be on the department of housing waiting list

www.humecha.com.au/

Languages (*other than English*): Spanish, Vietnamese, Arabic, Serbian

Western Suburbs Housing Co-Op
4 Garfield St WENTWORTHVILLE 2145

ph: 9896 6399
9am-4pm except Tuesdays.

St George Community Housing Limited
Level 3, 8 Crofts Avenue Hurstville NSW 2220
Fax 02 9585 1564

ph: 02 9585 1499

Wentworth Community Housing
Penrith Head Office
Borec House, Suite 1002, Level 1, 29-57 Station Street, Penrith NSW 2750
PO Box 4303, Penrith Westfield NSW 2750
Fax: (02) 4777 8099

ph: 02 4777 8000 (Customer Service Team)

➤ **Women**

Joan Harrison Support and outreach
Phone for Referral: 1800 65 64 63

ph:9602 9160

Emergency, Short Term, Housing:Refuges Service Description: A refuge providing short term crisis accommodation for single women aged 18 or over who are escaping domestic violence or homelessness.

NESH Non English Speaking Housing
Women's Scheme (Fairfield)
Mon-Fri- 9am-5pm
Women and children

ph: 9726 7969

South West Women's Housing Inc
54 Atkinson St, LIVERPOOL
Mon-Fri-9am-4:30pm Closed between 12:30-1
Provides medium to long term (3 months to 2 years supported accommodation for single women and their dependent children. No referral required

ph: 9821 3173
Fax:9821 1935

Women's & Girls Emergency Centre

ph: 9211 1616

361 Riley Street, Surry Hills NSW 2010
Assists homeless and destitute women and girls obtain crisis accommodation.

➤ **Men**

Mission Australia
55 Lachlan St LIVERPOOL

ph:9822 4903

Emergency/Short term

Provides short term crisis accommodation for men in need, including those who are homeless. Accommodation is available for up to 3 months. Clients must be aged 18 years and over. Please contact for further information

Long term

Provides medium term transitional accommodation for men in need, including those who are homeless. Clients must be aged 18 years and over. Accommodation is available for up to 12 months.

Please contact for further information. Referral required **Referral information:** Assessment by staff.
Clients must have gone through the 3 month crisis accommodation in order to apply.

Hope Hostel

ph:9683 1630

2B Fleet St North PARRAMATTA
Only accept men 18 years

Mission Australia Centre

ph:9380 5055

19 Denham St SURRY HILLS
Men only, referral form needed.

Rawson Centre

ph:9519 8206

40 Rawson St NEWTON
Men only over the phone referral

St Jude Refuge

ph:9796 8416

218 South Terrace BANKSTOWN
Men only referral needed

Cardinal Freeman Centre

ph:9637 6398

34- 38 East St GRANVILLE

➤ **Youth**

❖ **Crisis refuges**

Youth Emergency Accommodation Hotline (24 hrs)

ph: 9318 1531

(15-17 yrs) Recorded message of vacancies in youth refuges.

[Http://www.yaa.com.au/](http://www.yaa.com.au/)

Parrahouse Youth Crisis Centre

ph:9633 5429

Provides crisis accommodation for young people. Cannot accept drug and alcohol or psychiatric cases or females with children. HARRIS PARK
Unisex 15-17 years old over the phone referral require

Liverpool Youth Refuge

ph:9824 0192

PO Box 116 Miller, NSW 2168, located at MILLER

Ran under the SAAP program. Its a refuge with crisis, short-term accommodation for up to three months for homeless children and young people 12 to 17 years old. Assistance is provided with income support, information, referral and constructive activity. No current drug and/or alcohol users; no clients with a history of violence and/or severe psychiatric illnesses. The Centre is not accessible to clients with physical disabilities.

❖ **Medium to long term housing**

Medley Community

ph:9601 2267

Located in CASULA

Medium term accommodation service for children and young people 14 to 18 years old. **SPECIAL REQUIREMENTS:** Clients must be in full-time education or wanting to be. Phone assessment will be conducted.

Liverpool Youth Accommodation Assistance Company (LYAAC)

ph:9600 6011

Located in LIVERPOOL

Provides semi-independent medium-long term accommodation for young people aged between 16-25 years. Does not provide crisis accommodation. Payment of 25% of Newstart allowance

Fairfield Youth Accommodation Service

ph: 9600 6011

57-59 Nagle street Liverpool NSW 2170

Semi-Supported Youth Accommodation (SAAP). Five semi-supported group houses for youth aged 16 - 24 are provided. Case worker assists by developing independent living skills.

Fifty per cent of beds are reserved for young people from non-English-speaking backgrounds.

Clients must be capable of semi-independent living and be willing to take part in living skills activities. Provide income statement. Referral required self referral welcome. Accommodates Fairfield, Liverpool, Cabramatta and Merrylands LGA.

South West Sydney Youth Hub

ph:9608 5516

provides accommodation for young people aged 16-21. Must be engaged in education or an apprenticeship or trainee activity.

Cornerstone

ph:9726 3251

20 Wrentmore Street FAIRFIELD

Provides medium to long term semi-supported accommodation for youth aged under 18 who are homeless or at risk of becoming homeless. Also, provides counselling and has a focus on living skills. Accepts Young people from Fairfield and Liverpool LGA.

Wruwallin House

ph: 9796 1122

Located in Bankstown

Medium to long term supported accommodation for homeless young people who are aged between 14-19 years old. This is NOT a crisis centre. It may take 3-4 weeks to place a person longer if no vacancy. There is an initial interview and an eight-night trial period. This is NOT a crisis centre. Require \$55 for bond. Referral required.

Western Housing for Youth Ltd.

ph:(02) 9637 9511

291 Merrylands Road Merrylands NSW 2160

Fax: (02) 9637 9599

Western Housing for Youth (WHY) is a medium to long-term housing service for young men and women aged 16-21 who are homeless or at risk of homelessness. We have houses in Parramatta, Auburn and Holroyd local government areas. WHY can provide accommodation for up to two years.

<http://www.westernhousingforyouth.net/index.html>

➤ **Indigenous**

Gandangara Local Aboriginal Land Council

ph:9602 5280

Level 1, 103 Moore Street LIVERPOOL

This service is set up to deliver and provide affordable housing to the community. Members of the Gandangara are eligible to apply for housing. This service is targeted to low income indigenous families. Murrin-Ngura housing has roughly 60 homes long term.

HOUSING / TENANT ENQUIRIES

Housing N.S.W. General Enquiry line

1300 468 746

www.housing.nsw.gov.au

Housing NSW - Liverpool	9821 6022
Mon-Fri: 8.30am- 4.30pm, Wed: 1.00pm-4.30pm	
Public Housing Tenants Council:	98211700
South Western Regional Tenant Association:	9821 1700
South West Sydney Tenants Advice Line:	4628 1678
Free advice and advocacy on tenancy issues	
Office of Fair Trading-Tenancy & rental bond info	13 32 20
NESH Non English Speaking Housing Women's Scheme	
Women and children. Fairfield, Mon-Fri: 9.00-5.00pm	9726 7969
South West Womens Housing (med-LT accomm)	9821 3173

COUNSELLING & SUPPORT SERVICES

➤ General / Relationship Counselling Services

Mental Health Care Line: The NSW Government has committed to improving the mental health outcomes for the people of NSW through establishing an 1800 011 511 Mental Health Line.

The NSW Minister for Mental Health, Minister for Healthy Lifestyles and Minister for Western NSW, Mr Kevin Humphries advised that the Mental Health Line was to ensure that people with a mental health problem, their families and carers can access the care they need whenever and wherever they need it.

The Mental Health Line will operate 24 hours a day, seven days a week and will provide a telephone triage assessment and referral service staffed by mental health clinicians.

It will be used to provide advice about clinical symptoms, the urgency of the need for care and local treatment options for service providers, such as general practitioners, police and ambulance officers.

PH: 1800 011 511

Sane

ph:1800 187 263

Information, advice and referral 9am-5pm weekdays - the SANE Helpline provides information about symptoms, treatments, medications, where to go for support and help for anyone concerned about mental illness.

BeyondBlue

ph:1300 224 636

For the cost of a local call, the Beyondblue info line provides callers with access to information and referral to relevant services for depression and anxiety related matters.

Parentline (toll free)

ph:132 055

Provision of support, information and referral service for parents

Lifeline(toll free)

ph: 131 114

Telephone counselling available 24 hours

Kids Help line

ph: 1800 551 800

Kids Helpline is Australia's only free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.

Mensline

ph: 1300 78 99 78

Professional short term counselling and assist with issues such as separation/break up or family break up, feelings of anger, loneliness and suicidal thoughts. Website:www.menslineaus.org.au

Relationships Australia

ph: 1300 364 277

Provides counselling and groups for couples and separated persons. Counselling for victims of DV.

Face to face counselling. Fees of \$30 are charged for an hour. They provide couple and individual counselling. Offices in Campbelltown (need to call the Wollongong office 4221-2000) and Fairfield: 8723-2222. There are other office locations.

Centacare Catholic Community Services

1/45-47 Scott St, LIVERPOOL

Provides family and relationship counselling

ph:9821 3499

Fax:9612 3456

Anglicare (Family support & Children's service (DV))

9 Northumberland Street LIVERPOOL

Provides court support for domestic violence cases, Mon-Fri 8:30-4pm child custody and access. No referral required

ph: 9824 0822

Fax: 9600 7938

Salvation Army Family Tracing Service

The Salvation Army Family Tracing Service endeavours to locate family members whose current whereabouts are unknown and who are being sought for the purpose of re-uniting the family. This service involves: finding the relative, reconciling any past differences and reuniting the family. MUST be over 18.

ph: 9211 0277

Burnside

Burnside is committed to working with children, young people and families who are living with disadvantage, and we have developed a range of services that provide a full continuum of care and support. Services: Aftercare, Disability, Education, Family & Community, Programs for fathers, Out-Of-Home Care, Youth

ph:9768 6866

Unifam Counselling & Mediation

Level 6, 146 Marsden Street PARRAMATTA

Unifam works with individuals, couples and families, tailoring our therapeutic and dispute resolution services to fit each client's goals. Costs involved.

Campbelltown Office

Level 2, Shop L105 Macarthur Square, Gilchrist Drive Campbelltown

ph:8830 0777 (head office)

ph: 4629 7070

Miller Pathways Family Counselling Service

88 Shropshire St MILLER

Services offered: Family and individual counselling, group sessions, parent child interaction therapy. Free Service with priority given to Miller area residents. For more information contact Fei Chung.

ph:9608 9078

Fairfield community health centre

53-65 Mitchell Street CARRAMAR 2163

(Referral) 1300 787 799 Fax: 02 9794 1777

Counselling, **Carer Services:**Support Groups Service Description: Provides a support group addressing the needs of carers and their families of Arabic background, who look after a family member or a friend with emotional and mental health problems.

ph: 9794 1700

Liverpool community health centre

Level 3, Health Services Building

Liverpool Hospital Cnr Campbell Street and Goulburn Street LIVERPOOL 2170

ph:9828 4844

Open: 8.30-5pm Monday to Friday

Provides a free counselling and therapy service:

- anxiety and stress, grief, depression, self esteem, difficulties arising from emotional and physical abuse/trauma, family problems or relationship breakdown, behavioural and emotional problems for children and families. An appointment is necessary and service is provided by assessment. No referral required. Provides a sexual abuse/assault counselling service. Please note, this service is not available to perpetrators of the abuse. Contact for details. Programme Name: Sexual Abuse Counselling Service Delivery Method: Physical, An appointment is necessary.

➤ **YOUTH**

Jade wellness centre

ph:9730 1446

5 Copeland Street Liverpool

Private psychologist. Three psychologists bulk bill. Sessions provided: 6-12 sessions

South West Adolescent & Family Service

ph:9826 8077

Green Valley District Centre

Fax:9607 9172

179- 183 Wilson Road, GREEN VALLEY

Mon-Fri:9:30-5:30

Provides confidential counselling to adolescents aged 12-18 years and their families who are experiencing conflict that has or is likely to cause breakdown within the family. Also provides assistance's to young adults aged 18-25 where there are issues of homelessness. Youth (<18), Youth (18-21), Youth (22-25)

Reconnect

ph:9728 0200

40 Cumberland St CABRAMATTA

Fax:9755 0841

Assists with family reconciliation, education, employment, accommodation, legal and health issues. Client group young people aged between 12-18 who are experiencing difficulties within their families and have recently left home or are thinking about leaving home. FREE service that covers the Fairfield & Liverpool LGA. Also provide opportunities for families to discuss problems and look at different options and strategies.

F.LY.H.T (Fairfield Liverpool Youth Health Team)

Ph:8717 1717

53-65 Mitchell St CARRAMAR

Fax:8717 1710

Target group aged 12-25 in Fairfield/Liverpool LGA.

Mon-Fri 9-5pm Provides health promotion and info to youth. Services include outreach groups, counselling, Health services, young people can drop in for advice, referrals for accommodation, community services, legal support (free condoms). Needle and Syringe Program (NSP). Languages spoken: Arabic, Khmer and Vietnamese, interpreters also available.

FYRST (Follow on Youth Recovery Service Team)

ph:9725 7779

214 Sackville St CANLEY VALE 2166

Assist with young people with crisis intervention, relapse prevention, relationship counselling, drug and alcohol counselling, practical assistance and referral to other services/programs in areas such as accommodation, financial and legal, trauma and health, advocacy

RAPS

ph: 9890 1500

18 Ross St, North PARAMATTA

Fax: 9890 1170

RAPS provides assistance to adolescents and their families where there are problems which might lead to family breakdown and result in homelessness.

Twenty Ten: Gay & Lesbian youth & Family support.

ph: 8585 6305

Twenty 10 is a community based, non profit state-wide organisation. We work with and support young people of diverse genders, sexes and sexualities, their families and friends

The Junction Works

ph: 9606 9628

11th Avenue AUSTRAL 2179

Fax: 96069296

Can refer young person to Delise (Youth Care Manager) [home visits](#)

Mobile: 0410530523

The Youth Case Management will provide intensive support to at risk young people and their families. Also provide group workshops in schools

❖ **Youth Centres**

The Heights Youth Services

ph: 9823 7542 or 0433 019 004

Youth Services has a range of programs, activities and excursions for young people. The Youth Services provides referrals and information on youth programs and access to specialist services, activities and events. The Heights Youth Services endeavours to provide young people aged 12-25 years with the opportunity for participation in the social, cultural and educational life of the communities in the Fairfield local government area.

The service organises two ongoing youth drop ins:

*The Smithfield drop-in is on every Monday during school term from 3.30pm –5.30pm at: Brennan Park Community Hall Bourke St Smithfield

AND

*The Bonnyrigg drop in is on every Wednesday during school term from 3.30pm- 5.30pm at:

Bonnyrigg Youth Centre Bonnyrigg Plaza

28 Bonnyrigg Avenue, Bonnyrigg

Regular vacation activities are conducted during school holidays to places of interest such as: Luna Park, Easter Show, Homebush Aquatic Centre, movies etc. All young people are required to contact the Youth Activities Worker to enrol for the vacation activities.

The Street Univeristy

ph : 9310 0133

1 Speed Street Liverpool

Offers: free art, music, technology and business and hospitality classes.

Open: Tues – Fri: 11am - 7pm, with a weekly Friday night event that starts at 7pm, Sat: 12pm to 5pm.

Cabramatta community centre

ph: 02 9727 0477

Location: Cnr of McBurney Road and Railway Parade CABRAMATTA 2166

Fax: 02 9728

6080

Personal Development Programs Service Description: Provides services for young people aged 12 to 25 years including:

- drug and alcohol programs
- educational programs, case management and court support for young women
- support, counselling, long term housing options, life skills support and brokerage services for

homeless/at risk young people

- support programs for young refugees and newly arrived migrants

- case work and recreational activities. Programme Name: Cabramatta Youth Team Delivery Method:
Physical Customer Groups Serviced: Drug dependent, Migrants, Refugees, Youth (<18), Youth (18-21), Youth (22-25), Multicultural

➤ **Women's Counselling /Support Services / DV Services**

Green/Liverpool Valley Domestic Violence Service

ph:1800 111 146

(intake) Provide, children, young people and their families who live in 2168 and Liverpool area code who are or may be experiencing DV. Free Service. Only provides counselling service for people in a intermit relationship, not parent child or sibling(s) relationships.

Liverpool Womens Health Centre

ph:9601 3555

26, Cnr Bathurst St & Campbell St LIVERPOOL

Fax: 9824 0448

Provides medical centre reproductive and sexual health information, grief and loss counselling, Sexual Assault Trauma Counsellor, naturopathic and health promotion team services for women. Workers available in Spanish, English.

Usha Raju (She is fijiian indian). She works at the women's health centre and she is working on a project educating fijiian/indians clients about DV. She aims to raise awareness and link to supports. Ph: 9601-3555.

Liverpool Women's Resource Centre

ph: 9607 7536

23 Sheriff Street ASHCROFT 2168

Fax: 9608 4910

Provides women with opportunities to improve their skills and knowledge, establish support networks and gain access to resources. It implements a range of programs and activities for women and children throughout the years.

Anglicare (Family Support Children's Services)

ph:9821 1014

9 Northumberland Street LIVERPOOL

Fax:9600 7938

Mon-Fri:8:30-4pm

Provides counselling services, parenting skills advice, and stress management advice. Also provides a support and referral service for families suffering from relationship problems such as domestic violence. No referral required.

Pregnancy Counselling & Support Services

ph:8709 9333

Suite 2,8 Jacobs St BANKSTOWN

Fax:9709 6637

Provide free counselling and support to pregnant women; also offer post abortion counselling. Have Pregnancy Kits and outreach service available.

LifeCare - Living Beyond Abuse Program

ph: 1300 130 225(Appointments/Enquiries)

Suite 2, Level 4, 402-410 Chapel Rd, BANKSTOWN

Fax: 9796 4226

9 week support group program for women who are presently in or have been in an abusive relationship. Childcare is available for pre-school children. Centres are located in Sydney metropolitan and regional areas. All appointments are made through head office at Bankstown.

Hours: Mon-Fri 9am-5pm **Eligibility:** Female Only FREE.

Jade wellness centre**ph:9730 1446**

5 Copeland Street Liverpool

Private psychologist. Three psychologists bulk bill. Sessions provided: 6-12 sessions . ideal for older women 35-55years old

DV Community counselling for children**ph: 98284844****➤ Men Counselling/Support Services.****Mensline****ph: 1300 78 99 78**

Professional short term counselling and assist with issues such as separation/break up or family break up, feelings of anger, loneliness and suicidal thoughts.

<http://www.mensline.org.au/home.aspx>**LifeCare –and Facing Up Program****ph: 1300 130 225**(Appointments/Enquiries)

Suite 2, Level 4, 402-410 Chapel Rd, BANKSTOWN

18 week program for men who want to stop being abusive in their relationships. Abusive behaviour can include physical abuse, name calling, yelling, manipulating and intimidating. Provides an opportunity for men to cease their abuse, take responsibility for their actions and work towards respectful relationships. Centres are located in Sydney metropolitan and regional areas. All appointments are made through head office at Bankstown. A 6 week program. Introduction to Facing Up is also available. **Hours:** Mon-Fri 9am-5pm **Eligibility:** Male Only. Men with a history of abusive relationships **Fees:** \$35 per session, \$50 Initial Assessment Fee. **Contact:** Other phone: 02 9708 2088 (Mobile phone users)

Catholic Care Men & Family Relationship**Ph: 8723 2222**

Suite 4, Level 2, 25 Smart St, FAIRFIELD

Fax: 9754 2869

This program provides counselling, education and group programs for men in the areas of relationships, fathering, separation, family violence and anger regulation. **Hours:** Mon-Fri 9am-5pm, (after hours appointments available), Men only.

➤ Parenting Support Services**Tresillian Family Care Centre****Ph: 9787 0800**

McKenzie Street Belmore NSW 2192

Fax: 9787 0880

For on the spot advice on issues relating to the practical care of your baby or a related problem telephone. [24-hour Parents Helpline](#) on **(02) 9787 0855 or 1800 637 357 (Freecall outside Sydney metropolitan area)**

South West Child Adolescent & Family Services Inc**ph: 98268077**

The Family Support Team (FST): This team offers information and assistance on parenting, budgets, education, Centrelink and other issues which arise in families. **Adolescent and Family Counselling Team (AFC):** This team provides confidential counselling to adolescents and their families who are experiencing conflict that has, or is likely to cause breakdown in the family.

179-183 Wilson Rd, GREEN VALLEY, NSW 2168

Uniting Care Burnside**ph: 9781 3333**

232 Railway Pde CABRAMATTA 2166

Fax:9724 6762

Family support service- Provision of support to families and children through home visiting or centre based services, giving practical help and delivering information on child development, positive parenting practice, health, hygiene and child safety

Redbank House

ph: 9845 6577

Westmead Hospital.

Provides inpatient and outpatient services to families with children with behavioural issues.

➤ **Grief And Loss Counselling**

SIDS and KIDS NSW

1800 651 186

(24 hrs) Provides bereavement support for individuals and families who experience the death of their baby during pregnancy, birth and infancy. This includes miscarriage, stillbirth, neonatal death, sudden infant death (SIDS) and the death of a child up to 6 years of age.

Solace Association

ph:9519 2820

Grief Support for those grieving over the death of their partner.

Grief Support Inc (24 hrs)

ph: 9489 6644

Confidential telephone support service for people experiencing any kind of grief and loss

Compassionate Friends

ph: 9290 2355

Bereavement support groups

National Association for Grief & Loss

ph: 68829222

Primary objectives are to build the capacity of individuals, organisations and communities in order to enhance well-being following loss, grief, bereavement and trauma

Bereavement C.A.R.E Centre

ph: 1300 654 556

Provides counselling for the terminally ill and their families

➤ **Financial Counselling**

Catholic Care Community Services

ph: 96123444 1/ 45-

47 Scott St LIVERPOOL

Provides financial counselling for people who are experiencing difficulty managing their finances.

Free service phone David for an appointment

Credit and Debt Hotline

ph: 1800 808 488

Free financial counselling, information, referral and legal advice to individual consumers in NSW on credit, banking and insurance issues.

➤ **Gambling Counselling Services**

G-Line(24hrs)

ph: 1800 633 635

24 hr counselling for gamblers G-line (NSW) is a FREE [*charges may apply to calls from mobile phones*] telephone helpline offering crisis counselling for people affected by gambling problems

GAM-ANON

ph: 9628 5612

For friends and relatives of compulsive gamblers

Wesley Gambling Counselling (Fairfield)

ph: 9723 4289

Provides a range of services to gamblers, partners and families who are experiencing difficulties associated with the impact of problem gambling

Gambling Treatment Program Liverpool Hospital –
individual counselling for those with gambling addictions

ph: 96164060 / 9616 4046

➤ **Sexual Assault Counselling**

Liverpool/Fairfield Sexual Assault Service (24 hrs)

ph:9828 4844

Liverpool Community Health Centre, lvl 3 Cnr of
Campbell & Goulbourn st LIVERPOOL 2170

Fax: 9828 4800

The Liverpool/Fairfield sexual assault service provides services to children, young people and women who have been sexually assaulted. The service provides for a wide range of support emotional, behavioural, psychological, medical concerns and legal aspects following a sexual assault. The team is also responsible for the provision of after hours crisis service to children and adults who have recently been sexually assaulted.

Rosebank Child Sexual Assault Service

ph: 9601 3790

PO Box 869 Liverpool BC NSW 1871

Fax: 9601 3676

Rosebank Child Sexual Abuse Service Inc. (Rosebank) provides free confidential counselling and support services to children, young people and adults who have experienced sexual abuse, and their non-offending family members. We do not offer any services to people who have been accused of sexual abuse. We can only see children after the abuse has been reported to the NSW Department of Community Services (DoCS). To report suspected abuse or neglect of children or young people, **call the DOCs Helpline on 132 111** (24 hours a day, seven days a week). Rosebank also offers Court preparation and support, advocacy, information and referral to other services, Victims Compensation Reports and groups, where possible.

Liverpool Sexual Health Clinic

ph: 9827 8022

Bigge Park Centre Cnr Elizabeth & Bigge Streets Liverpool 2170

Core services provided by these clinics are sexually transmitted infection (STI) screening and management, HIV management, Hepatitis A & B vaccination and post-exposure prophylaxis for HIV, as well as consultancy for health care workers. Also provided are several specialised clinics, including men-only clinics and sex worker clinics at RPA and Bigge Park Sexual Health Clinics. Specialist sexual health counsellors are available at all sites. Both Bigge Park and RPA Sexual Health Clinics also operate as a secondary needle and syringe program outlet, providing safe injecting equipment, information, referral, resources and safe disposal of used equipment

NSW Rape Crisis Centre

ph: 9819 6565 or 1800 424 017

24 hour counselling and support for female victims of sexual assault. Assists with health, housing and legal referrals.

Shared Counselling (Sexual Assault Service)

ph: 9601 3555

26 Bathurst St (Cnr Campbell St) LIVERPOOL 2170

Fax: 9824 0448

This program consists of 3-4 women and a counsellor who will meet on a regular basis for 6 weeks. Women have the opportunity to meet with other women who have had a similar experience; value and learn from others' experiences, explore issues, access a counsellor on a regular basis. 3 groups will be offered initially to women who have lived with or are currently living in a domestic violence

situation, have experienced or are experiencing grief and loss, are a survivor of sexual abuse.
Contact Shirley.

Macarthur Sexual Assault Service

ph: 4633 4100

Macarthur Health Service

Rosemeadow Community Health Centre

The Macarthur Sexual Assault Service provides a range of services to children, adolescents and adults who have experienced sexual assault. Services include family support, counselling, group work, crisis counselling and medical service, follow up medical service, court preparation and support, advocacy, information, training and consultation. Activities involve a young women's camp, children's groups, community education, and community development. Information, community information, support and therapy groups, crisis service.

Bankstown Sexual Assault Service

ph:9780 2777

Located at Bankstown Community Health Centre 36–38 Raymond Street Bankstown 2200

In take number: 0418206243

Fax: 9793 7437

➤ **Other Counselling Services**

Phobia Counselling

ph: 9840 4095

Medical psychology Westmead Hospital GP referral required.

Victims Support Line (24 hours) (toll free)

ph: 1800 633 063

Provide support and information for victims of crime in New South Wales.

Gay & Lesbian Counselling Service of NSW

ph: 8594 9596

Telephone counselling service

Sista

ph: 4625 2525

c/o Traxside, 4 Langdon Av Campbelltown

Fax: 4625 2547

Support and information group for young women who are lesbian, bisexual or questioning of their sexuality.

Twenty Ten: Gay & Lesbian youth & family support.

ph: 8594 9550

45 Bedford Street Newtown PO Box 553 Newtown, NSW 2042

support line: 8599 9555

Support for people aged 18-25

Lesbian only Access Line

ph: 1800 144 527

Butterfly Foundation (Eating Disorder Foundation)

ph: 9412 4499

Information and support

Cancer council of NSW

ph: 13 11 20

Provides six subsidised sessions as well as provides advice and referrals to meet specific needs of clients and client's families.

➤ **Prisoners Or Ex Offenders**

Prisoners Aid Association

Phone: 02 9281 8863

174 Broadway (cnr Shepherd Street) Broadway

Fax: 02 9211 6518

Provides property minding and financial services to inmates. Financial and property services provided to inmates at Long Bay, MRRC, Silverwater Women's Correctional Centre and Parklea. The association also completes financial and property requests for inmates housed in other NSW Correctional Centres.

CRC (Community Restorative Centre)

Ph: 9228 8700 174

Broadway, Corner of Shepherd Street Chippendale NSW 2008

Justice Support provides advice and assistance to inmates, ex-prisoners, family and friends. CRC offers accommodation, counselling services and subsidised transport services to gaols. It also acts as a referral agency for either crisis or long-term issues.

CARERS/CAREES

Commonwealth Respite and Carelink Centre

ph: 1800 052 222 (freecall)

Commonwealth Respite and Carelink Centres are information centres for older people, people with disabilities and those who provide care and services. Centres provide free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia.

Home Care

To make a referral

ph: 1800 350 792

We support people who have a disability, people who are recovering from an accident or illness, the elderly and war veterans. We also step in to help with respite care when the primary carer or family, are in need of a break. Works on small donations

Croatian Australian Welfare Centre

ph: 9610 1146

86-90 Brisbane Road ST JOHNS PARK

fax:9823 8101

Mon-Fri- 9-2pm

Provides home visits for the frail aged Croatian people and offers counselling for people affected by or caring for someone with mental health problems. Provides counselling for Croatian people affected by domestic violence. Languages spoken Croatian and English. No referral required

ASPECT - Autism Info Line

ph: 1800 069 978 (NSW)

OR

(02) 8977 8377

Mon-Fri 9am-4pm weekdays

Aspect builds confidence and capacity in people with an autism spectrum disorder (ASD), their families and communities by providing information, education and other services. Aspect offers a free service, called the Aspect Autism Information Line, for people across Australia who have an ASD, as well as for their families, carers, support staff and professionals. **People contacting the Aspect Autism Information Line can access:**

- Assistance with specific enquiries
- Referral for services within Aspect and the wider community
- Brief practical advice to help families and carers with the day-to-day management of their children with an ASD
- Information and resource packs for early intervention, school age, post school age and adults

ALSO: has groups **Website: www.autismspectrum.org.au**

Support group for families with Autistic children/family members

Ph: 9757 1990

Located in ADHC Building 4th Floor 25 Smart St FAIRFIELD

Contact person Irene Tuazon. Groups are run 3rd Tuesday of the month (please call to clarify this due to recent changes to time).

Redbank House**ph: 9845 6577**

Westmead Hospital.

Provides inpatient and outpatient services to families with children with behavioural issues.

Baptist Community**ph: 9783 6555**

Assist with domestic duties and personal care for the frail aged or disabled. A fee is involved.

Kin Care**ph: 1300 733 510**

KinCare is a family-operated, Australian organisation,

Fax: 1300 733 520

that specialises in providing in-home care and support. Kin Care caring staff can assist with cleaning, laundry, meal preparation, personal hygiene and grooming, transport and nursing services. Kin Care provides Nursing, personal care, domestic assistance, social support, respite, transport and care coordination.

Nursing Group**ph: 8778 7777**

The Casey Centre, 445 Hume Highway Casula. Usually \$33 per hour

Provides private home nursing, respite care, Palliative Care, Agency Placements, Veterans

Community Nursing, Clinical Assessments, Case Management, Respite Care, Patient Transport,

Domestic Assistance & Cleaning Services, After Hours Service

First Call Nursing Agency**ph: 9600 6612**

Provided with domestic assistance and shopping. Usually \$33 per hour

Catholic Care**ph: 8778 4222**

Level 2, 45-47 Scott Street, Liverpool NSW 2170

Fax: 8778 4200

To provide assistance to frail aged people and younger people with disabilities who have complex needs and require case management and a package of services to remain in their own home.

Emergency respite can be provided for up to 48 hours for people who are frail aged, people with disabilities and their carers. The service aims to assist carers who are in an emergency situation where they have become ill or need to leave their home. The service operates 24 hours a day, 7 days a week. A register is available for potential users who want to be prepared for any emergency.

Flexible respite

Their aim is to strengthen and maintain primary care relationships between the person with a disability, their carer and family by providing flexible and responsive respite which meets the needs of the client, their family and carers. The program is open to all ages and disabilities.

Liverpool, Fairfield, Bankstown, Campbelltown, Camden, Wollondilly, Inner West Sydney Local Government Areas

Share Care Inc.**Ph 9734 9888**

Temporary respite to families with a child or young person

Fax: 9822 2112

with a disability in the Liverpool, Fairfield and Bankstown Local Government Areas, includes: host family, in home respite, peer support, respite options, respite brokerage, centre based, After School care, vacation care. Individual packages.

Liverpool Community Counselling Team.**Ph: 9828 4844**

Goulburn Street, LIVERPOOL, 2170

Sister of Charity outreach:**ph: 8118 1462 or 81181468**

60 Cabramatta Ave Miller NSW 2168

Support in the community for frail, aged, socially isolated and disabled people. Offers:

companionship, socialisation and outings, in home respite care for carers, advocacy and referral.
Hours: 8.00am – 4pm Monday to Friday

DISABILITY/AGED SERVICES

Liverpool Home Modification & Maintenance

ph:4633 2120

Suite 4 Level 3 City Centre, 171-179 Queen st CABELLTOWN

Fax:4620 7530

Provides modification and maintenance service to the homes of personal living in the Liverpool LGA who are frail aged and/disabled and their carers. Modification includes grip rails, ramps, and bathroom and kitchen modifications. There is also a subsidised lawn mowing service for the frail aged /disabled and their carers living in the Liverpool, Bankstown and Fairfield LGA's. Contact Jane Davis.

Aging Disability & Homecare

Ph: (02) 9334 3700

Metro Southwest Office. Responsible for assessment and service provision for younger disabled people.

Liverpool/Fairfield Aged Care Assessment Team

Ph: (02) 9828 4762

Level 3, Health Services Building

Fax: (02) 9828 4818

Cnr Campbell & Goulburn Streets LIVERPOOL NSW 2170

Referral and Information Centre

Ph: 1800 455 511

Home Care Service of NSW Campbelltown

ph: 46456020

A range of services are available to help maintain the independence of eligible people, including help with: household chores, health and personal care, activities and transport, short breaks, home maintenance and modification, case management .

Liverpool Ethnic Day Care

ph:9827 2222

Hoxton Park Community Centre, 596 Hoxton Park Rd Hoxton Park

Fax: 9827 2200

Provides a day away from home for frail aged, disabled and isolated people of Italian, Serbian, Croation, Bosnian or Macedonain communities. Respite for carers for these people

BottleBrush R.S.L Day Care Club

ph:9601 7340

Orange Grove Community Centre- Violet Ave LIVERPOOL

Provides friendship and care one day a week for the elderly. Program includes light exercise, games, morning tea and lunch. Bus trip and entertainers.

City of Liverpool Meals on Wheels Inc

ph: 02 9601 3728

Address: Woodward Park, 92 Memorial Avenue, LIVERPOOL, NSW, 2170

Servicing the frail aged and disabled and their carers in Liverpool. Meals are delivered before lunch each week day. Meals cost between \$4.50 and \$9.00. Clients must be part of the Home and Community Care program group: frail older people and younger people with a disability and their carers. Eligibility assessment of potential clients is carried out by the local service.

New horizons enterprise Miller

Lot 4 Lady Woodward Drive Miller NSW 2168

Services range from out-reach and in-reach support to job placement and supported employment, from residential and community aged care to humanitarian and Indigenous support services as well as assist work with mental health issues and people with disabilities

<http://www.newhorizons.net.au/>

ph: 02 8784 3705

fax 02 9825 9575

HEALTH

➤ Hospitals

Liverpool Hospitals

Crn Elizabeth St & Goulburn St LIVERPOOL

ph: 9828 3000

Fax: 9828 6318

Bankstown Hospital

Eldridge Road Bankstown NSW 2200

ph: 9722 8000

Fairfield Hospital

Corner of Prairievale Rd and Polding St, Prairiewood NSW 2176

Ph: 9616 8111

Westmead's Children's hospital

Psychological Medicine. Evidence-based and culturally appropriate clinical care to children and young people with mental health problems or disorders; and their carers. Employs both registered psychologists and social workers.

ph:98452005

➤ Community Health Centres

Liverpool Community Health Centre

Level 3, Health Services Building, Liverpool Hospital

Cnr Campbell Street and Goulburn Street LIVERPOOL

Mon-Fri 8:30-5pm

Provides a free counselling and therapy service on a wide range of issues including: anxiety and Stress, Grief, depression, self esteem difficulties arising from emotional and physical abuse/trauma, family problems or relationship breakdown, behavioural and emotional problems for children and families. Referral required Referral information: Service is provided by assessment. Please phone, in order to obtain a referral, Monday to Friday 09:00AM to 01:00PM.

ph: 9828 4844

Fax: 9828 4800

Scott Street Clinic

16 Scott St, Liverpool, NSW, 2170

Runs Methodone program and also provides drug & alcohol counselling

ph: 9821 4800

Hoxton Park Community Health Centre

596 Hoxton Park Road HOXTON PARK Mon-Fri-8:30-5pm

General Health: Dental, General Health: District Nursing, General Health: Maternal and Child Health, General Health: Counselling, General Health: Community Health. Provides a dental clinic, community nurses, baby clinic and two day care centres. A drug and alcohol counsellor is also available. The drug

ph: 9827 2222

fax: 9827 2200

and alcohol service is available by appointment only. Languages spoken: ARABIC , CROATIAN , ENGLISH , FIJIAN , ITALIAN , KHMER , LAO , POLISH , SERBIAN , SPANISH

The Hub Community Health Centre Miller

16 Woodwad Cres Miller

The HUB offers local residents a one-stop-shop community information and referral resource centre that facilitates access to health and social welfare services such as nutrition and weight loss, quitting smoking, drugs or alcohol.

ph:96088920

Fax:87830149

Rosemeadow Community Health Centre

5 Thomas Rose Drive Rosemeadow 2560

Provide a outreach service

Office Hours: 8:30am - 5:00pm Monday to Friday . Provides palliative care support to people living with a life threatening illness, who reside in the Wollondilly, Camden and Campbelltown LGA's.

ph:4633 4100

Referral Centre (1300) 722 276

Fax: 4633 4111

➤ **Mental Health Services**

Liverpool Mental Health Team (Intake)

ph 9616 4354

after hours: 1300 787 799

➤ **Youth Health**

Liverpool/ Fairfield mental health service (**Mental Health Team**) **Fairfield (02) 9828 4666**

Liverpool (02) 9794 1714

➤ **Drug And Alcohol Services**

Drug Health Services - George Street Centre

2/157-161 level 2 George St LIVERPOOL

Drug and alcohol treatment access line: 96168556

Provides drug treatment services including the Magistrates Early Referral into Treatment (MERIT), Drug Court Program, Harm Reduction Program and Drug and Alcohol Counselling. Services for injecting drug users, including needle and syringe programs, are provided at Liverpool Hospital, 500m away. There are no methadone or needle syringe programs available from this site. The Harm Reduction Program provide a community needle cleanup service. Referral information: Referrals are via courts, Community Counselling team accepts referrals for persons over 16 with drug or alcohol related problem. Drop in centre: Wednesday: 2-4pm & Friday 9-11am

ph: 8778 0700

fax: 8778 0768

Narcotics Anonymous Liverpool

Old Courthouse Cnr Bigge Street and Moore Street LIVERPOOL

Support groups for recovering substance abuse users. This outlet provides support groups for people to meet and talk about their experiences in recovery from drugs. Offers counselling, information, support and a referral service. Also provides assistance to family members Customer group: drug alcohol dependent. No referral required meetings held 5:30 pm Saturdays.

ph: 9519 6200

Odessa house

Services: assessment and referral service, with drawl unit, Dual diagnosis, parents and children program, residential drug and alcohol rehabilitation program.

ph: 02 9281 5144

Fax: 02 9820 1796

Corella Lodge

ph: 96168800

Corner Prairievale Rd & Restwell Rd Prairiewood Sydney 2176 NSW

Monday - Friday 8.30am - 5pm. Australia This service is on the grounds of Fairfield Hospital and provides a comprehensive treatment service for people with drug or alcohol related problems including assessment, inpatient and outpatient detoxification, and counselling services. Takes dual diagnosis patients.

Smart Recovery - CARTWRIGHT**Ph: 9373 5100**

Inspire Community Services, 1/7 William st, Cartwright

(Self Management and Recovery Training) is an alternative self help program that teaches practical skills that assists individuals to recover from all addictions. The SMART recovery 4 point program uses a variety of tools and techniques that help individuals gain independence from addictive behaviours. Focusing on the here & now & making changes to your lifestyle as you progress towards achieving a healthy life balance. **Hours: Tue 6:30 - 8pm**

GROW NSW - Residential Rehabilitation Program**Ph: 9606 0579** Lot 1, 24th Av, West Hoxton
Live-in

rehabilitation program for people with a mental illness alone or mental illness coupled with a drug or alcohol problem. The program is based on GROWS 12-Step Program of Recovery or Growth to Maturity through shared learning and mutual help. **Hours: 7:30am - 10:30pm Eligibility: From 18 years. Contact: Freecall 1800 558 268 Referral: Self referral for interview and assessment.**

Odyssey House - Drug and Alcohol Residential Rehabilitation Service**Ph: 9820 9999**

13a Moonstone Pl, Eagle Vale

Provides residential and non-residential drug & alcohol rehabilitation services. Includes program for parents with children, couples services, Aftercare program and counselling service. Also has 12 bed detox unit. Hours: Mon-Fri 9am-5pm (Office) Eligibility: From 18 years. Contact: Admissions Officer. Other phone: 02 9281 5144 (Admissions)

Wesley Rehabilitation Centre - Grace Manor**ph: 9608 0531**

28 Pinnacle Street SADLEIR 2168

fax: 9608 9629

Provides a 12 step drug and alcohol program (must be detoxed on admission). Christian philosophy. For women aged over 18. Service available 24 hour a day seven days a week.

Serenity House**ph: 9826 6234**

61-63 Sadleir Avenue ASHCROFT Mon-Fri 9-5pm

fax: 9826 6231

Provides a halfway house for alcohol dependent men who have been detoxed. Customer group: Men, Alcohol dependent. The centre is open 24 hours, however admissions are in office hours.

Jacaranda House (Liverpool Hospital)**ph:9828 3000 , 02 9828 6250**

Elizabeth Street LIVERPOOL

fax: 9828 6318

Provides a Methadone service, Hepatitis C and AIDS education service, and a needle exchange service. Counselling services are also available for people with drug and alcohol problems. Service is closed between 02:00PM and 04:00PM. No referral required.

Alcohol and Drug Information Service (ADIS)**ph: 1800 422 599 (Outside Metro)**

St Vincent's Hospital Victoria Street DARLINGHURST

02 9361 8000 (24hrs)

Statewide service. Offers confidential telephone information, advice and counselling for people with problems related to drugs and alcohol.

Keeps a complete database of treatment agencies in NSW.

Kids in Focus**ph: 1800 136 695**

Supports professionals working with parents affected by alcohol and other drugs

➤ Reproductive & Sexual Health Services**NSW Sexual Health Information Line****ph: 1800 451 624.****Liverpool Sexual Health Clinic****ph: 9827 8022**

Bigge Park Centre Cnr Elizabeth and Bigge Streets LIVERPOOL

Fax: 9602 4352

Liverpool Sexual Health Clinic provides a range of sexual health services including sexual health check ups and HIV/AIDS, hepatitis, and STI testing, information, counselling, and education.

Campbelltown Sexual Health Clinic**ph: 9827 8022**

Campbelltown Community Health Centre

Cnr Moore/Oxley Bypass & Cordeaux St, Campbelltown

Services include sexual health checkups, and diagnosis and treatment for all sexually transmitted infections. Confidential and private; medicare card not required; appointments necessary. Held every Monday afternoon.

Pregnancy Help Sydney Inc**ph: 1300 792 798 (NSW/ACT)**

Telephone service LIVERPOOL

9602 6100 (Administration)

Provides telephone support, counselling and post

Mon-Sun: 8am - 10pm abortion support for women. Face to face counselling can also be arranged.

Abortion Hotline Women's Health**ph: 9233 3780**

Level 1, 195 Macquarie Street SYDNEY Mon- Fri: 8:30-4pm-Sat: 8am-12pm

ph: 9221 7338

Provides information, advice and referrals on health issues including abortion for women

Provides information on issues including abortion for women. Provides termination service (5-20 weeks), counselling and contraceptive advice. Also offer General Practice services.

Doonside/Mt Druitt Pregnancy Help**ph: 9622 8219**

17 - 19 Hill End Road DOONSIDE Mon- Sun: 8am-10pm(hrs for telephone counselling only).

Provides telephone and face to face pre and post abortion counselling. Provides information about, and referral to, other relevant services for pregnant women, new mothers and those who are considering, or have had, an abortion. Need to contact for office hours.

Marie Stopes International (Pregnancy Termination)**ph:1800 003 707**

Fairfield Centre, Suite 4, 9 Kenyon Street(enter via Downey Lane) FAIRFIELD,(24 hrs free call)

Marie Stopes International in Australia strives to bring a quality of care, accessibility and consistency in sexual and reproductive healthcare to all Australians. We offer a broad range of services to both men and women, including:

- Abortion/Pregnancy termination, Vasectomy, contraception, sexually transmitted infection (STD)check-ups.

Macquarie Fields Women's Clinic

ph: 9605-2247or 1800 892 909

3 Dale Lane Macquarie Fields

Fax: 9605-2350

Macquarie Fields Women's Clinic incorporating Macquarie Fields Vasectomy Clinic provides the following services: Counselling, Pap Smears, Breast Checks, Menopause Advice, Contraceptive advice, Contraceptive implant insertions/removal, Intra-uterine device (IUD) insertion and removal, Routine Check ups, General Women's Health Consultations, Termination of Pregnancy, Vasectomy.

Fairfield Family Planning NSW Multicultural Services

ph: 9754 1322

Suite 5, Level 2, Neeta City Shopping Centre, Smart Street, FAIRFIELD

Family Planning NSW Multicultural Services (Fairfield) provides a range of sexual and reproductive health services for men and women of all ages. We especially cater for women from diverse cultural and linguistic backgrounds. We provide friendly, confidential information and consultations on: All forms of contraception for men and women, Checks and treatment for Sexually Transmitted Infections, HIV/AIDS tests, Pap tests and breast awareness, Pregnancy tests, Help with menstrual problems, Menopause, Post natal checks, Advice and information for infertility, pregnancy and sexuality, Written information on reproductive and sexual health (some languages other than English), Referral to other health care service providers.

➤ **Multicultural**

Transcultural Mental Health

ph: 9840 3800

5 Fleet Street North Parramatta 8:30-5pm (mon-fri)

Statewide service, promotes access to mental health services for people of non-English speaking background (NESB)& Clinical Consultation & Assessment Service, General Mental Health, Anxiety/Anxiety disorders, Bipolar disorder, Carer Issues, Consumer Issues, Depression, Myths about mental illness, Paranoia, Recovery from a mental illness, Role of a consumer/patient advocate, Schizophrenia, Social phobia, Stigma and mental illness Available languages: English, Arabic, Chinese, Croatian, Greek, Italian, Khmer, Korean, Macedonian, Polish, Serbian, Spanish, Tagalog, Turkish, Vietnamese

Multicultural Area Health Service

ph: 9828 6934

These services help people from different language, cultural and religious backgrounds reach the health services they need. Some have Bilingual Health Workers.

NSW Refugee Health Service

ph: 8778 0770

PO Box 7103 Liverpool

The Refugee Health Service offers services to asylum seekers living in NSW whilst their case for residency on humanitarian grounds is being processed, including those not eligible for Medicare. It also assists recent refugee arrivals as well as those here for longer times, depending on need.

Immigrant Women's Health Service(Cabramatta)

ph: 9726 1016

38 Arthur St Cabramatta

92 Smart St, Fairfield 2165

ph: (02) 9726 4044

The IWHS has two centres, one in Fairfield and another in Cabramatta. A team of bi-lingual and bi-

cultural workers help, support and advocate for migrant women from different communities. Conduct health information workshops covering such topics as preventative health care, body awareness, nutrition, stress management, HIV/AIDS, depression, contraception's, and domestic violence. Provide a free Women's Health Clinic for breast checks, pap tests, continence assessments, pregnancy tests, advice on pregnancy, menopause, contraception, and other related Women's Health issues. All services are provided by a qualified Women's Health Nurse. Conduct classes that aim to enhance women's physical and emotional well-being (eg. Tai Chi, Aerobics, Crafts).

Liverpool Migrant Resource Centre-

ph:9601-3788

Helps migrants by providing direct assistance on problems and challenges that face them when newly arrived such as help with enrolling children in school, housing information, health services, etc. The Liverpool MRC also assists community and groups with support, information and advice, and with limited support to infrastructure.

Fairfield Migrant Resource Centre

ph: (02)9727 0477

Cabramatta Community Centre

Fax: (02)9728 6080

Corner Railway Parade and McBurney Road Cabramatta NSW 2166

Our services include: advice, support and information relating to employment, housing, education, Centrelink, health, domestic violence, immigration, refugee and humanitarian entrants support and aged care. We also provide material assistance to residents in Fairfield local government area through the Emergency Relief Program.

Immigration Advice and Rights Centre:

ph: 9279 4300

Location: Level 5, 362 Kent St, Sydney NSW 2000

Fax: 02 9299 8467

Email: iarc@iarc.asn.au Web: www.iarc.asn.au Description: Community legal centre providing free, independent and confidential immigration advice, assistance and education in order to improve access to justice under Australia's immigration system. Also advocates for a just and equitable immigration system.

Hours: Mon-Fri 9am-5pm (Office),

Tue Thu 2pm-4pm (Telephone advice)- 9262-3833, Personal one to one advice by appointment only.

Salvation Army

Migration officers at Auburn: **9646 3767** and Parramatta: **96356870**. Drop in service every day from 6-9pm. Eligibility: Contact for details

Languages (*other than English*): Interpreter services can be arranged upon request. 131450.

Uniting Care Burnside, Cabramatta

Ph 9781 3333

Multicultural Family Centre 232 Railway Pde, Cabramatta NSW 2166

➤ **General Health Services**

Better Hearing Australia NSW

ph: 9744 0167

29 Burwood Road, Concord, NSW

Fax: 9744 7492

www.hearing.com.au

The service includes assessing hearing, fitting hearing devices and providing counselling and rehabilitative programs to help eligible clients manage their hearing impairment. Children up to the age of 21 years who are Australian citizens or permanent residents are eligible for government-

funded hearing services from Australian Hearing. Adults eligible to receive Australian Hearing services must be an Australian citizen or a permanent resident 21 years of age or older

Area Dental Care

ph:1300 559 393/ 9293 3333

Area Dental service: Cnr of Campbell and Goulbourn ST Liverpool
Govt funded for anyone on a Centrlink pension.

Vision Australia

ph: 9334 3333 or 1300 134 560

4 Mitchell Street ENFIELD NSW 2136 www.visionaustralia.org.au

Description: Assists people who are blind or vision impaired manage daily activities and live the life they choose. Also assists vision impaired people to make the most of their remaining sight

➤ **Services associated with Funeral assistance**

Australian Funeral Directors Association

ph: 1300 888 188

Assists with planning a funeral and provided assistance in locating cheaper services.

Destitute funerals

ph: 9391 9000

<http://www.health.nsw.gov.au/hospitals/healthcare/support.asp>

The Area Health Service or a hospital will pay for a basic funeral if the person who died had no known estate and relatives/friends cannot pay for a funeral. Destitute funerals are arranged with funeral operators under state contract. The person who died will be cremated or buried at Rookwood cemetery if the person dies in Sydney or at the nearest cemetery if the person dies outside Sydney. If the destitute funeral is for a person who died in a hospital a long way from the person's usual home, costs for the return of the body to the usual home area will be paid if requested by the person's relatives

NSW Department of Health (Funeral assistance)

ph: 9515 9433

Manager of Accounts, Locked Bag 961, North Sydney 2059

Mike Deacon. Information required (Send to the above address): Statement from individual re: explanation of why financial support is required/current circumstances, statement of current financial situation (including assets and liabilities, funeral invoice, supporting letter from counsellor, GP etc.

LEGAL

Domestic Violence Advocacy Service

ph:8745 6999

Provides free legal advice, legal representation and referral.

1800 810 784

NSW state wide legal service providing advice, information and referral for women experiencing domestic violence. Subject to availability, the service is able to represent women applying for Apprehended Violence Orders. The service can refer women to a sympathetic private solicitor and can advocate on behalf of women to relevant services, eg. police, courts, government departments etc. Also provides training for service providers and is active in relevant policy and law reform work.

Hours: Office hours are 9.00am to 5.00pm. Advice Lines are open 9:30am-12.30pm and 1:30pm-4:30pm (Mon, Tues, Thurs, Fri)

South West Sydney's Domestic Violence Court Advocacy Service Ph: 9601-6988.

You can email Brigid with any enquiries or call her directly on the above number.

Email: Brigid_Alt@clc.net.au

Law Access NSW

ph:1300 888 529

Free legal information, referral and advice service that provides a single point of access to legal and related assistance services in NSW. Assists customers to find information and services that are best able to assist with legal problems and questions. **Hours:** Mon-Fri 9am-5pm (except public holidays)

Sydney South West Legal Centre

ph: 9601 7777

Tues/Wed 12:30-2:30pm or Thursday 6:00-8:00pm

Provides free legal advice in most areas of law, child support (carer parent only) service, runs community legal education seminars and is committed to law reform. Telephone legal advice on Tuesday & Wednesday 12.30- 2.30pm, Thursday evenings 6-8pm. We also have booked appointments on Wednesday mornings & Thursday evenings. A drop-in legal advice session is conducted every Tuesday morning from 9.30-11am for the first 6 attendees at our centre. **Area Served:** Liverpool, Fairfield, Bankstown

Women's Legal Services: Domestic violence

ph: 8745 6999

Indigenous Women's Legal

ph: 8745 6977

1800 810 784 (for enquiries) Provides free legal assistance for women. Includes telephone advice and referral, face-to-face services, community legal education sessions, publications and advocacy.

DV Advice Line - Hours: Mon:- 1:30 pm to 4:30pm; Tue:- 9:30am-12:30pm; Thur:- 1:30pm-4:30pm; Fri 9:30 am-12:30pm.

Family Relationship Advice Line

ph: 1800 050 321

The Family Relationship Advice Line (Advice Line) is available from 8 am to 8 pm, Mondays to Fridays, and 10 am to 4 pm on Saturdays (local time), except on National Public holidays. The Advice Line is a National telephone service established to assist people affected by relationship or separation issues. The Advice Line provides information on family relationship issues and advice on parenting arrangements after separation. It can also refer callers to local services that can provide

assistance. The Advice Line complements the services offered by the Family Relationship Centres. It ensures that people who are not able to attend a Centre can receive help.

Legal Aid

ph: 9601 1200

Level 4, 45-47 Scott St, Liverpool

Fax: 9601 2249

Provides free legal advice and representation in certain circumstances due to the financially disadvantaged. **Hours:** Mon - Fri, 9am - 5pm. **Fees:** Advice is free, fees may apply with a grant of legal aid

Ask for Donna Strong- Family Law lawyer.

Aboriginal Legal Service

ph: 9621 1653

Suit 1B, 9 Patrick St BLACKTOWN

Legal advice and casework assistance

Wiringa Baiya Aboriginal Womens Legal Centre

Ph: 02 9569 3847

cnr Livingstone Rd and Marrickville Rd, Marrickville

free call:1800 686587 Fax: 9569 4210

Provides free legal telephone advice to Aboriginal women, children and young people who have been victims of violence. Specialises in domestic violence, sexual assault and victims compensation. Also provides free legal advice on most civil law matters, law reform, legal education and develops suitable resources for the community. **Hours:** Mon-Fri 9-4:30pm (Office), Mon-Thu 10am-4pm (Telephone advice). <http://www.wiringabaiya.org.au>

Legal Aid Hotline for Under 18s

ph:1800 10 1810

Telephone advice for under 18's involved in police and court matters. Interpreter service can be arranged. **Hours:** Mon-Fri 9am - midnight, Sat-Sun and public holidays 24hrs

Fairfield/Liverpool Youth Health Team (FLYHT)

Ph: 8717 1717

53-65 Mitchell St, Carramar

Fax: 9794 1966

Provides health promotion and information to youth. Services include outreach groups, counselling, Health services, Young people can drop in for advice, referrals for accommodation, community services, legal support Free condoms, poster, pamphlets, stickers etc. Services are confidential. No Medicare card or proof of ID is needed. Needle & Syringe Program (NSP) **Hours:** Mon- Fri 9.00-5:00pm **Eligibility:** From 12 to 24 years. Young people, 12-24 years from Fairfield and Liverpool LGA only

National Children's and Youth Law Centre

Ph: 9385 9588

Level 1, Law Buidling, University of NSW

Fax: 9385 9589

Provides a free legal service to young people. Is also involved in advocacy and law reform on a National level. Produces publications on issues affecting young people and their rights and runs 'Lawstuff', an e-mail information service which answers questions on legal issues. **Hours:** Mon-Fri 9am-5pm (Office)

Commonwealth Ombudsman

Ph: 1300 362 072

Level 7, North Wing, 477 Pitt St, Sydney

Fax: 6249 7829

Investigates complaints about Commonwealth Government agencies e.g. Australian Taxation Office (ATO), Centrelink, Medicare and Department of Immigration. **Hours:** Mon-Fri 9am-5pm

Translator service: 131 450.

NSW Ombudsman

Level 24, 580 George St, Sydney

Has a wide range of functions which include: dealing with complaints about the public sector and the provision of community services, determination of FOI applications, overseeing the investigation of complaints about police and the handling of allegations of child abuse by persons employed by agencies within jurisdiction, and reviewing implementation of certain legislation. Deals with complaints about services including: licensed boarding houses, disability day centres, respite and accommodation services, children's services, early intervention, child protection and out of home care services, homeless persons accommodation, ageing and home and community care services, and neighbourhood and family support services. **Hours:** Mon-Fri 9am-4pm (contact first)

ph: 9286 1000**Fax: 9283 2911****South Western Regional Tenants Association Inc (SWRTA)**

45 Atkinson St, Liverpool

We advocate on behalf of Social Housing Tenants to housing providers. We also organise community development projects for Social Housing Tenants. **Hours:** Mon - Thur, 9am-5pm; Fri 9am-2.30pm
Eligibility: Social Housing Tenants and Applicants. **Area Served:** Liverpool, Campbelltown, Camden, Fairfield, Bankstown

Ph: 9821 1700**Fax: 9821 1117****South West Sydney Tenants Advice & Advocacy Service**

317 Queen St, Campbelltown

Provides free tenancy advice to people renting in the Liverpool, Fairfield, Campbelltown, Camden and Wollondilly areas. TTY: 02 4620 0348 **Hours:** Mon-Wed 9am-1pm; Thu 4pm-8pm; Fri 9am-3pm. Drop in every Fri 9am-12pm. **Area Served: Camden, Campbelltown, Fairfield, Liverpool, Wollondilly LGAs. Telephone advice: Mon 9:00 - 1:00, Tues 9:00 - 1:00, 4:00 - 8:00 Wed, 9:00 - 1:00 Fri 9:00 - 3:00**

Ph: 4628 1678**Fax: 4628 0771****Consumer, Trader and Tenancy Tribunal (CTTT) - Liverpool**

Level 3, 33 Moore St, Liverpool

The Consumer, Trader and Tenancy Tribunal is an independent body that provides an informal, timely and inexpensive means of resolving disputes. The Commercial Division deals with applications about consumer credit matters and commissions charged by Property, Stock and Business Agents. The Consumer Claims Division deals with general disputes about goods and services. The Home Building Division deals with disputes between owners and builders or other contractors. The Strata and Community Schemes Division deals with disputes in strata and community schemes whilst the Retirement Village Division deals with a range of retirement village disputes. The Tenancy Division deals with disputes between tenants and landlords and the Motor Vehicle Division deals with disputes about the purchase of new and used motor vehicles and motor vehicle repairs.

Ph: 1300 135 399**Fax: 1300 135 247****Mental Health Advocacy Service**

4th Floor, 74-76 Burwood Rd, Burwood

Provides legal aid in matters under the Mental Health Act, Guardianship Act and Protected Estates Act. Services include representation of people detained in psychiatric hospitals, at hearings before a magistrate or the Mental Health Review Tribunal. Also provides representation in guardianship matters and matters under the Protected Estates Act. **Languages (other than English):** French, Hindi, Italian, Polish, Turkish.

Ph: 02 9745 4277**Fax: 9744 6936**

NSW Trustee & Guardian

ph: 8688 2600

Formally known as The Office of the protective Commissioner
160 Marsden Street (near the corner of George St) PARRAMATTA or 144 Clarence Street
Sydney

The NSW Trustee and Guardian is an independent public official legally appointed to protect and administer the financial affairs and property of people unable to make financial decisions for themselves (where there is no other suitable person willing to assist).

MULTICULTURAL

Uniting Care Burnside, Cabramatta

Ph 9781 3333

Multicultural Family Centre

232 Railway Pde, Cabramatta NSW 2166

Provides a welfare support service to multicultural communities (Family First (Families with children aged 8 and under)) in the Fairfield LGA. Group work, Supported Playgroups, Paint and Play (Community For Kids), Men and Family relationship Programs, Youth support and support to those with a drug and alcohol problem and to their families. **Hours:** Mon, Tue, Thur & Fri 9:00am - 5:00pm, Wed 1:00pm - 5:00pm

Multicultural Youth Support Project

Ph: 02 9727 0477

Cabramatta Community Centre, Cnr of McBurney Rd & Railway Pde, Cabramatta

The project targets young refugees who have been in Australia for 2 yrs or less who are from small and emerging communities, Indigenous young people and youth with mild disabilities. The service provides information and referral, excursions and Centre-based activities, group programs, consultations with young people, links to mainstream services (where appropriate) and encourages creative expression amongst these groups. **Hours:** Mon-Fri 9am-5pm; **Eligibility:** From 12 to 25 years; **Area Served:** Fairfield, Liverpool

Multicultural Problem Gambling Service for NSW

Ph: 1800 856 800

The Multicultural Problem Gambling Service for NSW (MPGS) is a statewide service offering free counselling, information and advice, as well as telephone and face-to-face counselling in many languages. Support groups are available for problem gamblers and their families. Confidential assistance is provided in over forty languages at locations across NSW.

Multicultural Disability Advocacy Association Of NSW(MDAA (1800 629 072 toll free)

Ph: 9891 6400

Harris Park NSW 2150

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak body for people from non-English speaking background (NESB) with disability and their families and carers in NSW. MDAA is the only advocacy service in NSW available specifically to people from NESB with disability, their families and carers. MDAA aims to promote, protect and secure the rights and interests of people from NESB with disability and their families and carers in NSW. **Eligibility:** Up to 65 years. NESB with a disability & their families & carers

South West Community Care Families NSW Program

Ph: 9728 0288

An early intervention program, supports parents in the process of caring for children during times of stress. For Chinese and Vietnamese Families with children under 5 years Chinese Parents Support Group meets Tues 10am-12pm Vietnamese Parents Support Group meets Thurs 10am-12pm **Hours:** Vietnamese worker wed. and Thur 9am-5pm, Chinese Worker Tue and Wed 9am-5pm **Eligibility:** Up to 5 years. Chinese or Vietnamese with children under 5 years

Indigenous

Kari Aboriginal Resources Inc

Suite 1, Level 1, 131-135 George St, Liverpool

offering out of home care and other support for Indigenous people. **Hours:** 8.45am-4.30pm **Target Groups:** Aboriginal And TSI; youth; Carers; Families; People with Disability; Housebound; Children (0-18); Orphans; Older People.

Ph: 02 9822 4922

Community service

Housing

Aboriginal Housing Enquiry Line: (freecall)

1800 355 740

Aboriginal Corporation for Homeless

9799 8446

Provide short term accom, assists with furniture(if avail) & transport of furniture

Chicka Dixon Aboriginal Hostel

9747 4198

Provides temporary accommodation & 3 meals a day with cultural support from Indigenous Staff

Mac Silva Centre

9310 1912

Provides temporary accommodation for Indigenous homeless men

Ngadu Aboriginal hostel

9554 7956

Provides temporary accommodation to Indigenous people

Biala Hostel(Aboriginal Girls)

9905 2200

Kirinari Aboriginal Hostel

9522 8958

Tony Mundine Aboriginal Hostel

9550 0178

Legal

Aboriginal Legal Services:

9318 2122

Women's Legal Resources Centre:

1800 639 784

Medical/Health

Tharawal (Aboriginal Medical Service)

4628 4837

Sth Wst Syd Area Hlth Miller Aboriginal Com Hlth -

9607 8112

D & A, Mental health (Male and Female)

Family Services/counselling

South West Aboriginal Family Support

9607 9503

Lil'l Possums Play group - Bonnyrigg

9754 2655

Operates every wed 11.30am to 1.30pm - transport available

ATSI Contact Line 1800 019123
Provides info re: counselling & compensation for Indigenous victims of crime

Karitane Volunteer Program - 9794 2300
Koori Mum's Group - Phone based service 10.30am - 12.30pm

Aboriginal Resources

KARI Aboriginal Resources 9822 4922

Department of Aboriginal Affairs 9210 0700

Council

Gandangara (Local Aboriginal Land council) 9602 5280

NSW Aboriginal Land Council 9689 4444
May be able to assist financially towards the cost of a funeral

Liverpool City Council - ATSI CDO 9821 9222

COMMUNITY SERVICES

➤ **Free computer use and internet**

Liverpool City Library

Library Plaza 170 George Street Liverpool NSW 2170

Ph: (02) 9821 9436

Opening Hours:

Monday – Friday 9:00am – 8:00pm

Saturday 9:00am – 4:00pm

Sunday 12:00pm – 4:00pm

➤ **Transport**

Taxi Transport Subsidy Scheme (TTSS)

Ph: 1800 623 724

TTSS provides subsidized travel for approved

Fax: 02 8836 3122

TTSS participants, effectively allowing them to travel by taxi at half fare, up to a maximum subsidy of \$30.00 per trip

Locked Bag 5067, Parramatta NSW 2124 Web: www.transport.nsw.gov.au/ttss

South West Sydney Community Transport

Ph: 1300 138 794

Department of Veterans Affairs Transport

Ph: 9213 7888

Aboriginal Transport

Ph: 4629 6828

