

Northern Beaches Mental Health Service

Mental Health Interagency

Resource Book

Mental Health Telephone Access Line

Phone: 1800 011 511

Details of Organisation / Service:

Services Offered:

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

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

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

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

Useful Contact Numbers

Ambulance, Fire & Police	000
Bushfires	000
Local Police Stations	
Dee Why	9971 3399
Manly	9976 8099
Mona Vale	9998 0699
Water Police (Broken Bay)	9979 4044
State Emergency Service	13 2500
Northern Beaches Council	1300 434 434
Medical Emergencies:	000
Dentist—24hr service	9369 7050
Eye—Sydney Eye Hospital	
24 hour service	9382 7111
Poison Information Centre	13 1126
Personal	
Kids Help Line	1800 551 800
Lifeline	13 1114
Telephone Interpreter	
Service	13 1450
Homelessness	
Link 2 Home	1800 152 152
Taxis	
Manly Warringah Cabs	13 1668
Wheelchair Accessible Taxis	8332 0200
Utilities	
Gas	Emergency 133 466
Water	Emergency 132 090
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Section 1

Northern Beaches Mental Health Service

Community Mental Health Team Frenchs Forest

Address: Brookvale Community Health Centre
Level 3, 612/624 Pittwater Road, Brookvale

Enquires: 1800 011 511

Details of Organisation / Service:

Services Offered:

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

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

Eligibility:

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

Experiencing mental illness or disorder.

How to access this Service:

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

Community Mental Health Team Mona Vale

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

Details of Organisation / Service:

Services Offered:

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

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

Eligibility:

This Service covers the suburbs of Avalon, Bayview, Bilgola, Church point, Clareville, Elanora, Ingleside, Mona Vale, Newport, North Narrabeen, Palm Beach, Scotland Island, Warriewood and Whale Beach.

How to access this Service:

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

Community Mental Health Team Queenscliff

Address: Brookvale Community Health Centre
Level 3, 612/624 Pittwater Road, Brookvale

Enquires: 1800 011 511

Details of Organisation / Service:

Services Offered:

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

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

Eligibility:

The service area includes: Manly, Clontarf, Allambie, Brookvale, Collaroy, Cromer, Curl Curl, Narrabeen (Sth Lake), Dee Why, Freshwater

How to access this Service:

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

Assertive Outreach Team (AOT)

Address: Brookvale Community Health Centre
612/624 Pittwater Road, Brookvale

Enquires: 1800 011 511

Details of Organisation / Service:

Services Offered:

The Assertive Outreach Team (AOT) is a team of multi-disciplinary clinicians that provide;

Assertive follow up and case management to people experiencing a severe and enduring mental illness who are living in group homes, Department of Housing properties and private residences.

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

Eligibility: All suburbs on the Northern Beaches

How to access this service:

Referrals are only accepted from Community Mental Health staff, East Wing (inpatient) Unit, Manly Hospital and Macquarie Hospital.

Hours of Operation: The Assertive Outreach Team operates between the hours of 8.00 am to 10.00 pm, 7 days a week.

Beaches Early Intervention Centre (BEIC)

Address: Brookvale Community Health Centre
612/624 Pittwater Road, Brookvale

Enquires: 1800 011 511

Details of Organisation / Service:

Services Offered:

This team is a specialist service that provides intensive care A comprehensive mental health service addressing the needs of young people 18-25 years of age, who have recently experienced a first episode of psychosis.

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

The centre is located in a residential street in Brookvale, close to public transport. It is designed to be as informal and user-friendly as possible.

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

Eligibility:

Referrals must be between 18 and 25 years of age and have a primary diagnosis of psychosis, with first diagnosis within the last 12 months. The service offered is time limited initially to 18 months for each consumer, with a possible extension up to 3 years depending on individual needs.

Referral may be made through the intake line 1800 011 511

Older Persons Mental Health Service

Address: Level 3, 612/624 Pittwater Road, Brookvale

Enquires: 1800 011 511

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

Referrals are requested in liaison with medical officers. In the first instance please contact the intake person on 9458 4000 to discuss the referral.

Hours of Operation:

8.30 am – 5.00 pm, Monday - Friday

Acute Care Team

Address: Brookvale Community Health Centre
Level 3, 612-624 Pittwater Road Brookvale

Enquiries: 1 800 011 511

Details of Organisation / Service:

Services Offered:

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

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

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

How to access this Service:

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

Hours of Operation: 7 days per week – 8.00 am to 10.00 pm

Northern Beaches Child & Youth Mental Health Service (CYMHS)

Address: 612/624 Pittwater Road, Brookvale

Enquires: (02) 9388 5150

Details of Organisation/ Service:

Services Offered:

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

This service specialises in helping:

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

How to access this Service:

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

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

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

Kalori

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

Enquires: 1800 011 511

Details of Organisation / Service:

Services Offered:

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

Eligibility:

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

How to access this Service:

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

Children of Parents with Mental Illness (COPMI)

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

Enquiries: (02) 9388 5150

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

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

How to access this Service:

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

Perinatal and Infant Mental Health Service (PIMHS)

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

Enquires: 0417 040 361 / 0409 398 078
Perinatal and Infant Mental Health Clinician

Details of Organisation / Service:

Services Offered:

Consultation Liaison: Assessment and care planning. Intensive shorter term and longer term clinical service provision: Liaison with mental health services and Non-Government Organizations, care assessment, joint management. PIMHC clinicians work closely with other perinatal and infant service providers including Maternity, Child and Family Health, Child and Adolescent Mental Health Services, Children of Parents with a Mental Illness, Family Support NGO's, Brighter Futures and Community Services.

How to access this Service:

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

Specialist Rehabilitation Clinicians

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

Enquiries: 1800 011 511

Details of Organisation / Service:

Services Offered:

SRCs support the Case Management role and provide direct services to consumers to promote personal recovery and enable people with mental illnesses to live their lives to the fullest potential. SRCs work within the evidence based framework of the Collaborative Recovery Model. The team liaise closely with Care Coordinators and any other clinicians involved around their contact with consumers to ensure coordinated care and avoid service duplication. SRCs are also available as a resource to all adult mental health teams and are available for consultation regarding individual consumer recovery, including access to referral pathways to external recovery support services.

Eligibility:

Aged 18 – 65 years.

Live in Northern Beaches catchment area.

Have a diagnosed mental illness.

Have a current Care Coordinator in the Northern Beaches adult mental health service.

How to access this Service:

Referrals are accepted from care coordinators from adult mental health teams, for consumers living in the community. SRCs do not provide a crisis / acute service. For urgent cases **ring the Mental Health Line on 1800 011 511.**

NSLHD Family and Carer Mental Health Program

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

Phone: 1800 011 511

Details of Organisation / Service:

Services Offered:

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

This service specialises in helping:

Mental health professionals to work in partnership with families and carers, by developing awareness of their needs and supporting them to manage their caring role.

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

The Mental Health Program works in partnership with Uniting Care Mental Health to deliver training and support to carers in the Northern Sydney LHD for people living with a mental illness as well as facilitating referral to respite and general carer support services in the local area.

How to access this service:

Clinicians can refer directly to the family and carer consultant, attend training or participate in Carer and Family Reviews offered throughout the service

Section 2

Mental Health Inpatient Services

Northern Beaches Hospital Inpatient Mental Health Services

Address: 105 Frenchs Forest Road, Frenchs Forest 2086

Phone: (02) 9105 5000 (phone operational from 30 October 2018)

Details of Organisation / Service:

Services Offered:

Inpatient Mental Health Services for public and private patients.

Catchment Area: All suburbs on the Northern Beaches

Description:

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

Treatment and care follows these principles:

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

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

Hours of Operation: Seven days a week, 24/7.

Section 3

Community Support Services

National Disability Insurance Scheme (NDIS)

Enquiries: 1800 800 110

Website: www.ndis.gov.au

Details of Organisation / Service:

Services:

The National Disability Insurance Scheme (NDIS) is the new way of providing support for Australians with disability, their families and carers.

How it can help:

The NDIS supports people with disability to build skills and capability so they can participate in the community and employment.

The NDIS helps people with disability to:

- **Access mainstream services and supports**
- **Access community services and supports**
- **Maintain informal support arrangements**
- **Receive reasonable and necessary funded supports**

How to access this service:

Refer to the NDIS website or call 1800 800 110 and request to become an NDIS participant.

ccnb. community care + well being

Address: 20 Rodborough Road, Frenchs Forest NSW 2086
Enquiries: 1300 002 262
Email: ccnb@ccnb.com.au
Website: ccnb.com.au
Facebook: facebook.com/ccnbwecare

Details of Organisation / Service:

Services:

CCNB is a not for profit community organisation providing care coordination services that advocates for people who are frail aged, or living with disability, dementia or other mental illness.

Specialises in:

Providing free information and guidance on how to avoid a nursing home and obtain care and support in the home using government funded assistance. CCNB is an impartial adviser who has helped thousands of people access the best support services on the Northern Beaches for more than 22 years.

How it can help:

CCNB has a team of expert Care Navigators who provide free information and advice to the community on obtaining aged care, disability and mental health support. CCNB leads *Partners in Recovery*, a mental health support service for people with severe, persistent mental illness and complex needs. CCNB assists people under 65 living with disability get the most out of the Government's National Disability Insurance Scheme. CCNB Seasons Program has been designed to engage with a person in the first 12 weeks following an attempted suicide. Anybody over 12 years of age can access the program if they live in the Northern Sydney Region. CCNB offers Government-funded Home Care Packages for people aged 65 and over.

How to access this service:

Call CCNB Care Navigators today on 1300 002 262.

Compeer

Address: PO Box 5 Petersham NSW 2049

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

Email: compeer.northernsydney@vinnies.org.au

Website: www.vinnies.org.au/page/Find_Help/NSW/Compeer_Friendship_Program/

Details of Organisation / Service:

Services Offered:

Friendship program for people living with a diagnosed mental illness.

This Service specialises in helping:

Socially isolated people in the recovery phase of a mental illness

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

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

How to access this Service:

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

Housing Accommodation Support Initiative (HASI) — Mission Australia

Address: PO 3263 Redfern 2016
Enquiries: (02) 9699 4879
Website: www.missionaustralia.com.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in:

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

Mission Australia is a non-denominational Christian organisation that has been helping people move towards independence for over 155 years.

We've learnt the paths towards gaining independence are different for everyone. This informs how we work to deliver homelessness support and social housing; assistance for families, children and youth; disability and wellbeing support; and education, employment and training. Our team delivers different approaches, alongside our partners and everyday Australians who provide generous support. Together, we stand with Australians in need until they can stand for themselves.

How to access this Service:

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

New Horizons

Address: 15 Twin Road North Ryde NSW 2113

Enquiries (02) 9490 0000 or 1300 726 372

Email: mywellbeing@newhorizons.net.au

Website: www.newhorizons.net.au

Details of Organisation / Service:

Services Offered:

New Horizons supports people with accommodation and tenancies, employment and education, community and social participation, independence, specialised supports, cultural, spiritual, and physical wellbeing, and daily living skills.

This Service specialises in helping:

For nearly half a century New Horizons has supported tens of thousands of Australians in hundreds of communities to discover their potential. By putting wellbeing at the heart of everything we do, we can provide the advice, connections and services people need to reach their goals.

As champions of choice, we offer an unmatched range of services and supports for individuals wanting to enhance their wellbeing.

We take the time to listen to our customers, understand their needs and design tailored solutions. This personalised approach puts customers firmly in the driver's seat, so they can uncover the possibilities in their lives.

It's the diversity of experience that makes the difference. When customers choose us, they're choosing a provider that understands their needs and brings a wealth of knowledge to the table.

To find out how we can support you to **Discover** what wellbeing means, **Create** an individual plan that suits your unique needs, and **Connect** with services and supports, connect with us.

How to access this Service:

Connect with us online, over-the phone or via email.

Community Living Supports (CLS) - Parramatta Mission

Enquiries: (02) 8599 4844

Details of Organisation / Service:

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

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

Eligibility Criteria: Aged 16 years or older, have a desire to engage with the program, are engaged with clinical case management through the NSLHD, diagnosed with a severe mental illness, residing in the Northern Sydney geographical area.

How to access this service:

Referral forms are sent to clsns@parramattamission.org.au; please contact to obtain a referral form.

Pioneer Clubhouse - One Door Mental Health

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

Details of Organisation / Service:

Services Offered:

Work Ordered Day Structure, Social activities, Employment & Education Opportunities.

This Service specialises in helping:

Pioneer Clubhouse is on Quirk Road in Balgowlah. We provide a safe, supportive, respectful environment for people living with mental illness. Its a place you can go to meet other people with lived experience of mental illness, take part in activities and find the help you need on your mental health journey. Pioneer is an accredited clubhouse. This means that the staff and members manage it together and work side-by-side as colleagues doing administration work, running a kitchen and preparing meals (available at a small cost each day), maintaining the surrounds of the building, tending the vegetable garden, planning social activities and cleaning duties. By taking part in the daily running of the Clubhouse members learn valuable skills and build the confidence to find work. Run by One Door Mental Health, each member of Pioneer is welcome, wanted and expected to arrive each day.

How to access this Service:

Referrals from individuals, doctors, and family. Please call to make an appointment for an orientation tour.

Open Monday to Friday. Office hours are 9 am - 4 pm.

Ability Links

www.abilitylinksnsw.org.au

This free, innovative program for people with disability, their families and carers is aimed at promoting social inclusion and community participation.

Ability Links is delivered by 'Linkers' who support people with disability, their families and carers to do what they desire with their own lives - outside of the traditional disability service system. Linkers assist people with setting goals, building confidence and developing networks so they can participate and engage in their local community.

Linkers also work with local communities to help them become more welcoming and inclusive of people with a disability.

To contact a Linker or find out more information please visit our website

www.abilitylinksnsw.org.au

Hercules House – Day to Day Living (D2DL)

Address: 51 Hercules Street, Chatswood, 2067

Enquiries: (02) 9199 6190

Website: www.onedoor.org.au

Details of Organisation / Service:

Services Offered:

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

Hercules House is run by One Door Mental Health. We offer a friendly and positive environment in which those with mental illness can make their own choices about the activities and facilities they use. Helping people lead a meaningful life, socialisation, life-skill development and education are all key to everything we do.

The activities on offer include healthy lifestyle programs to help you understand more about your physical health, self-development groups, cooking, life skills, excursions, support groups and a variety of creative arts.

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

How to access this Service:

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

C.R.E.A.T.E. – Northshore

Address: Level 1 - 2C Herbert St St. Leonards NSW 2065
Enquiries: Ph: 9462-9100
Email: greg.wood@health.nsw.gov.au

Details of Organisation / Service:

CREATE – Northshore is part of MARS Inc. group company and funded Dept of Health-Ryde North Shore M.H. Services

Services Offered:

A range of community partnered psycho-social programs and activities and groups

- Spiritual matters
- Beading groups
- Social- & Serious Tennis – (twice a week)
- Bush Walking- monthly
- Relaxing Knitting group
- Exercise group – (twice a week)
- Balmoral Beach Outings – weekly starting soon
- TAFE Courses – Barista - ART
- Community lunch – starting soon
- Yoga –starting soon

Nutrition/Diet starting soon

This Service specialises in helping:

Community members on a *Centrelink arrangement* over 18 years of age and living in the North Shore –Ryde-N Beaches area health services –All programs & services are aimed for individuals with **mental health issues.**

How to access this Service:

Please call either **Health Centre** - (02) 9462-9100 and reception will transfer call to Greg's mobile

Chatswood Hub

Address: 47 Hercules Street, Chatswood, NSW 2067

Enquiries (02) 8404 9000

Email: chatswoodhub@newhorizons.net.au

Details of Organisation / Service:

Services Offered:

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

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

This Service specialises in helping:

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

Access this Service:

Contact the Hub Administration Coordinator

Warekila Team—Parramatta Mission

Address: 47 Hercules Street, Chatswood

Enquires: (02) 91968700 community support services

Details of Organisation/ Service:

Services Offered:

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

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

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

This service specialises in helping:

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

How to access this Service:

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

Karrikin Team—Parramatta Mission

Address: 47 Hercules Street, Chatswood

Enquires: (02) 91968700 Community support services

Details of Organisation/ Service:

Services Offered:

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

This service specialises in helping:

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

How to access this Service:

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

Lifeline—Being Mums

Address: Mona Vale Memorial Hall, 1 Park Street,
Mona Vale

Enquires: (02) 8287 1158

Details of Organisation/ Service:

Services Offered:

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

This service specialises in helping:

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

How to access this Service:

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

Lifeline—Manage Your Moods

Address: Lifeline Northern Beaches, Balgowlah

Enquires: (02) 8287 1158

Email: PHNgroups.coordinator@lifelineh2h.org.au

Details of Organisation/ Service:

Services Offered:

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

This service specialises in helping:

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

How to access this Service:

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

Section 4

Gambling, Drug and Alcohol Services

Northern Beaches Drug, Alcohol & Gambling Counselling Service

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

Enquiries: (02) 9388 5333

Details of Organisation / Service:

Services Offered:

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

Eligibility:

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

How to access this Service:

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

Open 8:30am - 5pm

Sydney Drug Education and Counselling Centre (SDECC)

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

Details of Organisation / Service:

Services Offered:

Counselling, Crisis management, Mental health assessment, Relapse prevention, Specialised groups, Case Management.

This Service specialises in helping:

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

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

As a family inclusive service, SDECC also offers support for parents affected by their son or daughter's alcohol and/or drug use.

All services provided are free and confidential. However donations are welcome.

How to access this Service:

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

Odyssey House Community Services

Address: 24 Olga Street, Chatswood
12 Wentworth Street, Manly
371 Pacific Highway, Pymble
Enquiries: Ph: 1800 397 739

Details of Organisation / Service:

Services Offered:

Non Residential Drug and Alcohol Rehabilitation Program and Counselling

This Service specialises in helping:

Odyssey house were commissioned by Primary Health Networks in 2017 to provider AOD counselling for people in the community with substance misuse as well as group program.

How to access this Service:

Potential Clients may self-refer or make enquiries through the 1800 397 739

ACON Drug and Alcohol Counselling

Address: 414 Elizabeth Street, Surry Hills

Enquiries 1800 063 060

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

How to access this Service:

Self referrals—1800 063 060

Parramatta Mission Counselling Services (Gambling)

Address: Family Psychology Practice
2a King Street Manly Vale 2093

Enquiries: 0419171486

Website: www.parramattamission.org.au

Details of Organisation / Service:

Services Offered: A specialised gambling counselling service.

No fees (Govt funded), No GP referral

PROBLEM GAMBLING COUNSELLING

SELF-EXCLUSION from pubs/clubs/hotels/casino in NSW

This Service specialises in helping:

Clients who are gambling more than they would like.

Clients with Gambling Disorder.

Family being impacted by another person's gambling

How to access this Service:

See details above

By appointment only – Gambling Counsellor : Cristina Williams

Life Returning Inc.

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

Details of Organisation / Service:

Services Offered:

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

This service specialises in helping:

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

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

How to access our service:

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

CatholicCare DAYSS Drug & Alcohol Youth Support Service

Address: Northern Beaches Family Centre
116/20 Dale St Brookvale
Enquiries: **Ph:** 0429 150 511, 0457 791 099, 02 8043 2600
Email: dayss@dbb.org.au

Details of Organisation / Service:

Services Offered:

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

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

This Service specialises in helping:

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

How to access this Service:

Call and ask for the DAYSS Team

Section 5

Employment and Vocation

Northern Sydney Institute of TAFE (Disability Services)

Address: 154 Old Pittwater Road, Brookvale NSW 2100
Enquires: **Ph:** 9942 0056
Email: nsi.disabilities@tafensw.edu.au
Website: www.nsi.tafensw.edu.au/Services/Disability/Services.aspx

Details of Organisation / Service:

Services Offered:

Course Options:

- Vocational courses – Certificate II through to Degrees (no ATAR pre requisites)

- Certificate II Foundation Skills training with a vocational focus

- Certificate I preparation courses

- Pre-training counselling, goal setting

Foundation Skills Courses:

- Build your language, literacy and numeracy (LLN) skills in conjunction with a vocational pathway. E.g. focus on improving reading, writing, speaking, digital literacy and learning skills

- Delivery of customised courses

- Additional in class support structures in place

TAFE NSW has a range of services available to support students including: Counselling and Career Development; Alternative assessments; Tutorial support; Exam modification; Part-time training; Learning Centres; Assistive Technology

Students recovering from a mental health issue may be entitled to fee exemptions, regardless of how many courses they enrol in or the level of qualification under NSW Smart & Skilled funded programs

How to access this Service:

Call **9942 0056** or email NSI.Disabilities@tafensw.edu.au if you have an enquiry. This is a central Disability Services contact and your call/email will be directed to the relevant Disability Teacher Consultant or Counsellor.

Ability Options

Address: Suite 102, Level 1 696 Pittwater Rd
Brookvale

Enquires: **Ph:** (02) 8976 2800

Website: www.abilityoptions.org.au

Details of Organisation / Service:

Services Offered:

Employment Support Service

This Service specialises in helping:

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

Hours: Monday - Friday 9am-5pm

APM Employment Services

Address: C/- Community Connect Northern Beaches
28 Fisher Road Dee Why
Enquires: **Ph:** (02) 9931 7777
Email: ryde.es@apm.net.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

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

How to access this Service:

To find out more about APM, visit our website:
www.apm.net.au

atWork Australia

Address: Westfield Warringah Mall Library
145 Old Pittwater Rd Brookvale

Enquiries: Ph: 1300 080 856

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

How to access this Service:

contact@atworkaustralia.com.au

Fighting Chance

Address: Building A/5 Skyline Pl, Frenchs Forest NSW 2086

Enquires: Email: intake@fightingchance.org.au
Phone: 02 9905 0415/ Mobile: 0481 304 334

Details of Organisation / Service:

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

Jigsaw Business Solutions

Address: 22 Rodborough Rd, Frenchs Forest NSW 2086

Services offered:

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

Avenue Frenchs Forest

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

Services offered:

Vocational training and skills development
Social and community participation

How to access these services:

Via Intake

OCTEC Employment Service

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

Enquiries : **Ph:** 1800 258 182

Details of Organisation / Service:

Services Offered:

OCTEC assists people and their communities to provide early pathways to employment, and to help individuals adjust to changing employment conditions. To do this, much of the focus of OCTEC programs is on vocational education and training, disability support and employment services. A key to the success achieved by OCTEC has been tailoring training and support to individual needs and local circumstances. This has required OCTEC to continuously evolve as an organisation over the 40 years of our existence.

This Service specialises in helping:

Employment, training, youth services, NDIS

How to access this Service:

1800 258 182

mail@octec.org.au

Ostara Australia

Address: Level 1 683 Pittwater Road Dee Why

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

Email: info@ostara.org.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

How to access this Service: Phone the Dee Why Office on (02) 9415 1301 or email: info@ostara.org.au

PeoplePlus Enterprises

Address: 3/7 Grosvenor Place, Brookvale

Enquiries : **Ph:** 1300 987 641

Details of Organisation / Service:

Services Offered:

Disability Employment Services

This Service specialises in helping:

The PeoplePlus approach is based on personal engagement and trust. You can expect expert service from Job Coaches at any one of our 74 locations across Australia. We offer a mix of face to face, telephone, online and group based appointments at a time and location that works for you. Our holistic, person-centred philosophy brings a fresh approach to employment services.

The Plus in PeoplePlus means...

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

How to access this Service:

Call 1300 987 641 or visit peopleplusaustralia.com.au/des

Section 6

Family and Carer Services

Northern Beaches Family Relationship Centre

Address: First Floor, 651 Pittwater Road, Dee Why 2099
Enquiries: **Ph:** (02) 9981 9799 **Email:** northernbeachesfrc@ransw.org.au
Website: www.familyrelationships.gov.au/

Details of Organisation / Service:

Services Offered:

The Northern Beaches Family Relationship Centre is one of 65 Family Relationship Centre's. The Centre is managed by Relationships Australia NSW.

This Service specialises in helping:

1. Individual Interview with Family Advisor

During this appointment the Family Advisor will talk with you about the relationship matters that you wish to discuss. Once they understand your family's needs, they will work with you to plan the next step forward. This may involve referring you to another appropriately tailored service. These interviews are conducted separately with both parents/parties. These interviews usually take 1 to 1 ½ hours.

2. Kids in Focus Seminar

The kids in focus seminar is a group session for separated parents. It explains how separation and conflict affects children and shows ways parents can act to avoid the negative impacts on the children and their development. This 2 ½ hour seminar is free.

3. Pre Family Dispute Resolution Meeting

Family Dispute Resolution Practitioners (FDRPs) conduct individual interviews with each parent/party to discuss and prepare for a joint session with the other parent/party.

These interviews usually take 1 to 1 ½ hours.

4. Family Dispute Resolution

If it is assessed as suitable, parents will be brought together in a joint session facilitated by the FDRP. These sessions aim to help parents reach agreements on parenting arrangements that are best for their children. If it is felt to be appropriate and both parents are in agreement the Practitioner may arrange for a specialist child consultant to speak with the children and provide feedback to the parents in a further joint session.

Joint sessions are usually 3 hours in length.

Children at the Centre

In suitable cases, your children can meet with a professional Child Consultant to talk about their experience of the separation.

Other Services at our Centre

Relationship Counseling, Group Work, Community Education.

How to access this service:

Contact the centre to make appointments.

Community Connect Northern Beaches Carers Program

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

Details of organization / Service:

Services Offered:

Carer Support, Carer Education & Counseling

This service Specialises in helping:

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

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

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

How to access this service:

Contact direct as per contact list above.

One Door Northern Beaches Mental Health Support Group

Enquiries: 0407 662 149

Details of Organisation / Service:

Services Offered:

The Group aims to provide education and support to people with a mental illness, to their carers and significant others.

Meetings are held in the evenings to accommodate people with work commitments.

This Service specialises in helping:

The Group is open to all community members and a monthly Newsletter is published and distributed widely.

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

How to access this service:

Enquiries & information:

Contact the coordinator Margaret Willings on 0407 662 149

margaretwillingsjumblerock@gmail.com

Venue:

The North Hall Brookvale Community Centre

2 ALFRED ROAD

BROOKVALE 2100

7.00pm, 2nd Tuesday of the Month

Parramatta Mission Family and Carer Mental Health Program

Address: 51 Hercules St Chatswood
Enquiries: **Ph:** (02) 9481 0177
Email: familycarernscc@parramattamission.org.au

Details of Organisation / Service:

Services Offered:

Services offered: Training and education, emotional support, advocacy, information and referral.

This service Specialises in Helping:

This service specialises In helping - families and carers of people with a mental illness.

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

improve family and carer coping

Increase carer's knowledge of mental illness

Enhance carer's wellbeing, resilience and relationships

Assist carers in finding services to meet their needs and circumstances

Provide individual emotional support to carers

Education and training courses focus on carer strengths, provide information and skills and offer opportunities to share experiences.

Individual carer support provides emotional support, information and individual advocacy.

How to access the service:

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

Family Drug Support

Address: P.O Box 7363 Leura NSW 2780

Enquiries: Ph: (02) 4782 9222 **Fax:** (02) 4782 9555

Email: admin@fds.ngo.org.au

Details of Organisation / Service:

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

Services Offered:

24/7 Support Line 1300 368 186

Regular Support Meetings

‘Stepping Stones to Success’ & ‘Stepping Forwards’ Courses

Interactive Websites: www.fds.org.au & www.yds.org.au

Information Resource: A Guide to Coping

Membership & Bi- Monthly Magazine ‘Insight’

Bereavement Support

This Service specialises in helping:

Families, Friends and Carers of Drug users

Professionals who work with families, friends & carers of drug users

How to access this Service:

Through our 24/7 - Support Service 1300 368 186

Project Officer: Julie Clark 0400 113422

CatholicCare

Family Support Northern Beaches

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

Enquiries Ph: 02 8425 8700

Email: naremburnfamilycentre@dbb.org.au

Details of Organisation / Service:

Services Offered:

Family Support provides home and centre based support for families with children 12yrs and under on Sydney's Northern Beaches.

Family Support staff work with families to provide practical assistance to build on strengths, meet goals and guide them through difficult times.

Services include case management, home visits, advocacy, parenting groups, referral and information.

This Service specialises in helping:

Families on Northern beaches with children under 12yrs of age.

How to access this Service:

Call 02 8425 8700 and ask for the Northern beaches Family Support Team

Family Referral Service - Northern Sydney

Address: 40 Merrenburn Ave, Naremburn NSW 2065

Enquiries Ph: 1800 066 757

(8am to 6pm Monday to Friday – excluding Public Holidays)

Fax: (02) 94384700

Email: sensfamilyreferral@barnardos.org.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

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

and any other services you may need.

How to access this Service:

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

Community Northern Beaches

Address: 12 Wentworth St Manly
2 Alfred Street, Brookvale

Ph: (02) 9977 1066 or 02 9939 0100

Details of Organisation / Service:

Services Offered:

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

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

Brookvale office offers services for the programs for multicultural community. **Hours:** Thursdays / Fridays 10.00am till 4.00pm

How to access this Service:

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

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

Section 7

Carer Respite Services

Bradfield Park

Address: 16 - 18 Fitzroy Street, Kirribilli
Enquires: **Ph:** (02) 9922 4428
Email: bradfieldpark@kirribilli.org.au
Website: www.kirribilli.org.au

Details of Organisation / Service:

Services Offered:

Short term solution focussed counselling, a range of wellbeing activities from exercise classes to trips away, information and advice about respite options, assistance with planning of respite to suit your needs, support to access services, links to carer support networks, identification of ways to reduce stress and enhance wellbeing.

This service specialises in Helping:

Carers and families of people with a mental illness. The Bradfield Park Carers Program aims to provide respite for carers, giving them a break from their caring roles.

On calling us, one of our qualified support workers assesses the respite needs of carers, provides short term counselling when required, makes relevant referrals to other services, and generally supports carers in accessing the programs, activities and services appropriate to meeting their needs, and the needs of their families. We offer help to navigate the mental health system. Access to our service is free.

How to Access this service:

Ring the number above. (we will also visit you)

Your Side

Address: Suite 101, Level 1, 10 Help Street
Chatswood NSW 2067

Enquiries: Ph: 1800 052 222

Email: info@yourside.org.au

Details of Organisation / Service:

Services Offered:

Support Service for Carers

This Service specialises in:

Your Side can provide you with: Information and advice about your respite options; help with organising emergency short term or planned respite; assistance with meeting the cost of respite if required; 24 hour respite response in times of carer crisis or emergency; information about residential respite; links with carer support groups, and other services that support carers in their caring roles. Carers look after family members or friends who are frail aged, have a disability, chronic condition or mental health disorder. Respite is a break from the responsibility of looking after someone, may be for a few hours, a day, a night or even weeks. Respite is a way of relieving the stress of being a carer. If you are a carer, making time for yourself is important for your own health and wellbeing.

How to access this Service:

Call 1800 052 222

Open Monday to Friday 8:30am-5:00pm

New Horizons Northern Sydney Respite Centre

Address: 13A Central Avenue, Thornleigh 2120
Enquiries: (02) 9875 3205
Website: www.newhorizons.org.au

Details of Organisation / Service:

Services Offered:

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

This service specialises in helping:

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

How to access this Service:

Anyone can refer including self-referral
Open Mon– Fri 9am –3pm

Unisson Disability Short Term Accommodation

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

Details of Organisation / Service:

Services Offered:

Overnight respite

This Service specialises in helping:

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

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

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

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

How to access this Service:

Call number provided.

Section 8

Advocacy Legal and Community Engagement

Mental Health Advocacy Service (Legal Aid)

Address: 74-76 Burwood Road, Burwood 2134

Enquiries: (02) 97454277

Details of Organisation / Service:

Services offered:

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

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

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

How to access this service:

Lawyers from MHAS, or private lawyers (arranged by MHAS), attend each hospital in NSW that has involuntary patients. If you are seeing the Tribunal, a lawyer will come to see you first. You do not have to make a request to see the lawyer. Telephone advice and information on mental health and guardianship law is available from the number listed above. We use telephone interpreters where needed.

Northern Beaches Council

Disability Information, Newsletter and Leisure Guide

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

Enquiries: Ph: (02) 9976 1566

Email: disabilityservices@northernbeaches.nsw.gov.au

Website: [https://www.northernbeaches.nsw.gov.au/ services/
disability-services](https://www.northernbeaches.nsw.gov.au/services/disability-services/)

Details of Organisation / Service:

Services Offered:

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

This Service specialises in:

Free publications (in printed form and on the website) include:
Leisure for youth and adults with a disability
Services for Children 0-8

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

How to access this service:

Email, phone. No referrals necessary.

Law Check-Up Referral Services

Legal

Law Access NSW– Telephone legal Information, some advice & state referrals. Ph: 1300 888 529

Community Northern Beaches—12 Wentworth St, Manly 2095
Civil Advice– Weekly each Tuesday (02) 9219 5000 to make an appointment
Family Advice– Every Tuesday 1800 551 589 to make an appointment

Legal Aid NSW– Civil/Family/Criminal Advice
www.legalaid.ndw.gov.au

Financial

Financial Counsellors Association of NSW

Find a financial Counsellor. Ph: 1300 914 408, www.fcan.com.au

Financial Rights Legal Centre, Credit & Debit Hotline–
1800 007 007, Mon-Fri 9:30am-4:30pm

Tenancy

NSATS - www.nsats.org Ph: (02) 8198 8650

Tenants NSW– www.tenants.org.au

Aboriginal Tenants Advice & Advocacy Service– www.nswats.com.au

Other Useful Referral Services

Community Justice Centre– www.cjc.nsw.gov.au

Email: cjc_info@agd.nsw.gov.au, Toll free: 1800 990 777

Health Care Complaints Commission– 323 Castlereagh St Sydney
Ph: (02) 9219 7444, Toll Free 1800 043 159

Law Society Referral Services– 170 Phillip St Sydney 2000
Ph: (02) 9926 0300, Lines are open 9am – 12pm, 1pm – 4pm, Monday to Friday . Email ereferral@lawsociety.com.au

NSW Ombudsman– L24, 580 George St Sydney 2000
Ph: (02) 9286 1000, Toll Free: 1800 451 524

Electricity Water Ombudsman NSW

133 Castlereagh St Sydney 2000, Toll Free: 1800 246 545

Financial Ombudsman Service– Toll Free: 1800 367 287,
Email info@fos.org.au

Telecommunications Industry Ombudsman–Toll Free: 1800 630 614

Section 9

Aboriginal and Multicultural Support Services

Settlements Grants Programme (SGP) and Multicultural Programme

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

Details of Organisation / Service:

Services Offered:

Multicultural Services, Settlement Grants

This Service specialises in helping:

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

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

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

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

How to access this service:

Refer to the contact details above.

Transcultural Mental Health Centre

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

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

Website: www.dhi.health.nsw.gov.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

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

How to access this service:

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

Bungee Bidgel Aboriginal Health Clinic at Hornsby Hospital GP Clinic

Address: 3-7 Derby Road, Hornsby, NSW 2077
(HORNSBY GP Clinic at Hornsby Hospital)

Enquiries: (02) 9485 6200

Details of Organisation / Service:

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

Services Offered:

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

This Service specialises in helping:

Aboriginal and Torres Strait Islander clients

How to access this Service:

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

Northern Sydney Local Health District Aboriginal Health Unit

Address: Royal North Shore Hospital Community Health Centre,
Ground Level, 2c Herbert Street, St Leonards,

Enquiries: (02) 9462 9017

Details of Organisation / Service:

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

Services Offered:

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

This Service specialises in helping:

Aboriginal and Torres Strait Islander peoples

How to access this Service:

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

‘Caber-ra-nanga’ Engage service (Gaimaragal Group –Relationships Australia)

Address: Based in Macquarie Park

Enquiries Ph: 0422 085 589
Email: engage@ransw.org.au

Details of Organisation / Service:

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

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

This Service specialises in helping:
Aboriginal and Torres Strait Islander peoples

How to access this Service:
For enquiries, please ring 1300 364 277—Senior Aboriginal Community Engagement & Wellness Officer

STARTTS

Address: 152-168 The Horsley Dr, Carramar

Enquiries Ph: (02) 9646 6800

Email: stts-intakegeneral@health.nsw.gov.au

Details of Organisation / Service:

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

This Service specialises in helping:

STARTTS helps people and communities from refugee backgrounds, including asylum seekers, who were forced to leave their country due to persecution in the context of political conflict, organised violence and human rights violations. STARTTS also supports and resources service providers, educational institutions and volunteer groups to work more effectively with refugees.

How to access this Service:

Call (02) 9646 6800 – Ask for the Intake Officer

Or, complete the STARTTS Referral Form and sat <http://www.startts.org.au/services/make-a-referral/> send via email to

stts-intakegeneral@health.nsw.gov.au

Fax: (02) 9646 6801

New Vision Psychology

Address: Chatswood Clinic:
701/7 Help Street Chatswood NSW 2067
Enquiries Ph: 0420 947866
Website: www.newvisionpsychology.com.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

How to access this Service: contact New Vision on 0420 947866 or see your GP for a referral.

Section 10

Housing, Homelessness and Domestic Violence Services

Housing NSW

Address: Brookvale Office Level 1, 660-664 Pittwater Rd
Brookvale 2100
Enquiries: (02) 9971 3600
Website: www.facs.nsw.gov.au

Details of Organisation / Service:

Services Offered:

Our highest priority is to target assistance to those with the greatest needs and to work with other agencies to support individuals and communities.

This Service specialises in helping:

Housing NSW seeks to assist those people living with mental health issues that impact on their ability to secure housing. In partnership with other Government agencies and many other support services Housing NSW seeks to provide safe, affordable and sustainable housing opportunities for clients with mental health challenges so that they can live with dignity.

How to access this Service:

Contact the number provided or Website for details

Link Housing Ltd.

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

Details of Organisation/Service:

Services offered:

Accommodation
Advice on housing options

This service specialises in helping:

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

Eligibility

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

Note: Link Housing does not have crisis accommodation

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

How to access our service:

Contact direct as per contact list above.

Ebbs House

Address: 174 Old Pittwater Rd, Brookvale

Enquiries: (02) 9902 5100

Website: www.missionaustralia.com.au

Details of Organisation / Service:

Services Offered:

Crisis accommodation for homeless men

Transitional housing

Outreach support for individuals and families who are homeless or at risk of homelessness

This Service specialises in helping:

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

How to access this service:

Phone for assessment.

Community Northern Beaches

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

Details of Organisation / Service:

Services Offered:

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

This Service specialises in :

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

How to access this Organisation:

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

Northern Beaches Women's Shelter

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

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

How to access this Service:

Contact the number provided, email or Website for details

Manly Warringah Women's Resource Centre

Address: PO Box 556, Dee Why NSW 2099
Enquiries: (02) 9971 4499
Website: womensrefuge.org.au

Details of Organisation / Service:

Services Offered:

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

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

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

This Service specialises in helping:

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

How to access this Service:

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

Northern Sydney Area Tenants' Service

Address: Manly Community Centre 12 Wentworth Avenue Manly
Enquiries (02) 8198 8650
Website: www.nsats.org

Details of Organisation / Service:

Services Offered:

Northern Sydney Area Tenants' Service (NSATS) is a non-government organisation funded by NSW Fair Trading. We aim to provide advice to tenants in the Northern Sydney area. We believe that people have a right to legal information, advice, advocacy and representation which is accessible and relevant to their lives. As a service of Marrickville Legal Centre, our goal is to provide free and accessible legal and related services, which are responsive to the needs of those most disadvantaged and which promote just and lasting solutions to legal and social issues in our community.

How to access this Service:

We operate a telephone advice service, the best for a client to contact our service is on 8198 8650. We will need the details of the client with the tenancy issue before we are able to provide advice. If the client is not present we will need to contact them to get their general consent to discuss the matter with a third party.

Mission Australia Early Intervention and Prevention Service

Address: 1 Coronation Street Hornsby 2077
Enquiries: (02) 94802500
Email: northernsydneyseervices@missionaustralia.com.au

Details of Organisation / Service:

Services Offered:

Casework Support and Counselling

This Service specialises in helping:

The Northern Sydney District Homelessness Early Intervention and Prevention Program will deliver services to young people, single men, women and families through a mobile outreach model across the Northern Sydney district. It will specifically target those at risk of homelessness including social housing tenants, people in private rental experiencing rental stress and those in overcrowded or insecure accommodation.

How to access this Service:

Contact Mission Australia on 9480 2500.

Homes for Heroes

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

Details of Organisation / Service:

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

Services Offered:

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

This Service specialises in helping:

Homeless young Veterans from contemporary conflicts.

How to access this Service:

Contact the office for an application pack.

Domestic Violence Crisis Line

Domestic violence line (24 hours) 1800 65 64 63

Details of Organisation / Service:

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

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

Staff at the Domestic Violence Line can:

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

Men experiencing domestic and family violence can contact:

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

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

Section 11

Youth Services

Avalon Youth Hub

Enquiries: 0487 936 875
Address: 59 Old Barrenjoey Road,
Avalon Recreation Centre
Website: www.avalonyouthhub.org.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in Helping:

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

How to access these services:

Appointments: Depending on the service, appointments can take place between 9am – 5pm.

Drop Ins: Monday 12-5 pm, Wednesday 3-5 pm, and Thursday 3-5pm. Call us on 0487 936 875

Burdekin Association

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

Details of Organisation / Service:

Services Offered:

All services provided aim to prevent youth homelessness and family breakdown (E.I) Early Intervention & family support 12 -18 (CCP) Community care - placements OOH (Out of Home Care) Most referrals c FACS (family & community services) formally Doc's Youth Accommodation service Age 16 -24

This Service specialises in Helping:

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

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How to access these services:

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

NB. Burdekin is NOT a CRISIS service

headspace Brookvale

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

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

Young people aged 12-25 years with mild to moderate mental health needs

headspace Brookvale is not a crisis service however young people with significant needs will be assisted to access appropriate services as part of our “no wrong door” policy.

How to access this Service:

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

Northern Sydney Youth Homelessness Service Mission Australia

Address: 1 Coronation Street Hornsby 2077

Enquiries: (02) 9480 2500

Email: northernsydneysservices@missionaustralia.com.au

Details of Organisation / Service:

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

Services Offered:

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

This Service specialises in helping:

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

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

How to access this Service:

Hornsby office- 9480 2500

Taldumande Youth Services

Address: 168 Pacific Highway, North Sydney NSW 2060
Enquiries (02) 9460 3777
Email: administration@taldumande.org.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

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

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

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

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

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

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

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

How to access this Service:

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

Youth Reach

Address: 12 Powells Rd, Brookvale, 2100
Enquiries (02) 9907 2604
Email: youthreach@vinnies.org.au

Details of Organisation / Service:

Services Offered:

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

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

This Service specialises in helping:

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

How to access this Service:

Open Monday to Friday 9am to 5:30pm

Section 12

Counselling Services

Sydney North Primary Health Network

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

Psychological Access Plus GP Referral Line: 1300 782 391

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

Email: SNHN@ataps.org.au **Website:** www.snhn.org.au

Details of Organisation / Service:

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

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

Services offered:

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

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

This service specialises in:

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

How to access this service:

Patients are referred to the program via their GP or psychiatrist. Referrals for children (0-12 yrs.) may also be referred by a paediatrician, school

Northern Beaches Family Relationship Centre

Address: Level 1 651 Pittwater Rd, Dee Why, NSW, 2099
Enquiries: 1300 364 277
Email: north@ransw.org.au
Website: www.nsw.relationships.com.au

Details of Organisation / Service:

Services Offered:

Individual, couple and family counselling, Relationship and Family Parenting courses, courses/workshops for men i.e. Focus on Fathering, Men and Relationships, Managing Anger

This Service specialises in helping:

This Service specialises in working with people who have been violent in their family relationships to keep their family members safe and with the belief that they can change existing patterns of behaviour.

Helping people who are separating and/or divorcing to deal with their grief and anger and to let go, so that they can move on with a new sense of purpose and optimism.

How to access this Service:

Referrals from individuals, doctors, solicitors, via website, or by Telephone.

One Door Health Care

Address: Lot 2, Quirk Road, Balgowlah, 2093

Enquiries: (02) 9715 5022

Website: www.onedoor.org.au

Details of Organisation / Service:

Services Offered:

Psychological services and clinical interventions for people living with mental illness and their carers.

Exercise Physiology and dietician services also offered at Balgowlah.

This Services Specialises in helping:

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

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

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

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

How to access this service:

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

Lifeline Inc.

Address: 310 Sydney Road, Balgowlah 2093, PO Box 681

Enquiries: (02) 9949 5522

Email: admin@lifelinenb.org.au

Website: www.lifeline.org.au

Details of Organisation / Service:

Services Offered:

24 hour telephone crisis support service 31 11 14

Also we have: Personal counselling, Financial Counselling, Bulk-billing psychological clinic. **Support groups:** Men's anger management, anxiety, depression, relationships, grief and loss, Adult Survivors of childhood abuse and trauma, Suicide Bereavement and Being Mums Support Groups

Volunteers to visit elderly

Suicide prevention and Domestic violence education and Training

This Service specialises in helping:

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

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

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

How to access this Service:

24/7 Crisis support - Call 131114

On line crisis support - lifeline.org.au

Face to face counselling services -call 9949 5522

Lifeline– Way to Wellness

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

Details of Organisation / Service:

Services Offered:

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

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

This Service specialises in helping:

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

How to access this Service: call 1 300 120 446 or fill in contact form <http://lifelineh2h.org.au/get-help/way2wellness/> and we will contact you.

Section 13

Financial Counselling, Support and Material Assistance

Australian Government Department of Human Services (Centrelink)

Address: Nth beaches 660-664 Pittwater Rd, Brookvale 2100
Enquiries: Disabilities, Sickness, Carers line: 132717
Website: www.humanservices.gov.au

Details of Organisation / Service:

Services Offered:

Income Support payments for people with disabilities.

This Service specialises in helping:

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

Specialists include:

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

Community Engagement Officers:

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

How to access this Service:

Enquires: Disabilities, Sickness, Carers line: 132717
Youth and Student line: 132490
Employment Services Line: 132850,
Seniors line: 132300
Indigenous Services Line: 136380
General line: 131794

St Vincent de Paul Society Northern Beaches

Address: 638 Pittwater Road, Brookvale NSW 2100

Enquiries: (02) 9905 0424

Details of Organisation/ Services:

Services Offered:

Financial Assistance, Budgeting Counselling

This Service specialises in:

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

No Interest Loans (NILS): Providing loans of up to \$1000.00 to people living on the Northern Beaches who have low incomes, and are living on benefits and/or pensions. We lend for a whole range of essential household goods and services, including whitegoods, general and medical appliances, car expenses, etc. The scheme works through the recycling of a pool of money. Loans are issued and as repayments are made the money accumulates and is available to be lent to the next borrower. Repayments are tailored to suit individual circumstances with the term of the loan generally being up to 12 months.

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

How to access this service:

Home Visitation – by phoning our Brookvale Centre on 9905 0424 and requesting a Home Visit.

NILS – by appointment only, phone our Brookvale Centre on 9905 0424

Financial Counselling – by appointment only, phone our Brookvale Centre on 9905 0424

CatholicCare Diocese of Broken Bay

Address: 116/20 Dale Street
BROOKVALE NSW 2600
Enquiries: 8425 8700
Email: nfc@catholiccareddb.org.au

Details of Organisation / Service:

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

If this is you, our qualified Financial Counsellors will listen to your story, assess your financial position, look at what options you have, and explain their consequences.

They will provide information and support, and can negotiate with creditors, advocating for arrangements that can improve your financial situation.

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

This Service specialises in helping:

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

How to access this Service:

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

Parramatta Mission Counselling Services

Address: 2a King St Manly Vale NSW 2093

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

Email: cristina.williams@parramattamission.org.au

Details of Organisation / Service:

Services Offered:

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

This Service specialises in helping:

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

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

How to access this Service:

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

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

Emergency Relief Program

Address: 40 Merrenburn Avenue, Naremburn, NSW 2065
Enquiries 02 8425 8700
Email: nfc@cathollicareddb.org.au

Details of Organisation / Service:

Services Offered:

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

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

This Service specialises in helping:

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

How to access this Service:

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

Section 14

Information, Community Awareness and Health Promotion

1800 RESPECT 1800 737 732

www.1800respect.org.au

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

ACON (02) 9206 2000

www.acon.org.au

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

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

www.yourroom.health.nsw.gov.au

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

Beyond Blue 1300 22 4636

www.beyondblue.org.au

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

Black Dog Institute) (02) 9382 4530

www.blackdoginstitute.org.au

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

Blue Knot 1300 657 380

www.blueknot.org.au

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

Butterfly Foundation (02) 9412 4499/ 1800

33 4673 www.thebutterflyfoundation.org.au

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

Carers NSW 1800 242 636

www.carersnsw.org.au

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

COPMI National Initiative

www.copmi.net.au

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

Gotcha 4Life www.gotcha4life.org

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

Inside Out Institute for Eating Disorders

www.insideoutinstitute.org.au

National institute for research and clinical excellence in eating disorders.

Mental Health Association NSW 1300 794

991 www.wayahead.org.au

Provides the Mental Health Information Service, Anxiety Disorder Information Service; Mental Health Fact sheets and publications, e-newsletter, Resource Centre, Service Directory, Mental Health promotion activities, Workplace Health Promotion Network, Anxiety groups.

Mental Health in Multicultural Australia

(02) 6285 3100 www.mhima.org.au

Provides a national focus for advice and support to providers and governments on mental health and suicide prevention for people from culturally and linguistically diverse (CALD) backgrounds.

National LGBTI Health Alliance (02) 8568

1123 www.lgbtihealth.org.au

Provides health-related programs, services and research focused on lesbian, gay, bisexual, transgender, intersex people and other sexuality and gender diverse (LGBTI) people and communities.

Sane Australia 1800 187 263 www.sane.org

A national mental health charity working to support Australians affected by complex mental illness. SANE's work includes mental health awareness, online peer support and information, stigma reduction, specialist helpline support, research and advocacy.



Health

Northern Sydney
Local Health District