



Northern Beaches
**Mental Health
Services**
Resource Booklet

Updated March 2022



Northern Sydney
Local Health District

Mental Health Telephone Access Line

Phone: 1800 011 511

Details of Organisation / Service:

Services offered:

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

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

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

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

Useful Contact Numbers

Ambulance, Fire & Police	000
Bushfires	000
Local Police Stations	
Dee Why	
99713399	
Manly	9976 8099
Mona Vale	9998 0699
Water Police (Broken Bay)	9979 4044
State Emergency Service	13 2500
<u>Medical Emergencies:</u>	000
Dentist - 24hr service	9369 7050
Eye - Sydney Eye Hospital	
24 Hr Service	9382 7111
Poison Information Centre	13 1126
<u>Personal</u>	
Kids Help Line	1800 551 800
Lifeline	13 1114
Telephone Interpreter Service	131 450
<u>Homelessness</u>	
Link 2 Home	1800 152 152
<u>Taxis</u>	
Manly Warringah Cabs	13 1668
Wheelchair Accessible Taxis	8332 0200
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Gas Emergency	133 466
Water Emergency	132 090
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Northern Beaches Council	1300 434 434

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5. Employment and Vocation

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59. APM Employment Services
60. atWork Australia
61. Fighting Chance
62. Job Centre Australia
63. Northern Beaches and Mosman College
64. OCTEC Employment Services
65. Ostara Australia
66. Asuria
67. TAFE NSW - Northern Beaches Campus (Disability Support)

6. Family and Carer Services

69. CatholicCare Family Support Northern Beaches
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 - National LGBTI Health Alliance
 - Sane Australia

Section 1

Northern Beaches Mental Health Service

Acute Care Team (ACT)

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

Details of Organisation / Service:

Services offered:

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

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

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

How to access this Service:

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

Hours of operation:

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

Assertive Outreach Team (AOT)

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

Details of Organisation / Service:

Services offered:

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

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

Eligibility:

All suburbs on the Northern Beaches.

How to access this service:

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

Hours of operation:

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

Children of Parents with Mental Illness (COPMI)

Address: Brookvale Community Health Centre
612-624 Pittwater Road Brookvale 2100
Enquiries: (02) 9388 5150

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

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

How to access this Service:

Referral to the COPMI Clinician (or requests for consultation and information) can be made by Adult or Child and Adolescent Mental Health Clinicians, School Counsellors or other Education Staff, other Services working with families, and by families themselves through the NB Child and Youth Mental Health Service intake (02) 9388 5150

Early Psychosis Intervention Service (EPIS)

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

Details of Organisation / Service:

Services offered:

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

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

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

Eligibility:

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

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

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

Hours of operation:

8.30 am - 5.00 pm, Monday to Friday

Frenchs Forest Community Mental Health Team

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

Details of Organisation / Service:

Services offered:

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

The range of services offered include assessment, medical treatment, counselling, education about mental illness and referral to other appropriate agencies and programs.
Frenchs Forest is a multidisciplinary team.

Eligibility:

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

How to access this Service:

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

Kalori

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

Enquires: 9388 5366

Details of Organisation / Service:

Services offered:

Kalori is a Consumer Peer Worker run program providing a place for consumers that offers discussions, group activities, advocacy and a space to be able to relax and have a conversation with a cup of tea, or join in an activity in a safe welcoming environment, where peer workers support consumers in their own Recovery Journey

Eligibility

A registered consumer of the Northern Beaches Community Mental health Service.

How to access this service

Self-referral by registered consumers or by the Northern Beaches Community Mental Health Team.

Mona Vale Community Mental Health Team

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

Details of Organisation / Service:

Services offered:

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

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

Eligibility:

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

How to access this Service:

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

Northern Beaches Child & Youth Mental Health Service (CYMHS)

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

Details of Organisation/ Service:

Services offered:

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

This service specialises in helping:

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

How to access this Service:

Please contact the Northern Beaches CYMHS Intake team on **(02) 9388 5150** between 9am and 4:30pm to discuss any referrals.

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

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

NSLHD Family and Carer Mental Health Program

Address: Brookvale Community Health Centre
612-624 Pittwater Road, Brookvale
Enquiries: 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, education and family support is provided.

This service specialises in helping:

Mental health professionals to work in partnership with families and carers of people living with mental health challenges.

The Family and Carer Mental Health Program team provides services throughout the Northern Sydney Local Health District and acknowledges that family and carers provide invaluable support for people living with mental health challenges. 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 community managed services.

The Mental Health Family and Carer Program works in partnership with Uniting NSW.ACT Family and Carer Mental Health Program to deliver training and support to families and carers who access mental health services in NSLHD as well as facilitating referral to general carer support services in the local area.

How to access this service:

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

Mission Australia Psychosocial Support Services

Address: Level 4, 44 Hampden Road, Artarmon 2064
Level 1, 1 Coronation Street, Hornsby 2077
176 Old Pittwater Road, Brookvale 2100

Enquiries: (02) 9480 2560

Email: northernsydneysservices@missionaustralia.com.au

Details of Organisation / Service:

Services offered:

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

This service specialises in helping:

Social connectedness

Support to access education, training or employment

Physical wellbeing support

Support to maintain engagement with mental health treatment

Information, referral and advocacy

How to access this service

Offices located in Artarmon, Hornsby and Brookvale

Contact Mission Australia on 9480 2560

Or email northernsydneysservices@missionaustralia.com.au

Older Persons Mental Health Service (OPMHS)

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

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

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

Hours of operation:

8.30 am to 5.00 pm, Monday to Friday

Perinatal and Infant Mental Health Service (PIMHS)

Address: Brookvale Community Health Centre
612-624 Pittwater Road Brookvale NSW 2100
Enquires: 1800 011 511

Details of Organisation / Service:

Services offered:

The Perinatal and Infant Mental Health (PIMH) team are a part of the Community Mental Health Services. The PIMH team consists of specialist mental health clinicians and the PIMH Coordinator. PIMH work with women who are pregnant and parents of infants up to the age of two who have acute, severe or complex mental health issues.

The PIMH team provide specialist consultation liaison; assessment and care planning; intensive shorter term and longer term clinical service provision; liaison with mental health and other service providers; care assessment and joint management.

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

How to access this Service:

Public Mental Health services including public inpatient units can refer directly to the PIMH Clinician. All other referrals for PIMH (including the Northern Beaches Hospital) must come through the mental health intake processes including Mental health Line (MHL) 1800 011 751. The MHS will triage and assess need for specialist PIMH intervention.

Queenscliff Community Mental Health Team

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

Details of Organisation / Service:

Services offered:

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

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

Eligibility:

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

How to access this Service:

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

Specialist Rehabilitation Service

Address: Brookvale Community Health Centre
612-624 Pittwater Road, Brookvale
Enquiries: SRS team leader on 0409 313 762
Brookvale reception 9388 5366

Details of Organisation / Service:

Services offered:

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

Eligibility:

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

How to access the Service:

Referrals are made by Care Co-ordinators from adult mental health community teams. If a family member, carer or consumer is interested in a referral they can discuss this with their Care Coordinator who may then complete the Specialist Rehabilitation Service referral form or contact the above phone numbers to discuss a potential referral.

SRS do not provide a crisis service. For urgent situations, please contact the Mental Health Line on: 1800 011 511.

Section 2

Mental Health Inpatient Services

Northern Beaches Hospital Inpatient Mental Health Services

Address: 105 Frenchs Forest Road, Frenchs Forest 2086

Enquiries: (02) 9105 5000

Details of Organisation / Service:

Northern Beaches Hospital Mental Health Service offers consumers a personalised treatment program, in contemporary and comfortable surrounds, that assist recovery and optimal wellbeing. Our Mental Health Service currently provides 61 beds across four wards:

- A 20-bed ward for private health care admissions
- A 20-bed ward for public health care admissions
- A 15-bed ward for the care of older people (65 years and over)
- A 6-bed ward for short stay crisis mental health admissions

For urgent assessments, the Emergency Department can be accessed 24/7 and is located on the ground floor.

Care includes one-to-one and group therapies, adjunct creative/recreational activities, and personalised services - to provide an integrated treatment approach.

We offer the following:

- A personal nurse
- Group psychotherapy
- Individual psychotherapy
- Art therapy
- Relaxation training
- Exercise/yoga/Pilates classes
- Discharge planning
- Individual peer staff support
- Community services connection and introduction for post-discharge care

Specifically, the private service operates an evidence based 21-day group therapy program that is supported by Psychologists and other members of the Allied Health team. Treatments available include TMS, ECT and drug and alcohol detox/rehabilitation.

Day group therapy programs for ongoing care upon discharge include our:

- Mood program
- Anxiety program
- Alcohol and other drug program
- Dialectical Behavioural Therapy 12-month program

If you would like to make a referral to our Mental Health Service or for information about our Psychiatrists, please contact our

Mental Health Intake Team:
Monday - Friday 9am – 5pm
Tel: (02) 9105 5340
Fax: (02) 9105 5168

Email: nbmentalhealthbookings@healthscope.com.au

Section 3

Community Support Services

CCNB

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

Details of Organisation / Service:

Services:

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

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

CCNB has experience in delivering a range of programs for and with people with mental health problems and their families including Partners in Recovery, Community Options Program, Com-Packs, Recovery & Postvention and Support Coordination.

CCNB aims to ensure that everyone gets the most out of life.

How it can help:

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

How to access this service:

Call CCNB Care Navigators on 1300 002 262.

Community Living Supports (CLS) - Uniting

Enquiries: (02) 8599 4844

Details of Organisation / Service:

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

Services offered:

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

Eligibility Criteria:

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

How to access this service:

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

Compeer

Address: PO Box 5 Petersham NSW 2049
Enquires: (02) 9568 0295
Email: compeer.northernsydney@vinnies.org.au
Website: [www.vinnies.org.au/page/Find_Help/NSW/
Compeer_Friendship_Program/](http://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 recognised as a valuable adjunct to traditional medical treatment. Compeer has been operating in Australia under the auspices of the St Vincent de Paul Society since 1995.

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

How to access this Service:

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

C.R.E.A.T.E – North Shore

Address: Level 1 - 2C Herbert Street, St Leonards 2065
Enquiries: (02) 9462-9100-(switch) mobile:- 0434-653-053

Details of Organisation / Service:

A service provider to Consumer/Carers either with or no NDIS package for activities in the north shore of Sydney operating 5 days - Mon-Sat

Mon: 12pm—1pm Social Tennis + Coffee + tea provided (Artarmon Tennis Courts)
Corner of Hampden & Barton Road, Artarmon (Parking available)
12.30pm together with Hamburger lunch \$5

Tues: 12pm – 1pm Easy paced Consumer Walking group call Sabastian/Evan/
(Meet outside Artarmon tennis Courts) Corner of Hampden & Barton Road Artarmon

Tues: Cinema morning Tuesday-AM
Have your concession cards and Certificates for a COVID safe morning on a fortnightly basis either Roseville or Mandarin Cinemas contact Greg for next viewing-9462-9100 or 0434-653-053

Wed: 11.30am -12.45pm Social Tennis +Coffee + tea provided (Artarmon Tennis Courts)
Corner of Hampden & Barton Road Artarmon Parking available

Thur: 8am -11.30 Foodshare –East Chatswood –utilise your NDIS & support worker for 1 hour to take you to Foodshare for excellent value food shopping alternative
Lower Gibbes St Chatswood behind Bunnings - Parking available

ART on Thursdays –10am – 11.30am -Girl Guides Hall –next to Artarmon Tennis Academy- for consumers on NDIS packages. Corner of Hampden & Barton Road Artarmon Parking available
Consideration for local Exhibition will be allocated for students

Additional Programs

Recovery Camp-Yarramundi –Near Richmond NSW -5days/4nights
A Very successful recovery led weekly camp program for consumers-Nursing students & Health professionals – 9 camps set down for 2022 - NSW/Vic call Zoe 0439-043-360
or www.recoverycamp.com.au

Creating Wellbeing

A Friday once a month Art program 12.30pm -2.30pm funded North Sydney Council held in the Community Centre behind Stanton Library call Jess Gledhill 9936-8192 or email artandculture@northsydney.nsw.gov.au to book in

Hercules House

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 with socialisation, life-skill development and education are all key to everything we do. The activities on offer include healthy lifestyle programs to help you understand more about your physical health, self-development groups, cooking, life skills, excursions, support groups and a variety of creative arts.

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

How to access this Service:

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

Youth Enhanced Support Service (YESS) – Uniting

Address: 47 Hercules Street, Chatswood
Enquires: 1800 937 776

Details of Organisation/ Service:

Services offered:

YESS is a multidisciplinary team that provides comprehensive biopsychosocial assessment, therapeutic intervention, and case management. YESS provides care to young people (aged 12-25) with complex mental health needs and associated functional impairment. The program is based in Chatswood, and provides outreach or telehealth services to young people who cannot attend centre-based appointments.

This service specialises in helping:

Young people (aged 12-25) with complex mental health needs and associated functional impairment.

How to access this Service:

Young people themselves, families, and service providers can refer with the young person's consent. GPs can refer directly to the service, or through the SNHN Mental Health Triage. For enquiries please call 1800 937 776.

Lifeline - Managing Your Mood

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). This group offers adolescent group, ages 14 to 18 years, and an adult group, aged 18+ years.

How to access this Service:

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

Lifeline ‘Being Mums’ Group

Address: Lifeline Harbour to Hawsbury
Enquires: (02) 8287 1158
Email: PHNgroups.coordinator@lifelineh2h.org.au

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 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:

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

Lifeline ‘Hoarding Disorder Treatment Program’

Address: Lifeline Harbour to Hawsbury
Enquires: (02) 8287 1158
Email: PHNgroups.coordinator@lifelineh2h.org.au

Services offered:

Lifeline Hoarding Disorder Treatment Program is a group program that utilises cognitive behaviour therapy (CBT) to help treat hoarding disorders.

This service specialises in helping:

This service aims to help build skills in individuals who have difficulty with acquiring, discarding, sorting and organising possessions.

How to access this Service:

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

Mission Australia - Housing Accommodation Support Initiative (HASI)

Address: PO 3263 Redfern 2016
Enquiries: (02) 9699 4879
Email: HASINorthernSydney@missionaustralia.com.au
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. NDIS legislation was issued in 2013.

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:

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

National Disability Insurance Scheme (Disability Insurance / NDIS)

Enquiries: 1800 800 110
Website: www.ndis.gov.au

Details of Organisation / Service:

Services:

The National Disability Insurance Scheme (NDIS) is an insurance model of funding support for Australians with an eligible disability. Disability Insurance can provide support to eligible people with a moderate to severe disability to participate in the community and employment. Supports broadly can be grouped into the following categories: self-care, mobility, communication, learning new skills, socialisation and self-management. NDIS legislation was issued in 2013. Evidence required to access, and for funding approvals have not changed since.

How to access this service:

Refer to the NDIS website or call **1800 800 110**, and request to become an NDIS participant. People with a psychosocial disability can be assisted to complete a Verbal Access Request (VAR) via telephone to the 1800 number.

Disability Insurance is not issued unless all of the following evidence is provided (and deemed adequate to meet the legislative guidelines by the insurance assessors at NDIA):

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

New Horizons - Housing and Accommodation Support Initiative (HASI)

Address: 15 Twin Road North Ryde NSW 2113
Enquiries: (02) 9490 0000 or 1300 726 372
Email: mywellbeing@newhorizons.net.au
Website: <http://newhorizons.org.au/>

Details of Organisation / Service:

Services offered:

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

This service specialises in helping:

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

How to access this Service:

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

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

Address: 15 Twin Road North Ryde NSW 2113
Enquiries (02) 9490 0000 or 1300 726 372
Email: mywellbeing@newhorizons.net.au

Details of Organisation / Service:

Services offered:

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

This service specialises in helping:

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

How to access this Service:

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

New Horizons - NDIS

Address: 15 Twin Road North Ryde NSW 2113
Enquiries (02) 9490 0000 or 1300 726 372
Email: mywellbeing@newhorizons.net.au
Website: <http://newhorizons.org.au/>

Details of Organisation / Service:

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

Services offered:

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

This service specialises in helping:

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

How to access this Service:

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

New Horizons- Thornleigh Respite Centre

Address: 13/2a Central Avenue, Thornleigh 2120

Enquires: (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. A range of programs are available, including cooking, men's groups, morning tea, movies, arts and craft, computer classes and pet therapy.

This service specialises in helping:

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

How to access this Service:

Anyone can refer including self-referral.

Open 9am to 5pm, Monday to Friday.

Pioneer Clubhouse - One Door Mental Health

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

Details of Organisation / Service:

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

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

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

Membership is free and for life.

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

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

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

We provide a tasty affordable lunch everyday.

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

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

We are open 8:30am to 4pm, Monday to Friday, 8:30am to 7pm Thursday (closed public holidays).

The Way Back Support Service (CCNB)

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

Details of Organisation/ Service:

Services offered:

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

Specialises in:

Suicide recovery and postvention support.

How it can help:

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

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

How to access this service:

Call 1300 002 262

Email: ccnb@ccnb.com.au

Online referral: www.ccnb.com.au/referral-form

Warekila Adult Mental Health Service - Uniting

Address: 47 Hercules Street, Chatswood
Enquires: (02) 919 68700

Details of Organisation/ Service:

Services offered:

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

For those who work/study/reside within the Sydney North PHN area.

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

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

This service specialises in helping:

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

How to access this Service:

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

Emotional Wellbeing for Older Persons

Address: Anglicare EWOP Program—22/14 Rodborough Road, Frenches Forest, NSW, 2086
Phone: 1300 111 278

Details of Organisation/ Service:

Services offered:

The EWOP program provides FREE mental health services to older people who reside in Residential Aged Care Facilities. Our Mental Health Practitioners provide psychological and Psychosocial therapies that respond to individual needs. People living in aged care facilities are more likely to experience mental health concerns and may be experiencing a range of feelings resulting from decreases in daily functioning, loneliness or grief and loss.

Benefits include:

- Reduced feelings of anxiety, stress and depression
- Increased resilience in dealing with life's challenges
- Improved mood
- Increased participation in activities

This service specialises in helping:

Available to all residents of Residential Aged Care Facilities in the Sydney North Region.

Anglicare's emotional wellbeing programs are funded by the Sydney North Health Network.

How to access this Service:

Email or call us and we will send you our referral form.

Web: Visit the Anglicare EWOP website

Email: MHRACS@Anglicare.org.au

Hours of operation: 9-5 Monday-Friday

Section 4

Alcohol, Drug and Gambling Services

ACON Drug and Alcohol Counselling

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

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

How to access this Service:

Self - referrals—1800 063 060.

CatholicCare DAYSS Drug & Alcohol Youth Support Service

Address: Northern Beaches Family Centre
116/20 Dale St Brookvale
Enquiries: 02 8425 8700
Email: dayss@catholiccaredbb.org.au

Details of Organisation / Service:

Services offered:

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

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

This Service specialises in helping:

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

How to access this Service:

Call 8425 8700 and ask for the DAYSS Team.

Kedesh

Address: Building 16/17 Mona Vale Hospital,
Coronation Street, NSW 2103
Ph Main Line: (02) 9932 5300
Ph Admissions: (02) 9932 5356
Email: MVDP@kedesh.com.au
Website: www.kedesh.com.au

Details of Organisation / Service:

Services offered:

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

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

Eligibility:

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

How to access our service:

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

Life Returning Inc.

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

Details of Organisation / Service:

Services offered:

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

This service specialises in helping:

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

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

How to access our service:

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

Mission Australia Alcohol and Other Drugs, Continuing Coordinated Care

Address: Level 4, 44 Hampden Road, Artarmon 2064
Level 1, 1 Coronation Street, Hornsby 2077
176 Old Pittwater Road, Brookvale 2100

Enquiries: (02) 9480 2560

Email: northernsydneyservices@missionaustralia.com.au

Details of Organisation / Service:

Services offered:

Care Coordination and support for men and women aged 18 and over, who face barriers remaining connected to services because of their substance use disorder.

This service specialises in helping:

- Care coordination
- Support to access services
- Referrals
- Information
- Advocacy

How to access this service:

Offices located in Artarmon, Hornsby and Brookvale.

Contact Mission Australia on 9480 2560 or

email northernsydneyservices@missionaustralia.com.au

Northern Beaches Drug & Alcohol Counselling Service

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

Enquiries: 1300 889 788

Details of Organisation / Service:

Services offered:

The D&A Community Centre Teams provide assessment, early intervention, ongoing treatment, and prevention of drug and alcohol 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 Service Multicultural Health Services, Corrective Services, Juvenile, Gaming and Racing (CCBF), non-government organisations and generalist services.

Eligibility:

Individuals with problematic substance use including family member affected by significant others problematic substance use/gambling.

How to access this Service:

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

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

Northern Beaches OTP

Address: Brookvale Community Health Centre
Level 1 612-624 Pittwater Road, Brookvale
Enquiries: (02) 9388 5111
Fax: 9388 5130

Details of Organisation / Service:

Services offered:

Northern Beaches OTP provides treatment for residents of the Northern Beaches, who are unable to stop heroin or prescribed opioids, such as pain relieving medication.

Patients undergo assessment and stabilisation on maintenance therapies, including methadone, Suboxone or injections lasting up to 1 month. Medications are free and usually given between 9am and 12.30, Monday to Sunday including Public Holidays although there are some changes due to COVID. Many stabilised clients collect their medication through local community pharmacies.

How to access the Service:

Anyone can contact the service to undergo a detailed and confidential assessment by non-judgemental clinicians including case-managers, doctors or psychiatrists. Once approved to commence on the program, case-managers can liaise and support clients in accessing services to improve their health, housing, employment, legal and personal circumstances.

Maintenance Treatment

Maintenance treatment involves ongoing, regular attendance for medication and reviews, to improve stability and address individual health needs. Clients are encouraged to prevent and manage general health problems, including Hepatitis B, C and HIV. People are encouraged to stay on OTP as long as is necessary to maintain their stability, as research evidence demonstrates it is highly effective in reducing overdose and injecting risks.

How to access this Service:

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

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

Odyssey House Community Services

Enquiries: 1800 397 739

Email: referral@odysseyhouse.com.au

Details of Organisation / Service:

Services offered:

Non Residential Drug and Alcohol Rehabilitation Program and Counselling.

This Service specialises in helping:

Odyssey House was commissioned by Primary Health Networks in 2017 to provide AOD counselling for people in the community with substance misuse as well as group program. This service offers both individual and group counselling programs by mental health clinicians and individuals with lived experience.

How to access this Service:

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

Parramatta Mission Counselling Services (Gambling)

Address: Family Psychology Practice
2a King Street Manly Vale 2093
Enquiries: 0419171486
Website: www.parramattamission.org.au

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

How to access this Service:

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

Sydney Drug Education and Counselling Centre (SDECC)

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

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

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

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

How to access this Service:

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

Section 5

Employment and Vocation

Ability Options

Address: Suite 102, Level 1, 696 Pittwater Rd
Brookvale
Enquires: (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 individual's rights and opportunities for choice and self determination.

Hours:

9am to 5pm, Monday to Friday.

APM Employment Services

Address: Unit 3b 32 Fisher Road Dee Why
Enquires: (02) 9972 4019
Email: ryde.es@apm.net.au
Website: www.stepsemployment.com

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

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

How to access this Service:

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

atWork Australia

Address: Westfield Warringah Mall Library
145 Old Pittwater Rd Brookvale
Enquiries: 1300 080 856
Email: contact@atworkaustralia.com.au

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

How to access this Service:

Email at: contact@atworkaustralia.com.au

Fighting Chance

Address: Building B/5 Skyline Pl, Frenchs Forest NSW 2086
Enquires: 02 9905 0415
Email: intake@fightingchance.org.au

Details of Organisation / Service:

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

Jigsaw Business Solutions

Address: 22 Rodborough Rd, Frenchs Forest NSW 2086

Services offered:

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

Avenue Frenchs Forest

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

Services offered:

Vocational training and skills development
Social and community participation

How to access these services:

Via Intake by ringing 9905 0415.

Job Centre Australia Ltd.

Address: 3/645-647 Pittwater Road Dee Why NSW 2099

Enquiries : 9972 0233 or deewhy@jcal.com.au
8459 7100 or ndisdeewhy@jcal.au

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

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

How to access our DES service:

For further information call our friendly team on 9972 0233 or email deewhy@jcal.com.au.

How to access our NDIS service:

For further information call our friendly team on 8459 7100 or email ndisdeewhy@jcal.com.au

Northern Beaches & Mosman College

Address: 1525 Pittwater Road, North Narrabeen NSW 2101
Enquiries: 9970 1000
Email: enquiries@nbmc.nsw.edu.au
Website: nbmc.nsw.edu.au

Details of Organisation / Service:

Services offered:

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

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

This Service specialises in helping:

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

How to Access this service:

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

Appointments can be made on: 9970 1000.

This training is subsidised by the NSW Government.

OCTEC Employment Service

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

Enquiries : Phone: 1800 258 182

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

Employment, training, youth services, NDIS

How to access this Service:

1800 258 182

mail@octec.org.au

Ostara Australia

Address: 221 / 20 Dale Street Brookvale.

Enquiries : 0447 756 131

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

Asuria

Address: Unit 3/7 Grosvenor Place, Brookvale

Enquiries : 1800 773 388

Details of Organisation / Service:

Services offered:

Disability Employment Services

This Service specialises in helping:

The Asuria 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.

- 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 1800 773 388 or visit asuria.com.au

TAFE NSW - Northern Beaches Campus (Disability Support)

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

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

Disability Support provides students with mental illness and other disabilities support and assistance to complete their training and education. In addition, this service provides support and training to staff in areas such as inclusive teaching strategies, mental health awareness, professional development programs and individual support. Students may be entitled to exemptions when registered with disability services at TAFE NSW.

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

How to access this Service:

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

Section 6

Family and Carer Services

CatholicCare Family Support Northern Beaches

Address: 40 Merrenburn Ave, Naremburn NSW 2065
116/20 Dale St Brookvale
Enquiries 02 8425 8700
Email: intakefs@catholiccareddb.org.au

Details of Organisation / Service:

Services offered:

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

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

This is a free service.

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

The service specialises in helping:

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

Community Connect Northern Beaches Carers Program

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

Details of Organisation / Service:

Services offered:

Carer Support, Carer Education & Counselling.

This Service specialises in helping:

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

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

Our Groups: Mental Health Carers group in Dee Why
2 Dementia carer groups in 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.

Community Northern Beaches

Address: 52 Raglan St Manly NSW 2095

Enquiries: (02) 9977 1066

Multicultural Services only

Address: 2 Alfred Street, Brookvale

Enquiries: (02) 9939 0100

Hours: Mon - Fri 10.00am till 3.00pm

Email: info@cnb.org.au

Details of Organisation / Service:

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
- Legal Aid Services – Early Intervention Family law
- Tax Service
- Multicultural Services —2 Alfred Street, Brookvale

How to access this organisation:

Drop in during opening hours, no appointment needed, or ring 9977 1066 (Manly) or

9939 0100 (Brookvale Multicultural Services only)

Family Drug Support

Address: P.O Box 7363 Leura NSW 2780
Enquiries: (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
For the Project Officer please call 04782 9222

Family Referral Service - Northern Sydney

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

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

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

How to access this Service:

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

We provide free interpreters.

One Door Northern Beaches Mental Health Support Group

Enquiries: 0407 662 149

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

A monthly newsletter is published and distributed widely.

How to access this service:

Enquiries & information:

Contact the coordinator Hugh Worrall - 0466 306 206

hugh.worrall@onedoor.org.au

Venue:

Dee Why RSL - 932 Pittwater Rd, Dee Why NSW 2099
7.00pm, 2nd Tuesday of the Month

Uniting Family and Carer Mental Health Program

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

Details of Organisation / Service:

Services offered:

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

This service specialises in helping:

Families and carers of people with a mental illness.

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

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

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

How to access the Service:

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

Relationships Australia - Family Dispute Resolution Service

Address: 1st Floor, 651 Pittwater Road, Dee Why 2099
Enquiries: 9981 9799
Email: Northernbeachesfrc@ransw.org.au
Website: relationshipsnsw.org.au

Details of Organisation / Service:

Services offered:

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

This service specialises in helping:

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

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

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

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

How to access this Service:

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

Other Services at our Centre:

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

Unisson Disability Short Term Accommodation

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

Details of Organisation / Service:

Services offered:
Overnight respite.

This Service specialises in helping:

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

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

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

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

How to access this Service:

Call the numbers provided above.

Your Side Australia

Address: 10 Help Street, Chatswood NSW 2076
Enquiries: 1300 134 332
Email: customercare@yourside.org.au
Website: <https://yourside.org.au/>
Facebook: <https://www.facebook.com/yoursideaus/>

Details of Organisation / Service:

Services offered:

Your Side Australia (also known as Your Side) is a leading provider of support services for older people, people living with disability, mental health, and their carers throughout Sydney. Under aged care we offer Home Care Packages and the Commonwealth Home Support Program. As a registered NDIS service provider, they offer a wide range of NDIS supports and a Disabled Alternative Road Travel Service. They are a provider for the Carer Gateway and facilitate a free support group called Community Circle.

This Service specialises in helping:

Your Side Australia provides total care solutions as a one-stop shop of services for older people, people with disability and carers. In the mental health context, the Carer Gateway provides relief for carers through respite care (emergency and planned), coaching, peer support, counselling and more.

How to access this Service:

Call Your Side on 1300 134 332 or email customercare@yourside.org.au.

For carer services, call the Carer Gateway on 1800 422 737

Northern Beaches Family Support Service - Women & Children First

Address: PO Box 556, Dee Why
Enquiries: (02) 9971 4499
Website: <https://womensrefuge.org.au>

Details of Organisation / Service:

Services offered:

Support for parents and carers, to give their children the best start in life. Our free service offers parenting advice, parenting programs and workshops, case management and practical support for families with children aged 0-12 years and expectant mothers, on the Northern Beaches. We also offer home visits and parenting groups. Our parenting groups are Circle of Security, Emotion Coaching, Tuning into Kids and parent well-being workshops such as Women's Circle. We also aim to offer free childcare with all our groups run on site.

This Service specialises in helping:

Northern Beaches families with children aged 0-12 years and expectant mothers.

How to access this Service:

Referrals can be made by contacting 02 9971 4499

Email: admin @mwwrc.org.au

Section 7

Legal Advice and Advocacy

Free Legal, Advocacy and Rights Services

Legal

Law Access NSW

Telephone legal information, some advice & state referrals.
Ph.: 1300 888 529

Community Northern Beaches - 52 Raglan St, Manly 2095

General legal advice—Every Thursday, 6-8pm & every 3rd Saturday of the month. No appointment necessary.

Family Advice – Every Tuesday 1800 551 589 for appointment

Legal Aid NSW– Civil/Family/Criminal Advice

www.legalaid.ndw.gov.au

Financial

Financial Counsellors Association of NSW

Find a financial Counsellor: 1300 914 408 or 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

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

Law Society Referral Services – 170 Phillip St Sydney 2000

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

Monday to Friday; Email ereferral@lawsociety.com.au

NSW Ombudsman – L24, 580 George St Sydney 2000

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

Electricity Water Ombudsman NSW

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

Financial Ombudsman Service – ph toll free: 1800 367 287

Email info@fos.org.au

Telecommunications Industry Ombudsman

Toll Free: 1800 630 614

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

Address: Locations across NSW

Enquiries: www.justiceadvocacy.org.au

Details of Organisation / Service:

Services offered:

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

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

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

This service specialises in helping:

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

Cognitive impairment includes

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

How to access this service: Call 1300 665 908

Mental Health Advocacy Service (Legal Aid)

Address: 74-76 Burwood Road, Burwood 2134

Enquiries: (02) 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.

Section 8

Aboriginal and Multicultural Support Services

Bungee Bidgel Aboriginal Health Clinic at Hornsby Hospital GP Clinic

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

Enquiries: (02) 9485 6200

Details of Organisation / Service:

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

Services offered:

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

This Service specialises in helping:

Aboriginal and Torres Strait Islander clients

How to access this Service:

Initial consultations on a Tuesday 9am –1pm
Appointments are recommended please call 9485 6200 to schedule an appointment.

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

Address: Based in Macquarie Park - Head Office
Enquiries: 1300 364 277
Email: crnreferrals@ransw.org.au

Details of Organisation / Service:

Caber-ra nanga engage is a free service which works to improve mental health outcomes for Aboriginal and Torres Strait Islanders. It offers two main strands of support – Aboriginal mental health first aid training, and culturally safe support for people and their families. This support might include links to mental health and general health services, housing options, drug and alcohol support, financial services, Centrelink and cultural groups.

This Service specialises in helping:

Caber-ra nanga engage offers direct support for Aboriginal and Torres Strait Islanders and their families. People of all ages are welcome.

We also support leaders, school staff and service providers who work with Aboriginal and Torres Strait Islander people and communities by providing culturally safe mental health literacy training.

How to access this Service:

No referral is required. You can book this program by either calling us on 1300 364 277, referrals can also be made directly to our Engagement Worker at crnreferrals@ransw.org.au or 0423303864

New Vision Psychology

Address: Chatswood Clinic:
701/7 Help Street Chatswood NSW 2067
Enquiries: 1300 001 778
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 1300 001 778 or see your GP for a referral.

Northern Sydney Local Health District Aboriginal Health Unit

Address: Royal North Shore Hospital Community Health Centre, Level 3, 2c Herbert Street, St Leonards

Enquiries: (02) 9462 9017

Details of Organisation / Service:

The NSLHD 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. The NSLHD Aboriginal Health Service works within the hospitals and community within the district.

Services offered:

Chronic Care Management Programs (CDMP)

Integrated Team Care Program (ITC)

Preventative health programs, including Women's and Men's health screenings

Health Promotion activities

Bungee Bidgel Aboriginal and Torres Strait Islander Health Clinic at Hornsby GP Unit (every Tuesday)

Social and Emotional Wellbeing support

Support referrals to allied health services, Oral Health, Diabetes and specialist medical services.

Assistance when liaising with hospital staff or other health professionals.

This Service specialises in helping:

Aboriginal and Torres Strait Islander peoples.

How to access this Service:

For enquiries, please ring 9462 9017

Monday to Friday between 9:00am and 4.30pm.

Settlement Engagement & Transition (SETS)

Address: 2 Alfred st, Brookvale
Enquiries: (02) 9939 0100
Email: info@cnb.org.au
Hours: Monday – Friday: 10am – 4pm

Details of Organisation / Service:

Services offered:

Multicultural Services, Settlement Support.

This Service specialises in helping:

Community Development: We encourage migrants and refugees to develop a sense of identity, and belonging within local and broader 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: 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 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 clients, with a particular focus on the Tibetan community.

How to access this service:

Refer to the contact details above.

STARTTS

Address: 152-168 The Horsley Dr, Carramar
Enquiries: (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 at
<http://www.startts.org.au/services/make-a-referral/>
and send via email to:
stts-intakegeneral@health.nsw.gov.au
Fax: (02) 9646 6801

Transcultural Mental Health Centre

Address: Cumberland Hospital, 5 Fleet St,
North Parramatta, NSW 2151
Enquiries: (02) 9912 3851 or 1800 648 911
Email: wslhd-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.

Section 9

Housing, Homelessness and Domestic Violence Services

Bridge Housing

Address: Level 1, 660 - 664 Pittwater Rd, Brookvale NSW 2100

Enquiries: (02) 8324 0800

Details of Organisation / Service:

Services offered:

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

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

This service specialises in helping:

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

How to access this service:

Phone: 02 8324 0800 or by email:
customerservice@bridgehousing.org.au

Operating hours:

9:00am to 4:30pm, Monday, Tuesday, Thursday, Friday
1:00pm-4:30pm Wednesday (by appointment in the morning)

Community Northern Beaches

Address: 52 Raglan 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.

Domestic Violence Crisis Line

Domestic violence line (24 hours) 1800 65 64 63

Details of Organisation / Service:

Services offered:

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

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

Staff at the Domestic Violence Line can:

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

Men experiencing domestic and family violence can contact:

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

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

Mission Australia-Lower North Shore and Northern Beaches Homelessness Support Service

Address: 176 Old Pittwater Rd, Brookvale

Enquiries: (02) 9902 5100

Email: northernsydneysservices@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 Homelessness Support Services provide 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 districts including the Mosman, Lane Cove, Willoughby, North Sydney and Northern Beaches Local Government Areas.

How to access this service:

Contact Mission Australia on 9902 5100 or email northernsydneysservices@missionaustralia.com.au .

Homes for Heroes

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

Details of Organisation / Service:

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

Services offered:

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

This Service specialises in helping:

Homeless young Veterans from contemporary conflicts.

How to access this Service:

Contact the office for an application pack.

Link Wentworth

Address: Level 10, 67 Albert Street, Chatswood
Level 2, 3-5 Anthony road, West Ryde
409A George Street, South Windsor
Level 2, 98 Bathurst Road, Katoomba
42 Main Street, Lithgow
Borec House Suite 1002, Level 1, 29-57 Station
Street, Penrith

Enquiries: (02) 9412 5111

Email: enquiries@linkwentworth.org.au

Details of Organisation/Service:

Services offered:

Social housing
Affordable housing
Disability housing including Specialist Disability Housing (SDA)
Transitional housing
Homelessness and temporary accommodation

This service specialises in helping:

With more than 6,400 homes, Link Wentworth is committed to delivering services that help people in NSW who are facing housing stress. Through a range of housing options and wraparound services, Link Wentworth helps people on low to moderate incomes strengthen their lives and participate fully in their communities.

Eligibility

Applicants need to meet specific criteria for each housing service. Social housing applicants need to apply through Housing Pathways.

Majority of homes in Greater Sydney. Social housing in Northern Sydney, Western Sydney, Nepean, Blue Mountains and Lithgow.

Areas covered:

Majority of homes in Greater Sydney. Social housing in Northern Sydney, Western Sydney, Nepean, Blue Mountains and Lithgow.

How to access our service:

Contact us directly using the details above or visit our website www.linkwentworth.org.au

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.

Mission Australia Early Intervention and Prevention Service

Address: Level 1, 1 Coronation Street Hornsby 2077 &
176 Old Pittwater Road, Brookvale 2100.

Enquiries: (02) 94802500

Email: northernsydneyservices@missionaustralia.com.au

Details of Organisation / Service:

Services offered:

Casework and Support.

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:

Offices located in Brookvale and Hornsby.
Contact Mission Australia on 9480 2500 or
email northernsydneyservices@missionaustralia.com.au

Mission Australia Ebbs House

Address: 174 Old Pittwater Rd Brookvale (Office located at
176 Old Pittwater Rd)
Enquiries: 9902 5100
Email: northernsydneyservices@missionaustralia.com.au

Details of Organisation / Service:

Services Offered:

Accommodation and Case Management for single men and women aged 18yrs plus.

This Service Specialises in Helping:

Single Men and Women aged 18yrs plus who are experiencing homelessness or are at risk of homelessness who have ties or connections across the Northern Sydney district.

How to access this service:

Office located in Brookvale.
Contact Mission Australia on 9902 5100 or
Email: northernsydneyservices@missionaustralia.com.au

Northern Beaches Women's Shelter

Enquiries: (02) 9977 7772
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 above, email or visit website for details.

Northern Sydney Area Tenants' Service

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

Details of Organisation / Service:

Services offered:

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

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

How to access this Service:

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

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

Women and Children First—Supported Housing Service (SNS)

Address: PO Box 556, Dee Why
Enquiries: (02) 9977 4499
Website: womensrefuge.org.au

Details of Organisation / Service:

Services offered:

Supported short term (up to 3 months) accommodation and medium-term housing for women and children who have experienced domestic abuse. Providing case management, counselling, and group work, specialising in work with women and children who have experienced domestic abuse.

Outreach support for women and children who are at risk of homelessness in social and private rental housing and who are experiencing rental stress or insecure accommodation. Our service also offers access to legal advice, financial counselling, personal counselling.

Family Support services also accessible, including case management, group work and parenting support.

This Service specialises in helping:

Women and children who have experiences of domestic and family violence and other significant trauma, helping them to live independently and promoting safety and security.

How to access this Service:

Referrals can be made by contacting 02 9971 4499
Email: admin@mwwrc.org.au

Section 10

Youth Services

Avalon Youth Hub

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

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

How to access these services:

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

Call us on 0487 936 875

Batyr

Address: Suite 102, 74 Pitt Street, Sydney
Enquiries: 0402 576 114,
Website: www.batyr.com.au
Email: hello@batyr.com.au

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

Young people.

How to access these services:

Through our website.

Burdekin Association

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

Details of Organisation / Service:

Services offered:

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

This Service specialises in helping:

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

How to access these services:

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

NB. Burdekin is NOT a CRISIS service

Headspace Brookvale

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

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

Mission Australia Northern Sydney

Youth Homelessness Service

Address: Level 1, 1 Coronation Street, Hornsby 2077 and
174 Old Pittwater Road, Brookvale 2100

Enquiries: (02) 9480 2500

Email: northernsydneyervices@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.

Services offered:

- Case management support/ outreach
- Counselling for young people and parents/families
- Advocacy
- Tenancy support
- Transitional housing
- 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:

Offices located in Brookvale, Hornsby and Artarmon.

Contact Mission Australia on 9480 2500 or

Email: northernsydneyervices@missionaustralia.com.au.

One Eighty Avalon Inc

Address: 681 Barrenjoey Rd, Avalon, NSW 2107
Enquiries: 0432 143 561
Website: www.oneeighty.org.au
Instagram: [@oneeighty_inc](https://www.instagram.com/oneeighty_inc)
Email: info@oneeighty.org

Details of Organisation / Services:

Services offered:

Open Up. Community Support

This Service specialises in:

Open Up is your free weekly mental health check in, run by young people for young people. It is a weekly peer support group for young people aged 18 – 29 to practice skills of sharing, listening, connecting and asking for help.

Facilitated by our fully trained Peer Support Workers, Open Up is a casual yet safe space where young people come together to talk openly about their mental health, how they are really feeling and be guided to connect with appropriate professionals.

Open Up is held weekly across 4 different locations in Sydney including Mona Vale, Brookvale, Surry Hills and online.

One Eighty also provides members of the community of all ages with free access to important training such as Mental Health First Aid. You can learn more about our Community Support program here:
<https://www.oneeighty.org.au/community-support>

How to access this service:

Any young person aged 18 – 29 can access Open Up by visiting our website and signing up for a session. One Eighty encourages any health professionals to consider referring in young people they support into our program.

More info: <https://www.oneeighty.org.au/open-up>

Sign up for a session: <https://calendly.com/openup180>

The most up to date information on Open Up will be posted on our Instagram [@oneeighty_inc](https://www.instagram.com/oneeighty_inc)

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.

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

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

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

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

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

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

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

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

How to access this service:

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

Youth Reach

Address: 12 Powells Rd, Brookvale, 2100

Enquiries: (02) 9907 2604

Email: youthreach@vinnies.org.au

Details of Organisation / Service:

Services offered:

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

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

This Service specialises in helping:

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

How to access this Service:

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

Section 11

Counselling Services

CatholicCare – Family and Relationship Counselling

Address: Unit 116, 20 Dale Street Brookvale

Enquiries: 02 8425 8700

Details of Organisation / Service:

Services offered:

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

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

The service is affordable and available by appointment.

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

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

This service specialises in helping:

Individuals and couples.

How to access this Service:

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

Lifeline Inc

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

Enquiries: (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 text 0477 13 11 14 6pm - midnight.

Personal and Financial Counselling, bulk-billed psychological clinic; Support groups for men's anger management, anxiety, depression, relationships, grief and loss; adult survivors of childhood abuse and trauma, suicide bereavement, Managing Your Mood 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

text 0477 13 11 14 6pm - midnight

Online crisis support - lifeline.org.au

Free youth counselling for 15 - 24 year olds

Avalon Hub Ph 9949 5522 for appointment

Sydney North Primary Health Network (SNPHN)

Address: Level 1, Building B, 207 Pacific Highway, St Leonards NSW 2065
Psychological Access Plus GP Referral Line: 1300 782 391
FAX: (02) 8072 6899
Email: SNHN@ataps.org.au

Details of Organisation / Service:

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

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

Services offered:

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

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

This service specialises in:

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

How to access this service:

Patients are referred to the program via their GP or psychiatrist or paediatrician.

Relationships Australia Counselling Services

Address: 1st Floor, 651 Pittwater Road, Dee Why 2099

Enquiries: 1300 364 277

Email: enquiries@ransw.org.au

Details of Organisation / Service:

Services offered:

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

This service specialises in helping:

Our service provides individual, couple and family counselling sessions utilising a family systems approach. Our team of experienced Counsellors have formal qualifications in either Psychology or Counselling, with additional post graduate training in couples and family therapy.

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

Our Counselling service provides an opportunity to talk about issues without judgement and in a supportive, respectful and safe environment. Counselling can support you to generate your own solutions to enhance, repair and strengthen your relationships. Our goal is to build stronger relationships that are safe, healthy and resilient

How to access the Service:

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

Other Services at our Centre:

We also offer Family Dispute Resolution mediation services to families who are going through the process of separation, to assist parents in developing a parenting plan or with the division of property for financial agreements. No referrals required simply tele-

Emotional Wellbeing Space (EWS)

Address: Anglicare EWS Program—22/14 Rodborough Road,
Frenches Forest, NSW, 2086
Enquiries: 1300 111 278

Details of Organisation / Service:

Services offered:

The Emotional Wellbeing Space Program is a FREE wellbeing coaching service delivered by Mental Health Wellbeing Practitioners. The service aims to improve emotional wellbeing through evidence based psychological interventions.

What is Wellbeing Coaching? Managing feelings of anxiety or depression can feel stressful. Wellbeing coaching can guide an individual toward positive outcomes.

Benefits include:

- Learning strategies to deal with feelings of stress and worry
- Learning how to recognise and make best use of inner strengths
- Learning how to pay attention to emotions and increase emotional resilience
- Developing strategies to find solutions to life challenges. Participants can choose from individual or group project support. Sessions can be delivered online, via phone call or face-to-face.

Available to all people aged above 18 who live, work or study in the Sydney North Region. Anglicare's emotional wellbeing programs are funded by the Sydney North Health Network.

How to access the Service:

Individuals can register online through our website, email or call.

Web: visit the Anglicare Emotional Wellbeing Space website

Register online: Send us your details via our online form and we will send you a self-referral form.

Email: ewspace@anglicare

Hours of operation: 9-5 Monday—Friday

Section 12

Financial Counselling, Support and Material Assistance

CatholicCare Diocese of Broken Bay

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

Details of Organisation / Service:

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

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

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

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

This Service specialises in helping:

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

How to access this Service:

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

Centrelink

Australian Government Department of Human Services

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

Enquiries: Disabilities, Sickness, Carers line: 132 717

Website: www.humanservices.gov.au

Details of Organisation / Service:

Services offered:

Income Support payments for people with disabilities.

This Service specialises in helping:

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

Specialists include:

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

Community Engagement Officers:

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

How to access this Service:

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

Emergency Relief Program

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

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.

GambleAware

Address: 6 Lincluden Place, Oatlands, NSW, 2117
Enquiries: (02) 9891 6212

Details of Organisation / Service:

Services offered:

Free gambling counselling for anyone affected by problem 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 trained in problem gambling and provide evidence-based counselling that is tailored to the individual and their needs.

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

How to access this Service:

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

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

Lifeline Northern Beaches

Address: Lifeline Northern Beaches
310 Sydney Road, Balgowlah NSW 2093
Enquiry: (02) 9949 5522
Website: www.lifelinenb.org.au

Details of Organisation / Service:

Services offered:

Lifeline Northern Beaches offers free financial counselling. During financial counselling sessions, Lifeline NB financial counsellors help clients to prepare a money plan, learn more about their rights and obligations, explore their options, and discover how to voice their negotiations with creditors or other authorities.

This Service specialises in helping:

Our financial counsellors look at all options to try to avoid bankruptcy, and will advocate on behalf of clients when necessary. In some case we will refer clients on to legal, accounting or government services (and as a last resort, we can help complete bankruptcy papers).
Ph 9949 5522

How to access this Service:

Please call 9949 5522 (Mon-Friday 8:30am – 4:30pm)

Service NSW — Cost of Living Free Appointment Service

Address: 114 Old Pittwater Road, Brookvale NSW 2100
Enquiries: 13 77 88 — Service NSW Call Centre
Website: www.service.nsw.gov.au/campaign/cost-living

Details of Organisation/ Services:

Services offered:

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

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

This service specialises in helping:

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

How to access this service:

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

St Vincent de Paul Society Northern Beaches

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

Details of Organisation/ Services:

Services offered:

Financial Assistance, Budgeting Counselling

This Service specialises in:

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

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

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

How to access this service:

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

Uniting Counselling Services

Address: 2a King St Manly Vale NSW 2093

Enquiries: (02) 9891 6212

Details of Organisation/ Services:

Services offered:

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

This service specialises in helping:

Our gambling counselling services 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 be individual and their needs.

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

How to access this service:

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

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

Section 13

Community Support, Leisure and Activities

Lifeline Northern Beaches Community Visitors Scheme

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/ Services:

Services offered:

The Community Visitors Scheme (CVS) is funded by the Australian Government. This initiative is designed to establish links between people who are living in a Residential Aged Care Facility (RACF) and their local community. It's a program Lifeline Northern Beaches is proud to be part of, and a great opportunity to create connections with older community members.

This Service specialises in helping:

Through this scheme, Lifeline volunteer visitors are currently visiting isolated people in 16 RACFs from Mosman to Seaforth to Collaroy, every fortnight. Our visitors provide company and companionship for these residents; listening to their stories and experiences, and often forging genuine friendships

How to access this Service:

Please call 9949 5522 (Mon-Friday 8:30am – 4:30pm)

Mr Perfect Incorporated

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

Website: www.mrperfect.org.au

Email: hello@mrperfect.org.au

Details of Organisation/ Services:

Services offered:

Social / Community Meetup BBQ offering connection.

This Service specialises in helping:

Men of all ages.

How to access this service:

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

Northern Beaches Council

Disability Information, Newsletter and Leisure Guide

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

Enquiries: (02) 9976 1566

Email: disabilityservices@northernbeaches.nsw.gov.au

Website
www.northernbeaches.nsw.gov.au/services/disability-services

Details of Organisation / Service:

Services offered:

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

This Service specialises in:

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

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

How to access this service:

Email, phone. No referrals necessary.

Walk 'n' Talk For Life Community Walking Group

Enquiries: Shannon Nevin: 0411 043 967
Email: shannon@walkntalkforlife.com.au
Website: www.walkntalkforlife.com.au

Details of Organisation / Services:

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

Services offered:

Walk 'n' Talk For Life is completely free!

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

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

This Service specialises in:

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

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

How to access this service:

Go to the website at www.walkntalkforlife.com.au and search for the nearest walk near you.

Waves of Wellness Foundation (WOW)

Address: 10/172-180 Clovelly Road, Randwick 2031
Enquiries: Phone: 0459 041 832 hours
Website: www.foundationwow.org
Email: info@foundationwow.org

Details of Organisation/ Services:

Services offered:

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

This service specialises in helping:

People at risk of, or experiencing mental health challenges.

How to access this service:

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

Section 14

Information, Awareness Raising and Health Promotion

1800 RESPECT 1800 737 732

www.1800respect.org.au

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

ACON (02) 9206 2000

www.acon.org.au

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.

Being - Mental Health and Wellbeing

Consumer Advisory Group 1300 234 640

www.being.org.au

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

Beyond Blue 1300 22 4636

www.beyondblue.org.au

Beyond blue 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 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 disseminates best practice evidence around complex trauma and builds workforce capacity around complex trauma treatment.

Butterfly Foundation

(02) 9412 4499 / 1800 33 4673

www.thebutterflyfoundation.org.au

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.



Northern Sydney
Local Health District