

Northern Sydney  
Local Health District



Northern Beaches

# Mental Health Services

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Resource Booklet



## **Acknowledgement to Country**

Northern Sydney Local Health District acknowledges the Traditional Custodians of the land, the Guringai and Dharug peoples. Their spirit can be found across the region, and we honour the memory of their ancestors and Elders, past and present.

## **Acknowledgment of Lived Experience**

We would like to recognise those with lived experience of mental health conditions. We acknowledge that we can only provide quality care through valuing, respecting, and drawing upon the lived experience and expert knowledge of consumers, their families, carers and friends, staff, and the local communities.

## **Acknowledgements**

The Northern Beaches Mental Health Resource booklet is designed to provide families and carers with comprehensive details of services available in the Northern Beaches region. This booklet serves as an invaluable resource for General Practitioners, counsellors, psychologists, other professionals, and consumers of mental health care.

It is a collaborative effort with various services on the Northern Beaches that support individuals living with or experiencing addiction or mental health issues. We extend our gratitude to our partners for their continued support and for providing their service details to make this resource possible.

# Table of contents

## **Northern Sydney Local Health District Mental Health Drug and Alcohol Services**

- Mental Health Line 1800 011 511
- Northern Sydney Drug and Alcohol Intake 1300 889 788

## **Brookvale Community Health Centre Services**

- Acute Care Team (ACT)
- Adult Mental Health Team (AMHT)
- Alcohol and Other Drug Consultation, Assessment, Care and Intervention for Adolescents (ACACIA)
- Assertive Outreach Team (AOT)
- Child and Youth Mental Health Service (CYMHS)
- Children of Parents with a Mental Illness (COPMI)
- Northern Beaches Drug & Alcohol Counselling Services
- Northern Beaches Early Psychosis Intervention Service (NB EPIS)
- Northern Beaches Opioid Treatment Program (OTP)
- Older Peoples' Mental Health Service (OPMHS)
- Perinatal and Infant Mental Health (PIMH)
- Safe Haven – Brookvale Community Health Centre
- Specialist Rehabilitation Service (SRS)
- SUPPS (Substance Use in Pregnancy and Parenting Service)
- Youth Response Team

## **NSLHD Services**

- Aboriginal and Torres Strait Islander Health Service (ATSISHS)
- Bungee Bidgel Aboriginal Health Clinic
- Transcultural Mental Health Centre

## **Healthscope**

- Northern Beaches Hospital Mental Health Service

## Community Support Services and Partnership

- 1800 RESPECT
- ACON Counselling and Support
- Alcohol Drug Information Service (ADIS) NSW
- APM Employment Services
- Asuria
- atWork Australia
- Avalon Youth Hub
- Batyr
- Bridge Housing
- Burdekin Association
- CatholicCare DAYSS Drug & Alcohol Youth Support Service
- CatholicCare - Family and Relationship Counselling
- CatholicCare Diocese of Broken Bay
- CatholicCare Family Support Northern Beaches
- Emergency Relief Program
- Emotional Wellbeing for Older Persons (EWOP) Program
- Emotional Wellbeing Space (EWS)
- Family Drug Support
- Intellectual Disability Rights Service (IDRS)
  - Justice Advocacy Service (JAS)
  - Ability Rights Centre (ARC)
- Life Returning Inc.
- Mission Australia - Housing Accommodation Support Initiative (HASI)
- Mission Australia Alcohol and Other Drugs, Continuing Coordinated Care
- Mission Australia Psychosocial Support Service
- Northern Beaches and Mosman College
- Northern Beaches Women's Shelter
- Northern Beaches Youth and Family Counselling Service
- Northern Sydney Area Tenants' Service

- Odyssey House Community Services
- One Door Northern Beaches Mental Health Support Group
- One Door Mental Health - Pioneer Clubhouse
- Ostara Australia
- Proveda
- Relationships Australia – Northern Beaches Family Relationship Centre
- Sydney Drug Education and Counselling Centre (SDECC)
- TAFE NSW - Northern Beaches Campus (Disability Support)
- Taldumande Youth Services
- Uniting Adult Mental Health Service
- Walk'n'Talk For Life - Community Walking Group
- Waves of Wellness Foundation (WOW)
- Women and Children First

## Mental Health Line

The 1800 011 511 Mental Health Line is NSW Health's 24/7 statewide phone service staffed by trained mental health professionals. They offer the following services:

**Assessment:** Conduct a brief assessment of your situation by asking about your feelings and support system.

**Management Advice:** Provide suggestions to help manage your distress.

**Action Advice:** Offer guidance on actions to take.

**Referrals:** Make referrals to your local Community Mental Health Service.

**Information:** Provide details about other mental health support services in your area.

If there is an immediate safety concern, they may direct you to the nearest Emergency Department (ED) or arrange for Emergency Services to take you there.

**When calling about another person, the professional will ask:**

- About your concerns
- For information about the situation and the person
- Your relationship to the person
- Your details (name, address, contact number)
- Whether the person is aware you are calling

If safe and appropriate, inform the person that you are calling on their behalf. If the person is present, the professional may speak directly with them to understand more about their situation

## Northern Sydney Drug and Alcohol INTAKE 1300 889 788

Northern Sydney Drug and Alcohol Services offers free, confidential counselling for adults online or at various offices. We operate several multidisciplinary teams across the district. Our mission is to reduce the harm associated with problematic drug and alcohol use on individuals, their families and the communities of the Northern Sydney Local Health District.

# Brookvale Community Health Centre

**Address:** Brookvale Community Health Centre, Level 3, 612-624 Pittwater Road, Brookvale NSW 2100

**Enquiries:** 9388 5366

## Acute Care Team (ACT)

A multi-disciplinary staffed mental health community team comprised of a Nurse Unit Manager, Psychiatrists, Clinical Nurse Consultants, Registered Nurses and an administration officer.

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 contact occurring in the person's home or other community setting or via phone.

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.

**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.**

**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.**

## Adult Mental Health Team (AMHT)

A multi-disciplinary staffed mental health community team comprised of a Team Manager, Psychiatrists, Psychiatric Registrars, Social Workers, Registered Nurses, Occupational Therapist, Psychologists and an administration officer.

Specialist short and long term comprehensive care coordination 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, major depression, acute psychosis and anxiety disorders.

The range of services offered include assessment, medical treatment, counselling, psychoeducation, therapies 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.

Consumers can be seen both at BCHC and at their place of residence.

Referral to the service can be made by the individual, relatives, friends, doctors, hospital, other health and welfare agencies through the **Mental Health Line 1800 011 511.**

**If a referral is made by a doctor an accompanying letter will be helpful but not essential.**

## Alcohol and Other Drug Consultation, Assessment, Care and Intervention for Adolescents

### ACACIA (for clients under the age of 18)

Offers specialist multidisciplinary consultation, assessment, care and intervention for adolescents under the age of 18 with moderate to severe issues related to problematic substance use.

**Referrals may be sent by clinicians only, consent for referral must be provided by the client. Parental consent is not required for referral, but parental involvement is welcome with client consent.**



## Assertive Outreach Team (AOT)

The AOT is a multidisciplinary team comprised of a Team Manager, psychiatrists, psychologists, occupational therapists, registered nurses, social workers and an administration officer.

The Assertive Outreach Team (AOT) aims to instil hope, promote well-being and support recovery in the lives of adults living in the Northern Beaches area who are affected by severe and enduring mental illness.

The Assertive Outreach Team (AOT) provides assertive follow up and case management to people experiencing a severe and enduring mental illness who are living in 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.

We provide an assertive and intensive care coordinated service focused on the individual needs of each consumer. The AOT aims to make a positive difference in the lives of those with whom we work.

Every consumer will be allocated a Care Co-ordinator who will be the key contact to support individuals develop their recovery plan and personal goals.

**Referrals are only accepted from Community Mental Health staff, Mental Health inpatient units and Macquarie Hospital.**

## Child and Youth Mental Health Service (CYMHS)

Northern Sydney Local Health District (NSLHD) Child and Youth Mental Health Service (CYMHS) provides specialist mental health intervention to infants, children and young people from birth up to their 18th birthday (or after 18 years if still in secondary education) and their families and carers.

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

This Service specialises in supporting works across Adult and Child and Youth Mental Health Services to support the needs of children and families where a parent experiences a mental illness or mental health disorder.

They provide family focused interventions, joint family assessments, brief counselling and psychoeducation, targeted group work and parenting support programs.

**Referrals are made via the Child and Youth Mental Health Service (CYMHS).**

## Family and Carer Mental Health Program

The Family and Carer Mental Health Program focuses on improving the wellbeing of families and carers of people living with mental health challenges, as well as promoting the recovery of the people they support.

Families and carers need support, information and education to help sustain them in this role.

### **The program focuses on:**

- Family inclusive mental health services – through expert advice and consultation by specialist staff to embed best practice culture in service delivery;
- Engaging and including families and carers in the service system and being responsive to their unique needs;
- Providing education, training, individual support and advocacy services for families and carers;
- Working in partnership with families and carers to improve awareness of and access to a diversity of services relevant to their needs.

## Northern Beaches Drug and Alcohol Community Counselling

Provides comprehensive psychosocial assessment and treatment provision of tailored psychotherapeutic and behavioural interventions including harm minimisation. Staffed by clinical psychologist, psychologist, counsellors and social workers. Clients are reviewed by a multidisciplinary team at intake and after 12 weeks of treatment.

**Clients can self-refer calling centralised intake on 1300 889 788.**

If clients have court matters that involve drug dependence, they can self-refer into the Magistrates Early referral into treatment program by calling 9462 9199.

## **Northern Beaches Early Psychosis Intervention Service (NB EPIS)**

The Northern Beaches Early Psychosis Intervention Service (NB EPIS) provides treatment and recovery interventions for young people aged 16-24 who are experiencing a probable or definite first episode of psychosis. They work with young people and their families for up to 3 years.

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

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

## **Northern Beaches Opioid Treatment Program (OTP)**

Public Opioid Treatment Programs (OTP) are available at 2 locations, Royal North Shore Community Health Centre & Brookvale Community Health Centre. The clinics provide support and case management to people with opiate dependence along with dosing services (Methadone and Buprenorphine). The program includes information & education, screening for blood borne viruses. The clinics also offer outpatient detoxification from Opiates (Buprenorphine assisted) which generally takes 5 days. The service works closely with Community Pharmacists and General Practitioners to support the management of these patients in the community.

We dispense medications between 9-12, Monday to Friday and closed on weekends. People can self-refer directly to their local clinic.

**Royal North Shore OTP (St Leonards) Ph: (02) 9462 9177**

**Northern Beaches OTP (Brookvale) Ph: (02) 9388 5111**

## Older Peoples' Mental Health Service (OPMHS)

A multi-disciplinary staffed mental health community team comprised of Psychiatrists, Registered Nurses, Clinical Psychologist and an administration officer.

OPMHS is a multi-disciplinary team whose role is to provide acute care and case management to people over the age of 65 years. The OPMHS see clients in their own home and in Aged Care facilities. The team provides support to families and carers. They provide a community-based consultation liaison service.

The Northern Beaches OPMHS offers time-limited case management to persons aged over 65 years or Aboriginal and Torres Strait Islanders who are aged 45 years and over who have age related issues 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.

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

## Perinatal and Infant Mental Health (PIMH)

The Perinatal Infant Mental Health Service (PIMH) supports families where parents or caregivers are experiencing a moderate, severe, acute or complex mental health difficulty and are pregnant or have a baby up to two years old. PIMH is an extra support for people linked with mental health services who are pregnant or caring for an infant.

PIMHS clinicians work in collaboration with other local community mental health service providers, to assist in the parents' mental health treatment and recovery while working to support the relationship between parents and their infant and the family as a whole. They can also work alongside or link parents, infants or other family members with other supports in the community.

**To access the PIMH Service, consumers must be linked with a public mental health service please call the Mental Health Line 1800 011 511.**

## Safe Haven – Brookvale CHC

The NSLHD Safe Haven is an after-hours drop-in place, open 4pm-8pm seven days a week, 365 days a year. The service operates within a “no wrong door” approach for any young person aged 12-17 (18 if in school) years of age experiencing a suicidal crisis or distress. The Safe Haven initiative provides a calm, culturally sensitive and non-clinical alternative to hospital emergency departments, for young people experiencing distress or suicidal thoughts. The Safe Haven is staffed by peer-support workers and trained mental health clinicians.

Young people can choose to attend the Safe Haven for as little or as long as they like and do not require a referral or an appointment. There is no need for the young person to have had a prior mental health assessment or ED presentation. There is no limit on the number of times a young person can attend the Safe Haven but they do need to be in psychological distress.

## Specialist Rehabilitation Service (SRS)

### **Who are we:**

The Specialist Rehabilitation Service (SRS) is a multidisciplinary team including Specialist’s Rehabilitation Clinician’s (SRC’S) and Consumer Peer Workers. We work alongside Care Coordinators to provide direct services to consumers to promote personal recovery.

### **What we offer:**

The SRS provides a recovery-focused intensive rehabilitation service, working within the framework of the Collaborative Recovery Model and Strengths Model which is focused on the consumer’s strengths, values and goals. We utilise a range of evidence-based, recovery-oriented interventions to support consumers at their individual stage of recovery to promote hope, self-identity, meaning in life and personality responsibility. We offer one on one interventions as well as therapeutic group. SRC’s work in collaboration with Care Coordinators, clinical teams, families and carers, and other key stakeholders to support consumers in a way that is meaningful to them. The SRS also engages in a consultation and advisory role for community mental health teams, supporting the embedding of 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 can be made via Care Coordinators of the mental health team. If you would like to be referred to the SRS, please contact your Care Coordinator who can facilitate this. For more information or enquiries about SRS, please contact the Senior Specialist Rehabilitation Clinician on the number provided.

**The SRS do not provide crisis service. For urgent situations please contact Mental Health Line on 1300 011 511**

## **SUPPS (Substance Use in Pregnancy and Parenting Service)**

Specialised service for pregnant women or women up to 2 years following childbirth with current or recent problematic substance use, including known significant antenatal substance exposure.

**Referral through 1300 889 788**

## **Youth Response Team**

The Youth Response Team (YRT) is a crisis intervention service which works alongside CYMHS to support young people aged 12-17 (or 18 if still attending school), when they are experiencing an acute period of suicidal distress. The YRT are an outreach team of mental health professionals consisting of mental health nurses, social workers, occupational therapists, and peer support workers. They provide a free and confidential service to young people and their families within the Northern Sydney Local Health District.

Contact the Mental Health Telephone Assessment Health Line (MHTAL) on 1800 011 511, 24 hours a day, 7 days a week. Your call will be answered by a mental health clinician who will contact YRT if needed. A YRT clinician will contact the person as soon as possible within the operating hours of the service to arrange a time and place for a community visit.

**Calls are encouraged directly from young people or others may call if they are concerned about a young person who may require mental health support.**

# Northern Sydney Local Health District Services

## **Aboriginal and Torres Strait Islander Health Service (ATSIHS)**

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

**Enquiries:** (02) 9462 9017

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.

### **Service offered:**

- Chronic Care Management Programs (CDMP)
- Integrated Team Care Programs (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
- 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

## **Bungee Bidgel Aboriginal Health Clinic**

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

**Hours:** Tuesday to Thursday –9.00am to 3.00pm

**Enquiries:** (02) 9485 6200

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:**

Aboriginals and Torres Strait Islander peoples.

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

Appointments are recommended please call 9485 6200 to schedule an appointment.



## Transcultural Mental Health Centre

**Phone:** (02) 9912 3850, Monday -Friday 8:30 am -5:00 pm

**Email:** [tmhc@health.nsw.gov.au](mailto:tmhc@health.nsw.gov.au)

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

The Transcultural Mental Health Centre (TMHC) works with health professionals and communities across New South Wales to support positive mental health for people from culturally and linguistically diverse communities.

### **Our services include:**

- Transcultural Mental Health Line 1800 648 911
- Mental Health Promotion Prevention and Early Intervention Program
- Carer Support Groups
- Multilingual Mental Health Resources
- Capacity Building for Refugee Populations
- Clinical Consultation and Assessment Services
- Education and Training
- Service Development, Planning and Evaluation
- Research Support

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

To find out more information about TMHC services call the main switch during business hours.

Public mental health services can call our Clinical Consultation and Assessment Service on (02) 9912 3851, Monday to Friday between 9:00 am -4:30 pm

## Transcultural Mental Health Line

**Phone:** 1800 648 9111

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

The Transcultural Mental Health Line is a telephone service that supports people from culturally and linguistically diverse communities who live in NSW. The Transcultural Mental Health Line connects you to experienced clinicians who understand your culture and can communicate in your language.

If you or someone you know need help, the Transcultural Mental Health Line offers:

- Emotional support and information on how to improve your wellbeing and mental health
- Help to access mental health services in your community
- Support for you to care for someone with mental health concern

The Transcultural Mental Health Line operates Monday to Friday, 9.00am-4.30pm

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

If you require information or support for a mental health concern, either for yourself or someone you care for, call the Transcultural Mental Health Line on 1800 648 9111

## Northern Beaches Hospital Mental Health Service

**Address:** 105 Frenchs Forest Road West, Frenchs Forest NSW 2086

**Website:** <https://northernbeacheshospital.com.au/servives/mental-health>

The Northern Beaches Hospital Mental Health Service currently provides beds across four wards.

- A 22-bed ward for private health admissions (Northern Beaches Clinic)
- A 20-bed ward for public health care admissions
- A 15-bed ward for the care of older persons (65 years and over)
- A 6-bed ward for short stay crisis mental health admissions

### Northern Beaches Clinic (3B)

The Northern Beaches Clinic is a 22-bed facility within the Northern Beaches Hospital that offers a broad range of psychiatry, nursing, allied health, and psychology treatment services that can be tailored to your needs. Our goal is to make your stay with us as comfortable as possible and to assist you, your family and loved ones in every way we can with your care and treatment. A relaxing environment, combined with an excellent clinical team can help you reach your potential, enrich, enhance your life and bring about established positive long-term changes. We help with mood and anxiety disorders, addiction, personality disorders and trauma.

#### The aims of our inpatient therapy program are to:

- Provide a safe environment where you are listened to and treated with respect.
- Help you develop awareness of your difficulties with your mental health.
- Assist you to develop effective coping skills to manage and reduce your symptoms.
- Educate you, and your significant others, in the recovery process.
- Encourage lifestyle changes to help you maintain a more balanced and healthy approach to life.
- Help you return to an optimal level of functioning and promote mental wellness.

## **Our team of experts:**

Your treatment will be tailored to meet your individual needs, and managed across a number of clinical, allied health, and support teams. The following professionals will work together to best promote your recovery:

- Psychiatrists
- General Medicine Doctors
- Specialists Psychiatric Nurses
- Clinical Psychologists
- Clinical Counsellors
- Clinical Neuropsychologists
- Physiotherapists
- Social Workers
- Dietitians
- Occupational Therapists
- Art Therapists
- Peer Workers
- Pharmacists

In addition, treatment may include neurostimulation services such as Transcranial magnetic stimulation (TMS) or Electroconvulsive therapy (ECT).

**Our Mental Health Intake Clinician is available to answer any questions between Monday to Friday on (02) 9105 5340, mobile on 0412 776 979 or email on [NBclinic@healthscope.com.au](mailto:NBclinic@healthscope.com.au)**

## **Day Programs**

Our day programs enable you to access ongoing support for your mental health or addiction in community-based setting. They are designed to help people understand their mental health challenges and develop effective recovery strategies.

Day programs are a safe place for you to share and receive support from caring professionals, alongside other people who may be experiencing something similar to you.

- Managing Mood
- Managing Worry
- Preparing for Change – Alcohol and Other Drugs
- Dialectical Behaviour Therapy – Lite
- Dialectical Behaviour Therapy – Full Program
- Dialectical Behaviour Therapy – Graduates
- Creative Therapy

## **Referrals:**

Our day program administrator can be contacted on (02) 9105 5340 or [nbhdayprograms@healthscope.com.au](mailto:nbhdayprograms@healthscope.com.au)

## **Mental Health**

At Northern Beaches Clinic, we don't just treat illness and addiction; we also pride ourselves on maximising wellness. Our aim is to make patients' stays with us as comfortable as possible and to assist in every way we can with their care and treatment. We wrap a team of experts around each person –including Psychiatrists, specialist mental health nurses and Psychologists.

### **We have Psychiatrists, Psychologists and specialist mental health nurses who can help with:**

- Alcohol and drug dependencies
- Addictive behaviours such as gambling
- Anxiety
- ASD, ADD and ADHD
- Eating disorders
- Mood disorders
- OCD
- Older persons mental health (including dementia)
- Personality disorders
- Traumas

### **Our entire mental health service provides 61 beds across 4 specialised wards:**

- private health care (Northern Beaches Clinic)
- public health care
- care of older people (65-years and over)
- short stay crisis mental health admissions.

**Get a GP referral to any of our psychiatrists or to our bespoke group programs which provide support to you as an outpatient. To enquire about the Mental Health Service, including our group therapy programs, please call (02) 9105 5340.**

# Community Support Services

## 1800 RESPECT

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

1800RESPECT is a confidential service available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.

We know that talking about domestic, family and sexual violence can be hard. When you contact 1800RESPECT, you will talk to a trained counsellor who will listen and support you in what feels right for you and your situation.

We will work with you to help you identify what you can do and to find the right services or support for you. Everyone's situation is different, and no one knows your situation better than you.

### How to contact 1800RESPECT counsellors

Call 1800 737 732 (24/7)

Text (SMS) 'HELLO' or a greeting to 0458 737 732 (24/7)

Chat online via our website (24/7)

Video call via our website (Mon-Fri, 9am-5pm AEST except national public holidays)

## ACON Counselling and Support

ACON Health is an LGBTQ+ and HIV Community Health Organisation. We provide free (or very low cost) and confidential counselling, alcohol and other drug counselling, care coordination, sexual, domestic and family violence support, peer support and ageing support services to people living with HIV and their families, and LGBTQ+ people. We prioritise people:

- Living with or at risk of HIV
- At risk of suicide or following a suicide attempt
- Who want to manage, reduce, or stop their use of alcohol or drugs
- Experiencing sexual, domestic, and family violence
- Are trans (binary and non-binary) or questioning their gender
- Older LGBTQ+ people
- Who are financially disadvantaged
- Who are ineligible for Medicare services

These services are delivered in person in Sydney, Newcastle and Lismore or via telehealth.

To access them, you must be 18 years and older, living in NSW, and you must complete a brief intake assessment to ensure you meet the eligibility criteria. Depending on your individual circumstances, you may be asked to contribute a small fee if accessing the counselling service. For intake, call 02 92062000 or use the intake enquiry form at [www.aconhealth.org.au/intake\\_form](http://www.aconhealth.org.au/intake_form). Referrals are not required.

These services are proudly funded by NSW Ministry of Health, NSW Department of Community and Justice, Central and Eastern Sydney Primary Health Network and The Australian Government.

## Alcohol Drug Information Service (ADIS) NSW

The Alcohol & Drug Information Service (ADIS) is a free and confidential counselling helpline for NSW residents with concerns around alcohol and/or drug misuse and is available 24 hours a day, 7 days a week. ADIS is staffed by professional counsellors who provide education, information, counselling, support and referrals to other appropriate services in NSW.

Are you worried you could be drinking too much or consuming drugs in a way that has become a problem? Are you worried about your friends or family finding out and want to get help quickly and quietly? Are you worried about the drug use of someone close to you – maybe a family member or friend? Maybe you just want to know where someone can get help?

ADIS clinicians understand the difficulties of speaking out, seeking help and finding appropriate drug and alcohol treatment, and use their knowledge and experience to assist you and answer questions.

You can call ADIS 24 hours a day, 7 days a week on 1800 250 015 or for Sydney Metropolitan 02 8382 1000 or alternatively you can start a Web Chat.

ADIS Web Chat is available from Monday to Friday 8.30am–5pm (including public holidays). ADIS also has a range of telephone lines offering specialised drug and alcohol information and support to particular groups.

## APM Employment Services

APM is a global health, employment, disability, and workplace services provider now supporting more than 2.1 million people across 11 countries each year. We help people find employment, improve their health and wellbeing and participate in their community. Our services help people with injury, illness or disability, children and older adults, unemployed people, and those facing hardship or harm. We're dedicated to making a positive and lasting social impact and enabling better lives every day.

### APM - Brookvale

**Address:** 503B Pittwater Road, Brookvale 2100 NSW

**Phone:** (02) 9939 4992

**Fax:** (02) 9602 3788

### APM - Dee Why

**Address:** Unit 3b 32 Fisher Road, Dee Why 2099 NSW

**Phone:** (02) 9972 4019

**Fax:** (02) 9602 3788

## Asuria

For over 20 years, Asuria has helped find meaningful, long-term jobs for tens of thousands of people just like you.

We will prepare you, brief you, and help you every step of the way to get and keep your job.

When you are employed, we will still be with you to mentor, advise you, and offer any help you might need to ensure you have the maximum chance of staying in your new job for the long-term.

### Get in touch

We typically respond to requests within a few hours between 8.30am to 5pm AEST Monday–Friday.

**Phone:** 1800 773 338

**Email:** [contactus@asuria.com.au](mailto:contactus@asuria.com.au)



## atWork Australia

atWork Australia is a leading disability employment services provider working with Australians across the nation to find meaningful and sustainable employment.

Every year, we help thousands of people living with disability, injury or health conditions find meaningful work. We can help you look for:

- Work that reflects your interests and goals
- Work that matches your abilities and skills
- Work that helps you get what you want out of life

**Phone:** 1300 080 856

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

**Website:** <https://www.atworkaustralia.com.au/locations/brookvale/>

**Registration:** <https://www.atworkaustralia.com.au/register/>

**Address:** Warringah Mall Library 650/ 145 Old Pittwater Road, Brookvale NSW, 2100  
(Open Monday to Friday 9am–5pm)

## Avalon Youth Hub

The Avalon Youth Hub is a pathway to accessing free local youth and family related support services in the Pittwater region. Our aim is to break down the stigma to help-seeking and letting the community know that the hub is here to be used for anyone 12-25 and their families.

We offer free one on one counselling, case management and mentoring out of the hub. Your first visit at the hub will be a relaxed conversation, with one of our experienced intake people. These services are provided by our partners and can be booked via phone/email/messenger.

These sessions usually last an hour and are about identifying your needs and issues. Once we have identified the service/s that best fit you we make a booking and you can then be seen at the hub and for your sessions. Our services are confidential, free and flexible.

**Drop-Ins:** Mon 10-5 pm / Wed & Fri 2-5 pm

**Appointments:** Mon 10-5 pm / Fri 2-5 pm

**Phone:** Call us on 0487 936 875

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

## Batyr

School, university and workplace programs that breakdown 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 Programs, to support young people during hospitalisation for mental ill-health

OurHerd, a mental health storytelling app with content created from real experience and stories by young people. It's an easy, accessible way to learn about how others are managing their wellbeing, and an inclusive space to share your own story to create a positive impact. Can be accessed at <https://www.ourherd.io/>

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

**Enquiries:** 0402 576 114

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

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

## Bridge Housing

### 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 updated 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.

**Address:** Level 1, 660–664 Pittwater Road, Brookvale NSW 2100

**Enquires:** (02) 8324 0800

**Email:** [customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

**Operating Hours:**

9.00am to 4.30pm - Monday, Tuesday, Thursday, Friday

1.00pm to 4.30pm Wednesday (by appointment in the morning)

## Burdekin Association

**Services of offered:**

All services provided aim to prevent youth homelessness and support family breakdown, (E.I) Early Intervention and family support 12–18, (CCP) Community care–placements, OOHC (Out of Home Care). Most referrals FACS (family and community services) formerly DOC's Youth Accommodation service age 16–14.

**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 skill 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 this service:**

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

**Phone:** 8976 1777

**Email:** [burdekin.admin@burdekin.org.au](mailto:burdekin.admin@burdekin.org.au)

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

N.B Burdekin is NOT a CRISIS service.

## Catholic Care DAYSS Drug & Alcohol Youth Support Service

DAYSS is a voluntary, free and confidential drug and alcohol service on the Northern Beaches and the Lower North Shore for people aged 12–24 years old. We support young people who are affected by their own substance use or by others that are close to them such as family or friends. We cover all things alcohol and other drug related (AOD) with free one-on-one confidential case management, one off educational presentations in schools and community organisations, and group programs for a more focused approach.

We work within a harm minimisation framework using evidence-based interventions and education focusing on young people's goals and strengths to empower them and bring about positive change. Our service is open Monday to Friday 8.30am to 4.30pm.

### Topics covered in our age-appropriate presentations include:

- Vaping
- Smoking
- Identifying drugs
- Effects of alcohol and drugs on the body
- Where to find help
- Safe partying
- Prepping for schoolies week.

**Phone:** 1800 324 924

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

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

## CatholicCare - Family and Relationship Counselling

### 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, parentings after separation, grief, loss, and decision making.

We also offer pregnancy counselling and mediation.

**Address:** Unit 116, 20 Dale Street, Brookvale, 2100

**Phone:** 1800 324 924

## CatholicCare Diocese of Broken Bay

**Enquiries:** 1800 324 924

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

**Web:** <https://catholiccareddb.org.au/individual-family-supports/financial-counselling/>

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 consequence.

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:**

We provide a flexible service offering appointments either face-to-face at our offices in Brookvale, Artarmon and Ryde, or online or by phone.

**How to access this Service:**

Call 1800 324 924 or email [fincounselling@catholiccareddb.org.au](mailto:fincounselling@catholiccareddb.org.au)

## CatholicCare Family Connect & Support – Northern Sydney

**Address:** Suite 404/44 Hampden Road Artarmon

**Phone:** 1800 066 757

**Email:** [familyconnectandsupport@barnardos.org.au](mailto:familyconnectandsupport@barnardos.org.au)

**Website:** <https://familyconnectsupport.dcj.nsw.gov.au/>

Family Connect and Support is a free and voluntary service that helps children, young people and families with-

- Parenting challenges
- Financial stress
- Mental health
- Substance use
- Family breakdown
- Housing issues
- Domestic and family violence and more

Through an initial consultation we get to know you and your individual circumstances so we can understand your needs and build on your strengths to assist with the right supports for the right time.

We welcome families from all cultures and backgrounds, lands and communities and referrals can be made by services or by families or young people.

## Emergency Relief Program

**Address:** Artarmon Family Centre, Suite 404, Level 4,44 Hampden Rd, Artarmon

**Phone:** 1800 324 924

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

CatholicCare provides emergency relief assistance to people aged 18 and over who are unable to meet their basic needs due to financial hardship or crisis. We also link people to relevant services within CatholicCare and in the community to help them address the challenges that are affecting their financial wellbeing.

### **One-off financial assistance**

Emergency relief provides immediate one-off support to people in financial crisis. If you are overwhelmed by your situation we may be able to help. 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 your family. All individuals and families are assessed to ensure that they receive services that can assist to alleviate their situation. Please note we do not distribute emergency relief vouchers from any of our offices or Family Centres. You must call us for an assessment.

### **Work & development orders**

Work and development orders (WDO) are made by the Revenue NSW to allow eligible clients to reduce their fines. CatholicCare is an approved sponsor to support WDO activity. Clients can satisfy their fine debts through voluntary work, financial and other counselling, mental health treatment, and/or educational activities. You are eligible if you are homeless, have a mental illness, intellectual disability or cognitive impairment, have a serious addiction to drugs, alcohol or volatile substances or are experiencing financial hardship.

### **Free financial counselling supports**

We provide free, independent and confidential financial counselling to anyone having difficulties managing money. We have offices in Artarmon, Brookvale and Ryde. This service is funded by the NSW Office of Fair Trading and the Commonwealth Department of Social Services. Our Financial Counsellors can help you prepare a budget or money plan, manage your debts, set realistic financial goals, understand your rights, and if needed negotiate with creditors.

## Emotional Wellbeing for Older Persons (EWOP) Program

**Address:** Anglicare EWOP Program –22/14 Rodborough Road,  
Frenchs Forest, NSW, 2086

**Phone:** 1300 111 278

**Email:** [MHRACS@Anglicare.org.au](mailto:MHRACS@Anglicare.org.au)

**Website:** <https://www.anglicare.org.au/community/mental-health-services/emotional-wellbeing-for-older-persons/>

**Hours of operation:** 8.30am to 4.30pm -Monday to Friday

### **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 feeling of anxiety, stress and depression
- Increased resilience in dealing with life's challenges
- Improves mood
- Increased participation in activities

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:**

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



## Emotional Wellbeing Space (EWS)

**Address:** Anglicare EWOP Program –22/14 Rodborough Road,  
Frenchs Forest, NSW, 2086

**Phone:** 1300 111 278

**Email:** [ewspace@anglicare](mailto:ewspace@anglicare)

**Website:** <https://www.anglicare.org.au/community/mental-health-services/emotional-wellbeing-space/>

**Hours of operation:** 8.30am to 4.30pm -Monday to Friday

### Services offered:

The Emotional Wellbeing Space Program is a FREE counselling service delivered by Mental Health Wellbeing Practitioners. The service aims to improve emotional wellbeing through evidence based psychological interventions. EWS provides 6 x free sessions.

What is counselling? Managing feelings of anxiety or depression can feel stressful. Counselling can guide an individual towards 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.

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

## Family Drug Support

**Address:** P.O Box 7363 Leura NSW 2780

**Phone:** (02) 4782 9222

**Email:** [general@fds.org.au](mailto:general@fds.org.au)

**24/7 Support Line 1300 368 186**

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

Family Drug Support is an empathetic, non-religious organisation which provides non-judgemental, non-directive support to families, carers and friends navigating loved ones alcohol or substance use.

### **Services offered:**

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

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

Families, friends and carers of drug users.

## Intellectual Disability Rights Service (IDRS)

IDRS is a free service for people with intellectual or other impairments. We can help people living in NSW. You do not need an NDIS package to get help from our services. We work alongside people with cognitive impairment to promote and protect their rights.

### **Services:**

Justice Advocacy Service (JAS) -

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

**Phone:** 1300 665 908

**Online referrals:** <https://jas.smartersoft.io/referralform>

JAS provides support persons for people with intellectual or other cognitive disabilities who are involved in the criminal justice system as victims, accused/defendants, or witnesses. JAS provides support at court, legal meetings and police stations.

To be eligible for JAS support a person must have one of the below cognitive impairments.

- Intellectual disability
- Borderline intellectual functioning
- Dementia
- Acquired brain injury
- Autism Spectrum Disorder
- Drug and alcohol related brain injury, including Fetal alcohol spectrum disorder

Ability Rights Centre (ARC) -

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

**Email:** [arc@idrs.org.au](mailto:arc@idrs.org.au)

**Phone:** (02) 9265 6350

ARC (community legal centre) provides help with legal problems, advocacy, support to appeal decisions of the National Disability Insurance Agency, rights education for people with cognitive impairment, assistance for parents with intellectual disability at risk of losing care of their children and support for people with cognitive impairment to tell their story to the Disability Royal Commission.

## Life Returning Inc.

**Website:** <https://www.lifereturning.org.au/>

**Phone:** 0410 194 798

Life Returning is a Northern Beaches, Special Outreach Services (SOS) organisation, providing treatment for alcohol and other drugs (AOD) dependencies in adults 18 years and over.

Offering our Community a free, non-clinical day facility that offers sustainable alternative recovery programmes and outreach services that help individuals, families and friends embrace the opportunity to change their lives.

Life Returning's recovery model draws from Cognitive Behavioural Therapy (CBT), a form of treatment that helps people understand the role of thoughts, emotions, habits and behaviours in addiction. This treatment model is a powerful alternative type of recovery to the Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) programmes.

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

**Enquiries:** 0477 754 495

**Address:** PO Box 3263 Redfern 2016

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

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

### Services offered:

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

### This Service specialises in:

Supporting people to maintain successful tenancies, improve daily living skills, participate in community activities and enjoy an improved quality of life.

HASI has been proven to reduce hospital admissions and homelessness, and is effective in assisting individuals on their recovery journey. Its focus on the goals and needs of each participant helps us to integrate medical care with care that addresses whole-of-life needs, driving sustainable outcomes. Recovery Workers promote open communication between all stakeholders to support the individual's recovery journey.

### 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.

## 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

**Phone:** (02) 9480 2560

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

**Services offered:**

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

**This service specialises in helping:**

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

## Mission Australia Psychosocial Support Service

**Address:**

- Level 4, 44 Hampden Rd, Artarmon 2064
- Level 1, 1 Coronation St, Hornsby 2077
- 176 Old Pittwater Rd, Brookvale 2100

**Enquiries:** (02) 9480 2560

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

**Services offered:**

Case management support for individuals over the age of 16 who are experiencing severe mental health issues and do not have access to the NDIS.

**This service specialises in helping:**

- Case management
- Support to access services
- Referrals
- Information
- Advocacy

**How to access this service:**

Offices located in Artarmon, Hornsby and Brookvale.

Contact Mission Australia on (02) 9480 2560 or email [northernsydneyseervices@missionaustralia.com.au](mailto:northernsydneyseervices@missionaustralia.com.au)

## Northern Beaches and Mosman College

**Address:** Levels 1 & 2, 14 William Street, BROOKVALE NSW 2100

### **Services offered:**

Northern Beaches & Mosman College offers courses, some of which include practical skills, to help people reconnect with the community and prepare for social interaction, work or volunteering.

Students in these courses can be supported by a College Outreach Support worker if needed. Course topics include:

- Relationship building
- Working with Windows PC
- Safety on the internet
- How to use myGOV
- Communication
- English conversation skills for Beginners
- Sewing
- Suggest a course by emailing [enquiries@nbmc.nsw.edu.au](mailto:enquiries@nbmc.nsw.edu.au)

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

These courses are fully funded under the NSW Adult and Community Education program [https://nbmc.nsw.edu.au/ace\\_funding](https://nbmc.nsw.edu.au/ace_funding) and designed to support those who need additional skills to move into further study and or gain employment / volunteering. A College Outreach Support worker is available to help plan course selection to establish a learning pathway that could lead to next steps.

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

Chat to or meet with an Outreach Support worker to plan your enrolment.

Appointments can be made by phoning 9970 1000

This training is subsidised by the NSW Government RTO ID 90113

## Northern Beaches Women's Shelter

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

**Phone:** (02) 9977 7772

NBWS is a safe haven, supporting homeless women so they can rebuild their lives, reclaim their independence and rejoin society. We provide an individual case management, outcomes-based approach, assisting women to access permanent accommodation and community support systems and services.

### Services offered:

**NBWS Shelter** The Northern Beaches Women's Shelter is an accommodation service for single adult women and women with children who need short-term crisis accommodation or a period of up to three (3) months. During this time, NBWS staff will work with the resident/s to make sure they receive the best possible support to access safe, affordable, and secure longer-term housing.

**Email:** [supportedaccommodationmanager@nbws.org.au](mailto:supportedaccommodationmanager@nbws.org.au)

**NBWS Transitional** Transitional accommodation is medium term accommodation linked to the NBWS support services and is not permanent. The NBWS Transitional House provides clients with transitional housing while longer term housing solutions are supported.

**Email:** [Transitionalandoutreach@nbws.org.au](mailto:Transitionalandoutreach@nbws.org.au)

**NBWS Outreach** The NBWS Outreach Program is a short-term intervention for women over the age of 18 providing integrated service connections that supports women to live independently in the community. This support service is time limited for up to 3 months but can take re-referral at any time depending on staff resourcing availability.

**Email:** [Transitionalandoutreach@nbws.org.au](mailto:Transitionalandoutreach@nbws.org.au)

### NBWS Groups

- Positive Life Skills 360 Program
- Empowerment Circle
- Seasons of Growth

**Email:** [Transitionalandoutreach@nbws.org.au](mailto:Transitionalandoutreach@nbws.org.au)

### Case Management

We work from a person centred, strengths based, trauma informed, and healing approach, and understand that people have their individual reasons for needing support.

## Northern Beaches Youth and Family Counselling Service

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

**Enquiries:** 8495 5013

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

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

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

Counselling service for youth aged 12 to 18 and their families living on the Northern Beaches.

Adolescent and Family Counsellors are available to work in partnership with you to explore issues and concerns that are important to you. A Counsellor will work with you to decide if it would be more helpful to meet with you on your own, with your parents (on their own) or with you and your parents together.

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

Professional and qualified Counsellors can help you with family relationships, school or work, mental health, drug and alcohol issues, violence, sexual identity and a wide range of other issues. Counselling is offered through individual counselling, family counselling, group work programs, information and referrals to other agencies if needed.

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

Email, phone, No referrals necessary.



## Northern Sydney Area Tenants' Service

**Address:** 338 Illawarra Road Marrickville, NSW 2204

**Enquiries:** (02) 9559 2899 or via [www.mlc.org.au/contact](http://www.mlc.org.au/contact)

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

### Services offered:

Northern Sydney Area Tenants Service (NSATS) provides free telephone advice to renters on their rights and responsibilities. We can help you with issues such as: lockouts and evictions, terminations, residential tenancy agreements, repairs, rent increases, locks and security, right to privacy, bond disputes, and going to the NSW Civil and Administrative Tribunal. NSATS also provides legal education sessions and lobbies for law reform to help renters. We do not give advice to landlords.

Our service is available to renters in the Northern Sydney area.

NSATS is a service of Marrickville Legal Centre.

## Odyssey House Community Services

**Email:** [referral@odysseyhouse.com.au](mailto:referral@odysseyhouse.com.au)

**Phone:** 1800 397 739

Odyssey House NSW provides rehabilitation services to address harms associated with alcohol and other drugs (AOD) use. We have built a comprehensive network of specialised withdrawal and rehabilitation programs through residential and community service hubs across Greater Sydney and the NSW Southern Highlands.

### Services Offered:

- Community Programs
- Family and Friend Support
- Parent Support Groups
- Counselling
- Residential Programs
- Withdrawal Services

## One Door Northern Beaches Mental Health Support Group

**Phone:** 0438 372 297

**Address:** Dee Why RSL Aqua Lounge (2nd Tuesday of each month 1.30pm)

**Email:** [strongandsocial@onedoor.org.au](mailto:strongandsocial@onedoor.org.au)

### Services offered:

This is a social group for mental health carers and people with lived experience of mental health distress. The group focusses on mutual support and social connection. Support workers and friends are welcome.

### The Service Specializes in Helping:

People who are mental health carers and/or people with a lived experience of a mental health condition.

### How To Access This Service:

This is a community-based group so there are not formal assessment or referral processes. Text the volunteer group leader, Rhonda on 0414 803 733, or call One Door on 0438 372 297, or email [strongandsocial@onedoor.org.au](mailto:strongandsocial@onedoor.org.au)

## Ostara Australia

**Phone:** 9055 1600

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

**Location:** Brookvale

Ostara Australia is a Mental Health Employment Service Provider. Ostara assists participants with mental health barriers to gain employment.

Ostara Australia attends onsite at Brookvale Community Health Centre every Thursday afternoon from 1pm – 4pm in room 3.06 behind reception and provide employment support to BCHC participants

## One Door Mental Health

**Address:** Lot 2 Quirk Rd (off Balgowlah Rd), Balgowlah 2093

**Phone:** 9907 9999

**Mobile:** 0434 660 328

**Email:** [pioneerclubhouse@onedoor.org.au](mailto:pioneerclubhouse@onedoor.org.au)

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

Pioneer Clubhouse is a welcoming and supportive community for individuals with lived experience of mental illness. Our membership is free, and every member is appreciated and valued in our community.

At Pioneer Clubhouse, members can engage in various tasks, including helping in the kitchen, café, garden, and office. We also offer groups including Hearing Voices, creative sessions, meditation, and yoga.

Participation in our community helps members reconnect with the broader world, including friendships, family, employment, and education. We also provide personalised support and services to aid in each member's recovery journey.

A delicious and affordable lunch is available daily, and we organise regular social events such as a weekly coffee group, fortnightly evening dinners with music jams, and a monthly offsite BBQ.

Our community thrives on mutual support, caring for each other's well-being, and celebrating successes together.

### Operating Hours:

- Monday to Friday: 8:30 AM – 4:00 PM
- Every second Thursday: 8:30 AM – 6:30 PM
- Closed on public holidays.

## Support Coordination and Psychosocial Recovery Coaching

**Enquiries:** [ndis@onedoor.org.au](mailto:ndis@onedoor.org.au)

**Venue:** Lot 2 Quirk Road Balgowlah NSW 2093

**Services offered:**

NDIS funded support to help people navigate their NDIS plan and achieve goals by connection to community and linkage with providers that can tailor support to any specific needs. Supporting people to live a purposeful and meaningful life, receive guidance and support for day-to-day activities and strategies to overcome challenges.

How to access: email [ndis@onedoor.org.au](mailto:ndis@onedoor.org.au) or visit our website [www.onedoor.org.au](http://www.onedoor.org.au) for further information

## Proveda

**Address:** Building B, Level 4, 20 Rodborough Road, Frenchs Forest NSW 2086

**Enquiries:** 1300 002 262

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

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

**Facebook:** [Proveda.AU](https://www.facebook.com/Proveda.AU)

**Instagram:** [Proveda.au](https://www.instagram.com/Proveda.au)

For over 30 years Proveda has been supporting the community, providing independent, trusted, specialist industry expertise. Assisting thousands of people through some of life's most difficult and transitional times.

Proveda offers a broad range of mental health services to support and enhance the overall wellbeing of individuals, family members, carers and the community.

Their mental health services include The Way Back support service (NSW), Psychosocial Recovery Coaching, Hoarding and Squalor, GP Social Work Program and the Dementia Advisory Service.

Proveda also supports the community by offering social connection programs such as Belong Club to reduce isolation and promote a sense of belonging.

They are well placed to help find you what you need through practical assistance, access to local support networks and by helping to build long-term emotional wellbeing.

### **How Proveda can help:**

Proveda's team of Care Coordinators help to direct people to the right services at the right time.

There are information sessions, events and carer support groups scheduled throughout the year to help answer questions, bring people together and link them to services and care.

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

Call Proveda on 1300 002 262 or visit [proveda.com.au](http://proveda.com.au) and complete an online referral form. (<https://proveda.com.au/contact-us/make-a-referral/>)

## Relationships Australia – Northern Beaches Family Relationship Centre

Our friendly and welcoming staff are highly qualified and have a range of professional backgrounds including Psychology, Counselling, Social Work and Community Engagement.

We provide a range of Wellbeing and Mental Health Services in a safe, friendly, and welcoming environment on the Northern Beaches.

### **Counselling**

A caring, safe and supportive space to talk through any difficulties or challenges in your relationships. For individuals, families, and couples.

### **Mediation**

Also known as Family Dispute Resolution. We provide professional support for both parenting and property matters as well as support to help with decision-making or communication if you're separating or divorcing.

### **Tailored Services**

Services for specific challenges and individuals, from resilience training to trauma-specific support services and adoption support.

### **Online Courses**

Self-guided online learning that you can access anytime, and anywhere. Build your skills at your own pace.

### **Caber-ra Nanga Engage**

A free service which works to improve mental health outcomes for Aboriginal and Torres Strait Islanders. Caber-ra Nanga is a Gaimaragal word meaning 'resting the mind'.

**Please visit our website to explore these services.**

<https://www.relationshipsnsw.org.au/locations/northern-beaches/>

**To make an enquiry or an appointment please call or email:**

9981 9799 or [enquiries@ransw.org.au](mailto:enquiries@ransw.org.au)

## Sydney Drug Education and Counselling Centre (SDECC)

**Address:** 91 Pittwater Road, Manly 2095

**Email:** [admin@sdecc.org.au](mailto:admin@sdecc.org.au)

**Enquiries:** (02) 9977 0711

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

### **Service offered:**

Counselling sessions and family support

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

We specialise in supporting young people aged 12-25 and their families.

Sydney Drug and Education Counselling Centre (SDECC) is a not-for-profit organisation providing alcohol and drug counselling services, based on the Northern Beaches and North Shore of Sydney.

SDECC works within a family inclusive, trauma informed framework. Our highly qualified counsellors understand the complexities of AOD use and mental health issues, both for individuals and families. We welcome and include the LGBTQIA+ community and celebrate diversity in all its forms.

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

**Address:** 154 Old Pittwater Road, Brookvale NSW 2100

**Referral Phone Number:** 131 601 (option 5)

**Enquiries:** 7921 2670

**Email:** [DisabilityandAccessStudentSupport@tafensw.edu.au](mailto:DisabilityandAccessStudentSupport@tafensw.edu.au) or [leanne.aston2@tafensw.edu.au](mailto:leanne.aston2@tafensw.edu.au)

### **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 a disability or health condition.

### **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. Student's 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.



## Taldumande Youth Services

**Address:** 2/40 Chandos Street, St Leonards, NSW 2065

**Enquiries:** (02) 9460 3777

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

### Details of Organisation / Service:

Taldumande Youth Services (TYS) is a not-for-profit organisation established in 1976 that provides support for vulnerable and homeless children and young people aged 12-24 years old and their families across Greater Sydney. On any given night, Taldumande has over 70 children and young people in residence. Taldumande is an accredited community housing provider with the National Regulatory for Community Housing and accredited with the Australian Service Excellent Standards (ASES). Taldumande delivers support through programs and services including:

### Homelessness

- Crisis Accommodation Program
- Medium Term Accommodation Program
- Semi-Independent Accommodation Program
- Community Housing Program
- Outreach Support

### Family Services

- Providing specialist case management services for families with children and young people aged 12-15 years experiencing crisis. The program can also provide emergency and respite accommodation for those children and young people who are homeless or at risk of homelessness

### Justice Services

- In partnership with Youth Justice to deliver short term crisis accommodation and intensive case management to children and young people aged 12-17 who have been charged with an offence and are eligible for bail.

### Modern Slavery

- Honour My Choice
- A New Pathway

**Phoenix House:**

We are dedicated to empowering young people aged 12-25 in the northern suburbs through a range of innovative and supportive programs.

- Education
- Counselling
- Group Work
- Life Coaching
- Life Skills
- Case Management
- Employment Work Ready
- Recreation

**How to access this service:**

Contact our Intake and Referrals Officer on 02 9460 3777 or email [intake@taldumande.org.au](mailto:intake@taldumande.org.au)

## Uniting Adult Mental Health Service (formerly Warekila)

**Address:** 47 Hercules Street Chatswood, NSW 2067

**Phone:** 9196 8700

**Email:** [snphn.adultmentalhealth@uniting.org](mailto:snphn.adultmentalhealth@uniting.org)

**Hours:** Monday to Friday, 9am to 5pm

UAMHS is a voluntary adult mental health service for people with GP diagnosed mental illness ages 18 years and over and living in the Northern Sydney government areas (LGA's).

### Providing support in:

- Recovery Focused Mental Health Intervention
- Peer Support
- Psychiatry Support
- Liaison with client's General Practitioner's
- Liaison with community support network including families or significant others

The duration of the care with UDMHS is generally 12 months from the date of the initial assessment and aims to work concurrently with the client's existing treating team. The treatment aims to empower the client to independently manage their mental health and, if required, will be linked external services upon discharge for continuity of care.

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

**Email:** [shannon@walkntalkforlife.org.au](mailto:shannon@walkntalkforlife.org.au)

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

### **Services offered:**

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

### **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 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's lives.

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

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

## **Waves of Wellness Foundation (WOW)**

**Address:** Suite 576, Level 5/207 Kent Street, Sydney NSW 2000

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

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

### **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 are expecting 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.

## Women and Children First

**Address:** PO Box 556 Dee Why

**Enquiries:** (02) 9971 4499

**Email (general):** [admin@wacf.org.au](mailto:admin@wacf.org.au) or for referrals: [enquiries@wacf.org.au](mailto:enquiries@wacf.org.au)

### **Details of organisation / service:**

Women & Children First (WACF) is a local non-profit organisation dedicated to supporting women and children experiencing violence and homelessness. For nearly 50 years, WACF has provided crisis accommodation, family support programs and wraparound care to people who need it most, supporting them to achieve long-term safety and stability.

### **Specialist Homelessness Services:**

- Supported crisis accommodation and transition housing for women and children escaping domestic violence and at risk of homelessness.
- Outreach support for single women and women with families who are homeless or at risk of homelessness
- Case management and a specialist counselling, referrals and group work for women who have experienced domestic violence.

### **Family Support services:**

- Free support for families within the Northern Beaches LGA. We offer support to Mums, Dads and carers looking after children from 0 – 13 yrs of age.
- We provide free parenting programs and workshops, case management for more complex issues, and practical support. Referrals also made to our community partners in the family support space.
- Groups and workshops range from “Tuning in to kids” (emotion coaching), Seasons for Growth (change/loss program for primary aged school children OR parents/carers), Circle of security attachment parenting; workshops of self-care, cooking, creative play and parenting children who have experienced trauma.

### **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.
- Homelessness support services for single women and families who are experiencing homelessness or at risk of homelessness and who have ties or connections or the Lower North Shore and Northern Beaches area.
- Families on Northern Beaches LGA, including Dads and expectant Mothers.

**How to access this service:**

Contact Women and Children First on 02 9971 4499, or learn more via website or social: [@women\\_children\\_first](https://www.womenandchildrenfirst.org.au) or [www.womenandchildrenfirst.org.au](http://www.womenandchildrenfirst.org.au)

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