

Directory of Services



CATHOLIC SCHOOLS PARENTS AND CARERS

THIS DIRECTORY OF SERVICES PROVIDES PARENTS AND CARERS WITH A LIST OF SUGGESTED CONTACTS FOR A BROAD RANGE OF ORGANISATIONS AND SERVICES OFFERING HELP AND ADVICE.

CLICK ON THE CATEGORY BELOW FOR MORE INFORMATION ABOUT WHERE YOU CAN GET HELP.

**ABORIGINAL
AND TORRES
STRAIT ISLANDER
COMMUNITIES**

**CHILD
PROTECTION AND
SAFEGUARDING**

COVID-19

**CULTURALLY AND
LINGUISTICALLY
DIVERSE (CALD)
COMMUNITIES**

**DISABILITY AND
LEARNING SUPPORT**

**EDUCATION AND
LEARNING**

**FAMILY
RELATIONSHIPS
AND FAMILY
SUPPORT**

**FINANCIAL
SUPPORT**

**HEALTH AND
WELLBEING**

* Costs may be incurred with some of the organisations listed. Please check with the relevant service provider.

ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES



Service	Phone	Website/Links
Centrelink		
Indigenous call centre	1800 136 380	https://www.servicesaustralia.gov.au/centrelink-indigenous-call-centre
Gudjagang Ngara li-dhi Aboriginal Corporation		
A community based non - profit organisation located on the Central Coast, Darkinjung country.	02 4305 8807	https://gnl.org.au/
Darkinjung Local Aboriginal Land Council		
Darkinjung Local Aboriginal Land Council is the Aboriginal Land Council of the Central Coast. Darkinjung LALC provides information about the local community or pathways to become more connected to culture and the Aboriginal community on the Central Coast.	02 4351 2930	https://www.darkinjung.com.au/
Ngiyang Aboriginal Pregnancy, Child and Family Health Service		
Ngiyang is a Child and Family Health Service that provides culturally sensitive pregnancy care, parenting support and referrals. The service is for all Aboriginal families living in the Gosford Local Government Area, The Entrance, Long Jetty and Bateau Bay areas. Ngiyang is staffed by Aboriginal health workers, child & family health nurses, counsellors and a midwife. Services include home visits, clinic appointments and groups.	02 4394 9148	
Nunyarra Aboriginal Health Unit		
Nunyarra provides a range of services for Aboriginal and Torres Strait Islander people of the Central Coast targeted around: sexual health, hospital liaison, chronic care, pregnancy, child and family support.	02 4320 2698	https://www.cclhd.health.nsw.gov.au/services/aboriginal-health/
Yerin Aboriginal Health Service		
Yerin is a community controlled Aboriginal Health Service and provides health care services in a culturally safe environment to NSW Central Coast's Aboriginal and Torres Strait Islander people.	02 4351 1040	https://yerin.org.au/

CHILD PROTECTION AND SAFEGUARDING



Service	Phone	Website/Links
CatholicCare		
The social care and support agency of the Catholic Church across the Diocese of Broken Bay - assisting children, young people and adults to live more enriched lives. Contact CatholicCare for domestic and family violence support, housing and homelessness support.	1800 324 924	http://www.catholiccareddb.org.au
Child Protection Helpline (24 hrs/7days)		
Call this number to report current concerns about the safety, welfare and wellbeing of a child.	132 111	https://www.facs.nsw.gov.au/families
Domestic Violence Crisis Line (24 hrs)		
Trained female counsellors are available 24 hours a day 7 days a week for counselling, advice on legal help and referrals to support services and women's shelters.	1800 65 64 63	https://www.facs.nsw.gov.au/domestic-violence/helpline
Police Assistance Line		
The Police Assistance Line operates 24hrs a day, 7 days a week. Victims of crime, other than life threatening or time critical emergency situations, should contact the Police Assistance Line. Phoning the Police Assistance Line allows a crime to be reported over the phone.	131 444	https://www.police.nsw.gov.au

COVID-19



Service	Phone	Website/Links
National Covid-19 Helpline		
Provides official information and advice about the COVID-19 situation.	1800 020 080	https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert https://www.health.gov.au/resources/apps-and-tools/coronavirus-australia-app
NSW Government		
Publishes regular updates regarding COVID-19 in NSW including the latest Government information and advice.		https://preview.nsw.gov.au/covid-19

COVID-19 (CONTINUED)



Service

Phone

Website/Links

Health Direct

A government-funded service, providing quality, approved health information and advice including a Coronavirus (COVID-19) Symptom Checker online tool and 24 hour health advice.

1800 022 222
(24/7)

<https://www.healthdirect.gov.au/symptom-checker/tool/basic-details>

Telehealth

Services will include GP services and some consultation services provided by other medical specialists, nurse practitioners, mental health treatment, chronic disease management, Aboriginal and Torres Strait Islander health assessments, services to people with eating disorders, pregnancy support counselling, services to patients in aged care facilities, children with autism, and after-hours consultations.

Call your local GP or health support service

CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) COMMUNITIES



Service

Phone

Website/Links

Centrelink

Multilingual call centre

131 202

www.servicesaustralia.gov.au/information-your-language

Translating and Interpreting Service (TIS National)

The Translating and Interpreting Service (TIS National) provides access to phone and on-site interpreting services in over 150 languages.

131 450

www.tisnational.gov.au

DISABILITY AND LEARNING SUPPORT



Service	Phone	Website/Links
Centrelink		
People with a disability	132 717	https://www.servicesaustralia.gov.au/individuals/centrelink
Auspeld Resource for Parents		
<p>This Guide provides parents and carers with current information about the nature of learning disabilities in children, and offers practical guidance on the most appropriate identification, intervention and support.</p> <p>The site includes a list of recommended Apps and useful resources for parents.</p>		https://uldforparents.com/
Autism Spectrum Australia		
Support for people on the spectrum and their families.	1800 277 328	https://www.autismspectrum.org.au/
Every Australian Counts		
This site strives to ensure the NDIS is delivered as intended.		https://everyaustraliancounts.com.au/
Australian Disability Clearinghouse on Education and Training (ADCET)		
In order to facilitate successful outcomes and improve the educational experience for students with disability, ADCET provides information, advice and resources to students on inclusive practices within the post-secondary education sector.		https://www.adcet.edu.au/
NDIS		
The National Disability Insurance Agency (NDIA) is an independent statutory agency. It's role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.	1800 800 110	https://www.ndis.gov.au/
St Vincent de Paul		
	13 18 12	Services: www.vinnies.org.au/findhelp#!nsw Shops https://www.vinnies.org.au/shops

EDUCATION AND LEARNING



Service

Phone

Website/Links

NESA Parent Guide

The NSW Education Standards Authority website has information about the implications of COVID-19 for the HSC.

[Novel coronavirus](#)

FAMILY RELATIONSHIPS AND FAMILY SUPPORT



Service

Phone

Website/Links

CatholicCare

The social care and support agency of the Catholic Church across the Diocese of Broken Bay - assisting children, young people and adults to live more enriched lives. Contact CatholicCare for family dispute resolution and mediation, domestic and family violence support, housing and homelessness support, relationship education.

1800 324 924

www.catholiccaredbb.org.au

Family Connect and Support

Formerly **Family Referral Service**

FRS is intended to link vulnerable children or young people in need of assistance, and their families, with the most appropriate available support services in their local areas.

1800 066 757

<https://www.familyconnectsupport.dcj.nsw.gov.au/>

Parentline

Amid all the disruptions and worries that are around at the moment, many parents have never felt more alone. Parent Line counsellors are available 7 days a week.

1300 1300 52

www.parentline.org.au

Raising Children

An Australian parenting Website with information for parents and carers on COVID-19 and protective hygiene, plus tips to help families cope.

1800 022 222

www.raisingchildren.net.au

FAMILY RELATIONSHIPS AND FAMILY SUPPORT (CONTINUED)



Service	Phone	Website/Links
St Vincent de Paul		
	13 18 12	Services: www.vinnies.org.au/findhelp#!nsw Shops https://www.vinnies.org.au/shops
Relationships Australia		
Offer services around the country that include counselling, family dispute resolution (mediation) and a range of family and community support and education programs.	1300 364 277	https://www.relationships.org.au
Link2home (24 hrs/7 days)		
Link2home is the statewide homelessness information and referral telephone service. It is available 24 hours a day, 7 days a week, every day of the year. For information, assessment or referral to homelessness services and support in NSW, call Link2home.	1800 152 152	https://www.facs.nsw.gov.au/housing/help/ways/are-you-homeless
Legal Aid		
Legal services include legal advice, help at court and family dispute resolution. Legal Aid can help in most areas of criminal law, family law and civil law.	1300 888 529	https://www.legalaid.nsw.gov.au/
1800 Respect		
1800RESPECT is the national sexual assault, domestic and family violence counselling service. It is a confidential service available 24 hours a day, seven days a week.	1800 737 732 (phone 24 hrs)	https://chat.1800respect.org.au/#/welcome
Tresillian		
For parents struggling with babies and infants (During Covid-19 still providing Day Services, Residential Services and commencing Virtual Telehealth Consultations and Parenting Group Programs).	1300 272 736 (7 am – 11pm)	https://www.tresillian.org.au/
PARENTLINE		
Parent Line is a telephone counselling, information and referral service for parents of children ages 0 to 18 who live in New South Wales. They are available to take calls from 9am to 9 pm Monday to Friday, and 4pm to 9pm on weekends.	1300 1300 52	

FINANCIAL SUPPORT



Service	Phone	Website/Links
CatholicCare		
The social care and support agency of the Catholic Church across the Diocese of Broken Bay - assisting children, young people and adults to live more enriched lives, Contact CatholicCare for Financial Counselling, housing support and Emergency relief.	1800 324 924	www.catholiccaredbb.org.au
St Vincent de Paul		
	13 18 12	Services: https://www.vinnies.org.au/findhelp#!nsw Shops https://www.vinnies.org.au/shops
Centrelink		
Financial Information Service	136 357	https://www.servicesaustralia.gov.au/individuals/services/financial-information-service
MoneySmart		
During challenging times, making financial decisions can feel overwhelming. There's Government support and services available for people impacted by COVID-19. Find a Financial Counsellor, learn how to manage on a low income, get access to urgent funds.		https://moneysmart.gov.au/
NATIONAL DEBT HELPLINE		
A not-for-profit service that assists families to control debt problems.		https://ndh.org.au/

HEALTH AND WELLBEING



Service	Phone	Website/Links
CatholicCare		
The social care and support agency of the Catholic Church across the Diocese of Broken Bay - assisting children, young people and adults to live more enriched lives, Contact CatholicCare for Counselling, Psychology or Allied Health support. They offer Medicare funded services including bulk billing to Diocesan Systemic Catholic School families.	1800 324 924	www.catholiccaredbb.org.au
Beyond Blue		
Beyond Blue aims to equip people with the skills they need to look after their own mental health and wellbeing, and to create confidence in their ability to support those around them.	1300 22 4636 (24/7)	www.beyondblue.org.au
Headspace		
Headspace began in 2006 to provide tailored and holistic mental health support to 12 – 25 year olds. They work with young people to provide support at a crucial time in their lives – to help get them back on track and strengthen their ability to manage their mental health in the future.	If you need to speak to someone urgently, please call: 13 11 14 (Lifeline)	www.headspace.org.au You can get help in person at a headspace centre located near you or via our online support service at eheadspace.
HomeDoctor.Com.au		
After hours bulk-billed doctor Home visit - Australia Wide.	13 74 25 6pm weekdays 12pm weekends	www.homedoctor.com.au
Kids Helpline		
For anyone 25 or under – Kids Helpline is a free, private and confidential 24 hours a day, 7 days a week phone and online counselling service for young people aged 5 to 25.	1800 55 1800 (24/7)	www.kidshelpline.com.au
Lifeline		
For all ages – 24-hour crisis support telephone service. Lifeline provides 24/7 crisis support and suicide prevention services.	13 11 14 (24/7) or text 0477 131 114 (6pm-midnight)	www.lifeline.org.au

HEALTH AND WELLBEING (CONTINUED)



Service	Phone	Website/Links
Suicide Call Back Service		
A nationwide service that provides 24 hours a day, 7 days a week telephone and online counselling to people who are affected by suicide, experiencing thoughts of self-harm or suicide. For all ages.	1300 659 467 (24/7)	www.suicidecallbackservice.org.au
Mental Health Line		
A mental health professional will answer calls about mental health concerns for the caller or someone you are concerned about, including children, teens, adults and older people.	1800 011 511 (24/7)	www.health.nsw.gov.au
Child & Youth Mental Health Service		
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.	9485 6155	www.nslhd.health.nsw.gov.au
Telehealth		
Services include, GP services and some consultation services provided by other medical specialists, nurse practitioners, mental health treatment, chronic disease management, Aboriginal and Torres Strait Islander health assessments, services to people with eating disorders, pregnancy support counselling, services to patients in aged care facilities, children with autism, and after-hours consultations.		https://www.health.gov.au/health-topics/health-technologies-and-digital-health/about/telehealth
e-Safety Commissioner		
The eSafety Commissioner (eSafety) is committed to empowering all Australians to have safer, more positive experiences online. Including cyberbullying reporting scheme, removal of offensive and illegal content and the image based abuse portal. There is also parent advice on social media applications and education resources for schools.	1800 880 176	https://www.esafety.gov.au/