

HUNTER
HOMELESS
CONNECT 

*Building an inclusive community
with zero judgment*

Community Connections

HUNTER HOMELESS CONNECT DIRECTORY 2020

-INCLUDES COVID-19 OUTBREAK SERVICE UPDATES AS AT 5 MAY 2020-

Crisis Contacts • Aboriginal Services • Clothing & Emergency Relief
GPs and Health • Accommodation & Housing • Free Feeds
Domestic Violence Services • Refugee Services • Drug, Alcohol and
Gambling Services • Counselling • Youth • Mental Health
Support Groups • Community Groups • Utilities • Disability Services
Legal and Govt • Financial Assistance • Pets

Crisis Contacts

Link2Home

Information & telephone referral service for people who are homeless or at risk of becoming homeless.

Free call
1800 152 152
24 hrs / 7 days

They work in partnership with a range of homelessness services.
If you are Aboriginal you can ask to speak to an Aboriginal worker. The intake & assessment process may take up to 20 minutes.

W: www.facs.nsw.gov.au/housing

Kids Helpline

For 5-12yrs and 13-25yrs

1800 551 800
24hr / 7 days

Ready to talk about anything. Services also include web chats & email & lots of web based information.

W: www.kidshelpline.com.au

Lifeline

Crisis support and suicide prevention.

13 11 14
24hr / 7 days

If you are thinking about suicide or experiencing a personal crisis. Free interpreting service.

Mensline Australia

Professional telephone and online counselling, information and referral service for men.

1300 789 978
24hr / 7 days

Specialist capabilities around family, relationship concerns, loss and grief, loneliness, mental illness and parenting concerns.

COVID-19 Service Update

Essential service - fully operational

Text service 0477 13 11 14 available from 6pm to midnight.

Also taking on new referrals for our local counselling service as we adapt our face-to-face counselling to a tele-health service from 01/05/2020.

The number for this service is the Islington Centre on 02 4940 2000.

Crisis Contacts

Mental Health Line

1800 011 511
24hr / 7 days

Crisis Line: First you speak to a triage nurse who assesses you and then links you with mental health services.

NSW Domestic Violence Line

1800 656 463
24hr/7 days

Telephone counselling, information & referrals for women experiencing or who have experienced domestic violence.

Police Assistance Line (PAL)

13 14 44
24hr / 7 days

If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the PAL allows you to report crime over the phone.

Once your report is completed by a customer service representative, your information is immediately available to your local police.

Suicide Callback Service

1300 659 467
24hr / 7 days

A telephone and online support service for those at risk of suicide, their carers, those bereaved by suicide and professionals who support suicidal clientsw.

The Suicide Call Back Service supports callers through a series of professional counselling sessions to work through difficult emotions.

W: www.suicidecallbackservice.org.au

COVID-19 Service Update



Aboriginal Specific Services

Aboriginal Gambling Counselling Support Service

Ph 4033 4941

1/239 King Street Newcastle
Mon - Fri 8.30am–4.30pm
Free, confidential, non-judgmental counselling support for Aboriginal people and their families concerned about their gambling.

Aboriginal Hostels Limited www.ahl.gov.au

Accommodation and support services across our national network of hostels
W: www.ahl.gov.au

Aboriginal Housing Office

Freecall 1800 727 555

The Aboriginal Housing Office AHO is focused on delivering better housing choices for Aboriginal and Torres Strait Islander people in NSW.
W:www.aho.nsw.gov.au
Email: AHOEnquiries@fac.nsw.gov.au

Aboriginal Medical Services

Free call 1800 292 225

8A Samdon St Hamilton
Ph 4907 8555

Awabakal Administration
64 Hannell Street Wickham
Ph 4918 6400

W: www.awabakal.org

Durungaling Hostel Ph 4952 4062

19 Spruce Street Lambton
This hostel provides boarding accommodation for tertiary students and those completing training in Newcastle.

Families NSW

Ph 4950 1566
Mobile 0455 031 760

29 Shearman Ave Raymond Terrace
For Aboriginal children, families & communities in the Newcastle and Port Stephens region. Provides a meeting place for people to interact and volunteer as well as supported referrals for people who need more targeted or intensive support, parenting groups, early childhood education, care or support.
For more information or for a referral pack, contact the Families NSW Aboriginal Family Worker.

COVID-19 Service Update

Consults over phone and online. Log on to Smart Recovery to join online meetings. Libby on there Mon, Wed, Fri from 11am. Mobile contact: 0476 808 686. Happy to talk to family and friends affected by gambling. E: ferfogliae@missionaustralia.com.au

Not taking any new residents through COVID-19.

Telephone referral service.

All consultations via phone. Clinics closed 1-2pm daily. Health assessments, diabetes cycle of care, GP management and mental health care plan via phone. Still providing immunisations (ring ahead and book), basic medical interventions- stitches and dressings. Delivery of scripts to pharmacy of patients choice. Transports ceased. Dental ceased at clinic site. Dental team working from NSW Health at various sites- contact NSW Health and advise if you're an Awabakal client. Emergency dentists still working from various sites across the Hunter. Facebook page updated weekly. On completion of 715 (yearly health assessment), patients will receive a free veggie box delivered to their door.

Email: tjohnston@awabakal.org

Website: <http://www.awabakal.org.au/whats-on/coronavirus-covid-19-updates>

Facebook: <https://www.facebook.com/pages/Awabakal-Medical-Centre>

Not taking any new residents through COVID-19.

Business as usual. Most consults done through phone outreach, minimal face-to-face contact. Doing home visits if needed, with public health protocols in place. No groups or workshops. One staff member per office.

Aboriginal Specific Services

Kirinairi Hostel

Ph 4943 4362

15 Myall Road, Garden Suburb
Walk in and by phone appointment. Aboriginal Children's Advancement Society aims to provide education and employment opportunities for young Aboriginals through provision of hostels
Email: kirinairinewc@ahl.gov.au

Muloobinba Family Support Services

Ph 4969 5299

Unit 2, 22 Portside Crescent, Maryville

- Parenting programs
- Emergency assistance
- Child and family support
- Referrals
- Energy Accounts Payments Assistance (EAPA)
- Chemist Vouchers

Walk-ins and over the phone.
Email: admin@muloobinba.org.au
W: www.muloobinba.org.au

Ungooroo Aboriginal Corporation

Ph 6571 5111

128 George Street Singleton
Young Aboriginal people who are homeless or at risk.
Medical services, training & mentoring & linking to services.
Email: admin@ungooroo.com.au

Wandiyali ATSI

Ph 4957 5900

3/37 Griffiths Road Lambton
Mon-Fri 7:30am-5:30pm

- Out of Homecare
- Early Intervention
- Hunter Koori Youth Service
- Community Support Service
- Housing for Youth Walk-ins and over the phone.

Email: reception@wandiyali.com.au

Warlga Ngurra Women & Children's Refuge

Ph 4950 1566

Mon-Fri 9am - 5pm
Women's and children's refuge offering emergency accommodation and support for women who are homeless due to domestic violence. Also offer court support, children's activities, outreach support, advocacy, housing support, child support and referrals.
Email: rae.hopkins@warlgangurra.org.au

COVID-19 Service Update

Not taking any new residents through COVID-19.

**Still open. Phone consults only. No groups.
Emergency relief- electricity vouchers available.**

Phone consults only. Flu clinic is open. Bulk billed telehealth consults. Facebook updated regularly.

All visits and meetings cancelled. Business still open. Programs still going, no physical contact.

**Some staff working remotely. Refuge functioning as normal with staff. Doing home visits if needed, with public health protocols in place.
Referrals as usual through WN directly or 0412 282 458.**

Accommodation & Housing

Link2Home

Free call 1800 152 152
24 hrs/7 days

Refers people to specialist homelessness housing services and other support services. Can provide Temporary Accommodation. Try to call before 10pm as most accommodation centres are closed after this time.

Baptist(Care Assistance with Care & Housing (ACH)

Ph 1300 275 227

The ACH program aims to assist financially disadvantaged people over 65 (or over 50 with an age related condition) to meet both their accommodation and support needs, enabling them to remain living in the community and reducing their risk of homelessness.

Email: ask@baptistcare.org.au

Central Coast Emergency Accommodation Services

Ph 4323 1636

102 Manns Rd, Narara
Homelessness accommodation service for young women and support service for women with or without accompanying children.

Compass Housing Services

Ph 1300 333 733

A Community Housing Provider that provides a diverse range of housing programs including social and affordable housing for low to moderate income households.

Email: newcastle@compasshousing.org

W: www.compasshousing.org

Department of Community and Justice

Ph 1800 422 322

Call Housing Contact Centre to apply for social housing on 1800 422 322

Apply for Housing Assistance online at www.housingpathways.nsw.gov.au

Manage your account and information at www.housing.nsw.gov.au

COVID-19 Service Update

Essential service - fully operational.

Phone 1300 275 227 or email dvas@baptistcare.org.au

Compass continues to operate by practicing social distancing, for the safety of staff and clients we are offering our service via phone or online through the following contacts:

P: 1300 333 733

E: Housingpathways@compasshousing.org

W: www.compasshousing.org

If you are experiencing homelessness, please contact our Housing Access team on 1300 333 733 and dial Option 3 from Monday to Friday 9am to 5pm.

If you are sleeping rough or you only have access to a public phone please call 1800 718 207.

After business hours and on weekends, contact Link2Home at 1800 152 152.

Accommodation & Housing

Housing NSW

Ph 1300 305 667

Housing NSW and participation social housing providers will help clients to access a range of housing assistance:

- Private rental assistance and subsidies
- Temporary Accommodation
- Emergency temporary accommodation
- Supported and crisis accommodation
- Affordable housing
- Coomunity and Social housing

To apply for housing assistance, clients need to go to the nearest Housing NSW office to complete an application form. Clients should take the following documents with them, if possible:

- 2 forms of ID
- A Centrelink Income Statement or payslips
- Bank statements going back 4 weeks

CHARLESTOWN OFFICE 325 Charlestown Rd Ph: 4945 6666 or 1300 305 667 (Assistance may be required for people with a disability)

NEWCASTLE OFFICE 615 Hunter St, Newcastle West

www.housing.nsw.gov.au

Hunter Tenants Advice & Advocacy Service

Ph 4969 7666
or 1800 654 504

Free advice, information and advocacy for tenants.
Advice line 9.00am-1.00pm Mon – Fri

W: www.tenants.org.au

Upper Hunter Homeless Support

Ph 6542 5051

180 Bridge Street Muswellbrook
Provide support to people experiencing homelessness or at risk of becoming homeless including:

- short and medium term housing
- assistance to find long term housing
- support and advocacy to maintain current tenancy
- education and information
- referrals and personal/living skills
- household management

Email: intake@uwhsos.org.au

COVID-19 Service Update

Essential service - fully operational.

**Continuing telephone advice line 9am-1pm.
There is now an online form for people facing eviction via our page at www.tenants.org.au**

Intake still open. Women & childrens' refuge still operating.

Accommodation & Housing

Matthew Talbot Homeless Service

Ph 4961 1411
Mon-Fri 9am to 5pm

82 Hannell Street, Wickham
Supports men and men with children who are homeless or at risk of homelessness in the Newcastle and Lake Macquarie areas.

Provide case management and assistance with:

- Assistance with accommodation
- Support to find and maintain tenancies
- Support to address health concerns, Doctors visit onsite weekly
- Support to identify goals
- Support to link with legal services
- Support with Centrelink, who visit onsite fortnightly
- Assistance to pay off State Debt by way of Work Development Orders
- Onsite Smart Recovery Program

Provide Assertive Outreach to those sleeping rough focusing on a housing first model for Newcastle and Lake Macquarie. We also partner with Department of Communities and Justice with the Newcastle Assertive Outreach Team that assist rough sleeping in the Newcastle LGA.

Email: mtcwickham@vinnies.org.au

W: www.vinnies.org.au

Anyone can report a rough sleeper at www.vinnies.org.au/RoughSleeper

our Backyard Car to Home Project

Ph 0402 155 586

7 days a week – 365 days a year from 4pm

Our Backyard provides up to 30 nights free support. Access to WIFI, hot shower, bathroom, washing machine & dryer, kitchen, and referral to other services including financial counselling. A safer place to sleep at night in a registered motor vehicle.

W: www.ourbackyard.info

COVID-19 Service Update

The Centre remains open to assist people with some staff working from home. Limiting face to face contact. Where contact is necessary they are practicing social distancing, hand washing and hygiene practices as per Health and government guidelines.

Still taking referrals and providing regular support to people. We are focusing on getting rough sleepers into Temporary accommodation and providing case management supports and other wrap around supports and services.

All Vinnies shops are closed however you can still make donations. Can still provide clothing etc if needed.

Fully operational. Also opening up Macquarie Hall Tues, Wed & Thur from 2pm-6pm offering free food donated by SecondBite, Ozharvest & SurvivorsRUs. People to bring own shopping bag.

Accommodation & Housing

NOVA for Women & Children

Intake referral
Ph 1800 769 654

General enquiries
Ph 4023 5620

Support women who are at risk of homelessness to remain safely in their home and assist women who are homeless or in crisis to be housed and provide support to maintain safe accommodation.

Assist with identifying affordable private rental, social housing or other suitable long-term, sustainable housing, and if required, the provision of safe and supported interim accommodation.

Also provide case management, work with other agencies and link to support such as education and employment, to wrap around the services needed to address your individual needs.

Emails:

Intake referral - intake@novaowmen.org.au

General enquiries - nova@novawomen.org.au

W: www.novawomen.org.au

Nova's Mobile Support Service and Community Hubs

Nova has partnered with other organisations to provide easy access to our services out in the community. If times are tough for you at the moment, and you are worried you might lose your home, or you need information or advice about renting, or managing debts or relationships, drop by and chat with one of our Mobile Support Workers.

They can provide information on staying housed, contacting your landlord or real estate agent and looking at other housing. They can provide practical support, or just help you find answers to your questions.

- 1st and 3rd Wednesday of the month at Belmont Neighbourhood Centre
- 2nd and 4th Wednesday of the month at Morisset

COVID-19 Service Update

Essential service - Staff working from each site.

Refuges and supported Temporary Accommodation still operating as usual.

Face-to-face work following health and safety guidelines.

Outreach still operational - mostly by phone with some essential face-to-face consultations.

Office still open and receiving clients after screening.

Referrals to advr@novawomen.org.au

Accommodation & Housing

Port Stephens Family &
Neighbourhood Services

W: www.psfans.org.au

Centres are located at:

RAYMOND TERRACE

3-5 Phillip Rd, Ph 4987 4674

Playgroups, Child, Youth and Family Counselling, Aboriginal Culture Groups, Homework Groups, Computer Tutor, The Village Program (TAFE for Young Women), Parenting Groups, Domestic Violence Support Group, Work Development Orders, iRespect in local highschools

RAYMOND TERRACE

3 Jacaranda Ave Ph 4987 1331

Early Intervention and Homelessness Service (Case Management support for young people, individuals and families at risk of becoming homeless or who are currently homeless.) Emergency Relief Funding, Electricity (EAPA) Vouchers, Financial Counselling, HRNILS Loans, Anglican Church Hampers, Free Bread, Oz Harvest Hampers, Centrelink Community Team, NSW Health Needle & Syringe Harm Minimisation Program (including Condoms), Hunter Women's Centre Counselling Outreach specialising in Domestic Violence.

RAYMOND TERRACE

The Deck, 1a Kangaroo St

Ph 4987 6204 Youth Drop In afternoons.

MALLABULA

Mallabula Community Centre, Lemon Tree Passage Rd
Ph 4984 5298

COVID-19 Service Update

Essential service - working remotely where possible.

**Emergency Relief/Financial Support/Utilities assistance (M to Th.)
Ph 4987 1331**

SHLV – 0447688328 or intakeSHLV@psfans.org.au

Homelessness Support Team 4987 1331 or shsintake@psfans.org.au

Child and Family 4987 4674 or intakechildandfamily@psfans.org.au

Youth and Family 49871331 or intakeyouthandfamily@psfans.org.au

Accommodation & Housing

Samaritans Specialist Homelessness Service Newcastle/Lower Hunter

Referral process via intake on 4960 7280.

Samaritans Youth Accommodation Newcastle (16-19yrs)
Ph 4955 8358

Samaritans Youth Accommodation Newcastle (12-15yrs HYAP model)
Ph 4933 9330

Provides a range of support services for young people aged 12 to 24 who are homeless or at risk of homelessness across the Newcastle, Maitland, Cessnock and Dungog LGAs, including:

- Short-term emergency accommodation for 12 to 15-year-old
- Short-term emergency accommodation for 15 to 19-year-old
- Transitional accommodation
- Outreach support
- Support to access “Rent Choice Youth”
- Finding Family & Family restoration
- Education & development of living skills and Rent it Keep it
- Support to maintain independent accommodation

Pacific Link Housing Ph 02 4324 7617

Level 1, Suite 2, 10 William Street, Gosford
PO Box 1888, Gosford NSW 2250
Community Housing Provider of social & affordable housing

W: www.pacificlink.org.au.

Uniting Assistance with Care & Housing (AHC)

Ph 1800 486 484

Provides support and advocacy for people over 50 years of age who are homeless, at risk of homelessness, or living in unsuitable accommodation. Newcastle, Lake Macquarie, Maitland, Port Stephens, Hunter areas.

COVID-19 Service Update

Samaritans SHS is still operating, however face to face contact is being limited to essential contact only. The service is utilising available technology to remain connected with other services and the people we support.

Referring people to Link2Home

Closely following government guidance and the standard precautions during this time, to keep people safe.

Clothing & Emergency Relief

Belmont Neighbourhood Centre
Ph 4947 0031

359 Pacific Highway, Belmont
Food Parcels (Food EVENLY distributed) Wednesdays
1pm – 2pm

Christian outreach Centre
Ph 4961 3022

18 Albert Street Wickham
Food Care- minimal cost low cost groceries fruit and veg, canned foods, dairy Thursday 10.00 - 2.00pm

East Maitland Emergency Relief

Ph 0407 781 515

Saint Peter's Ministry Centre Banks Street, East Maitland
Food & Utility assistance drop in centre. Current Centrelink Income Statement is required. 10am-1pm
Thur only.

Edgeworth Neighbourhood Centre
Ph 4958 2801 or
Ph 4965 8406

Cnr Main & Minmi Road Edgeworth
Adolescent and family counselling.
Email: carolemnc@bigpond.com W: emnc.org.au

Maitland Neighbourhood Centre
Ph 4932 0950

11 Arthur St, Rutherford
Community Breakfast: Tuesday mornings during school term 8:00am – 9:00am (\$2 per adult – kids eat free with adult)
Community Dinner: Thursday evenings during school term 5:00pm – 6:00pm (\$2 per adult – kids eat free with adult)
Playstrong Supported Playgroup: Wednesday 10:00am – 12:00pm school terms only. Oz Harvest (Monday and Friday from 2:00pm at Rutherford Community Centre)
Oz Harvest (Monday from 2:30pm at Noel Unicomb Hall, Woodberry)
Justice of the Peace (by appointment)
EAPA Assistance (by appointment)

Email: info@maitlandnc.org.au
FB: www.facebook.com/maitlandneighbourhoodcentre

COVID-19 Service Update

**Belmont Neighbourhood Centre has temporarily closed it's doors. Still providing core services (information and referral) via phone lines, and are moving towards mobile/social media/webcam based support services.
www.bnc.asn.au/we-are-here-to-help**

Open Thursdays only between 1.30pm and 2.30pm.

Appointments needed for all assessment interviews and can be made by phone on the day, 30 mins before opening time.

**Centre closed. No activities at the moment.
Staff are still contactable via phone and will aim to assist where possible.**

Active and operating.

**Emergency food assistance (call prior to attending)
Pre-cooked meals (call to enquire)**

Community centres are closed, so currently not offering community breakfasts, dinners or playgroups.

Clothing & Emergency Relief

Maryland Neighbourhood Centre

Ph 4955 8111

207 Maryland Drive, Maryland NSW Mon-Fri
Emergency Relief vouchers. Secondbite & Oz Harvest
food hampers Monday, Wednesday, Friday
Must phone and put name down at 10am on the day
of required pick up.
By appointment: NILS loans, emergency food pantry,
personal care items, community library, information
and referral.
Ph 4955 8111 E: terric@thecanopy.org.au

Merrigum Centre

Ph 4948 7829

2 Talinga Close, Windale
Wednesdays only.
Morning Tea: 9.30am–11am
Lunch: 12pm–12.30pm
Food Parcels: 9.30am–12.30pm

Muswellbrook Neighbourhood Services

Ph 6542 3555

QEII Community Centre, Cnr Bridge & Market Streets,
Muswellbrook
Provides information, referral, advocacy and support.
MNS provides emergency relief as per service
guidelines and policy directives (eg food and electricity
vouchers); needle and syringe exchange; and room
hire.
Supports community groups and initiatives.
Services Muswellbrook local government area:
Muswellbrook, Denman, Sandy Hollow, Wybong,
Baerami.
Email: vharshman@uhcs.org.au
W: www.uhcs.org.au

Real Life Church

Ph 4933 8055

Ken Tubman Drive, Maitland
Food Parcels/Crisis Bags
Tues-Thurs 9.30am – 3.30pm
Email: realcare@reallifechurch.com.au

COVID-19 Service Update

Still open however no activities running. Still providing emergency relief Mon, Wed, Fri. Must call at 10am (first in best dressed) for anyone doing it tough. Gift cards available for people in hardship. Still doing NILS loans.

All services are currently operating under restricted practices, our front doors are locked. Financial assistance is available on a case by case basis. People are asked to please call the office or knock on the door for assistance.

Clothing & Emergency Relief

Salvation Army

1300 371 288

Statewide call centre
number for all emergency
relief

NEWCASTLE 900 Hunter Street
Ph 1300 371 288 Mon-Fri 9am-5pm

BELMONT NORTH 356 Pacific Hwy
Ph 4945 9379 Mon-Fri 9am-5.30pm Sat 9am-4pm

BOLTON POINT 156 Bay Road
Ph 4959 7424 Tues – Fri 9am – 3.00pm

BONNELLS BAY 330 Fishery Point Rd
Ph 4973 5326 Mon-Fri 9am-5pm Sat 9am-3pm

BOOLAROO 10/24 Main St P: 4965 8983 Mon-Fri
9am-5pm Sat 9am-3pm

CHARLESTOWN 219 Pacific Hwy
Ph 4943 6021 Mon-Fri 9am-5pm Sat 9am-3pm

GREEN HILLS The Village, 1 Garnet Rd East Maitland
Ph 4933 9755 Mon-Fri 9am-5pm Sat 9am-2pm

PORT STEPHENS 165 Salamander Way Salamander Bay
Ph 4982 0192

RAYMOND TERRACE Cnr Bourke & Port Stephens Sts
Ph 4987 3159 Mon-Fri 9am-5pm Sat 9am-4pm

TORONTO 67 The Blvd
Ph 4950 4951 Mon-Fri 9am-4pm Sat 9am-12pm

COVID-19 Service Update

Call 1300 371 288 for current information.

Clothing & Emergency Relief

Samaritans

We can help with:

- Food vouchers and food parcels
- EAPA vouchers (electricity and gas)
- Telstra vouchers
- Chemist assistance
- Clothing and Financial options support
- Material or financial assistance
- Help with food and utility assistance

Appointments are needed for all assessment interviews and can be made by phone on the day.

We have 9 centres located at:

- BROADMEADOW 34 Bruncker Road Ph 49221540 (Mon, Wed, Thurs, Fri; 10am – 2pm)
- CESSNOCK 198-202 Vincent Street Ph 4993 3430 (Mon, Wed, Fri; 10am – 2pm)
- GOROKAN 274 Wallarah Rd, Kanwal Ph 4393 2450 (Mon, Wed; Fri; 10am – 1pm)
- WYOMING 2 Ronald Avenue, Wyoming Ph 4329 3052 (Mon, Fri; 10am – 1.30pm)
- TORONTO Unit 8, 163 Brighton Avenue, Toronto Ph 4959 7857 (Tue, Wed & Fri; 9:30am-12noon & 1pm – 3pm, Thu; 9:30am – 12noon)
- EAST MAITLAND Church Hall, Bank St Ph 0407 781 515 (Thu 10am–1pm & 1:30pm –2:30pm)
- MORISSET Anglican Church, 33 Newcastle Road Ph 4973 1204 (Wed only, 9.30am – 12pm)
- TAREE Blue Cross Church, 294 Victoria Street Appointments to be made in person Ph 0438 067 272 (Wed only, 11am – 1pm)
- RUTHERFORD Food parcel only, Drop-in centre 92 Gillies St Ph 0408 253 641 (Tue 10am – 12pm)

COVID-19 Service Update

Minimising face to face contact. Building is closed but open to the public on Monday, Wednesday and Fridays (knock to be let in)

Request people only to attend the centre if they are in crisis and are presenting to Assistance Centre for help. Tues and Thurs staff are still taking calls.

Assistance Centre - Appointments and interviews via phone. Clients will be given a time to come into reception to collect their food vouchers (sealed in an envelope) or food parcel, with proof of ID to be shown on collection.

All external services are no longer working from the neighbourhood centres until further notice.

Centre Changes:

Broadmeadow - No change. Operating as per regular schedule.

Cessnock - No change. Operating as per regular schedule.

Gorokan - ER closed indefinitely. Ph: 0437 595 001 during usual hrs for alternative options.

Wyoming - ER closed indefinitely.

Toronto - Operating as per regular schedule. ER to close at 1.30pm on Wednesdays until further notice.

East Maitland - ER closed indefinitely.

Morisset - ER closed indefinitely. Food parcels available from 10am -11am on Mondays.

Taree - ER closed indefinitely. Ph: 0436 634 602 on Wed only from 11am – 1pm for alternative options.

Rutherford - ER closed indefinitely. Food parcels available Tuesdays.

Clothing & Emergency Relief

St Vincent De Paul Shops

HAMILTON 143 Beaumont St

Mon-Fri 9am - 3pm Sat 9am-12noon

ISLINGTON 125 Maitland Rd

Mon-Fri 9am -4pm Sat 9am - 12 noon

MAYFIELD 4 Church St

Mon-Fri 9am - 3:45pm Sat 9am-1pm

EDGEWORTH Shop 1, Building B. 720 Main Rd

Mon-Fri 9am - 3pm Sat 9am-12 noon

WALLSEND 175 Nelson St

Mon-Fri 8.30am - 3.30pm Sat 9am - 12pm

BOORAGUL Primrose St

Mon, Wed, Thurs and Fri 9am - 4pm

GATESHEAD Shop 5/78 Oxford St

Mon-Fri 9am - 3pm

Swansea Community Cottage

228 Pacific Hwy, Swansea

Open Monday – Friday 9.00am - 4.30pm

Ph 4971 1229

- Information, advice & referral
- Emergency Relief Vouchers
- Freecycle Program (free clothing, bedding, toys, books & kitchenwares)
- Oz Harvest & Second Bite food hampers
- Free Tax Help (July –Oct)
- Justice of the Peace Services
- Parenting course & playgroups
- TAFE Outreach & ATWEA courses
- OOSH (before & after school care) centres (Swansea & Caves Beach)
- Vacation Care holiday programs (open to all families)
- ARTea's Gallery & Garden (volunteer & WFD / Centrelink hours opportunities)

Email: manager@swanseacc.com.au

W: www.swanseacommunitycottage.com.au

COVID-19 Service Update

All retail stores closed.

Welfare assistance line still open, call 49 616 885 between 9am and 12.30pm Mon-Fri.

Building closed to the general public. Limited service every day.

Limited emergency relief via phone application.

Call ahead for ER & JP services or assistance. Child care services available for essential workers & families in need.

On-site vocational & support classes currently closed and supported online via Facebook.

ARTea's Gallery & Garden currently closed to the public.

Clothing & Emergency Relief

Sugarvalley Neighbourhood Centre

Ph 4953 166

65 Carrington Street, West Wallsend
Monday - Friday 9am – 3:30pm
Community hub, food parcels on Fridays (OzHarvest & Second Bite) free shower & laundry facilities, playgroup, computer usage & printing services, information & referral, JP services.

Tomaree Neighbourhood Centre

Ph 4984 6220

7 Community Cl, Salamander Bay
Open Mon-Fr 10.00am – 3.00pm
Emergency relief Mondays and Thursdays by appointment (Coles grocery cards, food hampers, EAPA vouchers, advocacy & referral, Opal cards). Other services – Information & referral, financial counsellor (by appointment), HRNILS, support groups, computer tutoring, SMART groups, school holiday programs/workshops, English as a second language tutoring.
Email: tnc2317@outlook.com

Wesley Mission Newcastle Community Hub

Ph 4915 3600

15 Denison Street, Newcastle West
Offering food vouchers, script vouchers, petrol vouchers, clothing vouchers, food parcels/hampers, EAPA & Hunter Water assistance, and brokerage on application and financial counselling.
Email: newcastlecommunityhub@wesleymission.org.au

Woodrising Neighbourhood Centre

Ph 4959 4624

80 Hayden Brook Rd, Woodrising
Emergency relief assistance including community food pantry & personal care items. OzHarvest on Thursdays, financial counselling, adolescent and family counselling, gambling counselling. Open Mon – Fri (9.00am-3.00pm)
Email: admin@woodrisingnc.org.au

COVID-19 Service Update

Still open from 9 to 3.30, food parcels are available however all group activities are paused.

Phone 02 4915 3600 – to speak directly with a Client Support Team Member, or receive a response to your voicemail on the same or next business day. Email to receive a response to your email on the same or next business day. Services currently available on assessment and application, include but are not limited to: vouchers for combined food, petrol and clothing Food parcels/food hampers (available for delivery) script vouchers EAPA (assistance with Energy Bills) Brokerage assistance and financial counselling.

Counselling

A Better Me Psychology

Ph 0434 700 158

2/17 Grainger St, Lambton

Mon-Fri 9am-5pm

F: 4913 5407

Email: abettermepsychology@outlook.com

Facebook: [abettermepsychology](https://www.facebook.com/abettermepsychology)

Eastlakes Family Support Service

Ph 4943 9255

14 Hickory Rd, Gateshead

Early Intervention family counselling, financial counselling, parenting groups, advocacy support, Staying Home Leaving Violence program, Brighter Futures program: available Monday to Friday 9am - 4.30pm. Families can access the service by making their own appointment, or other services can make a referral on behalf of the person enquiring.

Email: staff@efss.org.au

W: www.efss.org.au

Family Relationship Centre

Ph 4016 0566

Toll Free 1300736966

495 Hunter St Newcastle

Email: newcastlefrc@interrelate.org.au

Hunter Women's Centre

Ph 4968 2511

Cnr Industrial Dr & Avon St Mayfield

Services for women include counselling, groups, workshops and referrals for women in the Newcastle and Hunter region.

Email: admin@hwc.org.au www.hwc.org.au

COVID-19 Service Update

Monday to Friday. Still doing face to face appointments as well as Telehealth. Telehealth can consist of both phone appointments and Zoom.

Taking referrals over the phone.

Phone counselling

- family work
- 'staying home leaving violence'
- financial counselling

Still offering services over phone or on zoom. All services are currently free, can book three sessions in advance. Counselling, relationship services, parenting programs, family dispute resolution and mediation. No referral needed.

Can still attend counselling sessions and discuss with your counsellor whether in person or via telephone. All groups are on hold.

Counselling

Family Support Newcastle

558 Hunter Street Newcastle West

Ph 4926 3577

Family Support Newcastle provides services which promote the well-being of children and their families, individuals, and communities. We particularly aim to reach those who are experiencing ongoing hardship. We provide support to families, with a child centred focus, through services that include:

- Counselling and individual assistance in the home or at the centre.
- Therapeutic group programs with associated child development activities.
- Supported playgroup activities.
- Intensive Family Preservation Project – supporting families who are working with the Department of Communities & Justice to improve child safety and well-being.
- Support for men and separated dads around fathering and family relationships.
- Staying Home Leaving Violence program, providing support for women leaving domestic violence.

9am-4pm Mon to Fri

Email: reception@nfss.org.au

W: www.nfss.org.au

Relationships Australia

Ph 9418 8800
or 1300 364 277

Services including counselling, family dispute resolution (mediation) and a range of family and community support and education programs.

W: www.relationships.org.au

COVID-19 Service Update

Staff are working remotely and providing support via phone/video calls. Face-to-face visits are only being provided where essential, after families have answered COVID-19 screening questions. And all groups are currently on hold.

**Currently offering mediation and counselling via phone.
Group programs currently on hold, may go online (self referral).
Costs associated based on income, no one turned away.**

Time to talk service (Mon-fri, 9am-5pm)- for any one who needs to chat through COVID-19 on 1300 022 966.

Counselling

The Canopy

Ph 4954 5277

1 Renfrew Cres, Edgeworth

Providing family support in the Northlakes area of Lake Macquarie. The Child & Family Service at The Canopy provides support and assistance to help you make the positive changes that you would like to make in your family. Our aim is to support you to improve the safety and well being of your children by providing a flexible and respectful service that builds on the strengths of your family. Any member of the family can call us and we also take referrals from other services.

Email: info@thecanopy.org.au

Westlakes Counselling

Ph: 4965 8376

58 Main Rd Boolaroo

Email: counsellingwestlakes@gmail.com

W: www.westlakescounselling.com.au

Yacaaba Centre

Ph 4984 2176

29 Donald Street Nelson Bay

Counselling, information and referral for members of the community who are suffering as a result of abuse within the home, either current or in the past.

Email: contact@yacaabacentre.com.au

COVID-19 Service Update

Still providing a responsive service. Most contact is via phone.

The child and family team are not currently conducting home visits but are providing other options e.g. Facetime, Skype and Zoom.

Therapy sessions curenly online

Phone and video counselling still available for people experiencing or at risk of homelessness. Emergency relief food hampers Mon & Thurs 1-3pm at Yacaba centre. Ring door bell.

Domestic & Family Violence

Carrie's Place Domestic Violence and Homelessness Services Inc.

Ph 4934 2585 office hrs or
4933 1960 after hrs

Carrie's Place provides a range of culturally appropriate programs for people experiencing domestic and family violence, and/or homelessness. Maitland area by appointment only.
Mon- Fri 10am-4pm.

Email: info@carriesplace.org.au

Got Your Back Sista

Ph 4989 2777

Got Your Back Sista provides benevolent relief and support to women and children escaping domestic violence. We provide: furniture & household items, food, self-defence programs, workshops, support group, education & training, counselling. Monday-Thursday 9am-4pm

Email: info@gybs.com.au

Jenny's Place - Newcastle

Ph 4929 6289 - Option 1

A safe and supportive place for women and children who are experiencing domestic violence or are homeless. Includes emergency crisis accommodation, supported crisis accommodation and assistance to find longer term accommodation.

Jodie's Place

Ph 4990 9609

Offers a safe refuge home for up to 11 women and children in Cessnock.
After hours mobile: 0488 246 693

LawAccess NSW

Ph 1300 888 529

Court support, advocacy, referrals and information. Some have specialist workers to help Aboriginal women, or women from culturally and linguistically diverse backgrounds.

W: www.lawaccess.nsw.gov.au

COVID-19 Service Update

Carrie's Place funded SHS, SHLV and HVWDVCAS/LCP services are operational and providing assessment, intake, information, referral and advocacy services for all eligible client groups.

All non-essential home visits will be suspended until further notice. All funded services are limited to non-face-to-face contacts unless a face-to-face appointment is absolutely necessary. Carrie's Place are taking all recommended Govt. precautions to help reduce the spread of COVID-19 and prioritise the health and safety of our service users, staff and the broader community.

Pro Bono Legal Appointments with Harpers Legal will continue fortnightly however will occur by phone appointments only. All facilitation of face-to-face small DV education client group work will be suspended. Staff will not participate in community education / community engagement activities throughout this health emergency period, unless through phone/digital communication modes.

Still taking referrals. Email or call and leave message.

Essential service - working remotely where possible. Providing support to clients in transitional accommodation. Referrals as usual.

Refuge not taking new clients (can only take one family at a time), resource centre still operating as normal. Phone appointments only. Also providing education on domestic violence. Will go to people if in extreme need. Provision of feminine hygiene products.

Self referral. Call 1300 888 529. Manager will call/email back with COVID updates.

Domestic & Family Violence

Mum's Cottage

Ph 4953 4105

29 St Helen Street, Holmesville

A welcoming environment where families can heal and be guided to stabilise their lives and venture onwards to a brighter future. Access to mentors, disability services, case coordination, legal guidance, financial guidance, health care, educational services, parenting programs, workshops and combined family events. Meetings for safety, support, companionship & guidance.

Email: admin@mumscottage.org.au

W: www.mumscottage.org.au

NoVA for Women & Children

Ph 4023 5620

558 Hunter Street Newcastle

Nova provides a range of assistance to women, with or without children and who are homeless or at risk of becoming homeless. Nova provides:

- Counselling
- Court Support
- Advocacy
- Referrals
- Case Management

W: www.novawomen.org.au

outreach Centre & Doo Stop op Shop (not refuge)

Ph 02 4990 9609

75 Maitland Street, Branxton

Survivors R Us

Ph 4953 7108

We help men, women & children with counselling services & connecting to refuges, discount food warehouse and op-shop, we supply dignity bags, children's toys and furniture. Ken's Corner Support Group held on Thurs 11.00am – 12.00pm

Email: survivors@survivorsrusincorporated.com

W: www.survivorsrusincorporated.com

Women's Legal Services NSW

Ph 1800 810 784
or 8745 6999

Domestic Violence Advocacy Service (DVAS)

W: www.wlsnsw.org.au/contact-us

COVID-19 Service Update

Currently closed. Open Friday 12-1pm for Oz Harvest (need a pensioner or concession card). Free phone counselling available (self referral).

Essential service - Staff working from each site.

Referrals to: advr@novawomen.org.au

Refuges and supported TA still operating as usual- doing face to face work following health and safety guidelines.

Outreach still happening- mostly by phone with some essential face to face happening

Office still open and receiving clients after screening.

Still open. Mob: 0488 246 693 (after hours). Check Facebook for updates or call for details on reduced hours (Mon-Fri 10am-2pm).

**Trading Hours: WEDNESDAYS & THURSDAYS from 9am-4pm
Oz Harvest will still be available on Thursday afternoons.**

EVENING ADVICE LINE IS SUSPENDED UNTIL FURTHER NOTICE. WORKING WOMEN'S LEGAL SERVICE IS ONLY AVAILABLE VIA EMAIL.

Women's, Domestic violence legal advice and Indigneous legal advice available over the phone. Check website for more details www.wlsnsw.org.au/contact-us/

Drug and Alcohol

Calvary Mater Newcastle Alcohol & Drug Unit

Ph 4014 4796
or 4921 1211 - hospital
front desk

Edith St, Waratah

Assessment and treatment for people with drug and alcohol issues. Counselling, family counselling, pharmacotherapy treatment, outpatients programs and outpatient detoxification.

Dooralong Transformation Centre

Ph 4355 8000
or 4353 9799

1467 Dooralong Road, Dooralong
Ph 4355 8000 Fax 4355 0843

Referral & Intake Office - Oasis 15-23 Hely St Wyong
Ph 4353 9799

Drug & Alcohol Info

National number
1800 25 0015

Telephone counselling for drug and alcohol. Available 24/7, free and confidential. Any age group. Can speak about family and friends affected by AOD. Referral service.

Opioid treatment line: 1800 642 428 (Mon- Fri 9.30-5pm). Methodone use/dose/issues.

Stimulant treatment line for all stimulants 24/7, anonymous & confidential: 9361 8088, Country Number: 800 101 188.

W: www.yourroom.health.nsw.gov.au
(also has web chat)

Hunter New England Local Health District Drug & Alcohol (Clinical Services)

Ph 1300 660 059

Aim to improve health and reduce drug-related harm for individuals, their families/carers, and the wider community.

Services include:

- Pharmacotherapy (methadone and buprenorphine)
- Counselling services including Cannabis Clinic, Stimulant Treatment Program, Community Counsellors
- Court Diversion Programs (MERIT and Adult Drug Court)
- Harm Minimisation Team (needle and syringe program)

Services are located at a various community health centres around Newcastle and Hunter Valley. Phone for assessment, referral and brief advice.

COVID-19 Service Update

Two services currently available: Rapid access clinic for detoxing and telephone counselling.

No new admissions. Ring back every 4 weeks for updated situation.

**Phone line counselling available.
Detox available as normal.**

Drug and Alcohol

*Belmont Hospital Inpatient
Withdrawal Management*

(DETOXIFICATION) Belmont Hospital Croudace St
Belmont Mon-Fri 8am-4pm Mon-Fri

Ph 1300 660 059

Kamira Farm

Rehabilitation Centre
539 Pacific Hwy Wadalba

Ph 4392 1341

McAuley outreach

Drug & Alcohol outreach service to families with
young children. Home visits with one-on-one
counselling.
9am - 3pm Mon-Fri

Ph 4961 2686

*WHOS - Helping People Help
Themselves*

Ph 4991 7000

WHOS Hunter Valley® TC is a 4 – 6 months Residential
Therapeutic Community (TC) for men and women set
in the regional area of the Hunter Valley NSW. Its goals
to help individuals find freedom from problematic
substance and alcohol use and discover a better way
of living, while incorporating harm reduction and co-
existing mental health initiatives.

Email: info@whos.com.au

W: www.whos.com.au

COVID-19 Service Update

Still operating as normal with COVID-19 precacautions. Taking new clients.

Closed for clients during COVID-19. From May can book in for phone assessment.

Drug and alcohol outreach - doing some visits, mostly teleconferencing.

Advice on referral

Disability

Carers NSW
Carer Gateway

Ph 9289 4280

Carers NSW is the peak non-government organisation for carers in NSW. Carers NSW provides education and training, referrals, information, support and resources for carers as well as coordination of supports for NDIS participants. Carers NSW is currently providing online and telephone support.

W: www.carersnsw.org.au

Carer Gateway provides services for carers including carer support planning, counselling, peer support, carer directed support packages and emergency respite services. These services are free to access for anyone caring for a family member or friend who is living with a disability, long term medical condition, mental illness, alcohol or drug dependency or someone who is frail due to age.

Disability Advocacy NSW

Ph 4924 3515

Suite 1 Level 2 408 King St, Newcastle West NSW 2302
W: www.da.org.au

Northcott

Ph 1800 818 286

Northcott is a partner of NDIA and the first line of contact for families with children 0-6 years old with developmental concerns who wish to consider NDIS or community based supports.

Parents or carers can self-refer and children do not require a disability diagnosis to access NDIS until the age of 6 years old.

COVID-19 Service Update

Some service delivery will be impacted by the Coronavirus (COVID-19) pandemic with current limitations on face to face contact.

Online and phone based supports are available, and carers can access these services by calling 1800 422 737 or visiting www.carergateway.gov.au

Disability Advocacy NSW is still operating however all our offices are closed. Our telephone hours are still 9.30am to 4.30pm and staff are supporting people wishing to access the service and clients via telephone and email.

For a more detailed explanation, go to www.da.org.au/covid-19

All ECEI services are being provided as usual. Limited staff working at all centres with option for video-conferencing instead of face-to-face meetings.

Financial Assistance

Includes Financial Counselling and No Interest Loans

Australian Financial Complaints Authority

Ph 1800 931 678

The Australian Financial Complaints Authority (AFCA) helps individuals and small businesses to resolve complaints about financial products and services. It's free to the public and you don't need to pay someone to help you lodge a complaint.

Email info@afca.org.au

W: www.afca.org.au

BaptistCare NILS

Ph 4032 5280

88 Hanbury St, Mayfield
Mon-Fri 9.30am – 1.30pm
Maximum loan is \$1,500.00

Financial Counselling Hunter Valley Project

Ph 4933 8999
or 0407 780 120

Non-judgmental and confidential financial counselling service.

Email maria@financialcou.org.au

Maitland Neighbourhood Centre

Ph 4932 0950

Arthur Street Rutherford
Loan limit: \$1,200 Services postcodes 2320 and 2323

Maryland Neighbourhood Centre

Ph 4955 8111

207 Maryland Drive Maryland
Loan limit: \$1,200 Services postcode 2287 only

National Debt Helpline

Ph: 1800 007 007

National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. We're not a lender and we don't 'sell' anything or make money from you. Our professional financial counsellors offer a free, independent and confidential service.
Mon-Fri 9.30am - 4.30am

COVID-19 Service Update

Significant event hotline: 1800 337 444

AFCA may be able to offer support and information to individuals financially impacted by the coronavirus (COVID-19) pandemic.

Still operating, everything done electronically.

Continuing to provide financial counselling via telephone. If services need to refer to Financial Counselling Hunter Valley Project, they can do so via email merima@financialcou.org.au or 0427 036 965

Still doing OZharvest Mon & Fri, Rutherford 2pm. Mondays 2pm Woodbury. Some form of ID with name and address needed. Financial assistance case by case basis. Community meals available (frozen or takeaway). Call first to get buzzed in to centre.

Centre open. Still doing food hampers Mon, Wed, Fri. Call at 10am, locals prioritised. No identification needed. Can do NILS loans. Emergency assistance on a case by case basis.

Refer to <https://ndh.org.au/debt-problems/covid19/> which contains steps you can take to look after yourself and your family financially in the COVID-19 pandemic. Includes:

- **Emergency Relief**
- **Centrelink support**
- **Maintaining your rent or mortgage**
- **Payment priorities**
- **Making repayment arrangements**
- **Accessing superannuation early**

Financial Assistance

Includes Financial Counselling and No Interest Loans

Newcastle Care

85 Tudor Street Hamilton

Loan limit: \$1,200 Services Hamilton area only

Ph 4969 2799

Raymond Terrace NILS

Shop 14, Terrace Shopping Village

25 Sturgeon Street Raymond Terrace

Ph 6542 3555

Max Loan \$1200 Raymond Terrace Locals only

Salvation Army - MoneyCare

67 Cleary Street HAMILTON

Free and confidential financial counselling service for people facing financial difficulties or wanting to avoid financial difficulties in the future.

Ph 4088 5820

Staff are able to help with a range of issues including budgeting, credit, debt and repossession. Phone your local centre for an appointment.

Samaritans Financial
Counselling Service

34 Bruncker Rd, Broadmeadow, NSW 2289.

Open Mon-Thu 9am-5pm

Ph 4922 1509

Samaritans Neighbourhood
Centre

198-202 Vincent Street Cessnock NSW 2325

Ph 4993 3400

St Vincent de Paul NILS

Open: Tues and Thu 8.30-4.30pm

Max Loan \$1200. 2/956 Hunter St Newcastle West

Ph 4032 3583

Email: newcastlenils@vinnies.org.au

https://www.vinnies.org.au/page/Find_Help/NSW/Finances/No_Interest_Loan_Schemes_NILS_-_Northern_Beaches/

COVID-19 Service Update

Office closed

Financial counselling still available, business as usual. Appointments online or over phone. Approx one week to get in.

Telephone service only.

Financial counsellor available by appointment. Most consults done over phone/online. Building closed, open to public Mon, Wed, Fri for emergency assistance (phone in advance) for food vouchers. Can assist with bill assistance if there is a disconnection notice. For emergency assistance call at 9.30am.

Financial Assistance

Includes Financial Counselling and No Interest Loans

The Smith Family Saver Plus Matched Savings & Financial Education Program

Ph 1300 610 355

Saver Plus is a matched savings and financial education program providing \$500 for education costs.

The program assists individuals and families on lower incomes to improve their levels of financial education, develop a savings habit and build assets for educational purposes.

Participants are encouraged to save, and as an incentive their savings are matched dollar for dollar (up to \$500) by ANZ over a ten month period. Matched savings are used to pay for participants' own or their children's education.

Tomaree Neighbourhood Centre

Ph 4984 6220

7 Community Cl, Salamander Bay
Emergency Relief on Mondays and Thursdays by appointment. Office hours are 10am – 3pm.

We also have a Community Support Worker who runs SMART groups in Nelson Bay and provides one on one support interviews for information and referral. This can be for any addictive behaviours, not only drug and alcohol. Open Mon-Fr 10.00am – 3.00pm

Email: tnc2317@outlook.com

W: www.tomareeneighbourhoodcentre.com.au

COVID-19 Service Update

Able to sign up participants online during the COVID 19 period.

All services currently operating under restricted practices, referral options limited.

Emergency relief via phone. We will continue to interact, support and inform in the virtual world.

SMART Recovery and Autism Support Groups via ZOOM. Client support sessions by phone on Wed and Fri.

Free Feeds

Soul Cafe

Ph 4926 1758

Level 2, Westpac Building Cnr Hunter and Watt St,
Newcastle (lift access available)

Soul Café provides free hot meals to the homeless and those at risk of homelessness. Come into Soul Café and get to know the Soul team. They will help you with a meal, takeaways or food café packages as well as connecting you with other services when available

Services include: free weekly medical clinic, mental health nurse, podiatry, hearing screening, Centrelink, Legal Services, disability advocacy services, Jenny's Place Women's Service, chaplaincy, haircuts, SMART Drug & Alcohol, Narcotics Anonymous, Gamblers Anonymous and other support services.

Breakfast: Mon, Wed, Thurs, Fri and Sat 7:30am–8:30am

Lunch: Mon, Tues, Wed and Thurs 11:30am–1pm

Sunday Lunch: 12pm–1pm fortnightly

Email: admin@soulcafe.org.au

W: www.soulcafe.org.au

FB: facebook.com/SoulCafeNewcastle

Anglican Parish of Windale

Ph 0492 429 749

Merrigum Outreach 2 Talinga Close Windale

Morning Tea/Lunch: 9.30am-12.30pm

Ao4 Food Way

Ph 4981 8204

60 Silverwattle Drive Medowie (Rear entry)

Lunch: 11am-1pm Hot lunch/Take away only available

Wed and Thurs

Email: life@medowieaog.com

COVID-19 Service Update

Express Takeaway Meal Service 11am-12.30pm Monday to Thursday & 7.30am-8.30am Fridays.

Soul Cafe is still 'more than a meal' and so we have set up a dedicated communication hotline. If you can help with donations (eg groceries) or you need assistance TEXT the hotline 0423 543 911.

Donations can be dropped into Soul 7am-1pm Monday to Thursday and 7.30-8.30 Fridays. (If the door is shut please ring the Hotline).

Open Wed & Thursday by appointment only.

Phones open Wed & Thursday from 8am to make appointments. Pantry food (fresh fruit, veggies, bread & non-perishables) available. Call to make appointment for pick up on that day. No cooked meals available.

Service contribution for non-perishable pantry items.

Free Feeds

Baptist Care Windale

Ph 4032 4810

1/24 South St Windale
\$2 Lunch Mondays 11:30am
FREE breakfast Mon-Thurs 9.30am -1.30pm
Low-cost grocery shop

BaptistCare Mayfield Community Centre

Ph 4032 5288

88 Hanbury St, Mayfield
Mon, Tues, Wed, Frid 9.30am-1.30pm breakfast, tea,
coffee.
Wednesday lunch
Thursday English Classes 10am-12pm
Street Care Van BBQ Saturday 6.30 in Civic Park

Christ Church Cathedral

Cathedral Hall, Church Street, Newcastle
Lunch hot meals Every 2nd Sunday 12.30pm

Community Kitchen

Merewether Uniting Church Glebe Rd, Merewether
Tuesday nights 6pm -7.30pm

Food Not Bombs

Community and volunteer-run, a secular, anarchist
group, sharing free vegan meals every Wednesday at
Hamilton Train Station park at 5pm

Email: fnbnewy@protonmail.com

COVID-19 Service Update

No meals available.

Free bread and emergency food relief by referral 4032 5288.

Closed during COVID restrictions.

Leaving hot meals at community free shop (Hamilton train station park) every Wednesday night and aiming to drop off meals several days a week soon.

Free Feeds

DARA's Van

Ph 4979 1339

Provides a free hot meal, refreshments and good conversations to those in our community who are in need of support.

W: www.dara.org.au

Email darasvan@dara.org.au

ALL SAINTS ANGLICAN CHURCH Monday 6pm – 8pm
29 Tomaree St, Nelson Bay

SALVATION ARMY CENTRE Wednesday 5pm-7pm
15 Carmichael St, Raymond Terrace

NOEL UNICOMB COMMUNITY HALL Friday 7:30 – 9
am, 44 Kookaburra Parade, Woodberry

MAITLAND UNITING CHURCH Friday 5pm-7pm
2 Ken Tubman Dr, Maitland

ISLINGTON PARK (EAST END) Saturday from 3:30pm
151 Maitland Rd, Islington

Grainery Care

Ph 4967 4777

Foodbank Shop- 58 Maitand Rd, Mayfield

Free Community Dinner and Fellowship Tuesday 6pm during school terms. Grainery Church - 11 Murray Dwyer Circ Mayfield West.

Email: care@grainery.org.au

Hamilton SDA Pantry

Ph 4969 5557

Thursday evenings. 5.00pm dinner and hot drinks. 5.15pm low cost groceries (including fresh produce, low cost meat, packaged food.)

Hamilton SDA Church 105 Lindsay Street Hamilton.

Email: hamiltonsdapantry@gmail.com

Hope Café

Thursday dinner 5.45pm

Cnr Tudor & Murray Street Hamilton

Entry on Murray St

Email: office@gencitychurch.com.au

COVID-19 Service Update

In response to COVID-19, DARA is providing free meal home delivery around Newcastle, Port Stephens, Maitland and Lake Macquarie area. All who are in need are welcome to receive a weekly meal delivery. To register your details visit dara.org.au/home-delivery or call 4979 1339. Normal operating kitchens are closed until further notice.

Food bank still open- Wed 10-4pm, Thurs, Fri 10- 3.30pm. Has free bread, fill a bag for \$1 of fruit and vegies. Giving away one free frozen meal to each person. Food bank groceries for people doing it tough/low income earners. Free community dinner on Tues at 6pm has free takeaway dinners available at the Grainery Church (11 Murray Dwyer Circ Mayfield West).

**Operating hours 4.00pm-5.00pm Thursdays.
\$10 Hampers of pantry staples, bread, fruit and vegetables. Low cost meat and other specials available.
Walk through or drive through pick up.**

Suspended until further notice. Partnering with Soul cafe, DARA and Baptist Care to provide resources through this time.

Free Feeds

Islington ISP Night Van

Ph 4979 1120

132 Maitland Rd, Islington Outreach & Referral
available Saturday 4pm-7pm
W: www.catholiccare.org.au

Newcastle Care

Ph 4969 2799

85 Tudor Street, Hamilton
Hot meals Thursday between 6pm -7pm Also provide
counselling services, NIL loans, advocacy and referrals.

our Community Place

Ph 4958 7251
or 0432 331 284

7/24 Main Rd, Boolaroo NSW 2284
Free chilled cooked meals available on Mondays or
Wednesdays at Baptist Care Windale shop OR by
contacting the neighbourhood centre (frozen meals
available Mon-Fri 9am-3pm)
Email: coordinator@ourcommunityplace.org.au

Petes Community Kitchen at Vivid Life Church

Ph 0422 361 602 - Mark

Windale Community Hall Lakes Street Windale
Sunday breakfast

REACH Homeless Service

Reach is a street outreach that aims to aid the needy,
isolated or marginalised. Provides a free BBQ, water,
clothing, blankets, hygiene bags, weekend survival
packs and referrals to other health and welfare
organisations.
Friday nights from 8pm on Beaumont Street.
W: www.reachhomeless.com.au
Email: hello@reachhomeless.com.au

St Pauls

Ph 4964 1506

Lawson Avenue, Beresfield
Sunday lunch from 12pm

Tanilba Bay Baptist Church

Ph 4982 3022

41 Beatty Blvd, Tanilba Bay

Uniting Church

Ph 4967 4727

Cnr Kerr & Highfields Sts, Mayfield
Hot meals Sunday 12-1pm

Uniting Church Maitland

Ph 4933 6074

Ken Tubman Drive Maitland
Monday dinner from 5pm

COVID-19 Service Update

Partnering with a Papa Al's business in Mayfield to offer hot meals for people sleeping rough. To find out more go to Catholic Care's website or call 4979 1120.

Closed during COVID restrictions.

Takeaway meals only.

Closed during COVID restrictions.

Reach has partnered with Suspension Espresso in Islington and we are providing our emergency food packs and hygiene packs along with free coffee (provided by Suspension) every Friday between 4 and 6pm. This arrangement will stay in place during the current social distancing requirements.

Please note that due to COVID-19 pandemic, regular services and programs are suspended.

Food Co-ops

Many of the food co-ops listed receive their food through Food Bank, Second Bite & Oz Harvest

FOODBANK Non-profit organisation which acts as a pantry to the charities & community groups who feed the hungry.

OZHARVEST Australia's leading food rescue charity. Collects and distributes quality surplus food to people in need and diverts food waste from landfill.

SECOND BITE Redistributes surplus fresh food to community food programs around Australia.

BaptistCare HopeStreet
Ph 4032 5224

58 Cowper St Wallsend
Free bread, cheap groceries, hot food, fruit and veg café, support services, chaplaincy services, homeless support, case work, NILS loans.
Open: Mon – Fri: 9.30am – 3.00pm
Email: cbudden@baptistcare.org.au

Warners Bay Baptist Church
Food & Friendship

Ph 4947 4325

66 Queen St Warners Bay
Wed - Fri 9am – 2pm. (except on public holidays)
Connecting, Caring and Contributing to our Community. Not-for-profit community program of Warners Bay Baptist Church which is open to everyone. Affordable food and grocery items, including fresh fruit and vegetables plus personal items as well as cleaning products. Free bread available plus free fruit, vegetables and perishable items when available. Coffee shop is a great place to chat and socialise over a coffee/tea or milkshake served with homemade scones or cakes and slices. Craft activities held on a regular basis plus a range of homemade craft items are on sale. Love Me Again Clothing and Accessories sell pre-loved items at reasonable prices.
Email: foodnfriendship@gmail.com

COVID-19 Service Update

Mon, Wed, Fri 10-2pm. Food bank still open. Hot food takeaway and other takeaway meals on offer. Hampers (fruit & veggies). Washing machines and showers open. Doors open for now. Also doing home delivery service. Ring for home delivery Ph 4032 5224.

Grocery store is still operating however coffee shop and clothing shop are currently closed.

Food Co-ops

Many of the food co-ops listed receive their food through Food Bank, Second Bite & Oz Harvest.

BaptistCare HopeStreet
Ph 4032 5224

58 Cowper St Wallsend
Free bread, cheap groceries, hot food, fruit and veg
café, support services, chaplaincy services, homeless
support, case work, NILS loans.
Open: Mon – Fri: 9.30am – 3.00pm
Email: cbudden@baptistcare.org.au

Grainery Care
Ph 0448 720 771

58 Maitland Rd, Mayfield
Affordable groceries and free bread
Wed, Thurs and Fri 10am-4pm
Email: care@grainery.org.au

New Day Christian Church
Ph 4959 4891

2 Day St, Toronto
Free Bread, Cheap groceries. Fruit & Veg
Thursday Mornings 9am-1pm

Real Life Church
Ph 4933 8055

Ken Tubman Drive, Maitland
Low-cost food bank Wednesday 12.30pm-2.30pm
Email: realcare@reallifechurch.com.au

Southlake FoodCare

Christine Mastello
Ph 0432 580 059

614 Freemans Drive Cooranbong
Mon 9:30-11:30 Wed 10am-1pm Fri 9:30am -11:30am.
Min spend \$5 -2 free loaves of bread.
Free haircuts and free Christmas hampers & toys.

Windale BaptistCare
Ph 4032 4810

Shop 1/24 South Street Windale
Low-cost grocery store Mon-Fri 10am to 3pm

FOODBANK Non-profit organisation which acts as a pantry to the charities & community groups who feed the hungry.

OZHARVEST Australia's leading food rescue charity. Collects and distributes quality surplus food to people in need and diverts food waste from landfill.

SECOND BITE Redistributes surplus fresh food to community food programs around Australia.

COVID-19 Service Update

Mon, Wed, Fri 10-2pm. Food bank still open. Hot food takeaway and other takeaway meals on offer. Hampers (fruit & veggies). Washing machines and showers open. Doors open for now. Also doing home delivery service. Ring for home delivery Ph 4032 5224.

**Currently open Wed 10am-4pm
Thurs and Friday 10am-3.30pm**

Home delivery Bolton Point out to Freeman's Waterhole, to Wyong to Gwandalan. Can be delivered to parks. Wed- Lake Mac, Thurs- Central Coast. Two loaves bread, big bag fruit & veggies, 2l long-life milk and non-pershables. Has capacity to give away 10 free per week, otherwise \$10 if people can afford it.

GP & Health

13 Sick (Doctor to your Door) Provides home doctor visits in Newcastle, Maitland, Raymond Terrace and Lake Macquarie. Calls taken 2hrs prior to opening hours.

Ph 137 425

- Monday to Friday 6pm till 8am
- Saturday from 12pm
- Sundays and Public Holidays 24 hours

Charges apply after midnight until 8am

Bulk Billing Hours

- Monday to Friday 6pm till Midnight
- Saturday from 12pm until Midnight
- Sunday and Public Holidays 8am until Midnight

W: <https://homedoctor.com.au/locations/newcastle>

Eastlakes Community Health Centre 19 South Street, Windale
Mon-Fri 8am -5pm
Ph 4944 5300

Family Planning NSW Ground Floor 384 Hunter St, Newcastle

Ph: 4929 4485

Provides sexual and reproductive health services to all ages both face-to-face and telehealth.
Youth drop-in clinic (up to 24 years of age) on Tuesday & Wednesday from 12:00pm to 5:30pm.

Call for an appointment or book an appointment online via: <https://fpnsw.wufoo.com/forms/p197vuee0q3xq8g/>

Email: tillya@fpnsw.org.au

Family Planning NSW Talkline Call or email for free confidential information, advice and options across a wide range of reproductive and sexual health issues.

(FREE CALL)
1300 658 886

Email: talkline@fpnsw.org.au.

COVID-19 Service Update

Call after 6pm or book through app. Do not carry, and cannot provide, Coronavirus tests.

As an essential service, we are offering face-to-face consultations where absolutely necessary.

GP access after hours. Telehealth or video appointments, face to face when absolutely necessary.

GP & Health

GP Access

Ph 1300 130 147

Hunter New England oral Health (Public Dental Services)

Ph 1300 651 625

Free dental for adults & children under 18 yrs listed on a Medicare card or adults who have a Centrelink concession (Health Care, Pension Card or Commonwealth Seniors card)
Mon-Fri 8.30-4.30pm

Matthew Talbot Homeless Service

Ph 4961 1411

82 Hannell Street, Wickham
Supports men and men with children who are homeless or at risk of homelessness in the Newcastle and Lake Macquarie areas. Provide case management and assistance with:

Assistance with accommodation

- Support to find and maintain tenancies
- Support to address health concerns, Doctors visit onsite weekly
- Support to identify goals
- Support to link with legal services
- Support with Centrelink, who visit onsite fortnightly
- Assistance to pay off State Debt by way of Work Development Orders
- Onsite Smart Recovery Program

provide Assertive Outreach to those sleeping rough focusing on a housing first model for Newcastle and Lake Macquarie. We also partner with Department of Communities and Justice with the Newcastle Assertive Outreach Team that assist rough sleeping in the Newcastle LGA.

Email: mtcwickham@vinnies.org.au

W: www.vinnies.org.au

Mon-Fri 9am to 5pm

Anyone can report a rough sleeper at www.vinnies.org.au/RoughSleeper

COVID-19 Service Update

GP access after hours. Telehealth or video appointments, face to face when absolutely necessary.

Public dental clinics are restricted to providing urgent dental care only. Patients who have appointments for non-urgent treatment will be offered care on a later date and will not lose their place on a waiting list. Patients who are unsure of the urgency of their condition can contact their local public dental service for triage and advice.

The Centre remains open to assist people with some staff working from home. We are limiting face to face contact. Where contact is necessary we are practicing social distancing, hand washing and hygiene practices as per Health and government guidelines.

Still taking referrals and providing regular support to people. We are focusing on getting rough sleepers into Temporary accommodation and providing case management supports and other wrap around supports and services.

All Vinnies shops are closed however you can still make donations. We can still provide clothing etc if needed.

GP & Health

St Vincent de Paul – AOD
(Alcohol or other Drug)

Ph 0466 476 279

Continuing & Coordinated Care Program

The AOD CCC Program provides a free and confidential service for people who are struggling to address their drug or alcohol issues. The program provides continuing care and intensive support that assists people to establish and maintain engagement with treatment services while helping them to address other complex needs. Program is open to people aged 18 or older who, are receiving community-based AOD treatment, or are waiting to enter or recently left community-based day or residential AOD treatment.

Email: CCCP.Newcastle@vinnies.org.au

The Youth Health Team
(Part of Kaleidoscope
Community Health)

Ph 4925 7804

621 Hunter Street Newcastle

Support for young people to access healthcare and improve health outcomes by appointment. Work with youth experiencing or at risk of homelessness with poor health outcomes (triage linking, physical, sexual, mental health assessment then links people to support).

The service also provides education and consultation to others working with young people in the community.

Email: HNELHD-YHT@hnehealth.nsw.gov.au

COVID-19 Service Update

Still working full time hours. No face to face at this time only phone/video contact.

Still taking referrals which can be emailed to cccp.newcastle@vinnies.org.au

Business as usual. Still seeing people face to face where there is significant concern of poor health outcomes. COVID phone screening 24 hours before appointment. Can do phone or online appointments.

Usually works out of five high schools, but currently working in one.

Gambling

Gamblers Anonymous

Ph 9726 6625

12 step program & support group.
Locations around Newcastle.
W: www.gaaaustralia.org.au

Gambling Counselling & Support Services Upper Hunter

Ph 6575 5314
or 0476 808 686

77 John Street, Singleton
Offers free face-to-face gambling and financial counselling in Muswellbrook, Scone and Singleton for anyone affected by problem gambling including family, partners and friends.
Mon-Fri 9am - 5pm

Problem Gambling Helpline

Ph 1800 858 858
or 9373 5100

Smart Recovery
For all addictive behaviours
www.smartrecoveryaustralia.com.au

COVID-19 Service Update

Meetings have closed until further notice.

**Most Face-to-Face meetings are currently on hold.
Attend meetings online and see the website: <https://smartrecoveryaustralia.com.au/covid-19-novel-coronavirus-advice-for-the-smart-recovery-australia-community/>**

Have a Chat

Newcastle Libraries

Ph 4974 5342

Newcastle Libraries are located in Wallsend, Mayfield, Hamilton, Newcastle, Adamstown, New Lambton, Lambton, Stockton & Beresfield.

All libraries offer community spaces open to all; friendly staff to assist with access to information & resources; free use of computers & WIFI; free library membership; charge your phone; drug & legal information access; book in for free tech support classes or arrange for a free one on one adult literacy support.

Access free books, e-audio books, music, streaming movies & documentaries through the online library 24/7.

Military Brotherhood MMC

Ph 0422 428 926

Providing care and assistance to all veterans through mateship and advocacy.

Contacts a broad range of organisations including crisis housing and DVA white cards, conducting hospital and home visits covering Hunter Valley, Newcastle, Port Stephens and Lakes. Hunter Valley

Email: huntervalley@militarybrotherhood.com.au
W: www.militarybrotherhood.com.au

The Big Issue

Ph 0459 951 266

Whether you are homeless or just going through a tough time, give the Big Issue a call and they can help you get started right away.

For every magazine you sell you get half the cover price. There's no need for lots of training or forms to fill out.

To talk to someone about becoming a vendor in Newcastle contact 0459951266 or email pwhite@bigissue.org.au or broberson@bigissue.org.au

COVID-19 Service Update

Service limited to digital only. All front facing serviced and branch operations have been temporarily suspended. Return shutes have been closed. Items borrowed prior to March 20 have due dates extended to 1 May 2020. Home Library service has been suspended.

Please refer to City of Newcastle App and website [websitehttps://www.newcastle.nsw.gov.au/Council/News/COVID-19-how-we-are-responding](https://www.newcastle.nsw.gov.au/Council/News/COVID-19-how-we-are-responding); and Newcastle Libraries App and Website<https://www.newcastle.nsw.gov.au/Library/Connect/Visit/COVID-19-Updates> for updates.

Helplines

Family Relationship Advice
Line

Mon-Fri 8am-8pm
Sat 10am-4pm

Ph 1800 050 321

Karitane Careline

Mon- Thurs 12:30pm -9pm
Fri - Sat 9am - 3:30pm

Ph 1300 227 464

National Sexual Assault
Domestic and Family
Violence Counselling Service

24hrs 7 days
Interpreter 131 450

Ph 1800 737 732
(1800 RESPECT)

Parent Line NSW

Mon-Fri 9am-9pm
Saturday 4pm-9pm

Ph 1300 130 052

Perinatal Anxiety and
Depression Australia Helpline

Mon- Fri 9am - 7:30pm

Ph 1300 726 306

SANE Australia Mental
Health

Mon-Fri 9am-5pm

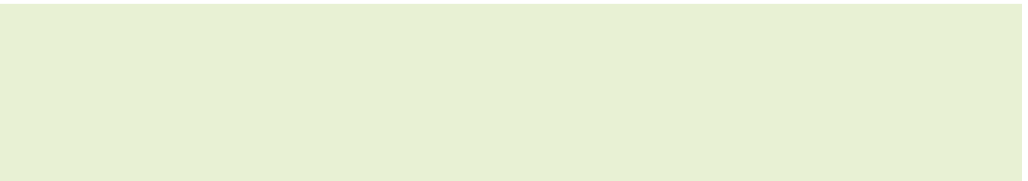
Ph 8800 187 263
(1800 18SANE)

Tresillion Parent Helpline

7am - 11pm
7 days a week

Ph 1300 272 736

COVID-19 Service Update



Legal & Govt

Anti-Discrimination NSW

Ph 9268 5544
Free call: 1800 670 812

In New South Wales, certain types of discrimination are against the law in specific areas of public life. Sexual harassment, vilification and victimisation are also against the law. Anti-discrimination NSW offers a free enquiry and conciliation service to residents of NSW who are facing discrimination.

Email: adbcontact@justice.nsw.gov.au
W: www.antidiscrimination.justice.nsw.gov.au

Hunter Community Legal Centre

Ph 4040 9120
Toll Free 1800 650 073

Provides free legal advice to people who live, work or study in the Newcastle, Lake Macquarie, Port Stephens, Great Lakes and Hunter Valley regions.
Mon 9:30am-4am Wed 9:30am-4am Fri 9:30am-4pm

Law Access NSW

Ph 1300 888 529

Don't know where to go for legal help? Start with LawAccess NSW - a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW, Call LawAccess NSW on (Mon-Fri 9am to 5pm)
W: www.lawaccess.nsw.gov.au

Legal Aid NSW

Ph 49295482

Legal Aid provides free legal advice about family, civil and criminal law at various locations throughout the Hunter. We have solicitors to assist with your social and private housing concerns.

Migrant Employment Legal Service

Ph 8002 1203

Migrant Employment Legal Service (MELS) is state-wide service offering FREE and CONFIDENTIAL employment legal advice and representation to migrants, temporary visa holders and people from cultural and linguistically diverse backgrounds in NSW.
Mon-Fri 9am-5pm
W: www.mels.org.au/contact

COVID-19 Service Update

Due to COVID-19, they are operating on reduced service levels. Expect delays in responses to emails and phone calls. If you send correspondence by mail, there will be further delays. Please contact via email where possible.

Offices are closed to face to face enquiries and conciliations until further notice.

Intake is now Monday, Wednesday and Friday 9:30 to 4pm (previously only 2 hours a day).

No face-to-face consults. Legal advice provided via phone 02 4040 9120

Offers free legal help if you are facing legal issues that relate to the COVID-19 public health laws. This includes employment problems, social security entitlements, family law issues or parenting problems.

Call LawAccess on 1300 888 529

Legal & Govt

NSW Fair Trading

Ph 133 22 00

Free advice for tenants and advice on problems when goods & services are purchased.

W: www.fairtrading.nsw.gov.au

Victims Services

Ph 1800 633 063

Victims Services provides support, information and referrals to people who have been victims of crime in NSW.

The support includes access to free counselling and financial assistance. Also supports victims to access their rights which are set out in the Charter of Victims' Rights.

Email: vs@justice.nsw.gov.au

W: www.victimsservices.justice.nsw.gov.au

COVID-19 Service Update

Regular updates on fee waivers, advice for tenants and landlords at <https://www.fairtrading.nsw.gov.au/resource-library/publications/coronavirus-covid-19>

Continuing to operate phone lines Mon-Fri 9am-5pm.

Victims Access Line: 1800 633 063

Aboriginal Contact Line: 1800 019 123

You can also continue to lodge online forms for victims support at www.victimsservices.justice.nsw.gov.au

Mental Health

ARAFMI Hunter

Ph 4922 1546

22 Stewart Ave Hamilton East
Counselling, support and education services for families, carers and friends of people who live with mental illness.

E: support@arafmihunter.org.au

W: www.arafmihunter.org.au

Beyond Blue

Ph 1300 22 46 36

Web & Phone based service for depression and anxiety with information, phone counselling services & links to more support.

W: www.beyondblue.org.au

Centre for Psychotherapy

Ph 4924 6820

James Fletcher Campus 72 Watt St Newcastle
Provides specialist, outpatient assessment and treatment for people over 18 years experiencing Borderline Personality Disorder and Eating Disorders.

Child & Adolescent Mental Health Services

Ph 1800 011 511

Provide a range of specialist mental health services in both community and in patient settings across HNE to infants, children, young people, their families and carers. Referral can be made by contacting the Mental Health Contact line Local CAMHS services are available in Newcastle, Lake Macquarie and Hunter Valley.

Community Mental Health Teams Newcastle Mental Health Service

Ph 4964 7000

Barracks Building James Fletcher Hospital campus, Watt St, Newcastle

Flourish Australia

Ph 1300 779 270

633 Hunter Street Newcastle
Support in recovery for people with mental health issues along with housing in the community, work and recreational activities.

W: www.flourishaustralia.org.au

COVID-19 Service Update

Counselling over the phone. Still taking appointments. Monthly carer borderline personality support program on hold. Friendship House still operating by email. Emergency relief running 10-2pm, Mon, Wed, Thu, Fri at 32 Brunner Rd, Broadmeadow, Ph 4922 1540 for appointments. Financial counsellor can also be contacted via this number.

Intake through the mental health hotline 1800 011 511.

Still open. Taking new patients. Phone or online where possible.

Daily programs closed, telephone support groups established. Still doing home based outreach support as normal. One-on-one sessions moved online.

Mental Health

HNE Mental Health General Enquiries

Ph 4033 5000

Hunter Primary Care

Ph 4925 2259

Hunter Psychosocial Support Service
Assisting people with severe mental illness build daily living skills and connect with services. Our Hunter Psychosocial Support Service (HPSS) aims to assist people with severe mental illness, who have reduced psychosocial function and are not eligible for assistance through the NDIS to build daily living skills and connect with services based on their goals. While the NDIS provides comprehensive support for the majority of people with severe mental illness, you might not meet the NDIS criteria but may still benefit from specialised psychosocial support at certain times.

W: www.hunterprimarycare.com.au

Hunter Valley Mental Health Service

Ph 4939 2900

555 High Street, Maitland

Kaiyu Konnect & Group Service

Ph 4953 0051

A community based mental health service for adults living with a mental illness. Self referral ok. Mon, Tues, Thurs and Fri by appointment

Lake Macquarie Mental Health Service

Ph 4904 9000

1A Dudley Road, Charlestown

COVID-19 Service Update

Referrals to the Hunter Psychosocial Support Service can be made completing the online referral form at <https://hunterprimarycare.com.au/hunter-psychosocial-support-service>

Face-to-face consultations continue to be offered for Psychology Services and Headspace Newcastle clients. All clients are screened first. Referral pathway still the same <https://hunterprimarycare.com.au/health-professionals/#refer-prof>

Clinicians are offering AVL consultations for those who cannot attend the office. Happy to assist anyone with any questions or concerns on 4925 2259

Phone service only.

Referrals through HNEH. Happy to do video calls with new referrals if clients have access to the required technology. Clients will require a referral, or can self refer if they meet the criteria.

Intake through the mental health hotline 1800 011 511, option 1.

Mental Health

Mental Health Facilities

Ph 4985 5800

Services include:

- Short term acute (Newcastle and Lake Macquarie)
- Older Persons
- Mental Health and Substance Use

Access to specialist mental health assessment is via presentation to Emergency Department.

Mental Health Line

Ph 1800 011 511

24hr / 7 days - crisis line Directly links you with local and if needed state wide mental health services.

Mental Health Substance Use Service

Ph 4033 5600

McAuley Centre, Mater Hospital Campus, Edith St Waratah NSW 2298.

The Mental Health and Substance Use Service operates a centre based community facility for people with comorbid mental health and substance use problems.

Services provided include assessment, treatment and referral as well as consultation to other health professionals around dual diagnosis issues.

The treatment options include a range of group based interventions suited to people who are at different stages in their recovery.

Nexus - Inpatient Unit

Ph 4985 5800

John Hunter Hospital

Lookout Rd New Lambton Heights

Inpatient unit for children and adolescents 5 to 17 years old with mental health problems. No outpatient assessments made. The ward also has dietitians, OT, teachers and social workers.

Support Through Early Psychosis Service (STEPS)

Ph 4915 1796

20 Stewart Ave Hamilton

Recovery service for young people aged between 16-30 years who have experienced the onset of psychosis within the past 2 years. Group programs and individual support.

COVID-19 Service Update

Intake through the mental health hotline 1800 011 511. Follows HNEH guidelines.

Present to ED for mental health assessment for inpatient admission at Nexus. Adolescents only. HNEH guidelines followed. Patients can't go out on leave.

Pets

Pet Emergency Services

Ph 9782 4408

Homeless Pets and their People

This service offers a range of community outreach services for homeless pets and their people to help them remain together while they get back on their feet, and to be as healthy and happy as they can be. These include distributing food for pets through our charity partners, providing emergency boarding and foster care for pets and access to veterinary services.

Email: livingruff@rspcansw.org.au

Pets of Domestic Violence Victims

Ph 9782 4408

This service assists families with temporary housing for pets of people who are seeking refuge from domestic violence, and helps to address the link between animal and human abuse and child protection.

The Safe Beds Program is not a long-term solution to the housing of the pet, but it gives domestic violence victims peace of mind and allows them to secure their own safety and make arrangements for the future.

Email: safebeds@rspcansw.org.au

Pets of Older Persons

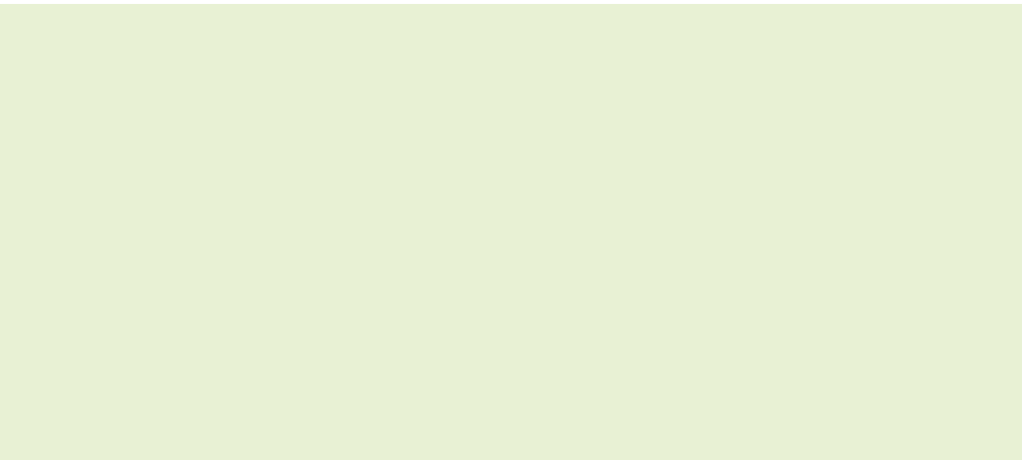
Ph 9782 4408

This service assists people who are 65 years of age or older with temporary foster accommodation and/or emergency boarding of their pets should the owner require medical treatment, respite or other assistance.

We also help with veterinary treatment, assist with pet grooming and conduct home visits to assist with basic pet care. These services are also available to palliative care patients of any age who are socially isolated.

Email: poops@rspcansw.org.au

COVID-19 Service Update



Refugee Services

Hunter Multicultural Communities

Ph 4960 8248

2A Platt St Waratah
9:00am - 4:30pm Mon-Fri
Supporting the diverse needs of all people within the Hunter Region's multicultural communities by fostering cultural harmony, encouraging social cohesion, and promoting a united, just and equitable society for all.

W: www.huntermulticultural.org.au

Multicultural Neighbourhood Centre

Ph 4965 5291

3 Illalung Rd, Lamton
Mon and Tues 9:30am-5pm Wed 9:30am-4pm

The Multicultural Youth & Family Project works with young people aged 12-17 and their families, from culturally & linguistically diverse (CALD) backgrounds. Provides: • Advocacy • After School Activities • Case Management • Early Intervention • Holiday Programs • Information & Referral • Outreach & Events • Mentoring

W: www.mncinc.org.au

Northern Settlement Services

Ph 4969 3399

Assisting migrants & refugees in Newcastle with relevant needs & services. 8 Chaucer Street Hamilton
Fax: (02) 4961 4997

Email: nss@nsservices.com.au

STARTTS

Ph 4923 7194
or 4923 7190

Longsworth Avenue, Wallsend
Cutting edge psychological treatment and support to help people heal the scars of torture and refugee trauma and rebuild their lives.

COVID-19 Service Update

The Multicultural Neighbourhood will continue to provide information, advice, classes, case support and referral via phone, SMS, email, MNC Facebook page, Youth Project Facebook page, MNC Youth Project Instagram and Zoom. Current school site visits for meetings have been suspended to be replaced with alternate contact methods. Engagement opportunities via social media platforms & groups.

For more Information please see full MNC response to COVID 19 Pandemic and Contingency Plan.

<https://www.facebook.com/MulticulturalNeighbourhoodCentre>

Casework continuing by phone and online. Limited face to face assistance available at the office by appointment only. Aged Care programs continuing delivery of in-home services with high level infection control measures. All group activities cancelled. Communication through social media groups and exploring other online interaction.

Operating full time within business hours and staff working from home. Client counselling continues however with phone/Zoom/Facetime instead of face to face. All STARTTS group work including camps and school programs have been cancelled. Some are transitioning to online groups.

Shower and Hygiene

Caltex Beresfield North

Weakleys Drive, Beresfield
Open 24 hours

Caltex Raymond Terrace

40 Richardson Road Raymond Terrace

Free Haircuts

TAFE NSW Newcastle Building C, Level 2
266 Maitland Rd Tighes Hill
Men's and ladies haircuts.
By appointment only

Ph 4923 7444

National Public Toilet Map

16,000 publicly available toilets across Australia, including accessibility, opening hours and facilities, such as showers & baby change facilities.
W: www.toiletmap.gov.au

Orange Sky Laundry

Ph (07) 3062 4811

Orange Sky works alongside community groups such as a food van or drop-in-centre s and this enables people to get more than just their washing done, a hot meal and a cuppa and a hot shower and assistance to access other services. If you or anyone needs some washing done, come along to one of our locations and meet our friendly Orange volunteers.
For Newcastle and Hunter services visit the website
W: www.orangesky.org.au/locations

Share the Dignity

Provide on-the-ground support to homeless women and victims of domestic violence. Collects thousands of pads, tampons and personal hygiene products which are distributed to charitable organisations so they may be gifted to women and girls in need.
W: www.sharethedignity.com.au
Email: nsw@sharethedignity.com.au

Shell/Coles Express Hexham

21 Maitland Road, Hexham
Open 24 hours Shower & laundry facility

Wings & Strings

Aims to provide people in need with hygiene products. W&S creates gender neutral hampers to deliver to crisis accommodation, youth centres and individuals.
Email: infowingsandstrings@gmail.com

COVID-19 Service Update

Still operating but on reduced shifts.

COVID updates on website <https://orangesky.org.au/covid-19/>

Sport & Community

Big Issue Community Street Soccer

PCYC Broadmeadow

Corner of Young & Melbourne Rd, Broadmeadow

Want to get active and make new friends? Head down to your local Street Soccer program and join in the fun. It's completely free and open to anyone 16 years and above.

Players come from many walks of life, but all have been marginalised in some way.

Thursday 3:30pm-5:30pm

Contact: Bill Robertson

Email: newcastlesoccer@bigissue.org.au

Support Groups

Alcoholics Anonymous

Ph 4964 1555
or 1300 222 222

12 step program & support group. Share experience, strength & hope to help recover from alcohol addiction. Locations around Newcastle
W: www.aa.org.au/findameeting

Narcotics Anonymous

Ph 1300 652 820

Non-profit fellowship of men and women whom drugs has become a major problem. Recovering addicts meet regularly to help each other stay clean.
W: www.na.org.au

COVID-19 Service Update

COVID-19 Service Update

Office closed. Meeting virtually Wed 7-8.30pm

Utilities (Energy & Water)

Energy and Water ombudsman NSW

Ph 1800 246 545

Provides a free, fair and independent dispute resolution service for all electricity and gas customers in New South Wales, and some water customers.

If you are experiencing difficulty with your energy or water bills, rebates, marketing, transfers, contracts, disconnection or need advice, call EWON or go to W:
W: www.ewon.com.au

Energy Accounts Payment Assistance Scheme

<https://www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme>

Essential Medical Equipment Payment through Services Australia Centrelink is a yearly payment of \$160 pa for each piece of eligible equipment needed or heating need for medical reasons.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/essential-medical-equipment-payment>

Hunter Water Account Assistance

Ph 1300 657 657

For customers that may be experiencing longer term financial difficulties.

Hunter Waters' specialised staff will work with eligible customers to provide support and assist them to manager their account by:

- Having confidential discussions with you regarding your individual circumstances
- Provide you with a range of options and guidance tailored to your needs
- Setting you on an affordable payment plan
- Holding any collection activity
- Holding late payment interest charges

Hunter Water Payment Assistance Scheme

If you are experiencing financial difficulty, Hunter Water can help by referring to appropriate community service providers and for eligible customers can approve a credit directly onto your water account.

W: www.hunterwater.com.au

Newcastle City Council
Community Directory
Ph 4974 2000

Community Directory to websites & phone apps
www.newcastle.nsw.gov.au

COVID-19 Service Update

Hunter Water recognises it is a challenging time for our community and we are here to assist if you have been impacted financially by COVID19 by providing:

- **Account extensions, more time to pay**
- **Interest free payment relief**
- **Payment Assistance**
- **Flexible payment options**
- **Private Tenant Payment Assistance**
- **Collection Holds**

To access support for your water account please visit hunterwater.com.au or call our team on 1300 657 657

We will do our best to help find the right solution for you, after all, we're all in this together.

Youth Specific

**Adolescent & Family
Counsellor**

73 Elgin St Maitland (Headspace)
For 12-25 year olds

Ph 4931 1000

Allambi Youth Services Inc.

496 The Esplanade (PO Box 555) Warners Bay
Crisis accommodation for youths. Referral can be made by self or an organisation. Youth services are provided for persons between the ages of 12 - 17.
www.allambicare.org.au

Ph: 4944 5900

**Compass' Grow A Star
Program**

Compass Housing Services
Level 3 12 Stewart Avenue Newcastle West
Gives youth at risk access to sporting, musical, academic activities.

Ph 1300 333 733

Headspace

GP referral, youth support, mental Health, drugs, family issues, LGBTI, suicide issues.

Newcastle Ph 4929 4201
Maitland Ph 4931 1000
Gosford Ph 43047870

ITEC Youth

Ground Floor 59 Ridley Street Charlestown
Assertive outreach case work for young people under the supervision of Youth Justice NSW within the community who have been assessed as having a medium to high risk of offending. Servicing Newcastle, Lake Macquarie, Port Stephens, Lower and Upper Hunter. Referrals via Youth Justice NSW only
Monday – Friday 8:30am – 4:30pm
Email: nsw@itecgroup.com.au
W: www.itecgroup.com.au

Ph 4945 6100

**Jesmond Neighbourhood
Centre**

44 Mordue Parade, Jesmond
For 9-18 year olds. Mon-Fri (9.30am – 4.30pm)

Ph 4979 8555

COVID-19 Service Update

No face to face consultations. Phone or video consults only. Still taking referrals. No wait list for intake. 2 months for counselling.

Business as normal, practicing COVID-19 guidelines.

Newcastle: Operating as normal. Now offering video and phone appointments. Seeing people face to face as requested. Waiting list 3-4 weeks atm.

Gosford: Still operating, all services over the phone. Face to face if clinically indicated. Intake call 1-2 business days, wait list few weeks.

Remote service delivery during COVID-19 pandemic. All support provided will be via phone and/or various video chat applications.

Neighbourhood Centre currently closed to the public, and moved to phone and email assistance and referral only. The Adolescent and Family Counsellors are working via Telehealth options – self referrals are accepted. Online Parenting Programs will begin next term.

Youth Specific

Northlakes Youth Services

Ph 4958 8648

1 Minmi Rd Edgeworth
Counselling, Early Intervention Programs Outreach,
Referral, Mentoring 9-18yrs

Annie Hopkins afcnlake@bigpond.net.au
Richard De Martin nypemnc@bigpond.com

Path 2 (change (P2C))

Ph 4951 2144

11 Charles Street, Wallsend
Committed to providing young people who are homeless or at risk of homelessness, specialised support and access to education, training and employment opportunities Mon-Fri 8.30am-5pm

Email: admin@p2c.org.au

Salvation Army Employment Plus

Ph 0427 603 505
or 4918 4800

Offers free, voluntary Youth Employment Services to people aged 15 - 24 that want support to get a job, study or change careers. Services include mentoring, driving lessons, resumes, courses and employability skills. Locations across the Central Coast, Newcastle and the Hunter Region.

Email: ttwnsw@aep.salvationarmy.org

Samaritans Reconnect

Ph 4014 9380

Newcastle, Port Stephens, Lake Macquarie, Maitland, Cessnock.

Reconnect is a free and confidential service for young people aged 12-18 years.

Our goal is to work with young people and their families on what is important to them and support young people to:

- prevent homelessness
- stay connected to family
- stay connected to education
- stay safe
- make healthy choices
- look after their mental health and emotional wellbeing.

COVID-19 Service Update

Centre closed. Staff are still contactable via phone and will aim to assist where possible.

Call first before visiting offices. Ph 136123

<https://www.salvationarmy.org.au/locations/new-south-wales/ep036/employment-plus-newcastle/>

Open and accepting referrals. Email is preferable and referrals can be sent to the Reconnect inbox.

Continuing to meet with young people face to face or via video conferencing/ text weekly.

Covid-19 update: Open and accepting referrals. Email is preferable. We are continuing to meet with young people face to face or via video conferencing/ text weekly

Youth Specific

Samaritans Specialist Homelessness Service Newcastle/Lower Hunter

Referral process via intake on 4960 7280.

Samaritans Youth Accommodation Newcastle (16-19yrs)
Ph 4955 8358

Samaritans Youth Accommodation Newcastle (12-15yrs HYAP model)
Ph 4933 9330

Provides a range of support services for young people aged 12 to 24 who are homeless or at risk of homelessness across the Newcastle, Maitland, Cessnock and Dungog LGAs, including:

- Short-term emergency accommodation for 12 to 15-year-old
- Short-term emergency accommodation for 15 to 19-year-old
- Transitional accommodation
- Outreach support
- Support to access "Rent Choice Youth"
- Finding Family & Family restoration.
- Education & development of living skills and Rent it Keep it
- Support to maintain independent accommodation

www.ReachOut.com

Where you can get the help you need, when and where you need it.

You can access ReachOut.com 24/7, and talk to other young people or read factsheets and stories on anything from everyday issues through to really tough times.

Youth off the Streets

Ph 4936 1917
or 0400 330 372

Hunter Valley Outreach (12 to 25years)
35 Station St Weston

Youth on Track

Ph 0477 380 117

433 Hunter St, Newcastle

An early intervention program for young people at risk of offending case management, court support, early intervention programs.

Email: YoTrHunter@missionaustralia.com.au

COVID-19 Service Update

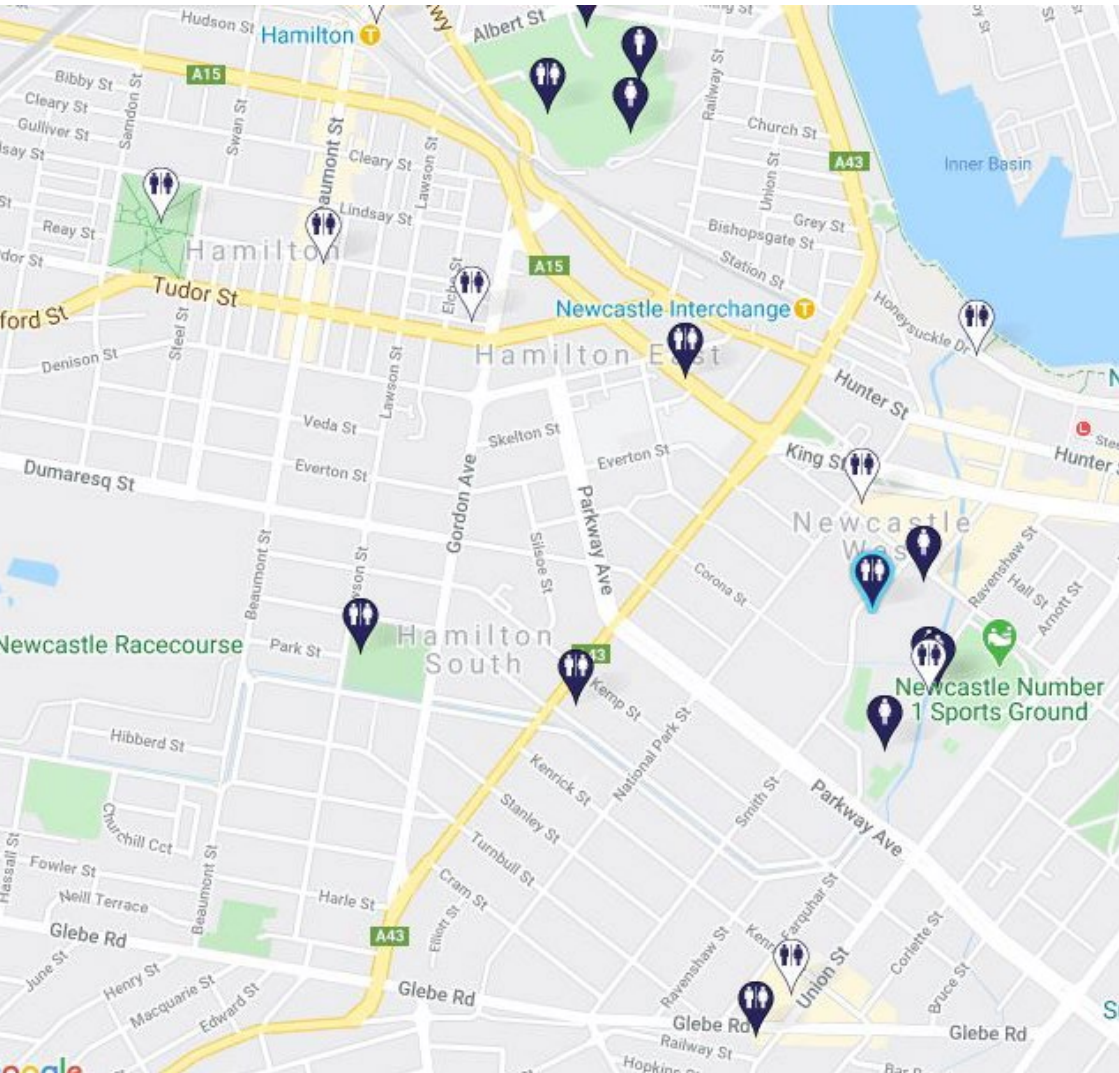
Samaritans SHS is still operating, however face to face contact is being limited to essential contact only. The service is utilising available technology to remain connected with other services and the people they support.

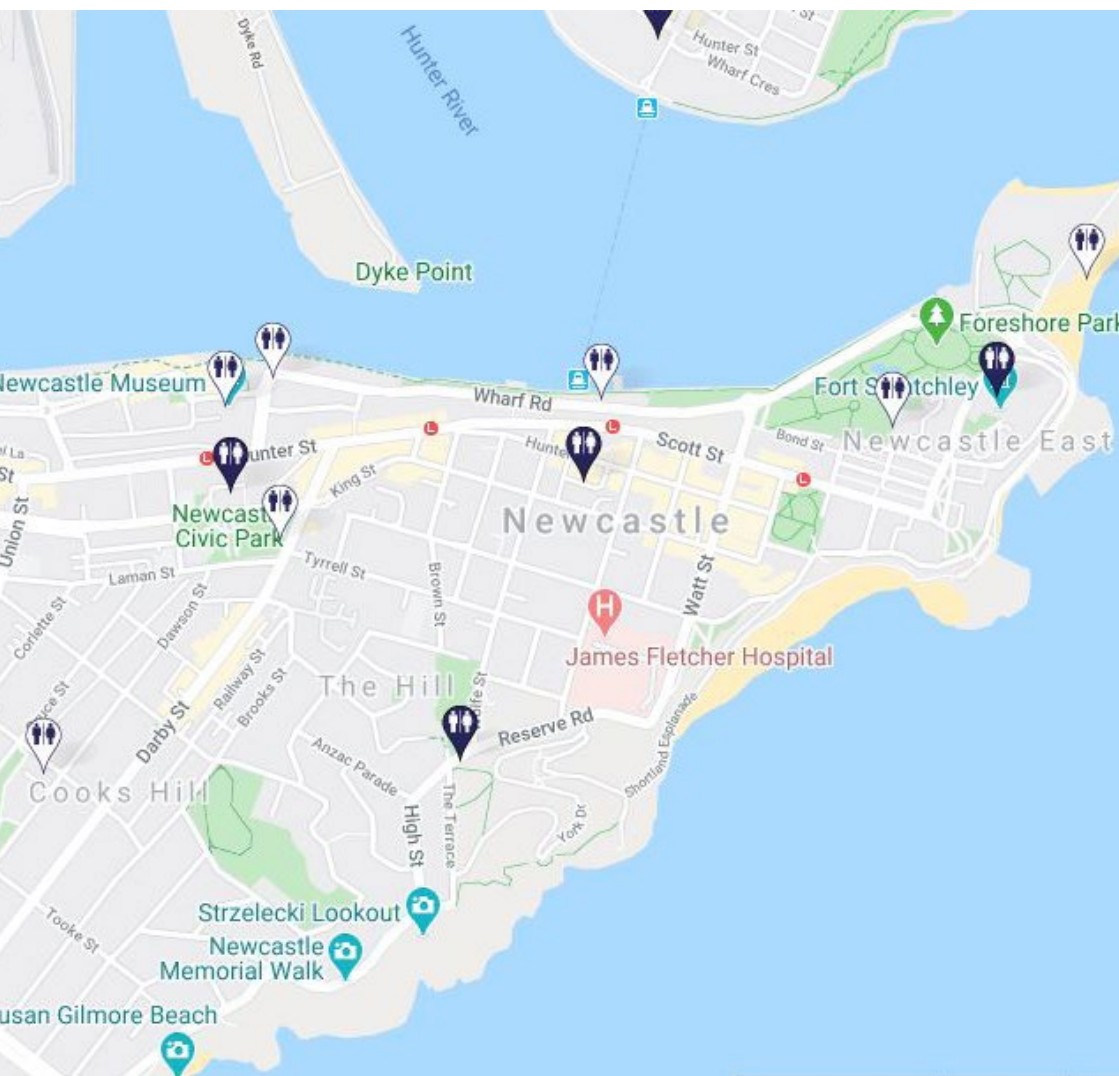
Coping through COVID section on website <https://au.reachout.com/collections/coping-during-coronavirus>

**Currently still open. Face to face but no more than 2 people at a time.
Providing individual support, food plus more at this time.
Hours are 10am to 4pm Monday to Friday.**

Public Toilet Map

NEWCASTLE 2300 DETAIL







*A Hunter Homeless Connect Inc. Initiative founded by TAFE NSW supported by
Compass Housing Services*

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THE 2020 HUNTER HOMELESS CONNECT DIRECTORY IS A COMPILATION OF
CURRENT SERVICES AVAILABLE TO ANYONE IN NEED. IT IS NOT EXHAUSTIVE
BUT SHOULD BE ABLE TO HELP DIRECT PEOPLE TO A SUITABLE SERVICE
WHICH CAN THEN ASSIST TO SOLVE URGENT NEEDS.

info@hunterhomelessconnect.org.au

All information is current as of May 2020