

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 10 AUGUST 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.

Mental Health Line

Crisis Line:

You first speak to a triage nurse who assesses you and then links you with mental health services.

1800 011 511
24hr / 7 days

COVID-19 Service Update

Essential service - fully operational

For face to face or video counselling please call 02 4940 2000.

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

Crisis Contacts

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

433 Hunter Street Newcastle
Singleton Neighbourhood Centre 21 Mary Street
Singleton
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

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. Offering some face to face sessions and working around restrictions. Clients need to complete a health check with COVID-19 questions.
Email Pauline Coxon at Coxonp@missionaustralia.com.au**

Not taking any new residents through COVID-19.

Telephone referral service.

**All medical consults back to tele-health from Monday 27th July.
You will be contacted if you had an appointment booked in.
Please call us on 02 4907 8555 to book a tele-health appointment.
For full updates, please visit: <https://hubs.ly/H0sWxRJ0>**

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

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. Worried about accessing health services in the area? Call or message 0407 811 345

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

**Still open. No groups running.
Gas and electricity vouchers are available.
Call before visiting.**

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

Fully operational.

Fully operational.

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 Communities & Justice

Ph 1800 422 322

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

Apply for Housing Assistance online
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

Fully operational.

Compass Housing Access offices in Cessnock and Muswellbrook have returned to face-to face services provision, adhering to government protocols around limiting the spread of COVID-19. Our Cessnock office is limited to serving one customer/ family group at any one time, therefore it is preferable to call and make an appointment. Ph: 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.

Fully operational.

Accommodation & Housing

Housing NSW

Ph 1300 305 667

www.housing.nsw.gov.au

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

- Private rental assistance and subsidies
- Temporary Accommodation and emergency temporary accommodation
- Supported and crisis accommodation
- Affordable 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

Hume Community Housing

Ph 9722 4300

Hume Community Housing provides a full continuum of housing programs including temporary and transitional crisis housing through to long-term community and affordable housing.

Email: hume@humehousing.com.au

W: www.humehousing.com.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

COVID-19 Service Update

Essential service - fully operational.

Hume Housing now have a live chat option on their website and can be contacted via WhatsApp and Facebook Messenger.

At the moment our advice line hours are extended to 9am to 3 pm Mon, Tues, Thurs, Fri and 9am -1pm Wed. Outside of advice line hours, callers can leave a message and we will return the call within 2 business days.

We are still working remotely.

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:

- 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

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.

Focused on getting rough sleepers into Temporary Accommodation and providing case management supports and other wrap around supports and services.

All Vinnies shops are now open.

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

Nova for Women and Children will continue to provide assistance to women and children. We are however, taking the advice of health authorities to modify how we will provide support during this time. Nova will be limiting face-to-face contact to essential meetings only.

Essential meetings will go ahead UNLESS you have;

- **Travelled overseas in the last 14 days**
- **Have had contact with someone who has travelled overseas**
- **Have had contact with someone who has a confirmed case of coronavirus symptoms such as fever and/or cough, or any other flu-like symptoms.**

All other contact will be provided by phone, Facetime or WhatsApp. Please contact us if you are requiring support or require any further information.

Accommodation & Housing

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

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

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

Fully operational. Also opening up Macquarie Hall Tues & Thur from 2-4pm offering free food (donated by SecondBite, Ozharvest & SurvivorsRUs. People to bring shopping bag.

Office is open for appointments only - contact via phone or email. Some staff are working from home - please be patient when calling our office. Tenant activities and events are postponed. Tenancy inspections will be rescheduled. Non-essential repairs will be deferred.

Office still closed to the general public, however our teams are located back in our office spaces and we are seeing clients by appointment only.

Parenting and DV groups are running with limited numbers and social distancing practices (call or see website for updated details).

The Jacaranda (Neighbourhood) Centre is still closed to drop in.

Emergency Relief and EAPA appointments are being conducted over the phone, Monday to Thursday.

Phone 4987 1331 to make an appointment for a call back.

Monday food hampers are available, call Monday morning for a referral.

Accommodation & Housing

Sanctuary Place

Ph 0426 506 561

87 Elgin St, Maitland NSW 2320

Provides short and long term affordable rentals to both families and individuals in Australia. Sanctuary Place offers a unique opportunity for everyone living in the community, on pensions or on the Newstart Allowance, who seek a comfortable level of independent living in a place they can call home.

Email: info@sanctuaryplace.com.au

W: www.sanctuaryplace.com.au

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

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.

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 and assistance finding long term housing
- support and advocacy to maintain current tenancy
- education and information and referrals
- personal/living skills

Email: intake@uwhsos.org.au

COVID-19 Service Update

No service based restrictions

Samaritans SHS is 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. Call to arrange an appointment.

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

**Business as usual.
Intake still open. Women & children's refuge still operating.**

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](https://www.facebook.com/maitlandneighbourhoodcentre)

COVID-19 Service Update

Still providing core services (information and referral) via phone lines. All groups and classes will be allowed 20 participants during current COVID-19 restrictions. We have changed the way we are distributing food from OzHarvest. Please call us on 4947 0031 before 11am to have a food parcel put aside for you each OzHarvest day (Wed & Fri). If you don't register at the office on the day you would like to collect, you will not be able to receive a parcel. Food will be bagged up and ready to collect from the car park between 2-2.30pm. Food will not be held under any circumstances.

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.

Edgeworth Neighbourhood Centre has reopened. Main hall has a capacity limit of 20 people. Meeting room has a capacity of 4 people. Kitchens are currently closed for general use. Attendance records must be kept.

Open, and offering essential services.
Food relief and basic toiletries available.
Emergency relief and Justice of the Peace by appointment.

FREE MEALS - Available Monday to Friday at Rutherford, between 9:30am and 3:30pm. Available at Woodberry Mondays only.
OzHarvest Mondays and Fridays at 2pm.

We have freezers overflowing with delicious pre-cooked meals and we'd love you to have some!

Give us a call or drop in! Don't forget your ID.
Check Facebook for regular updates.

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: Tax help, NILS loans, emergency
food pantry, personal care items, community library,
information and referral.
E: terric@thecanopy.org.au

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

Opportunity Knocks Medowie (Medowie Assembly of God)

Ph 6542 3555

Shop 10 Medowie Shopping Centre, Ferodale Rd,
Medowie NSW 2318.
Quality clothing at an affordable price. Medowie's
longest running opportunity shop.
Mon - Fri 9.30am - 3.00pm and Sat 9.00am - 12.00pm.

HopeUC

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.
Tax help available by appointment.

Business as usual. Covid-19 questionnaire and temperature check on arrival.

Currently operating.

Free community afternoon tea (the Welcome Place) every Wed 1-3pm through the school term, crisis packs, sleeping bags, laundry services, shower and frozen meals also available.

Food bank (very low cost groceries) available. Hampers, frozen meals, hygiene packs and blankets also available mid week (call to arrange).

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
Ph 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 and for welfare assistance.

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 124 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

Call through to arrange a phone interview for emergency relief and food vouchers. Have your bank statement and income and asset statement available.

BROADMEADOW - Operating hours: Mon, Wed, Thur & Fri, 10:00am – 2:00pm. Donations of non-perishable goods can be dropped off at our Brunner Road office (34 Brunner Road, Broadmeadow) during ER hours above. Please buzz reception using the intercom at the front gate and thank you for your kind donation.

TORONTO - Closed from 1:30pm on Wed.

CESSNOCK - Moved to new premises at 124 Vincent St. Operating as per regular schedule.

MORISSET - ER Closed – no emergency assistance available.

TAREE - No ER on site, phone 0436 634 602 on Wed from 11:00am – 1:00pm for alternative options 0438 067 272. ER Closed – no emergency assistance available.

RUTHERFORD - ER Closed – no emergency assistance available. Food parcels available on Thursdays.

EAST MAITLAND - ER closed until further notice.

GOROKAN - No ER on site, phone 0437 595 001 during usual opening hours for alternative options 4393 2450.

WYOMING - ER closed, no emergency assistance available.

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

Ph 4971 1229

228 Pacific Hwy, Swansea

Open Monday – Friday 9.00am - 4.30pm

- 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

Vinnies Shops have started to reopen across the country.

To find out which shops in your region are operating and/or accepting donations, please visit the website <https://www.vinnies.org.au/shops>.

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

Building open to the general public with limited services

Limited Emergency Relief assistance available via phone application

Childcare services available for all families needing before and after school care and vacation care services

Food parcels available, call ahead for allocation

Call ahead for JP and ER services or assistance

Free Tax Help available from mid-July through to October. Call ahead to make an appointment

On-site vocational and support programs held weekly with limited capacity. Social distancing and extra cleaning measures in place

ARTea's Gallery and Garden open Wednesday through to Saturday from 10am to 2pm

Clothing & Emergency Relief

Singleton Neighbourhood Centre

Ph 6571 2499

21 Mary St, Singleton NSW 2330
Free breakfast Mon - Thu 8.30am - 11.00am (please note days & tim can change during the year, contact SNC direct to confirm).
Emergency relief, electricity & Telstra assistance, WDOs, No NILS & advocacy, free shower and laundry facilities. A welcoming place for groups & organisations to meet.
W: www.singletonneighbourhoodcentre.org.au
Email: snc5@bigpond.com

Singleton Salvation Army Corp

Ph 6572 2690

4 York St, Singleton NSW 2330
A church where all people from all walks of life are welcomed and encouraged.
Email: singletoncorps1@salvationarmy.org.au

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 NSW 2302
Offering food hampers, vouchers for clothing, food, petrol, medication/scripts. Assistance with EAPA, electricity & gas by appointments. Open Mon - Fri 9.00am - 5.00pm
E: newcastlecommunityhub@wesleymission.org.au
W: www.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

Providing support to the residents of Singleton with assistance with food, hygiene packs, power bills and other support. For assistance call 6571 2499 to make an appointment, hours are currently 8.30am until 2.00pm Mon, Wedn and Thur. Bread and some vegetables are available on these days for free.

The OpenDoor at 21 Mary St is providing a free takeaway breakfast for residents from 8.30am until 11am Mon to Thur.

New opening hours are Mon to Fri 10am till 3pm.

Please call 6572 2690 for the current information

See Facebook for regular updates <https://www.facebook.com/sugarvalleynbc>

Due to the confirmed case of COVID-19 at Salamander Shopping Centre we have decided to close our office to the public for the time being. This is to ensure the safety of our staff and volunteers and the general public. This means unfortunately we are unable to offer JP services, printing, photocopying etc.

WE WANT TO ENSURE THE COMMUNITY KNOWS THAT WE ARE STILL HERE TO SUPPORT YOU THROUGH THIS TIME.

Our emergency relief services are still available via phone on 49 846 220, alternatively you can email us at tnc2327@outlook.com or send us a Facebook message at <https://www.facebook.com/TomareeNeighbourhoodCentre>.

Services for assistance are by phone interview, email or come to the door (intercom interview) to ensure social distancing and all COVID-19 guidelines are adhered to.

Follow us on Facebook for regular updates <https://www.facebook.com/woodrisingnc>

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)

Community Activities Lake Macquarie (CALM)

Ph 4950 3888

77 The Boulevard, Toronto NSW 2283

We provide the following services to families and young people living in West Lake Macquarie;

- Advice, information, referral and support to assist with parenting;
- Individual case management;
- A variety of parenting groups throughout the year.

All enquiries for case management require a referral and initial assessment to ascertain if we are the right service to work with you or your clients. Families can self-refer or may be referred by another service. To make a referral, contact us on 4950 3888.

W: www.calm.org.au Email: admin@calm.org.au

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 now called Interrelate

Ph 4016 0566
Toll Free 1300736966

495 Hunter St Newcastle

We provide counselling, mediation and support services that can help families communicate better and help keep them safe.

Email: newcastlefrc@interrelate.org.au

W: <https://www.interrelate.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.

Fully operational. Meeting people face to face and complying with social distancing guidelines.

Meeting people face to face and complying with social distancing guidelines.

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.

Counselling

Healing Path to Wellness

Ph 4081 3800

Gateway Centre, Lakeview Parade, Pelican Health promotion charity offering support services for sufferers of mental illness, chronic pain and special needs. Counselling, art therapy, nutrition services, life coaching, face-to-face and telehealth sessions available. Open Thursdays
Email: admin@hptw.com.au
W: www.hptw.com.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

Family Support Newcastle

Ph 4926 3577

2 High St, Waratah NSW 2298
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

Services remain open every Thursday. Face to face consultations are available at Gateway Centre, Pelican. Guests are required to hand sanitise before entering the Gateway Centre and maintain physical distancing. If any guest has had contact with any COVID hotspots, they are required to disclose this upon entry to maintain safety for volunteers and other guests. In these cases, online or phone consultations are recommended. Online telehealth or phone consultations remain available for those unable to travel or those preferring to remain in their own homes.

Fully operational. Groups limited in numbers. Open for counselling and groups.

Returned to normal operations, offering face to face centre visits, home visits and phone support. Also recommencing groups for term 3, however at limited capacity.

Counselling offered face to face and online/phone. Some groups are running online. No mediation offered in the Hunter. Call for COVID updates on groups. Best number to call about groups (4940 1500). Best number to call for counselling (9418 8800.) Time to Talk service is cancelled.

Counselling

The Canopy

1 Renfrew Cres, Edgeworth

Ph 4954 5277

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

58 Main Rd Boolaroo

Ph: 4965 8376

Email: counsellingwestlakes@gmail.com

W: www.westlakescounselling.com.au

Yacaaba Centre

29 Donald Street Nelson Bay

Mon - Thu 9.00am to 4.00pm

Ph 4984 2176

Our mission at the Yacaaba Centre is to provide counselling support, information and advocacy for our clients, enabling them to develop strategies to sustain physical and psychological wellbeing. We deliver a range of early intervention support conducted within a counselling approach to assist vulnerable people who are at imminent risk of homelessness or who are homeless. Our clients include men, women and families with children. Self-referrals or referrals from other services are accepted.

Email: contact@yacaaba.onmicrosoft.com

Website: www.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.

Community Food Program – Monday, Wednesday, Friday – must ring 4955 8111 to put name down. Emergency food pantry. Personal hygiene products available for those in need. Gift cards available for people in hardship. Appointment required. Tax help available Tuesday & Thursday starting August 2020. Appointment required. Free little library.

Therapy sessions currently online

Yacaaba's funded SSF service is operational and providing assessment, intake, counselling, information, referral and advocacy services for eligible client groups. All funded services are provided either via distance counselling (phone or video) or face-to-face appointments.

The Yacaaba Centre taking all recommended Government precautions to help reduce the spread of COVID-19 and prioritise the health and safety of our clients, staff, volunteers and the broader community.

Free legal advice through Hunter Community Legal Centre will continue monthly, from June appointment onwards back to face-to-face. Sexual assault counselling back in July.

Emergency relief food hampers Mon-Thu 9-3pm and Fridays on appointment.

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

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.

Weekly Thursday group counselling sessions by appointment.

Got your Back Sista Op Shop still open at 88 Maitland Rd, Islington.

Jenny's Place are an essential service and we will continue to provide assistance to women and children throughout the current crisis. We have a duty of care to protect our staff & clients, and to help manage the spread of COVID-19. We are following official advice regarding social distancing and are we are conducting face-to-face appointments only where essential. We will be continuing to provide support via email & telephone during this time. If you require support or information, please contact us on (02) 4929 6289.

Fully operational. Accommodation restricted to two families (Mum and kids). Hygiene products available.

Domestic & Family Violence

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
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: <ul style="list-style-type: none">• 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 This op shop supports our outreach centre and Jodie's Place Women & Children's Refuge.
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

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

Open to the public from Tuesday 21/07/20.

Still offering OzHarvest on Fridays (guests to ring the cottage on Thursdays to register).

Nova for Women and Children will continue to provide assistance to women and children. We are however, taking the advice of health authorities to modify how we will provide support during this time. Nova will be limiting face-to-face contact to essential meetings only. Essential meetings will go ahead UNLESS you have;

- **Travelled overseas in the last 14 days**
- **Have had contact with someone who has travelled overseas**
- **Have had contact with someone who has a confirmed case of coronavirus**
- **symptoms such as fever and/or cough, or any other flu-like symptoms.**

All other contact will be provided by phone, Facetime or WhatsApp. Please contact us if you are requiring support or require any further information.

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

**Still open. Mon-Fri 10am-2pm
Mob: 0488 246 693 (after hours).**

Check Facebook for updates or call for details on reduced hours.

We are now open for face to face appointments for legal advice at Women's Health Centres. Our office is open with social distancing and sanitising arrangements in place. We continue to provide legal advice by phone.

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 for substances.

Fully operational. Call for updates.

Telephone counselling service.

**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.

Booking people in for phone assessments, residential program available from August 11th. Program is now 14 weeks on site followed by 6 weeks remote learning and an optional outreach service.

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.

Sunnyfield Disability Services

Ph 1300 588 688

Singleton Community Services Hub
124 George St, Singleton NSW 2330
Support services for people with disability, including children, teenagers, adults and seniors.
Email: enquiries@sunnyfield.org.au
W: www.sunnyfield.org.au

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.

Providing in home support. Fully operational. Please call 1300 588 688 for the current information.

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 HopeStreet NIS

Ph 4032 5280

88 Hanbury St, Mayfield NSW 2304

Mon-Fri 9.30am – 1.30pm. Maximum loan is \$1,500.00
Service includes 'StepUp' loans programme, auspiced by Good Shepherd (<https://stepuploan.org.au>). Mon - Thu.
Call 4032 5281

Christians Against Poverty (CAP)

Ph 1300 227 000

CAP provides a free service dedicated to improving your financial wellbeing, wherever you are at on the journey. You can get connected with a local Coach to assist you in putting together a budget and navigating personal finance. For those experiencing unmanageable debt, a CAP caseworker (phone based) will put together repayment plans and advocate with your secondary creditors on your behalf, removing the stress on managing debt on your own.

W: www.capaust.org

Financial Counselling Hunter Valley Project

Ph 4933 8999
or 0427 236 965

Free and confidential financial counselling service for anyone in the community experiencing financial difficulties. We provide options to reduce financial stress, budgeting, credit, debt in general, repossession, bankruptcy, consumer leases, Buy Now Pay Later loans.
Email: admin@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

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.

All service provision is as usual, however clients can choose to meet their coaches via phone or video for their safety.

Continuing to provide financial counselling via telephone. If services need to refer to Financial Counselling Hunter Valley Project, they can do so via email admin@financialcou.org.au, merima@financialcou.org.au, or call 0427 036 965 or 4933 8999.

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.

Financial Assistance

Includes Financial Counselling and No Interest Loans

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

Salvation Army - MoneyCare

Ph 4088 5820

67 Cleary Street HAMILTON
The Salvation Army's MoneyCare is a free and confidential financial counselling service for people facing financial difficulties or wanting to avoid financial difficulties in the future. Staff are able to help with a range of issues including budgeting, credit, debt and repossession. We help you get back on your feet when money is tight. Get in touch with one of our financial counsellors today.
W: <https://www.salvationarmy.org.au/need-help/financial-assistance/financial-counselling/>
Instagram with many handy tips and up to date info: @_moneycare_

Samaritans Financial Counselling Service

Ph 4922 1509

34 Bruncker Rd, Broadmeadow, NSW 2289.
Open Mon-Thu 9am-5pm

Samaritans Neighbourhood Centre

Ph 4993 3400

198-202 Vincent Street Cessnock NSW 2325

St Vincent de Paul NILS

Ph 4032 3583

Open: Tues and Thu 8.30-4.30pm Max Loan \$1200.
2/956 Hunter St Newcastle West P: 4032 3583 E: newcastlenils@vinnies.org.au
https://www.vinnies.org.au/page/Find_Help/NSW/Finances/No_Interest_Loan_Scheme_NILS/

COVID-19 Service Update

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

Telephone service only.

Operating hours: Mon, Wed & Fri, 10:00am – 2:00pm. Financial counsellor available by appointment. Most consults done over phone/ online.

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

Wesley Mission Financial Counselling Services

Ph: 1300 827 639

Monday - Friday 9.00am - 5.00pm

Phone 1300 827 639 to make your free and confidential appointment.

COVID-19 Service Update

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

We would like to let the public know that due to the confirmed case of COVID-19 at Salamander Shopping Centre we have decided to close our office to the public for the time being. This is to ensure the safety of our staff and volunteers and the general public. This means unfortunately we are unable to offer JP services, printing, photocopying etc.

WE WANT TO ENSURE THE COMMUNITY KNOWS THAT WE ARE STILL HERE TO SUPPORT YOU THROUGH THIS TIME.

Our emergency relief services are still available via phone on 49 846 220, alternatively you can email us at tnc2327@outlook.com or send us a Facebook message at <https://www.facebook.com/TomareeNeighbourhoodCentre>.

Face to face and phone appointments available.

During the COVID-19 pandemic we have an obligation to our clients and our staff to undertake a specific pre-screening process before providing any therapy. If you have symptoms, a cold or cough, appointments will be moved to online counselling.

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

60 Silverwattle Drive Medowie (Rear entry)

Free takeaway lunches available on Tuesday and Friday between 11.00am - 1.00pm. No appointment needed.

Email: life@medowieaog.com

Food Way Medowie (Medowie Assembly of God)

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

Breakfast (sit down): Mon, Fri & Sat 7:00am– 8:30am

Street Service Lunch: Mon, Tues, Wed and Thurs 11:00am–12.30pm. Sunday Lunch: 11.30-12.30pm fortnightly

Open Pantry Service: Tuesday & Wednesday 1pm - 3pm. Friday 9am - 10:30am

Op shop open 9-11am Tue & Wed. Ozharvest available at the op shop on Wednesdays.

Takeaway lunches still available. On Tues & Fri between 11.00am & 1.00pm.

Free Feeds

Baptist Care HOPESTREET
Windale

1/24 South St Windale
FREE breakfast Mon-Thurs 9.30am -1.30pm
Low-cost grocery shop

Ph 4032 4810

BaptistCare HOPESTREET
Mayfield Community Centre

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

Ph 4032 5288

Christ Church Cathedral

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

Ph 4929 2052

Community Kitchen

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

Ph 4961 4525

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

COVID-19 Service Update

Takeaway breakfast available through COVID. Low cost grocery store open Mon- Fri 10-2pm. Free fruit, bread and vegetables available. Caseworker and chaplain on site, call to make an appointment. Emergency relief Mon & Wed by appointment.

Now doing breakfast Wednesdays and Fridays 9.30am - 11.30am
Hope Street Van is in Civic Park Newcastle from 5.30pm on Saturdays.

Takeaway meals available every second Sunday through COVID-19.

Closed during COVID restrictions.

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.

Free Feeds

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

Gateway Care

Ph 0408 951 155

Gateway Centre, Lakeview Parade
Food relief and foodbank.
Guests are able to access fresh food every Tuesday from 1:00pm - 3:00pm
Food hampers can also be requested and delivery option is available.
Email: davegatewaycare@gmail.com

Grainery Care

Ph 4967 4777

Foodbank Shop- 58 Maitland 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

Islington ISP Night Van

Ph 4979 1120

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

LIVEfree Project

Ph 0412 429 193

486 Glebe Rd, Adamstown
LIVEfree PROJECT is a free service that is available to anyone living in the Newcastle City area. We provide a free community breakfast on Tuesday mornings and deliver a bag of Oz Harvest groceries on Tuesday afternoons to those in need of food, we also offer food relief packs in times of crisis. We run a women's group called Inspire, that provides an opportunity for vulnerable women to connect and learn important life skills - such as cooking, communication, parenting, emotional regulation strategies and connections to services. Provide advocacy, support and transport for dental, medical, optical and legal appointments.
Email: chris@livefreeproject.org.au
W: <https://www.livefreeproject.org.au>

COVID-19 Service Update

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.

Services remain open each Tuesday and Wednesday. Guests need to register their name and details at the Karoburra Street entrance. Guests need to hand sanitise before entering the Gateway Centre and maintain physical distancing at all times waiting and inside collecting the food.

Grainery Foodcare - Closed Mondays. Open Tue 10am -2pm, Wed 10am - 4pm, Thu 10am - 3pm, Fri 10am - 3pm. Grainery Care Missional Dinners - Tues at 6pm (11 Murray Dwyer Circ Mayfield West).

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.

All meetings, transport or groups are enforcing social distancing and regular hygiene practices. The community breakfast is currently not running until further notice due to restrictions on gatherings. Inspire Women's group is no longer meeting altogether at our offices, but currently meeting in small groups for coffee.

Free Feeds

**Maitland Uniting Church
MUNCH Program**

347 Ken Tubman Drive, Maitland
Dinners Monday and Wednesday at 5.00pm

Ph: 4934 2759

Newcastle Care Hope Cafe
Ph 4969 2799

Cnr Tudor and Murray Street Hamilton (Entry on Murray Street)
Providing hot takeaway meals from 6pm-7pm Thursday nights.
Email: office@gencitychurch.com.au

Our Community Place

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

Ph 4958 7251
or 0432 331 284

**Petes Community Kitchen at
Vivid Life Church**

Windale Community Hall Lakes Street Windale
Sunday breakfast

Ph 0422 361 602 - Mark

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

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

Free takeaway meals provided.

Takeaway meals available 6-6.45pm Thursdays. Drop in.

Takeaway lunch hub open 11.30-12pm at BaptistCare Hope St Windale.

Closed during COVID restrictions.

Reach are operating from their usual pre-Covid location on Beaumont st again. BBQ dinner, food and hygiene packs available from 7pm on Friday nights.

\$2 lunch every Thursday 12-1 in the school term, no one turned away if you don't have the money.

Free dinner Mon & Wed at 5pm. Takeaway meals served in the church hall and carpark

Food Co-ops

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

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

OZHARVEST is 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.

Food Way Medowie (Medowie Assembly of God)

Ph 4981 8204

60 Silverwattle Drive Medowie (Rear entry)
Centrelink card holders can obtain a wide variety of good quality packaged groceries, bread fruit and vegetables. No charge for food, just a service contribution is required to cover operational costs.
Open Wed & Thu 9am – 2pm by phone appointment only. Please phone 4981 8204 from 8am on the day you intend to visit to book your appointment. Email: life@medowieaog.com

BaptistCare Hope Street Wallsend

Ph 4032 5224
Ph: 0491 158 348

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

Goodlife Food Co-op

Old Maitland Gaol, John Street, East Maitland
Offering a wide range of grocery and household items to those in need. Hampers available for those in financial distress and frozen meals made available by OzHarvest.
Open Thurs and Fri 10.00am - 2.00pm
W: www.goodlifechurch.com.au

Hamilton SDA Pantry

Hamilton SDA Church
105 Lindsay Street Hamilton
Thursday evenings. 5.00pm dinner and hot drinks.
5.15pm low cost groceries (including fresh produce, low cost meat, packaged food).
Email: hamiltonsdapantry@gmail.com

COVID-19 Service Update

By appointment only. Call 4981 8204.

Open from 10am to 2pm Mon - Fri. Providing hot food and coffee to take away, food assistance, chaplaincy, casework, free fruit, & vegetables & bread. Emergency food relief delivered to eligible persons. Laundry, shower and toilet amenities onsite.

We are continuing to provide a food pantry where those who are doing it tough can feed their families with high quality, low cost groceries. Hampers available for those in financial distress and frozen meals available via OzHarvest.

Operating hours 4.00pm-5.00pm Thursdays. Drive through from 4.30pm. Online orders Thursday and Friday mornings in local area. Register at <https://www.hamiltonchurch.org.au/thepantry/> (order deadline Thursday 9.00am). Single hampers \$10, family hampers \$20 includes bread, pantry staples, fruit and vegetables. Meat available for small donation

Food Co-ops

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. Our coffee shop is a great place to chat and socialize 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

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

Southlakes Inc 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.

BaptistCare HopeStreet Windale Ph 4032 4810

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

COVID-19 Service Update

Fully operational. Cafe, op shop and grocery store have reopened.

Open Tues 10-2pm, Wed 10-4pm, Thur & Fri 10-3pm. Free sit down dinner on Tuesday night at the Grainery Church 11 Murray Dwyer Circuit, Mayfield West from 6pm.

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.

Low cost grocery store open Mon- Fri 10-2pm. Free fruit, bread and vegetables available.

GP & Health

National Home Doctor (Doctor to your Door)

Ph 137 425

Provides home doctor visits in Newcastle, Maitland, Raymond Terrace and Lake Macquarie. Calls taken 2hrs prior to opening hours.

- 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

Ph 4944 5300

19 South Street, Windale
Mon-Fri 8am -5pm

Family Planning NSW

Ph: 4929 4485

Ground Floor 384 Hunter St, Newcastle

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

(FREE CALL)

1300 658 886

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

Email: talkline@fpnsw.org.au

GP Access

Ph 1300 130 147

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.

Call 4929 4485 for an appointment.

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

GP & Health

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

Public dental clinics are currently prioritising urgent care and dental treatment that was postponed due to the previous level of dental restrictions. NSW Health policies and guidelines will continue to ensure the fair and equitable treatment of patients across the state and assist in determining the urgency of patients' dental conditions. With physical distancing still in place, the number of patients able to be in the waiting rooms is reduced which will limit the number of patients we can treat at a given time. You may be asked to wait in your car, or limit the number of visitors that attend with you.

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 now open.

GP & Health

Karumah

Ph: 4940 8393

Unit 1/24 John Hooker St, Islington NSW 2296
Karumah provides support to People Living With HIV in the Hunter-New England region through outreach, case management, community & social support, advocacy, peer leadership, and education & training
Services available to the partners, carers, family, and supporters of People Living With HIV.

Programs are built around a model of chronic care self-management which recognises people's knowledge and experience of their condition and supports them to become effective managers of their own physical, mental, and social health.

Sector education workshops on HIV, stigma and discrimination, sexual health; tips on handling sexual health conversations with clients and referral pathways.

Email: admin@karumah.com.au

W: www.karumah.com.au

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

Monday to Friday 8.00am to 4.30pm

The Youth Health Team is a multidisciplinary outreach service that provides services to young people affected by homelessness, or at risk of homelessness, on stressful life situations, physical and emotional concerns, relationship issues including domestic violence, at risk behaviours, sexuality concerns, sexual health issues and chronic illness.

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

W: <http://www.hnekidshealth.nsw.gov.au/site/yht>

COVID-19 Service Update

HIV affects people from all walks of life and access to Karumah services is not limited to any particular demographic, lived experience, or background. Our community is very diverse and we strive for inclusivity and accessibility across our programs and activities.

Karumah continues to take referrals and provide regular support, while adhering to Health advice and COVID-19 restrictions.

Zoom meetings are held when there are restrictions with the number of people in one site.

Case Management and Counselling supports are provided through outreach visits, social media, phone.

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.

Gambling

Gamblers Anonymous

Ph 9726 6625

12 step program & support group.

Locations around Newcastle.

W: www.gaaustralia.org.au

Gambling Counselling & Support Services Upper Hunter (Mission Australia)

or 0476 808 686

77 John Street, Singleton

Mon-Fri 9am - 5pm

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.

Email: ferfogliae@missionaustralia.com.au

Problem Gambling Helpline

Ph 1800 858 858

or 9373 5100

Smart Recovery

For all addictive behaviours

www.smartrecoveryaustralia.com.au

Wesley Gambling Counselling

Ph: 1300 827 638

National Hotline 24/7

1800 858 858

15 Denison St, Newcastle West NSW 2302

Specialised counselling to help people with a gambling problem and their associates (families, friends and colleagues).

COVID-19 Service Update

Cardiff GA group is meeting on Wednesdays at 7:30 pm at the Cardiff Salvation Army Hall (6 Margaret St, Cardiff). Belmont groups are meeting on Tuesdays at 7:00 pm at Belmont Salvation Army (360 Pacific Hwy). Newcastle CBD meetings are CLOSED until further notice due to COVID-19. Check online for regular updates. <https://gaaustralia.org.au/meetings/?tsml-day=any&tsml-region=nsw>

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

Face to face and phone appointments available.

During the COVID-19 pandemic we have an obligation to our clients and our staff to undertake a specific pre-screening process before providing any therapy.

If you have symptoms, a cold or cough, appointments will be moved to online counselling.

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: hunintervalley@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 brobertson@bigissue.org.au

COVID-19 Service Update

Whilst we continue to manage the changing COVID-19 environment, Newcastle Libraries has taken a staged approach, to reopening library branches and introducing services, that prioritises public and employee safety. We have a number of branches open to the public for an express service, please check our website for the latest opening hours and locations. Returns chutes are open at all branches (with a chute) and a Call & Collect service is available to members by calling 4974 5300. Currently, loan periods for items are 8 weeks and no overdue fees are payable.

Our Home Library service is also operating for the most vulnerable in our community. For all the latest updates and information on Newcastle Libraries and our services, please visit our website, download the Newcastle Libraries App and follow us on Facebook.

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 4929 5482

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

You can now text MELS on 0475 360 241 to book your appointment with an employment lawyer. Text us via SMS, Whatsapp or Viber.

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

Older Persons Legal Clinic

Ph 4921 8666
1800 314 792

NeWSpace, 409 Hunter St, Newcastle NSW 2300
Offers free legal advice and assistance to people aged 60 years and over, their families and carers. Includes Wills and planning for the future, family law, neighbourhood disputes, tenancy issues, disputes with government departments, elder abuse and carer issues.

Email: legalcentre@newcastle.edu.au

W: newcastle.edu.au/older-persons-legal-clinic

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>

Some changes to service delivery have been implemented including offering telephone advice instead of face-to-face advice. However in some circumstances face-to-face advice can be offered, subject to further COVID-19 related restrictions being necessary.

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

32 Bruncker Rd, Broadmeadow

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

Still open and taking appointments. Appointments available face to face or over the phone. Email coralie.reeve@samaritans.org.au. Phone: 4922 1546.

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

555 High Street, Maitland

Ph 4939 2900

Kaiyu Konnect & Group Service

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

Ph 4953 0051

Lake Macquarie Mental Health Service

1A Dudley Road, Charlestown

Ph 4904 9000

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.

Website for self referral: <https://www.samaritans.org.au/service/kaiyu/>

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

Operational. Call through for a referral.

Operational. Call through for a referral.

Operational. Call through for a referral.

Refugee Services

Hunter Multicultural Communities

Ph 4960 8248

2A Platt St Waratah
9:00am - 4:30pm Mon-Fri
Non-profit benevolent organisation providing health, wellbeing, social services and cultural activities to the multicultural, CALD and broader Hunter Region communities.
W: www.eccnewcastle.org.au/

Multicultural Neighbourhood Centre

Ph 4965 5291

3 Illalung Rd, Lambton
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

8 Chaucer Street Hamilton
Assisting migrants & refugees in Newcastle with relevant needs & services.
W: nss@nssservices.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

Multicultural meals program and regular phone contact by staff and volunteers is available. Individual support programs, and home visits (if appropriate) are still available. Delivery or assistance with shopping, or transport to medical appointments are still available. Group activities are suspended until further notice.

The Multicultural Neighbourhood Centre re-opened on 01/07/2020 in line with official guidelines. 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.

MNC Youth Project to resume face-to-face delivery for individual clients and group projects in Term 3, July 2020. This includes information, advice & referral, mentoring & advocacy, individual client support/casework and supporting the Multicultural Youth Group.

Playgroup will resume as of 31/07/2020 with limited numbers (max 8 adults including 2 staff members).

Multicultural gardening group - individual members can still garden as long as they follow social distancing & MNC COVID policy.

MNC will continue to work with other organisations and partners to support the target groups.

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

Free Haircuts

Ph 4923 7444

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

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

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

By appointment only.

Currently operating from All Saints Anglican Church, Nelson Bay on Mondays (6-8pm) and Swansea Community Cottage on Thursdays 11am-1pm). For updates see <https://locations.orangesky.org.au>.

Still operating as usual.

Still operating as usual.

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 1300 531 725

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

Al-Anon Family Groups Northern NSW

Ph 4969 3889
Helpline 1300 252 666

Room 9, 49 Annie Street Wickham NSW 2293
Office hours: Thursday 3:30pm to 6:00pm
Email: alanonnorthernnsw@bigpond.com
W: www.al-anon.org.au

Narcotics Anonymous

Ph 1300 652 820

Non-profit fellowship of men and women for whom drugs has become a major problem. Recovering addicts meet regularly to help each other stay clean. There are no dues or fees. NA is not aligned with any particular religion or outside enterprise. Meetings are held daily at various locations in Newcastle & the Hunter.
W: www.na.org.au

overcomers outreach

Ph 0431 188 917

A 12 step, bible-based recovery support groups in the Newcastle and Maitland areas that support ALL addictions. They welcome anyone who anyone who is not opposed to their general method of recovery and has a desire to; stay clean and sober, rise above the pain and turmoil engendered by the addiction of a loved one, break the bondage of compulsive behaviour.
W: www.overcomersoutreach.net

COVID-19 Service Update

COVID-19 Service Update

Some meetings have moved online, some are meeting face to face, some meetings are temporarily suspended. For specific details see: www.aa.org.au/findameeting

Call 4969 3889 or the Helpline 1300 252 820.

Meetings have moved to online during COVID restrictions. You can find an up-to-date list of meetings in the region here: <https://www.na.org.au/multi/newcastle-and-hunter-valley-area/>

Due to Coronavirus we have set up zoom room meetings until further notice.

Utilities (Energy & Water)

Energy and Water ombudsman NSW

Ph 1800 246 545

EWON is a free, fair and independent dispute resolution scheme 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, with rebates, marketing, transfers, contracts, disconnection or need advice, call EWON on 1800 246 545 www.ewon.com.au Email: omb@ewon.com.au Get help with vouchers and to check your entitlement to a number of energy and medical rebates - <https://energysaver.nsw.gov.au/households/rebates-and-discounts/energy-rebates>

Also check out the Essential Medical Equipment Payment through Services Australia Centrelink for those who use medical equipment at home <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

The City of Newcastle Community Directory Ph 4974 2000

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

COVID-19 Service Update

Help is available during COVID-19 for customer experiencing affordability problems. Ring EWON or lodge a complaint on our website.

Our updated information during COVID-19 19 <https://www.ewon.com.au/page/media-center/news/updates/covid-19-customer-support>

If you have been financially impacted by COVID-19 we can offer to place a hold on your account. We will respond to your request and confirm the extension time and the options available to you.

Youth Specific

Allambi Youth Services Inc.

Ph: 4944 5900

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

Community Activities Lake Macquarie (CALM)

Ph 4950 3888

77 The Boulevard, Toronto NSW 2283

We provide the following services to young people and their families living in West Lake Macquarie.

- Advice, information, referral and support to assist with parenting
- Individual case management

All enquiries for case management require a referral and initial assessment to ascertain if we are the right service to work with you or your clients. Young people and their families can self-refer or may be referred by another service. To make a referral, call 4950 3888.

W: www.calm.org.au Email: admin@calm.org.au

Compass' Grow A Star Program

Ph 1300 333 733

Compass Housing Services

Level 3 12 Stewart Avenue Newcastle West

Gives youth at risk access to sporting, musical, academic activities.

Headspace

Newcastle Ph 4929 4201

Maitland Ph 4931 1000 Gosford Ph 43047870

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

ITEC Youth

Servicing Newcastle, Lake Macquarie, Port Stephens, Lower and Upper Hunter.

Ph 4945 6100

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. Referrals via Youth Justice NSW only

Monday – Friday 8:30am – 4:30pm

Email: nsw@itecgroup.com.au

W: www.itecgroup.com.au

Jesmond Neighbourhood Centre

Ph 4979 8555

44 Mordue Parade, Jesmond

For 9-18 year olds. Mon-Fri (9.30am-4.30pm)

COVID-19 Service Update

Business as normal, practicing COVID-19 guidelines.

Call 4950 3888 for assistance.

Call 1300 333 733 if you require assistance.

Our centres are currently providing face to face only via appointment and also phone services. If you need help please get in touch.

Remote service delivery where possible. Limited face-to-face contact and limited transport available.

Please contact the centre directly on 4979 8555 for further information, or to make a booking.

Youth Specific

Northlakes Youth Services
Ph 4965 8198

1 Minmi Rd Edgeworth
Adolescent and Family Counselling Service
Counselling, Case Management, Parenting, Early
Intervention Programs, Outreach, Advice and Referral,
Mentoring, 9- 18yrs.
Email: afcnlake@bigpond.net.au
Contact Annie Hopkins

Northlakes Youth Project
Ph 4958 8648
E: nypemnc@bigpond.com
Contact Richard De Martin

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

PCYC Singleton

Ph 6572 1653

25 High Street, Singleton NSW 2330
We get young people active in life. We work with young
people to develop their skills, character and leadership.
We reduce and prevent crime against young people.
Open Mon - Fri 8.00am - 7.30pm
Email: singleton@pcycnsw.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.
Goal is to work with young people & their families on
what is important to them & support young people to:
prevent homelessness, stay connected to family and
education, stay safe and make healthy choices, look
after their mental health and emotional wellbeing
Email: reconnect@samaritans.org.au

COVID-19 Service Update

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

Call first before visiting offices.

Fully operational. From Saturday, 1 August PCYC NSW gyms will be following the latest NSW Government compliance rules and will have a COVID-19 Safe Hygiene Marshall on duty at all times.

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 intake 4960 7280
Samaritans Youth
Accommodation Newcastle
(16-19yrs) Ph 4955 8358

Samaritans Youth
Accommodation Newcastle
(12-15yrs) 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 -15yo and short-term emergency accommodation for 15-19yo, 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.

Singleton Youth Venue
Ph 6578 7501

Cnr Bathurst and Pitt St, Singleton NSW
Closed Mondays. Open 9.00am - 6.00pm Tues - Fri.
The Singleton Youth Venue offers services, programs and events that benefit young people and their families.
Email: youthvenue@singleton.nsw.gov.au

**Wesley Alcohol & other Drugs
Service**

Ph: 0417 319 695

Available to young people 12-25 years. Provide support to young people in the Newcastle and Maitland LGAs including short and long-term counselling via standard phone calls and texts, WhatsApp, Zoom or Skype. School and centre visits are also available where appropriate as well as online SMART recovery groups. This service is fully funded by NSW Health.

**Wesley Child, Youth &
Family Services**
Ph: 0427 208 732

Available to children and young people from 8 to 18 years of age and their families, who are vulnerable or at risk of vulnerability, and reside or attend school in the Newcastle LGA

**Wesley Young Healthy Minds
Service**
0438 726 158
0429 434 339
0428 044 883

Early intervention service for children and young people 0-18 yrs who are at risk of developing, or showing early signs of mental ill-health and includes children and young people who have had a refugee or migrant experience.

www.Reachout.com

Where you can get the help you need, when and where you need it 24/7

Youth off the Streets
Ph 4936 1917
or 0400 330 372

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

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.

Opening hours have been altered to 9am - 6pm, Tuesday -Friday, in line with NSW Health Guidelines. Drop-in hours are from 3 - 5pm.

Call 0417 319 695 for more information.

During this COVID-19 crisis, this service is providing case management; short and long-term support; counselling and check-ins via phone calls, texts, Zoom or Skype, or school meetings, where appropriate. This service is fully funded by the Department of Communities and Justice.

During this COVID-19 crisis, this service is providing short and long-term support; counselling and check-ins via phone calls, texts, WhatsApp, Zoom or Skype, and centre visits where appropriate. This service is fully funded by the Department of Social Services.

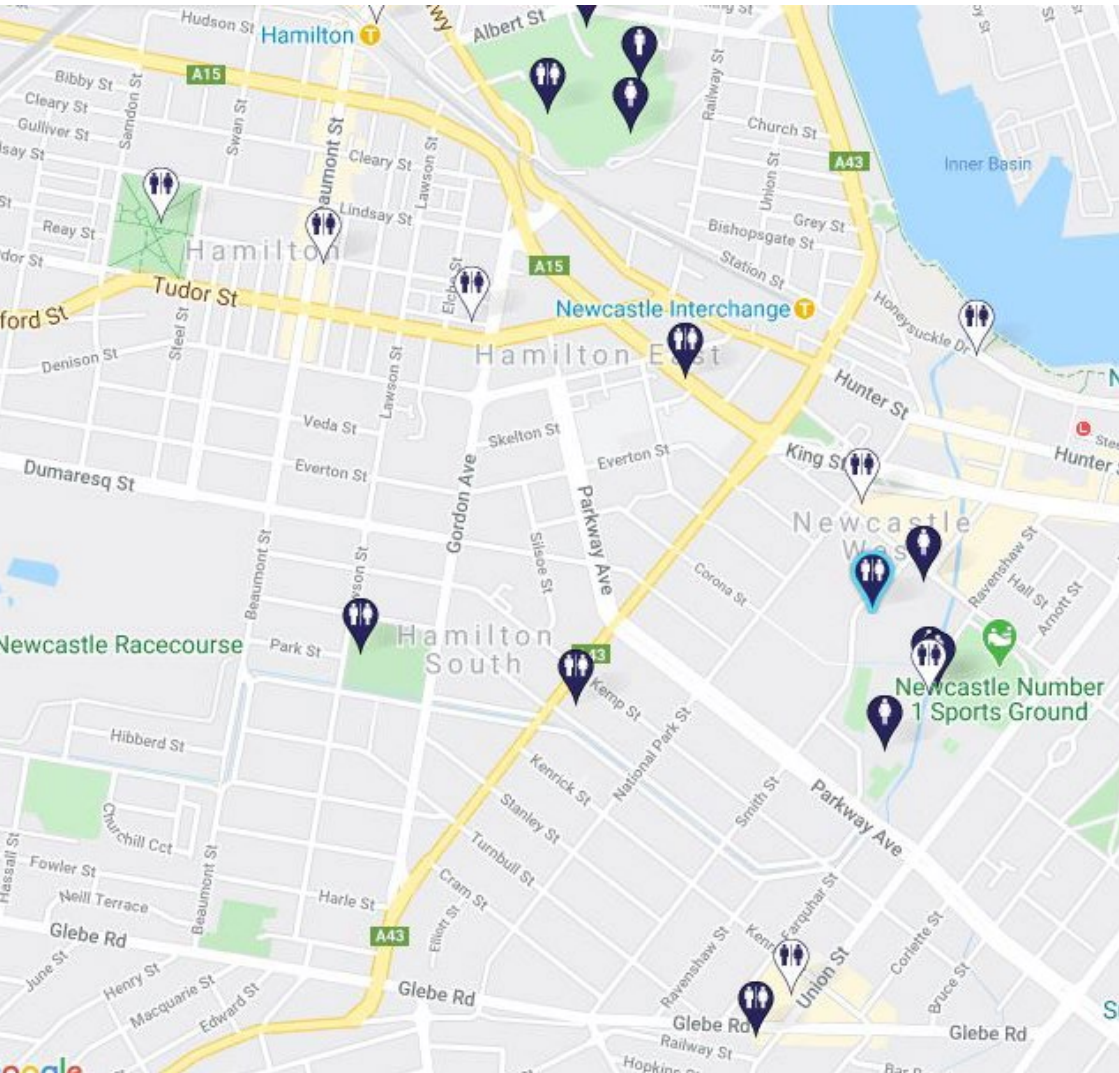
Coping through COVID section on website <https://au.reachout.com/collections/coping-during-coronavirus>

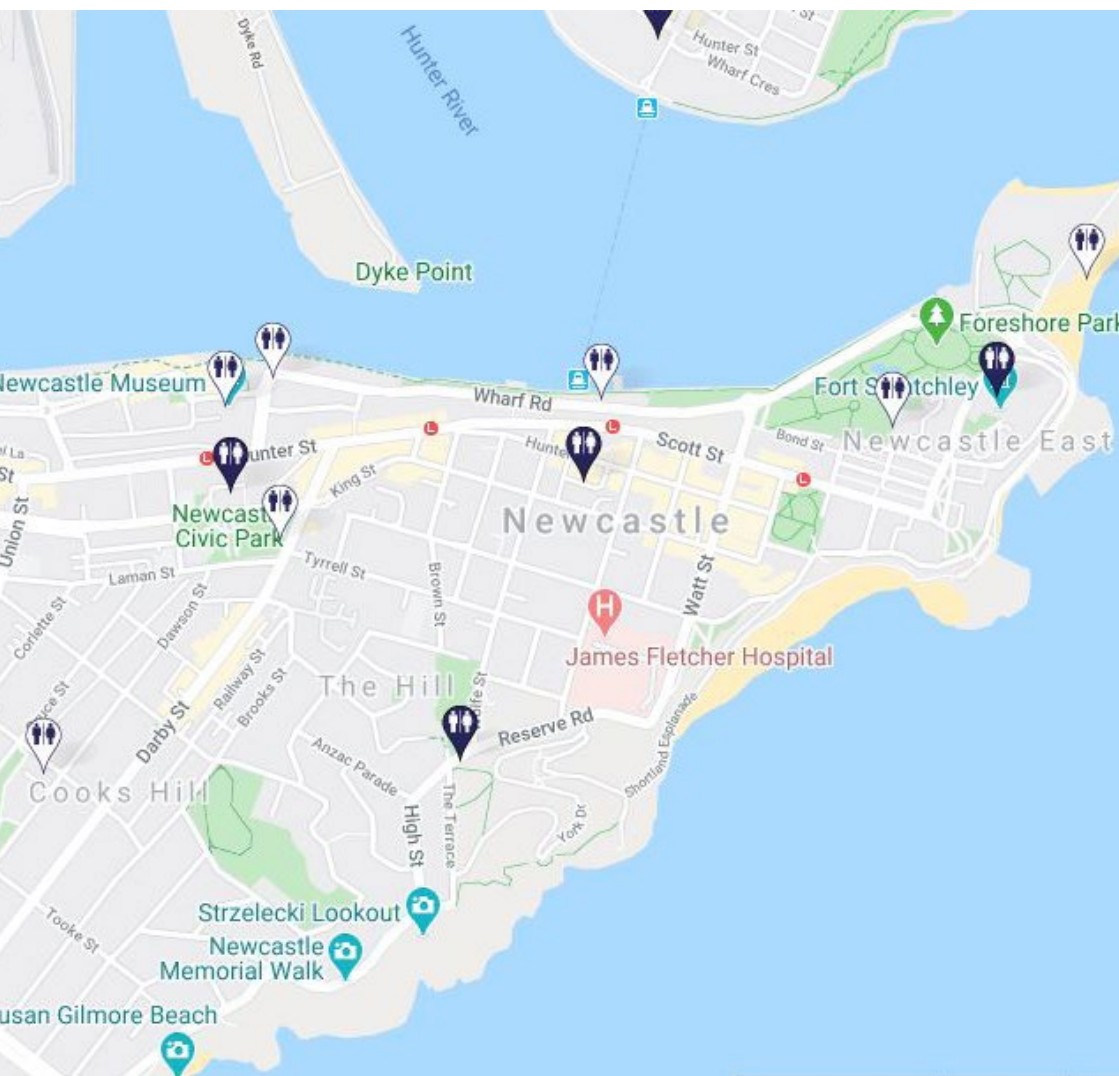
**Currently still open. Face to face but no more than 2 people at a time.
Providing individual support, food plus more at this time.
Hours are 10am to 4pm Monday to Friday.**

Call 0477 380 117 for more information on current services.

Public Toilet Map

NEWCASTLE 2300 DETAIL







City of
Newcastle



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

Printing supported by the City of Newcastle.

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 August 2020