

# Referral Services Directory

| SERVICE NAME                                 | CONTACT DETAILS                               | SERVICE PROVIDED  |
|--|---|---|
| <b>TELEPHONE HELPLINES</b>                   |   |   |
| o Women's Legal Advice Line                  | Phone: (02) 8745 6988,<br>Rural: 1800 801 501 | Free confidential legal information, advice and referrals for women in NSW with a focus on family law, childcare and protection, Victims Support, and sexual assault.   |
| o Domestic Violence Legal Advice             | Phone: (02) 8745 6988<br>Rural: 1800 810 784. | Free confidential legal information, advice and referrals for women in NSW with a focus on domestic violence and Apprehended Violence Orders  |
| o First Nations Women's Legal Contact Line   | Phone: (02) 8745 6977,<br>Rural: 1800 639 784 | Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.  |
| o Lifeline                                   | Phone: 13 11 14                               | 24-hour Crisis Support and Suicide Prevention   |
| o 1800Respect                                | Phone: 1800 737 732                           | National sexual assault, domestic and family violence counselling service. 1800RESPECT is a confidential service available 24 hours a day, seven days a week.   |
| o Beyond Blue                                | Phone: 1300 224 636                           | Counselling service providing support for anxiety, depression and suicide prevention.   |
| o Blue Knot Helpline                         | Phone: 1300 657 380                           | Information and support for anyone affected by complex trauma including violence, neglect, abuse or exploitation.   |
| o Butterfly National Helpline                | Phone: 1800 334 673                           | Counselling for people affected by eating disorders   |
| o NSW Domestic Violence Line                 | Phone: 1800 656 463                           | Offer support over the phone and link women with support services in their local area   |
| o NSW Rape Crisis Centre                     | Phone: 1800 424 017                           | <a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a><br>NSW Rape Crisis Centre provides 24-hour telephone and online crisis counselling for anyone in NSW who has experienced or is at risk of sexual violence, family or domestic violence and their non-offending supporters. |
| o Translating and Interpreting Service (TIS) | Phone: 131 450                                | The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.                               |

# Referral Services Directory

| SEARCHABLE DIRECTORIES  |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>o Ask Izzy</li> </ul>                                | <a href="https://askizzy.org.au/">https://askizzy.org.au/</a>  | <p>Ask Izzy is a search tool to help people who are homeless or at risk of homelessness find shelter, food, health and other critical support services. If you are homeless, at risk of homelessness, or you need to find services on behalf of someone else, use Ask Izzy to start searching today. You can find out more about Ask Izzy and add or update service provider details via Infoexchange.</p>  |
| FAMILIES AND CHILDREN   |  |   |
| <ul style="list-style-type: none"> <li>o Family Connect and Support (Barnardo's)</li> </ul> | <p>P: 1800 066 757</p> <p>E:familyconnectandsupport@barnardos.org.au</p>   | <p>Information and advice to help you connect to services in your area Family Connect and Support is a free service for children, young people and families of any cultural background. Women who are pregnant can also receive support to help prepare for the birth of their baby. We also provide safe homes for children through foster care and kinship care. Monday to Friday 8.30 am to 5.30 pm</p>  |
| LEGAL ASSISTANCE  |  |   |
| <ul style="list-style-type: none"> <li>o Women's Legal Centre</li> </ul>                    | <p>Blacktown:<br/>(02) 9831 2070 Blacktown Women and Girls Health Centre</p> <p>Liverpool:<br/>(02) 9601 3555 Liverpool Women's Health Centre</p> <p>Penrith:<br/>(02) 4721 8749 Penrith Women's Health Centre</p> <p>Canley Heights: (02) 9729 0939</p> | <p>Appointments are held fortnightly. A solicitor can provide free legal advice on family law, parenting issues, domestic violence, sexual assault, victim support and sex discrimination. Interpreters can be arranged free of charge if required.</p> <p>Women's health clinic offers services such as medical and nursing, counselling domestic violence and sexual assault services, natural therapies, contraceptive services, Groups and workshops, legal advice, JP service and case management.</p> |
| <ul style="list-style-type: none"> <li>o Family Relationship Centre</li> </ul>              | <p>Penrith FRC Phone: 4720 4999</p> <p>Blacktown FRC Phone: 8811 0000</p>  | <p>Women's Legal Service and Western Sydney Community Legal Centre work together to provide legal advice clinics, some lawyer-assisted family dispute resolution.</p>   |

# Referral Services Directory

|  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>Domestic Violence Legal Service</li> </ul>                              | (02) 8745 6999 or 1800 810 784  | Specialist free legal service providing confidential help for women experiencing domestic and family violence.  |
| <b>COURT ASSISTANCE</b>  |   |   |
| <ul style="list-style-type: none"> <li>Court Support Scheme</li> <li>WDVCAP</li> </ul>                         | Access through local courts   | Information, advice and emotional support are available from volunteers between 9 am to 11 am.<br><br>Women's Domestic Violence Court Advocacy Program NSW Government and Legal Aid provide Information, Advocacy, and Referrals, (housing, counselling, financial and health assistance) for women and children experiencing domestic violence. Culturally safe organisations that provide translators if necessary. |
| <b>FINANCIAL ASSISTANCE</b>  |   |   |
| <ul style="list-style-type: none"> <li>Casework and financial counselling service</li> </ul>                   | <a href="mailto:reception@wlsnsw.org.au">reception@wlsnsw.org.au</a><br>02 8745 6900  | Casework and Financial Counselling Service: Helps women recover from the financial problems caused by abuse or family breakdown. Financial counselling is free and strictly confidential.   |
| <b>HOUSING</b>   |   |   |
| <ul style="list-style-type: none"> <li>Link 2 Home</li> </ul>  | 1800 152 152  | Available 24 hours a day 7 days a week. Callers will receive one or more of the following from 9 am to 10 pm daily: <ul style="list-style-type: none"> <li>Information about local services</li> <li>Assessment to determine what help is needed</li> <li>Referral to appropriate services</li> </ul>   |
| <ul style="list-style-type: none"> <li>Immediate Needs Support Package (INSP)</li> </ul>                       | <a href="https://www.victimsservices.justice.nsw.gov.au/victims-services/how-can-we-help-you/victims-support-scheme/financial-support/financial-assistance-for-immediate-needs/immediate-needs-support-package.html">https://www.victimsservices.justice.nsw.gov.au/victims-services/how-can-we-help-you/victims-support-scheme/financial-support/financial-assistance-for-immediate-needs/immediate-needs-support-package.html</a> | Financial assistance to be used in urgent issues affecting health and safety because of violent crime.<br><br>Rent assistance, Clothing and toiletries, Whitegoods and appliances, Change of locks, Security cameras, Security windows and doors, Alarm system, Storage, Removalist   |
| <ul style="list-style-type: none"> <li>Department of Communities and Justice Housing Contact Centre</li> </ul> | Ph: 1800 422 322<br>Email: <a href="mailto:feedback@facs.nsw.gov.au">feedback@facs.nsw.gov.au</a>   | See this resource to have the process explained <a href="https://www.womensjusticenetwork.org.au/wp-content/uploads/2022/08/Housing-explained_-for-website-Final.pdf">https://www.womensjusticenetwork.org.au/wp-content/uploads/2022/08/Housing-explained_-for-website-Final.pdf</a>   |
| <ul style="list-style-type: none"> <li>Community Housing</li> </ul>  | <a href="https://www.womensjusticenetwork.org.au/wp-content/uploads/2022/08/Housing-explained_-for-website-Final.pdf">https://www.womensjusticenetwork.org.au/wp-content/uploads/2022/08/Housing-explained_-for-website-Final.pdf</a>   | Over 150 not-for-profit housing providers across NSW to low-income earners unable to access appropriate housing.  |

# Referral Services Directory

| <b>EMPLOYMENT AND TRAINING</b>   |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li>Success Works</li> </ul>                    | Phone: 0467 767 076<br>email: info@successworks.org.au        | Success Works provides employability skills and empowering women to present themselves to an employer who sees their skills and potential and not the criminal record. Breaks down the barriers to employment for women with a criminal record through employer engagement, training and advocating for change.  |
| <b>TRAUMA, FAMILY AND DOMESTIC VIOLENCE</b>  |   |  |
| <ul style="list-style-type: none"> <li>CRC Miranda Project</li> </ul>              | Phone: (02) 9288 8700<br>Email: miranda.project@crcnsw.org.au | Assists vulnerable women attending court, on community orders or exiting prison. Provides holistic support including casework, group activities, access to victims counselling and connections with other key services. The service is able to take referrals from individuals.  |
| <ul style="list-style-type: none"> <li>Lisa Harnum Foundation</li> </ul>           | Phone: 1300 732 848   | Provide safe rooms, counselling, case management, referrals and connect groups for women experiencing domestic and family violence.  |
| <ul style="list-style-type: none"> <li>WDVCAP</li> </ul>                           | 1800 938 227  | Women's Domestic Violence Court Advocacy Program<br>Funded by NSW Government and administered by Legal Aid providing information, advocacy, referrals (housing, counselling, financial assistance or health services) and safety planning. Provides help before court, at court and after court.   |
| <b>AOD SUPPORT</b>   |   |  |
| <ul style="list-style-type: none"> <li>CRC Alcohol/Drug Counselling</li> </ul>     | Phone: 02 9288 8700<br>Email: aod.transition@crcnsw.org.au    | The Transitional AOD Project is an outreach-based Alcohol and Other Drugs counselling service for all genders with a history of involvement in the criminal justice system. AOD Transition Program Referral Form – <a href="#">referral in the community</a> please email it to <a href="mailto:aod.transition@crcnsw.org.au">aod.transition@crcnsw.org.au</a> |
| <ul style="list-style-type: none"> <li>MERIT Programme</li> </ul>                  | Phone: 1800 250 015   | MERIT aims to improve health and well-being and reduce offending for adults who have issues related to their alcohol and other drug use and are in contact with the criminal justice system.   |
| <ul style="list-style-type: none"> <li>24 Hour Stimulant Treatment Line</li> </ul> | Phone: (02) 8382 1088<br>Rural: 1800 101 188                  | The Stimulant Treatment Line is a 24-hour confidential service offering information education and counselling around stimulant use.  |

# Referral Services Directory

| SUPPORT SERVICES  |   |   |
|---|---|---|
| o Oz Harvest  | <a href="https://www.ozharvest.org/food/receive-food-individuals/">https://www.ozharvest.org/food/receive-food-individuals/</a>                   | Online database of food relief charities in NSW   |
| o Penrith Community Kitchen                                     | Gai Hawthorn – 0247 225 556<br>Community Kitchen – (02) 47211444  |   |
| o One Meal Northern Beaches                                     | Kim Williams – 0409 302 717   |   |
| o Second Bite   | Contact Eleni at Success Works  | Charity providing rescued food free of charge. Contact Eleni Psillakis at <a href="mailto:juanita@successworks.org.au">juanita@successworks.org.au</a> to organize.   |
| o Food Bank   | 50 Owen Street,<br>Glendenning NSW 2761<br>Phone: 02 9756 3099<br>Email: <a href="mailto:office@foodbanknsw.org.au">office@foodbanknsw.org.au</a> | Australia's largest food relief organization.   |
| o CESP HN (Central and Eastern Suburbs Primary Health Networks) | Phone: 1300 986 991<br>Tower A, Level 5, 201 Coward Street,<br>Mascot, NSW 2020   | Fact sheet: <a href="https://cesphn.org.au/wp-content/uploads/2022/06/20210813_About-Us.pdf">https://cesphn.org.au/wp-content/uploads/2022/06/20210813_About-Us.pdf</a><br>Primary Health Networks provide efficient and effective medical services that aim to improve the coordination of care in the right place at the right time. Provide programs for integrated care in: <ul style="list-style-type: none"> <li>- Aboriginal Health</li> <li>- Aged Care</li> <li>- Cancer management and screening</li> <li>- Chronic disease management</li> <li>- DV</li> <li>- AOD</li> <li>- Immunisation</li> <li>- Intellectual Disability</li> <li>- Mental Health</li> <li>- Sexual Health</li> <li>- Suicide Prevention</li> </ul> |
| o Lillypilly Counselling  | Karen Duncan<br>Ph: 0425381680<br>Email: <a href="mailto:karen@lilypadcentre.com">karen@lilypadcentre.com</a>                                     | Psychological Support Services funded through CESP HN   |

# Referral Services Directory

| VICTIM'S SERVICES   |   |   |
|---|---|---|
| <ul style="list-style-type: none"> <li>○ NSW Government Victims Services</li> </ul> | <p><u>Victim's Access Line</u><br/>Phone: 1800 633 063</p> <p>Email: vs@dcj.nsw.gov.au- external site</p> | <p><a href="https://www.victimsservices.justice.nsw.gov.au/victims-services/how-can-we-help-you/victims-support-scheme/counselling.html">https://www.victimsservices.justice.nsw.gov.au/victims-services/how-can-we-help-you/victims-support-scheme/counselling.html</a></p> <p>Victims Services, within the Department of Communities and Justice, administers the Victims Rights and Support Act 2013 Provide access to counselling and financial assistance to victims of violent crime in NSW under the Victims Support Scheme, promote the Charter of Victims Rights and deliver related programs.</p> |
| <ul style="list-style-type: none"> <li>○ Mindology Counselling</li> </ul>           | <p>Phone: 0483 870 595<br/>Email: info@mindologycounselling</p>   | <p>Up to 22 hours of free counselling for psychological and emotional impacts of crime. To apply for counselling, a referral must be sent to Victim's Services. Please see the application link below:<br/><a href="https://victimsservices.justice.nsw.gov.au/documents/how-can-we-help-you/victims-support-scheme/vss-overview/counselling-form.pdf">https://victimsservices.justice.nsw.gov.au/documents/how-can-we-help-you/victims-support-scheme/vss-overview/counselling-form.pdf</a><br/>Once this has been approved through Victim's Services, contact Mindology to make an appointment.</p>       |