



Community Information Directory

During Covid 19 – Operating Information may be subject to change

Domestic Violence Contacts (Call 000 for Help)

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Women

1800 Respect

Phone: 1800 737 732

Web: www.1800respect.org.au

A confidential national helpline for anyone in Australia who has experienced or been affected by sexual assault, domestic or family violence, and their non-offending supporters. An experienced counsellor is available for a confidential discussion, support, advice and referral. Can be contacted through the National Relay Service and the Translating and Interpreting Service.

Hours: 24 hours

1800 RESPECT

Phone: 1800 737 732 (RESPECT)

Web: www.1800respect.org.au

Confidential information, counselling and support service. Open 24-hours to support people impacted by sexual assault, domestic or family violence and abuse. Phone or chat on-line.

Hours: 24 hours 7 days

AHS Suicide Support Service

Phone: 1800 859 585

Email: ahs@ontheline.org.au

Web:

[www.ontheline.org.au/private-services#All-Hours-Suicide-Support-Service-\(AHS\)](http://www.ontheline.org.au/private-services#All-Hours-Suicide-Support-Service-(AHS))

The AHS Suicide Support Line operates 24 hours a day, seven days a week to ensure you have access to expert mental health support around the clock. Our qualified counsellors are available to support you over the phone when you can't reach your regular healthcare provider.

Hours: 24 hours

angelhands

Web: <https://angelhands.org.au>

angelhands Inc is a non-profit organisation that provides community awareness, recognition and education programs to help promote clarity, understanding and compassion within the wider community of the complex psychological, social and systematic challenges resulting from extreme trauma including that involving violence. We work in conjunction with other support services and particularly to advocate for victims.

Ask for Angela

A worldwide safety campaign where people feeling unsafe on a date can discreetly ask for help using the code-word "Ask for Angela". They can also ask for a drink called an "Angel Shot" which should have the same effect.

Australian Government Department of Human Services - Hornsby Service Centre

Address: 135-137, Pacific Highway, Hornsby 2077

Web: www.hic.gov.au

Services include Medicare, Centrelink and Child Support.

Hours: Mon to Fri 8:30am-4:30pm

Child Protection Helpline

Phone: 132 111

Web:

<https://www.facs.nsw.gov.au/about/contact/helplines>

Child protection and child abuse prevention. The Child Protection Helpline will take reports of child abuse, neglect, sexual abuse, physical abuse, emotional abuse and psychological harm from persons across NSW, 24hrs 7 days, for the cost of a local telephone call.

Hours: 24 hours

**Country Women's Association of N.S.W.
- Galston Branch**

Phone: 0439 222 217

Address: Meets at Galston Health & Resource Centre, 17 Arcadia Rd, Galston 2159

Email: murf9@bigpond.com

Web: www.cwaofnsw.org.au

Meets the 2nd Wednesday of the month at 10am for business meeting, then lunch then 1pm speaker/crafts. AGM held in October. Have 11 meetings per year. 18 members, from 30-90+years old. Supports community projects and CWA policies.

**Country Women's Association of N.S.W.
- Hornsby & District**

Phone: 0450 087 289

Address: St Peters Church Hall, 207 Peats Ferry Rd [next to Tafe], Hornsby 2077

Email: swaldeback@gmail.com

Web: www.cwaofnsw.org.au

A non-party political, non-sectarian group of forward-thinking women who form a strong network to raise money for charity, and, help raise the standards of living for women and children. Catering for small social functions. CWA Meetings are held 2nd Friday of the month 9:30 for 10am. 4th Friday we have coffee, craft and chatter. 30 members.

Hours: 2nd & 4th Fridays of the month 9:30am - 12 noon

Crime Stoppers NSW

Phone: 1800 333 000 (Freecall)

Web:

www.police.nsw.gov.au/can_you_help_us/report_information_about_crime_crimestoppers

Crime Stoppers provides members of the public the opportunity to report information on criminals and criminal activity anonymously.

Hours: 24 hours

Daisy App

Web: <https://www.1800respect.org.au/daisy>
Free to download from iPhone App Store & Android Google Play

The Daisy App connects people who may experience violence or abuse to support services in their local area. It was developed by 1800RESPECT and is free to use and download. It includes some safety features to help protect the privacy of people using it.

Delvena Women's Refuge, Lane Cove

Phone: 02 9971 4499

Delvena is a refuge for women and children escaping domestic violence. Referrals can be made by contacting Manly Warringah women's Resource Centre for crisis accommodation, transitional housing, case management, information, advice, referral and advocacy for women and children who have experienced domestic violence. MWWRC also provides counselling and groupwork for women and children who have been affected by domestic violence.

Hours: Daily 9am-5pm.

**Department of Community Services
Helpline**

Phone: 132 111 (Helpline), 133 627 (Mandatory Reporters/Professional Notifiers)

Web: www.community.nsw.gov.au
24-hour helpline for child protection issues. Staff take all reports relating to child protection issues within NSW and refer these reports so that appropriate action is taken. Covers young people at risk including those in the care of the Director General (previously known as State Wards) and young people from Aboriginal or non-English speaking backgrounds.

Hours: 24 hours

Domestic Violence Liaison Officer

Phone: 02 9680 5399

Address: Castle Hill Police Station, 16-22 Castle St, Castle Hill 2154

Web: www.police.nsw.gov.au

Assists with application for Apprehended Violence Order (AVO).

Hours: 24 hours

Drop-In Self-Help Group for Adult Women Survivors of Child Abuse

Phone: 02 9481 8729

Address: Community Health Service, 5 Fisher Ave, Pennant Hills 2120

Drop-in self-help group for adult women survivors of child abuse emotional, physical, sexual. Meets Mondays 12-2pm; Tuesdays 6-8pm. There is no cost and tea and coffee will be provided. You are safe and welcome :)

eSafety Commissioner

Web: www.esafety.gov.au

Provides Australians with information and resources to have safe and positive experiences online. Services include: a complaints service for young Australians who experience serious cyberbullying; identifying and removing illegal online content; tackling image-based abuse. The Office also provides audience-specific content to help educate all Australians about online safety including young people, women, teachers, parents, seniors and community groups.

esafetyWomen

Web: www.esafety.gov.au/women

The eSafetyWomen resources aim to help women manage technology risks and abuse by giving women the tools they need to be confident when online. Abuse and violence often, includes; the use of technology to abuse, control and stalk. Safe access to technology is crucial for women so they can stay connected to their family and friends, engage with the world, and get information and support.

Family Drug Support Group for Friends and Family

Phone: 0457 260 079

Meets at: St Peter's Anglican Church, 207 Peats Ferry Rd [next to Tafe], Hornsby 2077

Web: www.fds.org.au

Offers information, education, and coping strategies for family members and friends of people having problems due to someone's drug and/or alcohol use. Family Drug Support (FDS) is a caring, non-religious, not for profit organisation which offers a 24/7 Support Line 1300 368 186 free support groups, courses and one to one counselling helping families to cope with their journey.

Hours: 3rd Tuesday of each month from 6-8pm (not for under 15s)

Family Relationship Centre Macquarie Park

Phone: 02 8874 8088

Address: Level 1, 68 Waterloo Rd, Macquarie Park 2113

Email: macparkfrc@ransw.org.au

Web: <https://www.relationshipsnsw.org.au/>

We provide Family Dispute Resolution service to separating parents and significant others around children's matters. We also assist families to connect with other services which help prevent a relationship breaking-down, and, will provide assistance to separating families. The service is managed by Relationships Australia - New South Wales.

Hours: Mon-Fri: 9.00am - 5.00pm

Family Violence Law Help

Web: <https://familyviolencelaw.gov.au/>

At Family Violence Law Help you can learn about domestic and family violence and the law in Australia

Hornsby Ku-ring-gai Survivors Group Incorporated

Phone: 0406 229 932

Email: info@hksgroup.org

Web: www.hksgroup.org

Coffee Club: meet, relax and chat over coffee. Support: members act as a support network so that survivors are neither alone nor isolated. Advocacy: optional participation in advocacy activities that raise public and government awareness. Our members' experience includes domestic, family, elder and child abuse.

Hours: Saturdays 11am-1pm

Hornsby Kuring-gai Domestic Violence Committee

Phone: 02 9488 2400

Email:

teresa.phillips@catholiccaresdbb.org.au

To raise issues, promote community awareness and share information on services and resources for victims and survivors of domestic violence and to develop strategies that challenge domestic violence in our community.

Hours: Bi-monthly on Wednesday's 2:00-3:30pm

Hornsby Kuring-gai Women's Shelter

Phone: 0401 016 431

Email: office@hkws.com.au

Web: www.hkws.org.au

Provides temporary accommodation for women in times of crisis such as homelessness and/or domestic violence. See our website for further details and also for fundraising events including HKWS Coffee Crew - join and make a \$5 per week donation which can make a huge difference! Alternate website address is www.hornsbykuringgaiwomensshelter.com.au

COVID19 UPDATE-THE HORNSBY KURINGGAI WOMEN'S SHELTER IS AN ESSENTIAL SERVICE AND WILL CONTINUE TO PROVIDE COMPASSIONATE AND PRACTICAL SUPPORT TO WOMEN IN NEED. HOW YOU CAN HELP ESPECIALLY DURING THIS TIME - FINANCIAL SUPPORT - ensuring we can continue to fund the wages of our case workers and meet our rental commitments. You can donate here <https://hkws.org.au/donate/>* DONATION OF GOODS - providing non-perishable food and products which are in short supply at this time such as hand sanitiser, liquid soap, disposable wipes, toilet rolls and disposable gloves. Email us for collection office@hkws.com.au

Hornsby Local Court

Phone: 1300 679 272

Address: Court House, 294 Peats Ferry Rd, Hornsby 2077

Email:

local-court-hornsby@justice.nsw.gov.au

Web:

nswcourts.com.au/courts/hornsby-local-court/

Courts. 1 court open 5 days a week.

Staffing number: 8.

Hours: Mon - Fri 9am - 4:30pm

Kara Women and Children's Refuge

Phone: 02 4323 1709

Email: kara@coastshelter.org.au

Web: www.coastshelter.org.au

Family Program which provides crisis accommodation and support to single women and women with children. Kara consists of three self-contained units, four family rooms and several outreach houses which provide residents with semi-independent housing and support. Staff assist families to find suitable permanent accommodation. Clients are assisted to develop the necessary living, social and parenting skills which will help them to sustain their own tenancy. Kara is a supportive and caring environment which assists families to overcome homelessness and rebuild their lives.

Hours: Mon-Fri 8am-6pm

Kids Helpline

Phone: 1800 551 800

Email: admin@kidshelpline.com.au

Web: www.kidshelpline.com.au

Free, confidential and private, 24/7 counselling service for children and young people 5-25yrs. Counselling and support is provided over the phone, web and email.

Hours: 24 hours

Legal Aid NSW

Web: www.legalaid.nsw.gov.au

Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law.

Lifeline

Phone: 13 11 14 (24 hours)

Web: www.lifeline.org.au

A free 24hour telephone and web-based crisis support and suicide prevention service. Provides crisis support for issues such as depression, domestic and family violence, family and relationship problems, financial problems, loneliness and isolation, loss and grief, panic attacks, problem gambling, recovering from a natural disaster, rural mental health, self-harm, stress substance abuse and suicide bereavement. National service. Registered charity.

Hours: 24 hours 7 days

Lifeline Crisis Support

Phone: 13 11 14

Web: www.lifeline.org.au

24-hour confidential telephone crisis support & referral service.

Hours: Crisis Support line open 24 hours, Office Mon-Fri 9am-5pm

Lifeline Harbour to Hawkesbury Inc

Phone: 02 9498 8805 (Office)

Address: 4 Park Av, Gordon 2072

Email: admin@lifelineh2h.org.au

Web: lifelineh2h.org.au

At the local Gordon office, Lifeline offers a wide range of face-to-face Counselling and Community Services. All counsellors and psychologists are qualified and experienced and offer a respectful and safe counselling environment. Services include - Personal Counselling, Bulk Billed Psychological Service, Financial Counselling, Problem Gambling Counselling, Community Aid (ph: 02 9498 5882); Suicide Bereavement Support Group, Depression/Bipolar Group, Gambling Help Support Group, Hoarding Disorder Treatment Group. Way2Wellness low to moderate mental health help 1300 120 446.

Hours: Mon-Fri 9am-5pm, after hours appointments also available.

Lifeline's Way2Wellness

Phone: 1300 120 446

Web: way2wellness.org.au

Way2Wellness is a telephone based early intervention assistance service for people 16 years and over living in Northern Sydney and experiencing mild to moderate mental health concerns. Think of us as your "Mental Health Mentor". We will recommend e-mental health programs or similar and call you back up to 4 times to ensure you are progressing.

Hours: 11am-7pm, Mon-Fri

Link2home

Phone: 1800 152 152 (free call)

Email: Link2home@facs.nsw.gov.au

Web: www.housing.nsw.gov.au

State-wide telephone service for homelessness enquiries in NSW. Provides assistance to people who are homeless or at risk of being homeless by offering access to specialised support and accommodation services. From 9am to 10pm daily, Link2home provides information, assessments and referrals to homelessness services across NSW. Between the hours of 10pm and 9am, Link2home provides information, assessments and refer to emergency services if required.

Lower North Shore Domestic Violence Network

Web:

www.northshoredomesticviolence.org.au
Website sponsored by Lane Cove Council. It contains information on the topic as well as events, resources, links and White Ribbon news.

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

Email: hotline@workfocus.com

Web:

www.jobaccess.gov.au/people-with-disability/do-you-need-report-abuse-or-neglect-people-with-disability

The National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disability. The Hotline works with callers to find appropriate ways of dealing with these reports.

Hours: Mon-Fri 9am-7pm

Neighbourhood Watch - Hornsby/Ku-ring-gai

Phone: 02 9476 9723

Email: NHWKuringgaiHornsby@gmail.com

Web:

nhwkuringgaihornsby.wixsite.com/nhwkuringgaihornsby/contact

There are a number of active Neighbourhood Watch groups in the Hornsby/Ku-ring-gai Local Area Command working with the Crime Prevention Officer.

Neleh House

Phone: 02 4340 1052

Email: neleh@coastshelter.org.au

Web: www.coastshelter.org.au

Short term crisis accommodation for women with children who are homeless or escaping domestic violence.

Accommodation is based on availability.

Hours: Mon-Fri and on-call over the weekend

No Interest Loan Scheme (NILS) Hornsby

Phone: 02 9905 0424

Address: 41 Jersey St, Hornsby 2077

Email: nils.brokenbay@vinnies.org.au

Web: www.vinnies.org.au

No Interest Loan Scheme is available to help low income earners purchase essential items such as fridges, washing machines, household furniture, medical equipment, school equipment.

Hours: By Appointment only

Northern Sydney Sexual Assault Service

Phone: 02 9462 9477 (9am-5pm)

Address: RNS Community Health Centre,
Level 5, 2C Herbert St, St Leonards 2065

Web:

www.nslhd.health.nsw.gov.au/Services/Directory/Pages/SexualAssaultService.aspx
Provides a broad range of HIV, Hepatitis and sexual health services, from screening to treatment, management and provision of support services. Note: Clinic 16 also on same level.

Hours: 9am-5pm Mon-Fri. After hours help - see 24-hour line.

Northern Sydney WDVCS (Women's Domestic Violence Court Advocacy Services)

Phone: 02 8425 8707

Email: nswdvcas@catholiccareddb.org.au

Web:

<https://www.catholiccareddb.org.au/family-youth-children/domestic-family-violence/>
Provides support, advocacy, referrals and information for women experiencing domestic violence. Helps women obtain effective legal protection by applying for an Apprehended Domestic Violence Order (ADVO). This service operates at Hornsby, Burwood and Manly local courts. Also refers women and children to other services including legal, housing, financial, health and counselling support.

Hours: Mon - Fri: 9am - 5pm

NSW Ageing and Disability Abuse Helpline

Phone: 1800 628 221

Email: nswadc@adc.nsw.gov.au

Web:

www.ageingdisabilitycommission.nsw.gov.au/

For information, support or to make a report about abuse, neglect and exploitation of older people and adults with disability in their family, home and community.

Hours: Mon-Fri 9am-5pm

NSW Domestic Violence Line

Phone: 1800 656 463, 1800 671 442 (TTY)

Web:

www.facs.nsw.gov.au/domestic-violence/helpline

Open 24 hours a day, 7 days a week.

Provides counselling and referrals to women experiencing domestic and family violence. Caseworkers on the Domestic Violence Line can help you: get hospital care, counselling and family support services; understand what an Apprehended Violence Order (AVO) is and how to get one; develop a safety plan for you and your children; find emergency accommodation for you and your children; help you with transport for you and your children; and, talk to the police, courts and lawyers.

Hours: 24 hours

NSW Police - Hornsby

Phone: 02 9476 9799

Address: Hornsby Police, 292 Pacific Hwy, Hornsby 2077

Web: www.police.nsw.gov.au

Police station and Ku-ring-gai Local Area Command. There is a Multicultural Community Liaison Officer based at Ku-ring-gai Local Area Command (Hornsby) to facilitate communication and interaction between Police and culturally and linguistically diverse communities. You can speak to a MCLO if you need help to report a crime to Police, or, raise any issues of concern with Police.

Hours: 24 Hours

ONE80TC

Phone: 1800 679 657

Email: reception@one80tc.org

Web: www.one80tc.org

Provides long-term residential treatment and rehabilitation services for men and women (aged 18+) wanting to overcome addiction and other life controlling issues. In addition to rehabilitative services, participants are encouraged to integrate back into the community and prepare to enter or re-enter the workforce or gain further education. The participative residential program, based in the Hawkesbury area of NSW, has provided assistance to over 5,000 young men with a focus on self-identity; family and relationships (including reconciliation); personal development; and work and responsibilities. The facility has 43 beds and is supported by 25 staff. Funding for the ONE80TC program is provided through donations, sponsorships, grants, foundations, fund-raising and client fees. ONE80TC is an initiative of Teen Challenge NSW INC and is governed by a Board of Management.

Hours: Mon-Fri 9am-5pm (Office)

Police Assistance Line

Phone: 131 444

Web: www.police.nsw.gov.au

Phone to report non-life threatening or non time critical Emergency situation. In a life-threatening emergency call 000. Can also assist you with general police inquiries.

Hours: 24 hours

Rape & Domestic Violence Services Australia (R&DVSA)

Phone: 1800 424 017 (NSW Rape Crisis), 1800 211 028 (Sexual Abuse Counselling Aus)

Email: info@rape-dvservices.org.au

Web: www.rape-dvservices.org.au

Rape and Domestic Violence Services Australia provides 24/7 telephone and online crisis counselling for anyone in NSW - women and men -who has experienced or is at risk of sexual assault, family or domestic violence and their non-offending supporters via the NSW Rape Crisis service. Also provides face to face and phone counselling for adults who experienced childhood sexual assault and those who are impacted by the Royal Commission into Institutional Responses to Child Sexual Abuse via Sexual Assault Counselling Australia (SACA). Also facilitates the CommBank Domestic and Family Violence Emergency Assistance Line which supports Commonwealth bank customers and families leaving a domestic or family violence situation, including in situations of financial abuse

Hours: 24 hours 7 days (NSW Rape Crisis), Mon-Fri 8am-11pm (Sexual Assault Counselling Aus), 8am-8pm Mon-Fri (CommBank Domestic and Family Violence Line)

Rumbalara Youth Refuge

Phone: 02 4325 7555

Email: rumbalara@coastshelter.org.au

Web: www.coastshelter.org.au

Rumbalara is a youth refuge which provides temporary accommodation and support for six homeless young women or men aged between 15 and 18. Rumbalara provides a relaxed and caring environment which places emphasis on developing the personal and living skills needed to sustain independent living.

Hours: 24 hours, 7 days a week

Salvation Army- Hornsby Gateway Corps

Phone: 02 9477 1133

Address: Hornsby Gateway Corps, 29-31 Burdett St, Hornsby 2077

Email:
hornsbygateway2.corps@salvationarmy.org.au

Web: salvos.org.au/hornsbygateway/
The Church Office can provide emergency relief assistance for food and other essential items. We can also help you connect to other services the Salvation Army provides, such as addiction-recovery services, and may be able to assist with vouchers towards utility accounts. NILS -applications for No Interest Loans can be made by appointment on Tuesdays 9 - 11. Please call the church office to book your assessment. The Family Store provides clothing and good quality budget items. Worship services on Sundays at 10:30am. Everyone is welcome. Volunteers always welcome to work in the Family Store.

Hours: Store: 9am-3pm Mon-Fri & Sat
8.30am-1:00pm

Seniors Rights Service

Phone: 1800 424 079

Address: Suite 401, 418A Elizabeth St, SURRY HILLS 2010

Email: info@seniorsrightsservice.org.au

Web: <https://seniorsrightsservice.org.au/>
Seniors Rights Service is a state-wide community organisation supporting older people with free and confidential legal advice, aged care advocacy, social work support throughout NSW. Service is provided over the phone. Aged care advocates are located in a number of regional centres. Education forums are held to focus on abuse prevention and planning for later life. Requests are invited for an event in the community that is tailored to local needs. Advice includes consumer rights, human rights/ elder abuse, financial exploitation such as scams or issues with family members, planning for later life. Legal issues that they can help with include Retirement Village issues, Strata living issues, Granny Flat issues and a number of other legal services. Aged care advocacy can include informing clients of their rights regarding their aged care provider and other issues. Referral is available to other suitable organisations if further information is required.

Hours: Mon-Fri 9am-4.30pm

Staying Home Leaving Violence - Parramatta and Cumberland

Phone: 02 9636 8437

The aim of the Staying Home Leaving Violence program is to prevent you and your children becoming homeless or having to move away from your support system of family and friends, and the school and community where you live. The program works in cooperation with NSW Police to remove the perpetrator (the violent partner) from the family home so that you and your children can stay safely where you are. It provides a range of support, such as safety planning, improving home security, help in managing finances, support for children, and helping you with the complicated legal process. Operates in various location in Australia.

Staying Home Leaving Violence Program

Phone: 1800 656 463

The aim of the Staying Home Leaving Violence program is to prevent you and your children becoming homeless or having to move away from your support system of family and friends, and the school and community where you live. The program works in cooperation with NSW Police to remove the perpetrator (the violent partner) from the family home so that you and your children can stay safely where you are. It provides a range of support, such as safety planning, improving home security, help in managing finances, support for children, and helping you with the complicated legal process. Operates in various location in Australia.

Victims Access Line (VAL)

Phone: 1800 633 063

Address: Level 1, Justice Precinct Offices, 160 Marsden St, Parramatta 2150

Email: vs@justice.nsw.gov.au

Web:

www.victimsservices.justice.nsw.gov.au

Provide support services including free counselling, information, referral and assistance to victims of crime in NSW.

Hours: Mon-Fri 9am-5pm (Office)

Victims Services

Phone: (VAL) 1800 633 063, 1800 019 123 (Aboriginal contact line)

Address: Level 1, 160 Marsden St, Parramatta 2150

Email: vs@dcj.nsw.gov.au

Web:

www.victimsservices.justice.nsw.gov.au

Helps people who are victims of violent crime in NSW with information and referrals. You can access support under the Victims Support Scheme, including:

- Counselling
- Financial assistance for immediate needs
- Financial assistance for economic loss
- Recognition payment

Hours: Mon-Fri 9am-5pm

Waitara Family Centre (Centacare)

Phone: 02 9488 2400

Address: Waitara Family Centre, 29 Yardley Ave, Waitara 2077

Email: wfc@catholiccareddb.org.au

Web: www.catholiccareddb.org.au

CatholicCare Broken Bay is a Not-For-Profit under the auspice of the Catholic Diocese of Broken Bay that receives subsidies from Federal and State Governments with eligibility criteria as set by funding bodies. Services include Family Support, Housing & Advocacy, Homelessness, Emergency Relief, Domestic Violence After Hours Service, Counselling, Youth Services, Family Dispute Resolution/Mediation, Long Day Care and Family Day Care, Relationship & Marriage Education.

Comment: DUE TO COVID19 THE FOLLOWING SERVICES WILL BE OFFERED VIA PHONE OR VIDEO LINK; • Counselling, psychology, allied health including Medicare bulk billing. • Financial counselling. • Housing support. • Domestic violence supports. • Emergency relief – to support those in immediate need. PLEASE SEE

<https://www.catholiccareddb.org.au/news/covid-19/>

Hours: Mon-Fri 9am-5pm

Women of Strength Support Group

Phone: 02 9488 2400

Meets at: Waitara Family Centre, 29 Yardley Av, Waitara 2077

Email: waitaraafc@catholiccareddb.org.au

Web: www.catholiccareddb.org.au

An 8-week Domestic Violence support group for women who are presently in or who have been in an abusive relationship. Working towards an Empowered Future.

Hours: Wednesdays 10-12pm during the 4 school terms

Men

1800 RESPECT

Phone: 1800 737 732 (RESPECT)

Web: www.1800respect.org.au

Confidential information, counselling and support service. Is open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse. Phone or chat on-line.

Hours: 24 hours 7 days

AHS Suicide Support Service

Phone: 1800 859 585

Email: ahs@ontheline.org.au

Web:

[www.ontheline.org.au/private-services#All-Hours-Suicide-Support-Service-\(AHS\)](http://www.ontheline.org.au/private-services#All-Hours-Suicide-Support-Service-(AHS))

The AHS Suicide Support Line operates 24 hours a day, seven days a week to ensure you have access to expert mental health support around the clock. Our qualified counsellors are available to support you over the phone when you can't reach your regular healthcare provider.

Hours: 24 hours

Australian Men's Health Forum

Web: <https://www.amhf.org.au/>

The Australian Men's Health Forum is the peak body for men's health in Australia. We are fortunate to live in one of the World's healthiest societies, yet men of all backgrounds have less chance of living healthy lives: we die younger; experience more disease and have less access to support services. Research shows that the best way to improve men's health is to tackle the underlying social factors like boys' education; our experiences of fatherhood; our working lives; our social connections and our access to male-friendly services. AMHF is at the centre of a diverse network of individuals and organisations working together to tackle the social factors that shape men and boys' health. We want to create a healthier future for men and boys' by tackling the male health crisis and getting the world working for men and boys.

CatholicCare Diocese of Broken Bay

Phone: 02 9481 2600

Address: Waitara Family Centre, 29 Yardley Avenue, Waitara 2077

Email: info@catholiccaredbb.org.au

Web: www.catholiccaredbb.org.au

We are the social care agency of the Catholic Church in the Diocese of Broken Bay. We provide services to 25,000+ children, young people, individuals and families on the NSW Central Coast, Northern Sydney and Northern Beaches, and have been doing so since 1987. We offer Children's Services (long day care, preschools, family day care, before and after school care, vacation care), Disability & NDIS Support Services, Foster Care Services, Family Centre Services including family and youth supports, mediation, counselling, parenting and relationship education, domestic and family violence support, men and family relationships programs, supported playgroups and more.

Hours: Mon to Fri 9.00am - 5.00pm

Child Protection Helpline

Phone: 132 111

Web:

<https://www.facs.nsw.gov.au/about/contact/helplines>

Child protection and child abuse prevention. The Child Protection Helpline will take reports of child abuse, neglect, sexual abuse, physical abuse, emotional abuse and psychological harm from persons across NSW, 24hrs 7 days, for the cost of a local telephone call.

Hours: 24 hours

Coimba Mens Refuge

Phone: 02 4324 7239

Email: coimba@coastshelter.org.au

Web: www.coastshelter.org.au

Coimba provides accommodation and assistance to disadvantaged men facing homelessness on the Central Coast. Accommodation consists of four beds in the Holden Street Refuge, seven units in Gosford and a further eight units at Wyong with a caretaker at each venue. Individual assistance is provided to assist clients to achieve self-reliance and address any issues which may have led to their homelessness. Coimba provides a supportive environment for clients to move into and maintain their own accommodation.

Hours: Mon-Fri 7:30am-6:00pm

Country Women's Association of N.S.W. - Hornsby & District

Phone: 0450 087 289

Address: St Peters Church Hall, 207 Peats Ferry Rd [next to Tafe], Hornsby 2077

Email: swaldeback@gmail.com

Web: www.cwaofnsw.org.au

A non-party political, non-sectarian group of forward thinking women who form a strong network to raise money for charity, and help raise the standards of living for women and children. Catering for small social functions. CWA Meetings are held 2nd Friday of the month 9:30 for 10am. 4th Friday we have coffee, craft and chatter. 30 members.

Hours: 2nd & 4th Fridays of the month 9:30am - 12 noon

Crime Stoppers NSW

Phone: 1800 333 000 (Freecall)

Web:

www.police.nsw.gov.au/can_you_help_us/report_information_about_crime_crimestoppers

Crime Stoppers provides members of the public the opportunity to report information on criminals and criminal activity anonymously.

Hours: 24 hours

Department of Community Services Helpline

Phone: 132 111 (Helpline), 133 627 (Mandatory Reporters/Professional Notifiers)

Web: www.community.nsw.gov.au
24-hour helpline for child protection issues. Staff take all reports relating to child protection issues within NSW and refer these reports so that appropriate action is taken. Covers young people at risk including those in the care of the Director General (previously known as State Wards) and young people from Aboriginal or non-English-speaking backgrounds.

Hours: 24 hours

Family Drug Support Group for Friends and Family

Phone: 0457 260 079

Meets at: St Peter's Anglican Church, 207 Peats Ferry Rd [next to Tafe], Hornsby 2077

Web: www.fds.org.au

Offers information, education, and coping strategies for family members and friends of people having problems due to someone's drug and/or alcohol use. Family Drug Support (FDS) is a caring, non-religious, not for profit organisation which offers a 24/7 Support Line 1300 368 186 free support groups, courses and one to one counselling helping families to cope with their journey.

Hours: 3rd Tuesday of each month from 6-8pm (not for under 15s)

Family Relationship Centre Macquarie Park

Phone: 02 8874 8088

Address: Level 1, 68 Waterloo Rd,
Macquarie Park 2113

Email: macparkfrc@ransw.org.au

Web: <https://www.relationshipsnsw.org.au/>

We provide Family Dispute Resolution service to separating parents and significant others around children's matters. We also assist families to connect with other services which help prevent a relationship breaking down and will provide assistance to separating families. The service is managed by Relationships Australia - New South Wales.

Hours: Mon-Fri : 9.00am - 5.00pm

Family Violence Law Help

Web: <https://familyviolencelaw.gov.au/>

At Family Violence Law Help you can learn about domestic and family violence and the law in Australia

Hornsby Ku-ring-gai Survivors Group Incorporated

Phone: 0406 229 932

Email: info@hksgroup.org

Web: www.hksgroup.org

Coffee Club: meet, relax and chat over coffee. Support: members act as a support network so that survivors are neither alone nor isolated. Advocacy: optional participation in advocacy activities that raise public and government awareness. Our members' experience includes domestic, family, elder and child abuse.

Hours: Saturdays 11am-1pm

Hornsby Kuring-gai Domestic Violence Committee

Phone: 02 9488 2400

Email:

teresa.phillips@catholiccaresdbb.org.au

To raise issues, promote community awareness and share information on services and resources for victims and survivors of domestic violence and to develop strategies that challenge domestic violence in our community.

Hours: Bi-monthly on Wednesday's
2:00-3:30pm

Hornsby Local Court

Phone: 1300 679 272

Address: Court House, 294 Peats Ferry Rd, Hornsby 2077

Email:

local-court-hornsby@justice.nsw.gov.au

Web:

nswcourts.com.au/courts/hornsby-local-court/

Courts. 1 court open 5 days a week.

Staffing number: 8.

Hours: Mon - Fri 9am - 4:30pm

Kids Helpline

Phone: 1800 551 800

Email: admin@kidshelpline.com.au

Web: www.kidshelpline.com.au

Free, confidential and private, 24/7

counselling service for children and young people 5-25yrs. Counselling and support is provided over the phone, web and email.

Hours: 24 hours

Lifeline

Phone: 13 11 14 (24 hours)

Web: www.lifeline.org.au

A free 24-hour telephone and web-based crisis support and suicide prevention service. Provides crisis support for issues such as depression, domestic and family violence, family and relationship problems, financial problems, loneliness and isolation, loss and grief, panic attacks, problem gambling, recovering from a natural disaster, rural mental health, self-harm, stress substance abuse and suicide bereavement. National service. Registered charity.

Hours: 24 hours 7 days

Lifeline Crisis Support

Phone: 13 11 14

Web: www.lifeline.org.au

24-hour confidential telephone crisis support & referral service.

Hours: Crisis Support line open 24 hours,
Office Mon-Fri 9am-5pm

Lifeline Harbour to Hawkesbury Inc

Phone: 02 9498 8805 (Office)

Address: 4 Park Av, Gordon 2072

Email: admin@lifelineh2h.org.au

Web: lifelineh2h.org.au

At the local Gordon office, Lifeline offers a wide range of face-to-face Counselling and Community Services. All counsellors and psychologists are qualified and experienced and offer a respectful and safe counselling environment. Services include - Personal Counselling, Bulk Billed Psychological Service, Financial Counselling, Problem Gambling Counselling, Community Aid (ph: 02 9498 5882); Suicide Bereavement Support Group, Depression/Bipolar Group, Gambling Help Support Group, Hoarding Disorder Treatment Group. Way2Wellness low to moderate mental health help 1300 120 446.

Hours: Mon-Fri 9am-5pm, after hours appointments also available.

Lifeline's Way2Wellness

Phone: 1300 120 446

Web: way2wellness.org.au

Way2Wellness is a telephone based early intervention assistance service for people 16 years and over living in Northern Sydney and experiencing mild to moderate mental health concerns. Think of us as your "Mental Health Mentor". We will recommend e-mental health programs or similar and call you back up to 4 times to ensure you are progressing.

Hours: 11am-7pm, Mon-Fri

Lower North Shore Domestic Violence Network

Web:

www.northshoredomesticviolence.org.au
Website sponsored by Lane Cove Council. It contains information on the topic as well as events, resources, links and White Ribbon news.

Men's Referral Service (MRS)

Phone: 03 9487 4500, 1300 766 491

Email: info@ntv.org.au

Web: www.ntv.org.au

Provides free, anonymous telephone counselling, information and referral for men and their families who have been violent or abusive to family members and who want to change their behaviour.

Hours: NSW and TAS open 24/7 Act, NT, QLD, SA, Vic and WA open mon-Fri 8am-9pm weekends 9am-5pm or live chats available

MensLine Australia

Phone: 1300 789 978

Email: talkitover@mensline.org.au

Web: www.mensline.org.au

MensLine Australia National 24/7 telephone, video and online counselling service, supporting men with mental health issues like anxiety, depression and stress plus fatherhood, family and relationship issues. MensLine forum and MensLine social media accounts are moderated 24/7. MensLine Australia online counselling service operates 24 hours, 7 days a week. You can also request a call-back from our counselling team:

<https://mensline.org.au/want-to-talk/>

Hours: 24 hours 7 days a week

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

Email: hotline@workfocus.com

Web:

www.jobaccess.gov.au/people-with-disability/do-you-need-report-abuse-or-neglect-people-with-disability

The National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disability. The Hotline works with callers to find appropriate ways of dealing with these reports.

Hours: Mon-Fri 9am-7pm

No Interest Loan Scheme (NILS)

Hornsby

Phone: 02 9905 0424

Address: 41 Jersey St, Hornsby 2077

Email: nils.brokenbay@vinnies.org.au

Web: www.vinnies.org.au

No Interest Loan Scheme is available to help low income earners purchase essential items such as fridges, washing machines, household furniture, medical equipment, school equipment.

Hours: By Appointment only

NSW Ageing and Disability Abuse Helpline

Phone: 1800 628 221

Email: nswadc@adc.nsw.gov.au

Web:

www.ageingdisabilitycommission.nsw.gov.au/

For information, support or to make a report about abuse, neglect and exploitation of older people and adults with disability in their family, home and community.

Hours: Mon-Fri 9am-5pm

NSW Police - Hornsby

Phone: 02 9476 9799

Address: Hornsby Police, 292 Pacific Hwy, Hornsby 2077

Web: www.police.nsw.gov.au

Police station and Ku-ring-gai Local Area Command. There is a Multicultural Community Liaison Officer based at Ku-ring-gai Local Area Command (Hornsby) to facilitate communication and interaction between police and culturally and linguistically diverse communities. You can speak to a MCLO if you need help to report a crime to Police, or, raise any issues of concern with police.

Hours: 24 Hours

ONE80TC

Phone: 1800 679 657

Email: reception@one80tc.org

Web: www.one80tc.org

Provides long-term residential treatment and rehabilitation services for men and women (aged 18+) wanting to overcome addiction and other life controlling issues. In addition to rehabilitative services, participants are encouraged to integrate back into the community and prepare to enter or re-enter the workforce or gain further education. The participative residential program, based in the Hawkesbury area of NSW, has provided assistance to over 5,000 young men with a focus on self-identity; family and relationships (including reconciliation); personal development; and work and responsibilities. The facility has 43 beds and is supported by 25 staff. Funding for the ONE80TC program is provided through donations, sponsorships, grants, foundations, fund-raising and client fees. ONE80TC is an initiative of Teen Challenge NSW INC and is governed by a Board of Management.

Hours: Mon-Fri 9am-5pm (Office)

Police Assistance Line

Phone: 131 444

Web: www.police.nsw.gov.au

Phone to report nonlife threatening or non-time critical emergency situation. In a life-threatening emergency call 000. Can also assist you with general police inquiries.

Hours: 24 hours

Relationships Australia Community Hub Epping

Phone: 02 9869 7138

Address: 9 Chester St, Epping 2121

Email: eppinghub@ransw.org.au

The aim of the Epping Community Hub is to connect individuals to information and services to promote community capacity, increase resilience and improve safety in the community. It also provides a location for the delivery of a range of community based, non-profit services including visiting and/or co-located agencies which contribute to community capacity building activities including English classes, chai time, homework help, community garden, kids school holiday programs, yoga and meditation etc.

Hours: Mon-Thurs 9-5

Rumbalara Youth Refuge

Phone: 02 4325 7555

Email: rumbalara@coastshelter.org.au

Web: www.coastshelter.org.au

Rumbalara is a youth refuge which provides temporary accommodation and support for six homeless young women or men aged between 15 and 18. Rumbalara provides a relaxed and caring environment which places emphasis on developing the personal and living skills needed to sustain independent living.

Hours: 24 hours, 7 days a week

Salvation Army- Hornsby Gateway Corps

Phone: 02 9477 1133

Address: Hornsby Gateway Corps, 29-31 Burdett St, Hornsby 2077

Email:

hornsbygateway2.corps@salvationarmy.org.au

Web: salvos.org.au/hornsbygateway/

The Church Office can provide emergency relief assistance for food and other essential items. We can also help you connect to other services the Salvation Army provides, such as addiction-recovery services, and may be able to assist with vouchers towards utility accounts. NILS -applications for No Interest Loans can be made by appointment on Tuesdays 9 - 11. Please call the church office to book your assessment. The Family Store provides clothing and good quality budget items. Worship services on Sundays at 10:30am. Everyone is welcome. Volunteers always welcome to work in the Family Store.

Hours: Store: 9am-3pm Mon-Fri & Sat
8.30am-1:00pm

Seniors Rights Service

Phone: 1800 424 079

Address: Suite 401, 418A Elizabeth St,
SURRY HILLS 2010

Email: info@seniorsrightsservice.org.au

Web: <https://seniorsrightsservice.org.au/>
Seniors Rights Service is a state-wide community organisation supporting older people with free and confidential legal advice, aged care advocacy, social work support throughout NSW. Service is provided over the phone. Aged care advocates are located in a number of regional centres. Education forums are held to focus on abuse prevention and planning for later life. Requests are invited for an event in the community that is tailored to local needs. Advice includes consumer rights, human rights/ elder abuse, financial exploitation such as scams or issues with family members, planning for later life. Legal issues that they can help with include Retirement Village issues, Strata living issues, Granny Flat issues and a number of other legal services. Aged care advocacy can include informing clients of their rights regarding their aged care provider and other issues. Referral is available to other suitable organisations if further information is required.

Hours: Mon-Fri 9am-4.30pm

Staying Home Leaving Violence - Parramatta and Cumberland

Phone: 02 9636 8437

The aim of the Staying Home Leaving Violence program is to prevent you and your children becoming homeless or having to move away from your support system of family and friends, and the school and community where you live. The program works in cooperation with NSW Police to remove the perpetrator (the violent partner) from the family home so that you and your children can stay safely where you are. It provides a range of support, such as safety planning, improving home security, help in managing finances, support for children, and helping you with the complicated legal process. Operates in various location in Australia.

Staying Home Leaving Violence Program

Phone: 1800 656 463

The aim of the Staying Home Leaving Violence program is to prevent you and your children becoming homeless or having to move away from your support system of family and friends, and the school and community where you live. The program works in cooperation with NSW Police to remove the perpetrator (the violent partner) from the family home so that you and your children can stay safely where you are. It provides a range of support, such as safety planning, improving home security, help in managing finances, support for children, and helping you with the complicated legal process. Operates in various location in Australia.

Victims Access Line (VAL)

Phone: 1800 633 063

Address: Level 1, Justice Precinct Offices,
160 Marsden St, Parramatta 2150

Email: vs@justice.nsw.gov.au

Web:

www.victimsservices.justice.nsw.gov.au

Provide support services including free counselling, information, referral and assistance to victims of crime in NSW.

Hours: Mon-Fri 9am-5pm (Office)

Victims Services

Phone: (VAL) 1800 633 063, 1800 019 123
(Aboriginal contact line)

Address: Level 1, 160 Marsden St,
Parramatta 2150

Email: vs@dcj.nsw.gov.au

Web:

www.victimsservices.justice.nsw.gov.au

Helps people who are victims of violent crime in NSW with information and referrals. You can access support under the Victims Support Scheme, including:

- Counselling
- Financial assistance for immediate needs
- Financial assistance for economic loss
- Recognition payment

Hours: Mon-Fri 9am-5pm

Waitara Family Centre (Centacare)

Phone: 02 9488 2400

Address: Waitara Family Centre, 29
Yardley Ave, Waitara 2077

Email: wfc@catholiccaredbb.org.au

Web: www.catholiccaredbb.org.au

CatholicCare Broken Bay is a Not-For-Profit under the auspice of the Catholic Diocese of Broken Bay that receives subsidies from Federal and State Governments with eligibility criteria as set by funding bodies.

Services include Family Support, Housing & Advocacy, Homelessness, Emergency Relief, Domestic Violence After Hours Service, Counselling, Youth Services, Family Dispute Resolution/Mediation, Long Day Care and Family Day Care, Relationship & Marriage Education.

Comment: DUE TO COVID19 THE FOLLOWING SERVICES WILL BE OFFERED VIA PHONE OR VIDEO LINK; • Counselling, psychology, allied health including Medicare bulk billing. • Financial counselling. • Housing support. • Domestic violence supports. • Emergency relief – to support those in immediate need. PLEASE SEE

<https://www.catholiccaredbb.org.au/news/covid-19/>

Hours: Mon-Fri 9am-5pm

White Ribbon Australia

Phone: 08 6370 0600

Email: info@whiteribbon.org.au

White Ribbon Australia is a part of a global social movement working to eliminate gendered violence and striving for an Australian society where all women and children are safe. The movement engages men and boys to end men's violence against women and girls, promotes gender equality and creates new opportunities for men to build positive, healthy and respectful relationships. Works through a primary prevention approach in communities, schools and workplaces across the country engaging with men to become active in the social change needed to stop men's violence against women and children.

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