











MENTAL HEALTH AND CRISIS SUPPORT

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR
Lifeline	13 11 14 24 hours/7 days	Text service available 0477 131 114	Ready to talk about anything including personal distress or suicidal thoughts.
Kids Helpline (ages 5-25)	1800 551 800 24 hours/7 days	🖥️ kidshelpline.com.au Webchat available via the website	Ready to talk about anything over the phone. Web chats, email and web-based information.
Translating and Interpreting Service	1800 131 450 24 hours/ 7 days	🖥️ tisonational.gov.au	Translating and interpreting service for people with English as a second language.
Mental Health Line	1800 011 511 24 hours/7 days	🖥️ health.nsw.gov.au/mentalhealth	Talk to a health professional who can assess you for linking to public mental health services.
National Sexual Assault Domestic and Family Violence Counselling Service	1800 737 732 24 hours/7 days	Text service available 24 hours/7 days 0458 737 732 text "hello" Online chat or video call via the website	Support for people impacted by domestic, family or sexual violence.
Suicide Callback Service	1300 659 467 24 hours/7 days	Online chat and video counselling available ages 15 and over	If you have suicidal thoughts or care for someone who has them, or you have been impacted by a loss.
Health Direct Australia	1800 022 222 24 hours/7 days	Online health symptom checker via the website 🖥️ healthdirect.gov.au	Talk to a nurse about non-emergency health advice including service navigation.
Non-emergency Police Hotline	131 444 24 hours/7 days		Non-emergency police assistance matters.
13YARN	13 92 76 24 hours/7 days	@enquiries@13yarn.org.au 🖥️ 13yarn.org.au	Trained Aboriginal or Torres Strait Islander Crisis Supporters to connect with you or someone you know who is feeling worried or having a rough time.
Men's Line	1300 78 99 78 24 hours/7 days	Online and video chat 🖥️ mensline.org.au	Counsellors available to talk about relationships, work, mental health, drug and alcohol support and anything else worrying men.

URGENT HOUSING SUPPORT

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
Link2Home	1800 152 152 24 hours/7 days	9am-10pm – full range of services 10pm-9am – information and assessment only	Accessing housing and temporary accommodation.
Warlga Ngurra Women and Children's Refuge	4950 1566 Mon-Fri, 9am-5pm	 warlgangurra.org.au	Women's and children's refuge offering somewhere safe to stay due to domestic violence, court support, advocacy and outreach support for men and women.
Wandiyali Elmore Vale	4957 5900	@reception@wandiyali.com.au  wandiyali.com.au/services/	Support for Aboriginal and Torres Strait Islander people aged 14-24 who are currently homeless or at risk of homelessness.
Aboriginal Housing Office	1800 727 555	@AHOenquiries@facns.gov.au  aho.nsw.gov.au	Telephone conversations to provide better housing choices for Aboriginal and Torres Strait Islander people in NSW.
Hunter Tenants Advice and Advocacy Service	4969 7666 or 1800 654 504 Mon-Fri, 9am-1pm	 tenants.org.au	<ul style="list-style-type: none"> • Telephone advice line about your renting situation • Online form if you're facing eviction from your rental.
Matthew Talbot Homeless Service and Report a Rough Sleeper	4961 1411 Mon-Fri 9am-5pm	@mtcwickham@vinnies.org.au  vinnies.org.au/RoughSleeper	<ul style="list-style-type: none"> • Linking rough sleepers and men into longer-term accommodation • Able to link you with other support options if required.
Car 2 Home	0402 155 586 7 days a week from 4pm	 macquariecare.org.au/car2home	Access to clean toilets, hot showers, kitchen and laundry facilities in the aim of supporting people sleeping rough.
Allambi Youth Services	4944 5900	 allambicare.org.au	Accommodation for young people aged 12-17 Self referral available.
NOVA for Women and Children	Intake referral: 1800 769 654 General enquiries: 4023 5620	@intake@novawomen.org.au  novawomen.org.au	Women's refuges and supported temporary accommodation.

NEIGHBOURHOOD CENTRES , COMMUNITY INFORMATION AND REFERRALS

Belmont Neighbourhood Centre	4947 0031	 bnc.asn.au/we-are-here-to-help @programs@bnc.asn.au	Information and referral <ul style="list-style-type: none"> • Community garden, lots of social activities, free food program, JP services.
Edgeworth Memorial Neighbourhood Centre	4072 1000	@info@emnc.org.au	<ul style="list-style-type: none"> • Information & referral • Support, connection and referral support for young people, families and community.
Multicultural Neighbourhood Centre, Lambton	4965 5291 Mon and Tues, 9.30am-5pm Wed, 9.30am-4pm	@info@mncinc.org.au	Lots of support and connection for people from non-English speaking backgrounds of all ages.
Mosaic Multicultural Connections, Charlestown	1800 813 205	@nss@nsservices.com.au  nsservices.com.au/	Help and support for migrants and refugees in Newcastle and Lake Macquarie.

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
Swansea Community Cottage	4971 1229 Mon-Fri, 9am-4pm	@ manager@swanseaacc.com.au ☎ swanseacommunitycottage.com.au	Information and referral, connection and groups, activities and some emergency relief support.
Sugarvalley Neighbourhood Centre, West Wallsend	4953 1667 Mon-Fri, 9am-3pm	☎ sugarvalleync.org.au	Food parcels, free shower and laundry facilities, computer use and printing, information & referral, JP services.
Woodrising Neighbourhood Centre	4959 4624 Mon-Fri, 9am-3pm	@ admin@woodrisingnc.org.au	<ul style="list-style-type: none"> • Food pantry and personal care items • Conversations about your money, debt, finances, and counselling, young people and families.
Morisset Multi-Purpose Centre- NovaCare	4970 4245 or 1300 363 654	☎ novacare.org.au	Information on resources and services available in Morisset and surrounding area.
The Place Charlestown Community Centre	4032 5500 Mon-Fri, 8:30am-5pm	@ admin@theplacecharlestown.org.au ☎ theplacecharlestown.org.au/	Support and connection for everyone – a hub of information and activity.
Windale Hub	4921 0333	☎ lakemac.com.au/Projects/Windale-Hub-bilyabayi	<ul style="list-style-type: none"> • Brand new community space open August 2024 • Information, connection and many other amazing things. Our Community Place, community services
NourishEd, Toronto	1800 371 166	@ info@nourished.org.au ☎ nourished.org.au	Brand new community space in Toronto providing connection and support.
Hunter Womens Centre, Mayfield	4968 2511	@ admin@hwc.org.au	Counselling, information, education and connection for all women.

FAMILY SUPPORT

Eastlakes Family Support Service, Gateshead	4943 9255	@ staff@efss.org.au ☎ efss.org.au	Financial, youth, children and family counselling and programs.
Benevolent Society Family Connect and Support Service	1300 006 480	@ familyconnectandsupport@benevolent.org.au	Short term wrap around case management support for eligible families.
Muloobinba Family Support Services, Cardiff	4969 5299 Mon-Fri, 9am-5pm	@ admin@muloobinba.org.au ☎ muloobinba.org.au	Culturally appropriate and sensitive support to Aboriginal people in times of need.
Community Activities Lake Macquarie, Toronto	4950 3888	@ youthsupport@calm.org.au ☎ calm.org.au	Advice, information and referral for parenting help. Case management and parenting groups and youth support. Can self-refer.
The Canopy	4908 1140	@ info@thecanopy.org.au ☎ thecanopy.org.au	Helping families in Northlakes area. Help to make positive changes you would like for your family. Any family members can call. Phone or online conversations.
Parent Line NSW	1300 130 052 Mon-Fri, 9am-9pm Weekends, 4pm-9pm	☎ parentline.org.au/	Parent Line is a free telephone counselling and support service for parents and carers with children aged 0-18 who live in NSW.

DOMESTIC AND FAMILY VIOLENCE SUPPORT

SERVICE NAME	PHONE NUMBER	ADDITIONAL CONTACT OPTIONS	CONTACT US FOR:
Eastlakes Family Support Services	4943 9255	 efss.org.au	Staying Home Leaving Violence Program Support women over 18 (and their children) in ways to prevent them from becoming homeless as a result of ending a domestic violence relationship.
Elder Abuse phone line	1800 353 374 Mon-Fri 9am-4pm	 seniorsrightsservice.org.au/information/elder-abuse/	Free call for information or to report concerns of abuse or neglect.
NSW Ageing and Disability Abuse Helpline	1800 628 221 Mon-Fri 9am-4pm	 ageingdisabilitycommission.nsw.gov.au	Free call for information or to report concerns of abuse or neglect.

SUPPORT WITH MONEY AND BILLS

National Debt Helpline	1800 007 007 Mon-Fri 9.30am-4.30pm	Online Chat 9am- 8pm Mon- Fri  ndh.org.au	Talk about dealing with debt and access financial counselling for free.
Samaritans Emergency Relief, Toronto	Toronto – 4959 7857 Tue, Wed, Thurs 9am-2pm appointment only	 samaritans.org.au/services/community-support/emergency-relief	Food relief, vouchers for paying bills such as phone bills, chemist bills, utility bills.
Financial Counselling: Woodrising Neighbourhood Centre and Eastlakes Family Support Service	02 4950 5108	@ financial@woodrisingnc.org.au	Financial counselling is available by appointment at Woodring and Eastlakes Family Support Service.

FREE MEALS AND LOW-COST GROCERIES

Baptist Care Community Centre, Windale	4032 4810 Mon-Fri, 9:30am-2pm	 baptistcare.org.au/centre/windale	<ul style="list-style-type: none"> • Low-cost groceries • Free breakfasts Mon-Thurs, 9.30am-12:30pm
Survivors R Us, Cardiff	4953 7108 Open Wed and Thurs, 9am-4pm	@ survivors@survivorsrusincorporated.com  survivorsrusincorporated.com	Discount food items, furniture, toys, personal care items, counselling and community connection.
Food n Friendship, Warners Bay	4947 4326 Thurs and Fri, 10am-2pm	@ foodfriendship@gmail.com  warnersbaybaptist.org.au	We offer low-cost cafe and frozen meals for sale, and Oz Harvest Hampers for those in need.
Belmont Community Care, Belmont	0491 631 450 Monday, 4.45pm for 5pm start	@ b.roach1@bigpond.com	Meals available on Monday evenings are low-cost and commences at 5pm. Assistance with take-away food at no cost is also available.
Southlake Incorporated, 61 Freemans Drive Cooranbong	0432 580 059	 southlakesinc.org	Weekly Foodbank home deliveries in Wangi Wangi to Fennel Bay, Cooranbong to Hamlyn Terrace (including Toukley) and Gwandalan/ Summerland Point.
New Day Christian Church, Toronto	4959 4891 Thursday mornings, 9am-noon	 New Day Christian Church Toronto Australia	Free bread, cheap groceries, cheap fruit and vegetables and social connection opportunities.
Mum's Cottage, Holmesville	4953 4105	@ admin@mumscottage.org.au  mumscottage.org.au	Free phone support conversations/counselling, foodbank onsite, discussion groups, activity groups for anyone.