

## SERVICES

### Local Charities

#### All Saints Community Care

Food + financial assistance

**Address** – 74 Osborne Street, Nowra

**Ph** – 4421 5499

**Hours** – Mon to Fri 10.00am to 12.30am, Weds to Fri 1.30pm to 4.00pm

\*\*\*You or your case manager must make an appointment before attending\*\*\*

#### St Vincent de Paul

Food + financial support + clothing + blankets

**Address** – 5 Berry Street, Nowra

**Ph** – 4421 0390

**Hours** – Mon to Fri 10.00am to 12.00pm

\*\*\*You can self-refer by attending the crisis centre or by telephoning

#### Salt Box

Food + support TA

**Address** – Bomaderry Community Centre, 5-17 Birriley Street, Bomaderry

**Hours** – Thurs 10.30am to 1.00pm

### Children and Family

#### Family Referral Service ( Barnados )

Works closely with families for up to 6 weeks to support them to access services, information, support, and advocacy

**Ph** – 4271 8591

#### Family Relationship Centre

Information and referral, advice for separating parents, group programs, joint dispute resolution

**Ph** – 4424 7150

**Advice line** – 1800 050 321

## SERVICES

### **Family Services Illawarra**

Income home support visits, advocacy, referral to other services, group work ( programs including – parenting skills, bringing up great kids )

Ph – 4256 7333

Website – [www.fsi.org.au](http://www.fsi.org.au)

Eligibility – Families with children under 8 years

### **Family Support Anglicare**

Including home visiting, adoptions, foster care, parenting and family education, professional counselling services for individuals, couples and families who are experiencing difficulties or relationship breakdown, committed to keeping children safe.

Ph – 4424 7100

Website – [www.anglicare.org.au](http://www.anglicare.org.au)

Eligibility – Families needing support

### **Kids Helpline**

24 hours, seven days per week telephone and email counselling for children and young people, phone, email and webchat. Free confidential counselling for children aged 5-25 years

Ph – 1800 551 800

Website – [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

### **Parent Line**

Confidential telephone counselling service aimed at providing professional counselling and support for parents and all who have children,

Hours – Mon to Fri 9.00am to 9.00pm Sat and Sun 4.00pm to 9.00pm

Ph – 1300 1300 52

Website – [www.parentline.org.au](http://www.parentline.org.au)

### **YWCA NSW Family Abuse Prevention Centre**

Support for women, victims of domestic violence, counselling, support and referrals, health and wellbeing, young people at risk, parenting groups/support

Ph – 4423 9658

Website – [www.ywcansw.com.au](http://www.ywcansw.com.au)

## SERVICES

**Eligibility** – Women/families going through a crisis or difficult times, young people at risk

### Counselling and Mental Health

#### Domestic Violence Line

24 hours, 7 days per week, telephone counselling, information and referrals. Trained female counsellors for women.

Ph – 1800 656 463

#### Lifeline

24 hours, 7 days per week, telephone counselling and referral for people facing personal crisis or suicidal thoughts

Ph – 13 1114

Website – [www.lifeline.org.au](http://www.lifeline.org.au)

#### 1800 Respect

National sexual assault, domestic and family violence counselling services. Chat 24 hours a day or go online to web chat to find services in your area

Ph – 1800 737 732

Website – [www.1800respect.org.au](http://www.1800respect.org.au)

#### NSW Rape Crisis Centre

24 hours, 7 days per week, telephone and online crisis counselling service for anyone in NSW who has experienced or is at risk of sexual assault, family or domestic violence and their non-offending supporters

Ph – 1800 424 017

Website – [www.nswrapecrisis.com.au](http://www.nswrapecrisis.com.au)

## SERVICES

### Culturally and Linguistically Diverse

#### Illawarra Multicultural Services

Information and referral for newly arrived migrants, humanitarian entrant and refugees, support groups, cultural events, supported playgroups, intensive family support and assistance in accessing other services. Enquires can be made online – appointments available in Nowra on Wednesdays

Ph – 4422 5933

Nowra outreach service – 4229 6855

Website – [www.ims.org.au](http://www.ims.org.au)

### Domestic Violence

#### Domestic Violence Line

24 hours, 7 days per week, telephone counselling, information and referrals. Trained female counsellors for women.

Ph – 1800 656 463

#### Nowra Police Domestic Violence Liaison

Assistance in court, support and general enquires. Assisting sexual assault victims

Ph – 4421 9665

Alternative Ph ( Nowra Police Station ) – 4421 9624

#### Ulladulla Domestic Violence Support Service

Confidential support, information and referrals, advocacy, assistance in court, support and general enquires, group work and crisis accommodation

Ph – 4454 0407

#### Women's DV Court Advocacy Service ( wdvcas Shoalhaven )

Services for women and children seeking help and information about how to get protection from the court and domestic violence

Ph – 4423 8507

Website – [www.legalaid.nsw.gov.au/what-we-do/community-partnerships/womens-domestic-violence-court-advocacy-program](http://www.legalaid.nsw.gov.au/what-we-do/community-partnerships/womens-domestic-violence-court-advocacy-program)

## SERVICES

### Drug Alcohol and Gambling

#### Alcoholics Anonyms

Meetings all over the Shoalhaven. Varies times and days of the week

Ph – 1300 222 222

Website – [www.aa.org.au](http://www.aa.org.au)

#### Gambling Help – G line

24 hour telephone helpline and online forum offering crisis counselling for people affected by gambling

Ph – 1800 633 635

Website – [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

#### Illawarra Drug and Alcohol Services

A Specialist drug and alcohol service offering a range of treatments to individuals, families and the community throughout the Illawarra and the Shoalhaven area

Ph – 1300 652 226 ( Intake )

Website – [www.islhd.health.nsw.gov.au/services/drug\\_and\\_alcohol](http://www.islhd.health.nsw.gov.au/services/drug_and_alcohol)

#### Kadesh House Rehabilitation Program

Medium term treatment facility that aims to meet the needs of individuals whose drug or alcohol use has produced a range of psychological and behavioural problems

Ph – 4222 1800

**Eligibility** – Telephone assessment and admission. Can self refer, or be referred by doctor or other agencies. Admission line open 8.00am to 4.00pm

#### Narcotics Anonymous

Meetings held on various days and locations across Illawarra and Shoalhaven

Ph – 1300 652 820

**Alternative Ph** – Send an SMS with your suburb and state to 0488 811 247 for a list of meetings in your area

Website – [www.na.org.au](http://www.na.org.au)

## SERVICES

### **Watershed – Formerly Wollongong Crisis Centre**

Detoxification with 24 hour support, rehabilitation in a 4 week program, medical needs when pre-advised, bailed and MERIT clients accepted on prior arrangement, aftercare is available

Ph – 4272 3000 or 1800 818 872

Website – [www.watershed.org.au](http://www.watershed.org.au)

**Eligibility** – Telephone or admission in vacancy, three forms of ID required and cost is % of Centrelink benefit

### **Financial**

#### **Illawarra Legal Centre – Financial Counselling Advice Line**

Assessment of financial situation, negotiation with people you owe money to ( creditors ), workshops on credit law, legal action, mortgage relief and bankruptcy. Outreach office located in Nowra

**Telephone Advice Line** – Operates Mon 2.00pm to 4.30pm, Wed 9.30am to 1.00pm and 2.00pm to 3.30pm.

Ph – 4276 1939

Website – [www.illawarralegalcentre.org.au](http://www.illawarralegalcentre.org.au)

#### **Life Line South Coast – Financial Counselling**

Assessment of financial situation, negotiating with people you owe money to ( creditors ), financial budgeting. Appointment are necessary

Ph – 4421 5365

Website – [www.lifelinesouthcoast.org.au](http://www.lifelinesouthcoast.org.au)

### **Housing and Tenancies**

#### **NSW Civil and Administrative Tribunal**

Accessible and low cost service to resolve tenancy disputes in NSW. Applications may be made by either tenants or landlords

Ph – 1300 006 228

Website – [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)

## SERVICES

### **Housing NSW - FACS**

Provider of social housing, private rental assistance, and temporary accommodation

Ph – 1800 422 322

**After Hours Temporary Accommodation** - 1800 152 152

**Website** – [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)

**Eligibility** – Clients must meet residency and income eligibility requirements

### **Financial**

#### **Illawarra and South Coast Tenant's Service ( Illawarra Legal Service )**

Free information advice and advocacy for tenants in public, private and caravan park rentals

**Hours** - Telephone advice on Mon and Fri 9.00am to 1.00pm, Tues and Wed 1.00pm to 5.00pm

Ph – 4274 3475 or 1800 807 225

#### **NSW Fair Trading**

Information regarding tenant rights and responsibilities under the residential tenancies act. Relate to starting, during and ending a tenancy

Ph – 133 220

**Website** – [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

#### **Rosa Women's Service**

Provides case management support for women to re-establish their lives after leaving alcohol and other drugs rehab and or/ prison

Ph – 4444 1103

**Eligibility** - Over the age of 18

#### **Substance Use in Pregnancy and Parenting Service ( SUPPS )**

Provide information on tobacco, drug or alcohol use in pregnancy, work to make changes in substance use, connect to other services during and after pregnancy support.

**Hours** – Self-referral Mon to Fri 9.00am to 4.30pm

Ph – 1300 652 226

## SERVICES

### Indigenous

#### **Aboriginal Land's Council ( Nowra )**

Claim crown land, promote and preserve Aboriginal culture and heritage, liaise with government on improving the social, economic and wellbeing of Aboriginal people and provide community benefits to it's members

Ph – 4423 3163

#### **Aboriginal Legal Service ( Nowra )**

Free advice and representation for Aboriginal people on criminal law matters. Assistance and referrals with civil law matters

Ph – 4424 8900

#### **Cullunghutti Aboriginal Child and Family Centre**

Consultation, support and info for Aboriginal children and families throughout the diagnosis period or who have recently been diagnosed with the disability, support group for children with special needs

Ph – 4428 6900

**Eligibility** – 0-8 years ( sometimes will take 12 years of age )

#### **South Coast Medical Service ( AMS )**

Health services, medical services, dental, counselling, referrals, programs, substance miss use service

Ph – 4448 0200 or 1800 215 099

**Website** – [www.southcoastams.org.au](http://www.southcoastams.org.au)

#### **Waminda Women's South Coast Health and Welfare Aboriginal Corporation – Indigenous women's Health Centre**

Case management, respite service, Women's health clinic and early childhood clinic, maternity support project, drop in centre, referral and information centre, antenatal service, bulk billed

Ph – 4421 7400

#### **Women's Legal Services NSW – Indigenous Women's Legal Contact Line**

Telephone information, advice and referral.

**Hours** – Mon, Tues and Thurs 10.00am to 12.30pm

Ph – 8745 6977 or 1800 639 784



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### **Murra Mia Tenant's Advice Service**

Information, advice and advocacy about tenant rights

**Hours** – Mon to Fri 9.00am to 1.00pm Tues and Wed 1.00pm to 5.00pm

**Ph** – 4274 3475

### **Legal**

#### **Shoalcoast Legal Centre**

Information regarding all legal issues. Can access Aurora Domestic and Family Violence App available through website

**Free Advice** – 4422 7573 Tues and Thurs 10.00am to 12.00pm

**Ph** – 4422 9529 or 1800 229 529

**Website** – <http://www.shoalcoast.org.au/>

#### **Victim's Services**

Victims support line for support, referral and information

**Hours** – Mon to Fri 8.00am to 6.00pm

**Ph** – 1800 633 063

**Website** – [www.victimservices.justice.nsw.gov.au](http://www.victimservices.justice.nsw.gov.au)

#### **Women's DV Court Advocacy Service ( WDV CAS Shoalhaven )**

Services for women and children seeking help and information about how to get protection from the court and from domestic violence

**Ph** – 4423 8507

**Website** – [www.legalaid.nsw.gov.au/what-we-do/community-partnerships/womens-domestic-violence-court-advocacy-program](http://www.legalaid.nsw.gov.au/what-we-do/community-partnerships/womens-domestic-violence-court-advocacy-program)



## SERVICES

### Women's Legal Service

Advice and Referral

Ph – 1800 801 501

### Women Specific

#### Shoalhaven Women's Health Centre ( Nowra )

Counselling, information, support, referral, health clinics, nurse, massage, groups, activities, workshops, herbal medicine

Ph – 4421 0730

Website – [www.womenshealthcentre.com.au](http://www.womenshealthcentre.com.au)

#### Women's DV Court Advocacy Service ( WDV CAS Shoalhaven )

Services for Women and children seeking help and information about how to get protection from the court from domestic violence

Ph – 4423 8507

Website – [www.legalaid.nsw.gov.au/what-we-do/community-partnerships/womens-domestic-violence-court-advocacy-program](http://www.legalaid.nsw.gov.au/what-we-do/community-partnerships/womens-domestic-violence-court-advocacy-program)

#### Women's Legal Services NSW

Telephone advice and referral and domestic violence support.

Hours – mon 9.30am to 12.30pm Tues 1.30pm to 4.30pm and Thurs 9.30am to 12.30am

Ph – 1800 801 501

Website – [www.womensleaglaidnsw.asn.au/](http://www.womensleaglaidnsw.asn.au/)

#### Women's Legal Services NSW ( Aboriginal )

Telephone information, advice and referral

Ph – 1800 639 784 or 8745 6977

Hours – Mon, Tues and Thurs 10.00am to 12.30am

## SERVICES

### General Living Needs

#### Salvation Army

General housing needs, clothing, food ( vouches – limited ) living costs financial aid – ( limited, conditions apply ).  
Assistance provided by appointment

Ph – 02 4423 2102

Website – [www.salvos.org.au](http://www.salvos.org.au)

#### St Vincent's

Food hampers, nappies, furniture, clothing, financial aid ( limited, conditions apply )

Hours – Mon to Sat 8.30am to 4.00pm

Ph – Nowra – 4421 7244 Berry – 4464 3940 Sanctuary Point – 4443 9466 Shoalhaven Heads – 4448 7923

Website – [www.vinnies.org.au](http://www.vinnies.org.au)

#### Anglicare Shoalhaven

Financial aid ( Bond – limited once only ) Christmas hampers, financial aid with bills ( conditions apply ) food parcels

Ph – 4423 1018

#### Mission Australia

Homelessness support, family youth and children support, employment skills and training, alcohol and drug dependency support

Ph – 4448 2000

#### Shoalhaven Neighbourhood Support

Information and referral, training and education programs and social support

Ph – 4421 5077

#### SALT

Offers free lunch, grocery hampers, clothes hampers

Hours – Thurs 10.30am to 1.00pm

Ph – 4480 4602



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### **SOS Food Store**

One off \$5 registration fee \$30 handling fee to gather groceries

Ph – 4421 4602

### **All Saints Community Care**

Emergency relief service with a range of helping options

Ph – 4221 6884

### **Youth Services**

#### **Headspace Shoalhaven – Youth Health Centre**

Free and confidential service for young people experiencing concerns around physical health, sexual health, depression, anxiety, drinking, drug use, conflict with family and friends, relationship break-ups

**Hours** – Mon, Tues, Thurs, Fri 8.30am to 5.00pm Wed 9.30am to 6.00pm Closed weekends

Ph – 4446 7300

**Website** – [www.headspace.org.au](http://www.headspace.org.au)

**Eligibility** – 12-25 years of age

#### **Crossroads Youth Health Team – Youth Health Service**

Health Service for young people aged 12-25 years, including ; counselling, doctor, health, education, antenatal groups, etc. alcohol and other drug counselling

Ph – 4423 1784

**Eligibility** – 12-25 years of age

#### **CareSouth Youth Hostel – Accommodation Service**

Provides short-term and emergency accommodation for young people aged 16-24 years with case management. Outreach program available for those at risk of homelessness

Ph – 4422 7625

**Eligibility** – 16-24 years of age

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### Shoalhaven Youth Accommodation

Provides short-term supported accommodation for young people aged 16-24years with case management. Case management, advocacy and referrals, aboriginal outreach worker, adolescent, and family counselling

Ph – 4421 8741

Eligibility – Youth at risk of being homeless

### Health Services

#### Community Health Dental Clinic

Dental treatment, check ups, infills etc

Ph – Appointment 1300 369 651 Nowra – 4424 6480 Ulladulla – 4455 1359

Eligibility – Children 0-18years free under SAP ( school assessment program ) and free service for adults on a health care card, pension and seniors card

#### Links House Sexual Assault Service Nowra

Crisis and on going counselling for victims, medical services available

Website – [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

Ph – 4423 9211

Eligibility – Children 0-18years free under SAP ( school assessment program ) and free service for adults on a health care card, pension and seniors card

#### Illawarra Sexual Health Service – Nowra Sexual Health Clinic

Check up and treatments for sexually transmitted infections free counselling and support service. Community education and training

Hours – Mon and Thurs 9.00am – 4.30pm

Ph – 4423 9353

Website – [www.positivelife.org.au/contacts/nowra-sexual-health-clinic](http://www.positivelife.org.au/contacts/nowra-sexual-health-clinic)