



Central Coast Migrant Services Directory



Northern Settlement Services Limited
Central Coast Services

Head Office: 8 Chaucer Street, Hamilton NSW 2303
ABN 72 002 898 759

Tuggerah Lakes Community Centre
1 Bay Village Rd, Bateau Bay, NSW, 2261
Ph: (02) 4334 3877 Fax: (02) 4334 3044

Email: cc@nsservices.com.au Web: www.nsservices.com.au

A Public Benevolent Institution

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The 2010 Migrant Services Directory
is produced by the
Multicultural Family Support Program
Central Coast

A project of
Northern Settlement Services Ltd



CENTRELINK

ADDRESS: 47 Hely Street
WYONG NSW 2259

POSTAL ADDRESS: PO Box 215
WYONG NSW 2259

CONTACT PERSON: Multicultural Service Officer

PHONE: (02) 4350 6036
FAX: (02) 4350 6099

EMAIL: Jason.bourke@centrelink.gov.au

ACTIVITIES:

What does the MSO do?

1. Consult and liaise with Migrant & Refugee Communities' agencies and other groups.
2. Provide information to Centrelink about the impact on migrant & refugees of new and existing legislation, and service delivery issues.
3. Provide input into the development of new programs to ensure the needs of migrants and refugees are taken into account.
4. Assist newly emerging and existing CALD communities to obtain information about Centrelink services and programs and refer people to other areas within Centrelink or to external organisations for assistance.
5. Assist Centrelink staff in their dealing with migrants and refugees, where and when required.
6. Contribute to staff training and development programs, which focus on service delivery to CALD clients.
7. Assist with the recognition of the overseas qualifications with referring the clients to relevant agencies.

CENTRELINK OFFICES ON THE CENTRAL COAST:

GOSFORD
THE ENTRANCE
ETTALONG
WYONG
LAKE HAVEN
WOY WOY

OFFICE HOURS: 8.30am to 5.30pm

ADDITIONAL SERVICE: Multilingual Telephone Service: 131

CHILD AND FAMILY SERVICES

CENTRAL COAST MULTICULTURAL RESOURCE CENTRE

ADDRESS: WOODPORT COTTAGE
Woodport Primary School
Ernest Street ERINA NSW 2250

POSTAL: PO Box 3064
ERINA NSW 2250

CONTACT:

PHONE/ FAX: (02) 4365 1101

MOBILE: 0414 678 648

EMAIL: ccmrc@yahoo.com.au

WEBSITE: www.geocities.co/ccmrc

ACTIVITIES:

Central Coast Multicultural Resource Centre helps children to learn about the different ways the people throughout the world live. This Centre introduces children to other cultures, helps them to appreciate other cultural practices. There are a range of resources available that will assist Children Services in multicultural programming with posters, dress ups, items for home corner, etc.

Cultural Experiences the Children Services would like the children under their care to hear stories and experiences from other countries that can have two ladies from different cultural backgrounds visit their service and share experiences with the children. They can show children craft, music and movement, language and much more.

UNITING CARE BURNSIDE

ADDRESS GOSFORD OFFICE: Level 2, 15 Watt Street
GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 2061
GOSFORD NSW 2250

PHONE: (02) 4325 9600

FAX: (02) 4324 3588

ADDRESS WYONG OFFICE: 38 Pacific Highway
WYONG NSW 2250

POSTAL: PO Box 250
WYONG NSW 2259

PHONE: (02) 4352 3222

FAX: (02) 4352 3322

BURNSIDE REFERRAL AND INFORMATION LINE: 1800 067 967

CENTRAL COAST PROGRAMS

BRIGHTER FUTURES

Support for expectant mothers and families with children 0-8 years. Services include: Parenting education, childcare, volunteer program, playgroup and home visits.

Brighter Futures provide support and services that help to give children a better life.

HABITAT

Will help you to stabilise and maintain your accommodation, manage your budget and find solutions to parenting and family issues. For more information please contact 1800 067 967 or Centrelink on (02) 4350 6123

NEW STEPS HOME VISITING

A free service available to Central Coast parents with children 0-2 years. Offering parenting support at home by professional and volunteer workers. For information contact 1800 067 967

NORTHERN LAKES FAMILY CENTRE

Providing parenting support, playgroups, counselling and community activities to families living in the Northern Wyong Shire.

Phone **WYONG** Office on (02) 4352 3222 for location of activities and groups.

R.A.P.T

(Reconnecting Adolescents and Parents Team) Working with young people, 12-24 years and their families experiencing conflict and to help prevent family breakdown. For more information please contact 1800 067 967

SUPPORTED PLAYGROUPS

Free playgroups for 0-5 years are run by a facilitator who can offer parenting support and advice to parents/carers in a welcoming relaxed environment. Groups run in Wyong, Berkeley Vale, Budgewoi and Blue Haven. For more information please contact 1800 067 967

BURNSIDE SUPPORTED PLAYGROUP (TOUKLEY)

PLAYGROUP FOR FAMILIES FROM DIFFERENT CULTURAL BACKGROUNDS

ADDRESS: TOUKLEY NEIGHBOURHOOD CENTRE
Heador Street, TOUKLEY NSW 2263
Next door to Toukley Aquatic Centre

TIME: Tuesdays 9.30am to 11am

PHONE: (02) 4352 3222
1800 067 967

Referrals are essential

COASTWIDE CHILD AND FAMILY SERVICES INC

ADDRESS: Phillip House 21 Old Mt Penang Rd
KARIONG NSW 2250

POSTAL: PO Box 4235
EAST GOSFORD NSW 2250

PHONE: (02) 4340 1111

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FAX: (02) 4340 0888

EMAIL: admin@ccfdc.com.au

WEBSITE: www.ccfdc.com.au

ACTIVITIES:

Family Day Care

Family Day Care is a quality home based childcare service that's been actively helping Australian families over 30 years. The Family Day Care is the only accredited childcare service that enables children to learn and grow with a small group of other children in a secure family home with one professional carer.

Scheme Staff are also the initial contact point for advice and information about family day care. They will work with parents and Family Day Care to match children's needs with the best care environment for children taking into account the diversity of language, culture, and ability to ensure carers and their respective families.

For more information about the Family Day Care in your local area please contact:

PHONE: 1800 621 218

WEBSITE: www.familydaycare.com.au

CHILD ABUSE PREVENTION SERVICES (CAPS)

PHONE: (02) 4352 2999

FAX: (02) 4351 2300

ADDRESS: 21 Margaret St
WYONG NSW 2259

MAIL: PO Box 388
WYONG NSW 2259

ADDRESS: 50 Neera Rd,
UMINA BEACH NSW 2257

PHONE: (02) 4343 1911

FAX: (02) 4351 2300

EMAIL: capscc@exemail.com.au

DESCRIPTION:

To prevent and protect children from all types of abuse. Service provides support, counselling and referral. This service provides support to males and females, children, parents and grandparents. This service is one of two on the Central Coast, the other being the Umina Branch. The postal address of both centres is above

COMMUNITY SERVICES CHILD PROTECTION & FAMILY CRISIS SERVICE LINE

PHONE BASED SERVICE

PHONE: 1800 066 777

ACTIVITIES: Provides crisis assistance and counselling and intervention services

HOURS: 24 hour service

FAMILY SUPPORT CENTRE INC

ADDRESS: 3 Literary Close
KANWAL NSW 2259

POSTAL: PO Box 4040
LAKE HAVEN NSW 2263

PHONE: (02) 4393 2383

FAX: (02) 4393 1724

WEBSITE: www.familysupportcentre.org.au

ACTIVITIES:

Located in Kanwal Family Support Centre Inc. provides services to Families in the Northern part of the NSW Central Coast by information, referral, mobile playgroups, parenting program, outreach program, children's programs, and personal development groups.

REACH OUT IN 2261 (SOUTHERN LAKES COMMUNITIES FOR CHILDREN)

For parents and or carers of children 0-3 years. Reach out is staffed by professional and volunteer workers, who assist families living in the Southern Lakes area (Postcode 2261) for contact with parenting service and support.

PHONE: (02) 4333 8985

SUPPORTED PLAYGROUP GOSFORD

Playgroups provide a welcoming, friendly and relaxed environment for families. Supported Playgroups staff have early childhood qualifications and knowledge on child development, health and community services. It is the role of the staff to offer support and resources to families and to provide appropriate activities and crafts for children.

Limited transport to playgroup is available for Families.

Supported Playgroups are held during school terms:

ERINA

Monday: 9.30am to 11.00am

Meeting Space 3, Erina Library,

Erina Fair Shopping Centre

Terrigal Drive ERINA NSW 2260

ERINA

Wednesday: 9.30am to 11.00am

Art Space 1, Erina Library, Erina Fair

Shopping Centre, Terrigal Drive, ERINA NSW 2260

GOSFORD

Thursday: 9.30am to 11.00am

Liberty Church group room

129 Erina St GOSFORD NSW 2250

Enter via driveway off William Street

KARIONG

Tuesday: 9.30am to 11.00am

Kariong Progress Hall (next to tennis courts)

Woy Woy Road KARIONG NSW 2250

WOY WOY

Monday: 9.30am to 11.00am

Peninsula Community Centre

93 Mc Masters Road, WOY WOY NSW 2256

UMINA

Tuesday: Afternoon 12.30pm to 2.00pm

'Beachside' Umina Schools as Communities, Umina Public School

KINCUMBER

Friday: 9.30am to 11.00 am

Kincumber Neighbourhood Centre

20-22 Kincumber Street

Behind Kincumber Shopping Centre

The other two projects are Brighter Futures and My Time

SCHOOLS AS COMMUNITY CENTRES

The Schools as Community Centres Program is founded on research that highlights the importance of:

- The early years for children's development
- The role of parents as their child's first teacher, and
- The program facilitates partnership with families with children from birth to eight years in communities where indicators of disadvantage are high. There is a focus on the years prior to school.
- In the School as Community Centres program, the school is promoted as a focal point and resource for the community, where families feel comfortable and safe.
- Schools as Community Centres projects work in partnership to achieve outcome, with the participating Departments fully involved in the management of the program at a State, regional and local level.

'BEACHSIDE FAMILY CENTRE'

FACILITATOR: Debbie Notara

ADDRESS: Sydney Avenue (In the grounds of Umina Public School)
UMINA NSW 2257

PHONE: (02) 43431929

MOBILE: 0439003074

FAX: (02) 43444130

EMAIL: Debbie.notara@det.nsw.eud.au

HOURS: Mon- Fri 9: 00am -5:00pm

BLUE HAVEN PUBLIC SCHOOL- 'DOLPHIN COTTAGE'

FACILITATOR: Wendy Board

ADDRESS: 37 Corner of Colorado Drive and Aspley Close
BLUE HAVEN NSW 2262

PHONE: (02) 43908524

EMAIL: wendy.baooard@det.nsw.edu.au

HOURS: Mon to Wed 9:00am-2:30pm

'OUR PLACE' CHERTSEY FAMILY AND COMMUNITY CENTRE

FACILITATOR: Nada Potter

PHONE: (02) 43237158

MOBILE: 0438237158

FAX: (02) 43237158

ADDRESS: Willow Road (in the grounds of Chertsey Primary School)
SPRINGFIELD NSW 2250

EMAIL: ccchertsey@det.nsw.edu.au

HOURS: Mon to Fri 8:30am-4:00pm

SAN REMO NORTHLAKES PUBLIC SCHOOL

FACILITATOR: Chris Berryman

ADDRESS: Goorama Avenue
(In the grounds of Northlakes Public School)
SAN REMO NSW 2262

PHONE: (02) 4390 9718

MOBILE: 0413199555

FAX: (02) 4390 4793

EMAIL: christen.berryman@det.nsw.edu.au

HOURS: Monday, Tuesday, Wednesday 9:00am-5:00pm

WYONG SCHOOL AS COMMUNITY CENTRES

FACILITATOR: Linda Kidd

ADDRESS: Cutler Drive (In the grounds of Wyong Public School)
WYONG NSW 2259

PHONE: (02) 4352 3637

HOURS: 8:30pm-4:00pm

EMAIL: capscc@exemail.com.au

WARNERVALE FAMILY AND COMMUNITY CENTRE

ACTIVITIES:

Providing parenting support, play groups, counselling and community activities to families living in the Warnervale/Wadalba area.

Drop in for a chat Monday to Friday.

ADDRESS: 51 Spark Road
WARNERVALE NSW 2259

PHONE: (02) 4392 8734

COMMUNITY AND NEIGHBOURHOOD CENTRES

These are community type organisations, which do not make a profit and are set up to help local residents. They are funded by the government and can help with such things as information, referrals to other organisations that may be able to help, community programs such as courses, support groups, playgroups, before and after school care and vacation care.

BERKELEY VALE NEIGHBOURHOOD CENTRE

CONTACT: MANAGER
ADDRESS: Heather Avenue
GLENING VALLEY NSW 2261
PHONE: (02) 4388 5801

BANKSIA FAMILY CENTRE

ADDRESS: 7 Sir Joseph Banks Drive
BATEAU BAY NSW 2261
PHONE: (02) 4334 3390

BLUE HAVEN COMMUNITY CENTRE

ADDRESS: 2 Apsley Court
BLUE HAVEN NSW 2262
PHONE: (02) 4399 3633

CYNTHIA STREET NEIGHBOURHOOD CENTRE

CONTACT : MANAGER
ADDRESS: 10 Cynthia Street
BATEAU BAY NSW 2261
PHONE: (02) 4332 7450

GOSFORD/ NARARA COMMUNITY CENTRE

CONTACT : MANAGER
ADDRESS: 2 Pandala Road NARARA NSW 2250
PHONE: (02) 4329 4477

GREEN POINT COMMUNITY CENTRE

CONTACT: COORDINATORS
ADDRESS: 96 Koolang Road
GREEN POINT NSW 2251
PHONE: (02) 4367 7591
FAX: (02)43677659

KARIONG NEIGHBOURHOOD CENTRE

CONTACT : MANAGER
ADDRESS: 10 Langford Drive
KARIONG NSW 2250
PHONE: (02) 4340 1724

KINCUMBER & DISTRICT NEIGHBOURHOOD CENTRE

CONTACT : MANAGER
ADDRESS: Building 1, 20 Kincumber Street
KINCUMBER NSW 2251
PHONE: (02) 4363 1044
FAX: (02) 43696721

NORTHERN LAKES FAMILY CENTRE

CONTACT : MANAGER
ADDRESS: Acacia Avenue & Elizabeth Bay Drive
LAKE MUNMORAH NSW 2259
PHONE: (02) 4358 3487

NIAGARA PARK COMMUNITY CENTRE

ADDRESS: Shop 21, Niagara Park Shopping Centre
Washington Avenue
NIAGARA PARK NSW 2250
PHONE: (02) 4329 7144

PENINSULA COMMUNITY CENTRE

ADDRESS: 93 McMasters Road
WOY WOY NSW 2256
PHONE: (02) 4341 9333
FAX: (02) 43424947

SAN REMO NEIGHBOURHOOD CENTRE

CONTACT : MANAGER
ADDRESS: 28 Brava Avenue
SAN REMO NSW 2261
PHONE: (02) 4390 7888

TOUKLEY NEIGHBOURHOOD CENTRE

ADDRESS: Heador Street
TOUKLEY NSW 2263
PHONE: (02) 4396 1555

WYONG NEIGHBOURHOOD CENTRE

ADDRESS: Old Wyong Primary School Allison Rd
WYONG NSW 2259
PHONE: (02) 4353 175

WATANOBBI COMMUNITY CENTRE

Community Development Centre for the Wyong Neighbourhood Centre

ADDRESS: 1 Harrington Close
WATANOBBI NSW 2259

PHONE: (02) 4351 2860

WYOMING COMMUNITY CENTRE

ADDRESS: 147 Maidens Brush Road
WYOMING NSW 2250

PHONE: (02) 4323 7483

DOMESTIC VIOLENCE

BIALA COTTAGE - SEXUAL ASSAULT SERVICE

ADDRESS: Holden St
GOSFORD NSW 2250

POSTAL ADDRESS: Po Box 361
GOSFORD NSW 2250

CONTACT: Intake Worker

PHONE: (02) 4320 3175

FAX: (02) 4320 3133

ACTIVITIES:

Medical examination, treatment and follow up after sexual assault. Counselling for adults, adolescents and children. Support and information for non-offending family and partners. Legal and court information. Crisis team available 24 hours.

VIOLENCE, ABUSE AND NEGLECT (VAN) PREVENTION SERVICE

POSTAL ADDRESS: PO Box 361
GOSFORD NSW 2250

PHONE: (02) 4320 2865

FAX: (02) 4320 3179

EMAIL: mbournnell@nscchahs.health.nsw.gov.au

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ACTIVITIES:

The VAN Prevention Team will work to prevent violence, abuse and neglect, and promote a non-violent culture. As a team our focus is on: Sexual Assault, Domestic Violence, Physical Abuse and Neglect of Children. Mandatory training in Child Protection and identifying and responding to domestic violence. Training on request. Complex case consultation and advocacy. Referral information.

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This service does not provide direct services to clients but will work with community groups, government departments and the community.

24 HOURS DOMESTIC VIOLENCE HOTLINE (DoCS)**PHONE BASED SERVICE**

PHONE: 1800 656 463

ACTIVITIES:

Provides counselling and referral to women who are experiencing domestic violence and their dependent children. Provide crisis counselling at the time only by phone. This is a 24 hours service.

JOINT INVESTIGATION RESPONSE TEAM (JIRT)

ADDRESS: Po Box 169,
THE ENTRANCE NSW 2261

PHONE: (02) 4333 3254

FAX: (02) 4333 3257

ACTIVITIES:

Investigates Allegations of Child Sexual/Physical Abuse

KARA WOMENS REFUGE

POSTAL ADDRESS: Po Box 1234
GOSFORD NSW 2250

PHONE: (02) 4324 7239

FAX: (02) 4325 2417

EMAIL: kara@coastshelter.org.au

WEB: www.coastshelter.org.au

Activities: Provides refuge for women with or without children. Advice and assistance is given to residents in obtaining financial independence, medical advice and attention, legal advice and arranging permanent independent accommodation. This service is a 24 hours service.

EDUCATION

ADULT MIGRANT ENGLISH PROGRAM HUNTER INSTITUTE OF TAFE-NSW

ADDRESS: Gosford Campus TAFE
Henry Parry Drive
GOSFORD NSW 2250

POSTAL: PO BOX 23
GOSFORD NSW 2250

PHONE: (02) 4348 2290

FAX: (02) 4348 2316

EMAIL: lynette.drummond@tafe.nsw.edu.au

ACTIVITIES:

AMEP provides English classes for the newly arrived migrants and refugees who are permanent residents. Some people with approved temporary visas can also do English classes in the AMEP.

There are levels of English from basic to advance.

Classes are held in a relaxed and friendly atmosphere and are ongoing. Interested students should arrange for an interview so they can be placed in a suitable class according to their level of English interest.

LLNP provides language, literacy and numeracy program for people referred from Centrelink. This program is for Centrelink clients who needs are to improve their English

Home Tutor Scheme aims to help immigrants and Refugees who cannot attend formal English classes.

ADULT MIGRANT ENGLISH HUNTER INSTITUTE OF TAFE WYONG

CONTACT PERSON: Lana Minkov

ADDRESS: Wyong Campus
Porter Street
WYONG NSW 2259

POSTAL: PO BOX 486
WYONG NSW 2259

PHONE: (02) 4350 2324

FAX: (02) 4350 2397

EMAIL: [lana.minkov@tafe.nsw.edu.au](mailto: lana.minkov@tafe.nsw.edu.au)

HUNTER TAFE WESIDE: www.hunter.tafensw.edu.au

ACTIVITIES:

Same as Gosford TAFE

Both Wyong TAFE and Gosford TAFE provide Educational Counselling Services for students

MULTICULTURAL EDUCATION UNIT HUNTER INSTITUTE OF TECHNOLOGY (TAFE)

ADDRESS: Newcastle Campus
Maitland Road
TIGHES HILL NSW 2297

POSTAL: Locked Bag 45
Hunter Region Mail Centre NSW 2310

CONTACT: Steve Georgopoulos
Coordinator
Based at Newcastle (Services 16 Hunter Colleges)

PHONE: (02) 4923 7463

FAX: (02) 4923 7932

EMAIL: [steven.georgopoulos@tafe.nsw.edu.au](mailto: steven.georgopoulos@tafe.nsw.edu.au)

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ACTIVITIES:

Writes the Ethnic Affairs Priorities Statement Implementation Plan, and reports against it annually for the Hunter Institute of Technology

- Liaison with ethnic communities
- Development of special training program and courses for people of NESB
- Conduct staff and professional development in cross cultural issues and Multicultural education.
- Support students in programs and courses to ensure they pass.

CENTRAL COAST COMMUNITY COLLEGE

ADDRESS: Shirley Street
OURIMBAH NSW 2258

POSTAL ADDRESS: PO Box 156
OURIMBAH NSW 2258

CONTACT: Susan Galley

PHONE: (02) 4348 4336

EMAIL: sgalley@cccc.nsw.edu.au

ACTIVITIES:

Central Coast Community College offers ESL classes at 3 different levels: Beginner, Intermediate and Advanced.

Classes cover all aspects of reading, writing, grammar, spelling, punctuation, speaking, listening and pronunciation.

Central Coast Community College is a partner in the AMEP consortium so eligible students can access their 510 hours of free English classes with us.

Day time classes are held in Gosford

TUGGERAH LAKES, KINCUMBER COMMUNITY COLLEGE

ADDRESS: Suite 16/1 Reliance Drive
TUGGERAH NSW 2259

POSTAL ADDRESS: PO BOX 5013
CHITTAWAY BAY NSW 2261

CONTACT: Ken Mai

PHONE: (02) 4353 0017

FAX: (02) 4353 5960

EMAIL: kmai@tlcc.nsw.edu.au

Website: www.tlcc.nsw.edu.au

ACTIVITIES: Program/ courses which migrants would find beneficial:

Skilled Migrant Program: This Project assists migrants who have lived in Australia for approximately 5 years or less, able to speak English at a functional level and are looking for work but not quite sure where to start.

The Program will assist to develop an effective portfolio, enhance job search skills, obtain important work experience and references, and possibly get the job. The program is free

English Classes: For the people who have left school early or had limited access to educational opportunities in their country of origin. These classes help to improve speaking, reading and writing skills.

Resume writing: An effective application letter and resume writing.

ENGLISH CIRCLE

ENGLISH CONVERSATION GROUP

PHONE: 040 6511 184

EMAIL: English.circle@live.com.au

ACTIVITIES:

The English Circle Conversation Group is an opportunity for people from non English Backgrounds to practise speaking English in a relaxed, friendly and fun environment. With help from tutors, students can gain confidence talking in English, develop conversation and listening skills, improve vocabulary, pronunciation and understanding of idioms. It is also a chance to meet other people and make new friends.

Conversation Groups are held in both Gosford and Wyong

OURIMBAH CAMPUS

PHONE: (02) 4348 4000

FAX: (02) 4348 4035

ADDRESS: Chittaway Rd
OURIMBAH NSW 2258

POSTAL ADDRESS: PO Box 127
OURIMBAH NSW 2258

HOURS: 9.00am-5.00pm (switchboard)

CONTACT: CCCC, TAFE, University of Newcastle

WEB: www.newcastle.edu.au

ACTIVITIES:

- TAFE
- Universities
- Training and Courses
- Education Resource Centres
- Student Advisory Services

ALTERNATIVE NAMES: University of Newcastle

EMERGENCY SERVICES

GOROKAN SAMARITANS EMERGENCY RELIEF

ADDRESS: The Anglican Church,
274 Wallarah Rd,
KANWALL NSW 2259

PHONE: (02) 4393 2450

ACTIVITIES:

Provide emergency relief to those in crisis. Food vouchers, food, EAPA vouchers. Telstra vouchers only with landline, not mobile phones. Clients must pay \$20.00 from their own money before help is given for bills.

HOURS: Mon/Thu/Fri 10.00am -12.30pm

SALVATION ARMY COMMUNITY CENTRE AND FAMILY STORE

ADDRESS: 59 Mann Street
GOSFORD NSW 2250

PHONE: (02) 4325 5733

ACTIVITIES:

Provide emergency relief, food vouchers, Telstra voucher, clothes, furniture and household goods in emergency circumstances and budget planning.

HOURS: Tuesday, Wednesday, Thursday 9.00am -2.30pm

THE SMITH FAMILY

ADDRESS: 8 Community Road
BATEAU BAY NSW 2261

PHONE: (02) 4334 7844

ACTIVITIES:

Assists with second hand clothing and furniture, also assisting families who need help to meet the cost of their children attending school or university through the Learning for Life (education scholarships for low income families).

HOURS: Mon- Fri 9.00am-4.00pm, Sat 9.00am-1.00pm

ST VINCENT DE PAUL SOCIETY GOSFORD

ADDRESS: 20 Watt St,
GOSFORD NSW 2250

POSTAL: PO Box 548,
GOSFORD NSW 2250

PHONE: (02) 4323 6080
(02) 4323 6081

FAX: (02) 4323 4239

EMAIL: grc@svdp.optusbiz.com

WEB: www.vinnies.org.au

ACTIVITIES:

The society brings aid to anyone in need. By providing food, clothing and assist in travel expenses in emergencies. Also providing long term debriefing through home visitation and budget counselling. Providing food, EAPA (electricity Vouchers) phone vouchers.

CONTACT FOR SHOPS AND CENTRES:

GOSFORD	(02) 4324 4933
EAST GOSFORD	(02)4325 5431
KINCUMBER SOUTH	(02)4368 414
KINCUMBER AVOCA	(02) 4363 1330
UMINA	(02)4341 7091
WOY WOY	(02) 4341 6020
HOWARTH ST	(02) 4353 5967
THE ENTRANCE	(02) 4334 5049
TOUKLEY	(02)4396 1165
WYONG	(02) 4351 1524

LANGUAGES (OTHER THAN ENGLISH):

Interpreter service available

HOURS:

Mon-Fri 9.00am – 3.30pm for information and referral

9.00am -12.00pm Call Centre only.

12.00 – 3.30pm Open for clients to visit

WYOMING SAMARITANS EMERGENCY RELIEF

ADDRESS: 2 Ronald Avenue
WYOMING NSW 2250

PHONE: (02) 4329 3052

ACTIVITIES:

Provides emergency relief to those in crisis. Food vouchers, food parcels, assist with pharmacy account at Wyoming, EAPA vouchers. Assist with extreme circumstances, will give bus, and train fares.

HOURS: Mon/Thu/Fri 10.00am -12.30pm

EAPA VOUCHERS

GOSFORD COAST SHELTER

ADDRESS: Rear, 97 Donnison Street
GOSFORD NSW 2250

PHONE: (02) 4325 3540

SVDP GOSFORD REGIONAL COUNCIL

PHONE: (02) 4323 6080

GOSFORD - NARARA COMMUNITY CENTRE

ADDRESS: 2 Pandala Road
NARARA NSW 2250

PHONE: (02) 4329 4477

ACTIVITIES:

Provides all assistance that is not available from other organisations same as school shoes, chemist, rent with eviction notice, etc. Need referral from other organisation, only those assessed as genuine case.

LIFELINE CENTRAL COAST (NSW)

ADDRESS: 15 Cary St (administration)
WYOMING NSW 2250

POSTAL ADDRESS: PO Box 9094
WYOMING NSW 2250

PHONE: (02) 4323 6105

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FAX: (02) 4324 2753

EMAIL: ceocc@centralcoastnsw.lifeline.org.au

WEB: www.lifeline.org.au/centralcoastnsw

ACTIVITIES:

Suicide Helpline 1800 191 919

24 hours Crisis Line 131 114

Provides crisis telephone counselling, Bereaved by Suicide Support Group, referral agency, Suicide Intervention, financial counselling. Training of telephone counsellors every six months & suicide intervention training.

SAN REMO NEIGHBOURHOOD CENTRE

ADDRESS: 28 Brava Avenue
SAN REMO 2262 NSW

PHONE: (02) 4332 4545

ACTIVITIES:

Provides Telstra vouchers, Food vouchers and Coles vouchers.

TOUKLEY NEIGHBOURHOOD CENTRE

ADDRESS: Heador Street
TOUKLEY 2263 NSW

PHONE: (02) 43961555

ACTIVITIES:

Provides food vouchers, EAPA, Telstra (land line only).

WYOMING COMMUNITY CENTRE

ADDRESS: 147 Maidens Brush Rd
WYOMING NSW 2250

PHONE: (02) 4323 7483

WYONG NEIGHBOURHOOD CENTRE

ADDRESS: Old Primary School Allison Road
WYONG NSW 2259

PHONE: (02) 4353 1750

ACTIVITIES:
Provides food vouchers, chemist vouchers, and petrol vouchers.

EMPLOYMENT

CRS AUSTRALIA, GOSFORD

ADDRESS: Level 2, 4 Watts St
GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 2156,
GOSFORD NSW 2250

PHONE: (02) 4336 8100

FAX: (02) 4336 8116

WEB: www.crsaustralia.gov.au

DESCRIPTION:

To provide a range of occupational rehabilitation programs to assist people with disabilities to secure paid employment and improve their levels of independence. Occupational rehabilitation for working age population with physical/mental disabilities due to work-related accidents, motor vehicle accidents or other conditions. The interpreting service will be used for clients from Non English backgrounds.

HOURS: Mon to Fri 9.00am to 5.00pm

ET AUSTRALIA - GOSFORD

ADDRESS: 123 Donnison St,
GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 1296,
GOSFORD NSW 2250

PHONE: (02) 4323 1233

FAX: (02) 4323 7453

Continued over page

WEB: www.etaustralia.com

ACTIVITIES:

ET Australia is a community based employment training and recruitment company. This service provides accredited and industry recognised training, on the job assessments, classroom training and recruitment services

HOURS: Mon-Fri 8.30am - 5.00pm

ET AUSTRALIA - WOY WOY

ADDRESS: 111 Blackwall Road,
WOY WOY NSW 2256

POSTAL ADDRESS: PO Box 737,
WOY WOY NSW 2256

PHONE: (02) 4344 2074

MISSION AUSTRALIA

ADDRESS: 15 Watt Street,
GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 786,
GOSFORD NSW 2250

PHONE: (02) 4337 6700

FAX: (02) 4337 6730

EMAIL: fitzgeraovdk@missionaustralia.com.au

WEB: www.missionaustralia.com.au

Continued over page

ACTIVITIES:

New enterprise Scheme (NEIS), Job Capacity Assessment (JCA)

HOURS:

Mon-Fri 9.00am-5.00pm

**PEP EMPLOYMENT INC (PROGRESSIVE EMPLOYMENT PERSONNEL
INC)****ADDRESS:**

21 Dane Drive
GOSFORD NSW 2250

POSTAL ADDRESS:

PO Box 992
GOSFORD NSW 2250

PHONE:

(02) 4324 4333

FAX:

(02) 4324 4999

EMAIL:

gos@pepinc.org.au

WEB:

www.pepinc.org.au

DESCRIPTION:

Provides employment opportunities and support for people with a psychiatric disability (like job search and placement, experience, support to maintain employment, ongoing counselling and support). This service assist people from non-English Speaking backgrounds with psychiatric disability too.

HOURS:

Mon-Fri 9.00am-5.00pm

THE SALVATION ARMY EMPLOYMENT PLUS - GOSFORD

ADDRESS: Level1 10 William Street
GOSFORD NSW 2250
<http://www.datadiction.com.au/bin/dd.dll/Lincs?xpsRecMap&MBR=GSFD&SID=51900>

PHONE: (02) 4337 2900

FAX: (02) 4337 2925

EMAIL: gosford_eplus@aep.salvationarmy.org

ACTIVITIES: Offers personalised job placement services.
Job search training and placement.

HOURS: Mon-Fri 9.00am-5.00pm

GOVERNMENT DEPARTMENTS

COMMUNITY RELATIONS COMMISSION For a Multicultural New South Wales (CRC)

CONTACT PERSONS: Director Regional Advisory Service

Regional Office Administration

Regional Advisory Council Liaison Officer

ADDRESS: State Admin Building
117 Bull Street
NEWCASTLE NSW 2300

POSTAL: As above

PHONE: (02) 49294191

FAX: (02) 49297369

EMAIL: rose.smith@crc.nsw.gov.au

WEBSITE: www.crc.nsw.gov.au

ACTIVITIES:

Liaison with ethnic communities and individuals of non-English speaking backgrounds.. Provision of information to ethnic communities and assisting government agencies in the implementation of Ethnic Affairs Agreements.

INTERPRETING AND TRANSLATING ENQUIRIES:

9.30am-4.30pm

Central Booking Telephone No: **1300 651 500(toll free)**

AIMS OF THE CRC INCLUDE:

To encourage the full participation of persons comprising ethnic groups in the community in all aspects of life in NSW, such as the social, economic, public and cultural life of the community; and to promote the unity of all ethnic groups in the community as a single society consistent with the recognition of their different cultural identities; and to promote and liaison co-operation between bodies concerned in ethnic affairs; and to encourage social, cultural and economic development of NSW utilising the cultural diversity of the State.

DEPARTMENT OF IMMIGRATION & CITIZENSHIP (DIAC: FEDERAL)

ADDRESS: Sydney Office
Ground Floor
24 Lee Street
SYDNEY NSW 2000

POSTAL ADDRESS: GPO BOX 9984
SYDNEY NSW 2001

ADDRESS: Parramatta Office
9 Wentworth Avenue
PARRAMATTA NSW 2150

POSTAL ADDRESS: Locked Bag cc7
PARRAMATTA NSW 2123

OFFICE HOURS: Monday- Friday 9.00am-4.00pm
Wednesday 9.00am-1.30pm

GENERAL INQUIRIES: 131881

WEBSITE: www.immi.gov

CITIZENSHIP INFOLINE: 131880

CITIZENSHIP WEBSITE: www.citizenship.gov.au

TRANSLATING & INTERPRETING SERVICE (TIS) 131 450

ACTIVITIES:

- Administers Australian Government policy relating to: Migrant entry into Australia (family migration sponsorship, business migration, resident re-entry)
- Change of status from temporary entrant to resident
- Processes applications for resident status in Australia.
- Visitors, including working holidaymakers and people intending to work for specific periods, short or long term, and as appropriate.
- Administers policy relating to their re- entry into Australia.
- Citizenship and processing of applications for Australian citizenship.

SETTLEMENT SERVICES

CONTACT PERSON: Business Manager
NSW Multicultural Affairs & Settlement

PHONE: (02) 8666 543

DEPARTMENT OF EDUCATION AND TRAINING

ADDRESS: PO BOX 162
SWANSEA NSW 2281

PHONE: (02) 4972 3022

CONTACT: Community Information Officer (NESB)
Hunter & Central Coast Region

ACTIVITIES:

Providing information and strengthening links between NESB communities and the Department of Education and Training (DET) at school, regional and state levels.

DEPARTMENT OF EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS (DEEWR) - STATE OFFICE

ADDRESS: Level 8, 255 Elizabeth Street
SYDNEY NSW 2000

PHONE: (02) 9246 0600

EMAIL: info@deewr.gov.au

WEB: www.deewr.gov.au

ACTIVITIES:

The role of the **DEEWR** is to support education and training needs for Australians especially young people. It establishes a national policy framework for the involvement of the public/private sectors in school level education, higher education and vocational education and training. It improves access to education for disadvantaged groups including Indigenous Australian and isolated students. **DEST** provides funding and development for education and employment programs, particularly focused on young people. It liaises with representatives from the Aboriginal and non-English speaking communities to advice on employment matters and obtain information on issues affecting clients.

HOURS: Mon-Fri 9.00am-5.30pm

AEI-NOOSR

Phone Based service

PHONE: 1300 363 079

POSTAL ADDRESS: GPO Box 1407,
CANBERRA ACT 2601

EMAIL: educational.noosr@deewr.gov.au

WEB: aei.gov.au/AEI/QualificationsRecognition/default.htm

ACTIVITIES:

AEI-NOOSR provides information and advice for a range of organisations including state and territory overseas qualifications units, professional bodies and other assessing authorities on the comparability of overseas qualifications with Australian qualifications. These organisations can advise Australian residents and immigrants as to whether they need an AEI-NOOSR educational assessment.

HOURS: Mon-Fri 9.00am-5.00pm

DEPARTMENT OF HUMAN SERVICES

NSW Community Services – Gosford

ADDRESS: Level 2, the Gateway Centre,
231-237 Mann St
GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 1392
GOSFORD NSW 2250

PHONE: (02) 4336 2400

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FAX: (02) 4336 2429

WEB: www.community.nsw.gov.au

ACTIVITIES:

Community Services (formerly DoCS) promotes the safety and wellbeing of children and young people and works to build stronger families and communities. Providing child protection services, parenting support and early intervention, foster care, adoption services and help for communities affected by disaster.

NSW Community Services - Wyong

ADDRESS: 9 Hely St
WYONG NSW 2259

POSTAL ADDRESS: PO Box 65
WYONG NSW 2259

PHONE: (02) 4352 6500

HOUSING

WYONG LOCAL OFFICE OF HOUSING

ADDRESS: Suites 4/5 Wyong Village Plaza

3 Alison Rd

WYONG NSW 2259

POSTAL ADDRESS:

PO Box 429

WYONG NSW 2259

PHONE:

(02) 4352 4400

FAX:

(02) 4352 4411

WEB:

www.housing.nsw.gov.au

ACTIVITIES:

- To provide affordable, safe and appropriate housing for low income earners for residents of NSW.
- Housing services are
- Tenancy
- Low Cost Accommodation
- Public Housing.

HOURS:

Mon/Tue/Thu/Fri 8.30am-4.30pm; Wed 1.00pm-4.30pm

HOUSING NSW

ADDRESS:

106-108 Erina St

GOSFORD NSW 2250

POSTAL ADDRESS:

PO Box 397

GOSFORD NSW 2250

PHONE:

(02) 4323 5211

Continued over page

FAX: (02) 4323 5200

WEB: www.housing.nsw.gov.au

ACTIVITIES:

The NSW Housing providers provide a range of housing solutions to meet the needs of the community. In partnership with the community, industry and individuals, the Department provides safe, decent and affordable housing opportunities for people on low incomes so that they can live with dignity, find support if needed and achieve sustainable futures.

HOURS: Mon/Tue/Thu/Fri 8.30am-4.30pm
Wed 1.00pm-4.30pm

HEALTH

CENTRAL COAST COMMUNITY WOMEN'S HEALTH CENTRE

ADDRESS: Maidens Brush Road,
WYOMING NSW 2250

OFFICE HOURS: Mon, Wed, Thursday 9.00am to 4.00pm
Tuesday 9.00am to 12.00 noon
Closed 12.00 noon-1.00 pm each day

GENERAL INQUIRIES: (02) 4324 2533

CLINIC: (02) 4324 3681

FAX: (02)4323 79 90

EMAIL: ccwhc@bigpond.net.au

ACTIVITIES:

HEALING LIBRARY:

Containing resources to assist the healing journey of survivors of sexual abuse.

CENTRELINK:

A Centrelink Officer is available one half day per week to explain benefits and services.

CLINIC:

The clinic has female Doctors, and a Family Planning nurse. Services provided include:

- Pap smears.
- Breast checks.
- Contraceptive information and prescription, pregnancy testing and counselling.
- Gynaecological problems and information.
Menopause, Hormone Replacement Therapy.
- STD advice and testing and safe sex education.

COUNSELLING:

The centre provides short –term counselling and support by trained counsellors.

MASSAGE AND ALTERNATIVE THERAPIES

CHILDCARE

GROUP PROGRAMS

HEALTH CARE INTERPRETER SERVICES

ADDRESS: 2 nd Floor, Harker Building
Longworth Avenue
WALLSEND NSW 2287

POSTAL ADDRESS: PO Box 119
WALLSEND NSW 2287

PHONE: (02) 4924 6285/6 (Interpreter Service)
1800 674 994 (Interpreter Service)

CONTACT: Vesna Dragoje
Manager, Health Care Interpreter Service

SERVICES:

- Speak the language of their community and English fluently.
- Help migrants to speak to health professionals.
- Are trained to communicate in a medical situation.
- Give information on available health services.
- Interpreters ensure clear communication between health professionals and the patient/ client, of all information given or received.
- Free in public Hospitals, Community Health Services, Dental Services, etc.

NORTH SYDNEY CENTRAL COAST AREA HEALTH SERVICE

Multicultural Health Service

ADDRESS: Level 2, Health Service Building
Hospital Road,
GOSFORD NSW 2250

CONTACT: Edna Wacher : Tues to Thurs

PHONE NUMBER: (02)4320 3791

FAX: (02) 43202562

EMAIL: ewacher@nscchs.health.nsw.gov.au

Continued over page

ACTIVITIES:

The Multicultural Health Service works in partnership with other workers and community groups to improve health, well-being and health services in NSCCH for migrants and refugees.

Staff of the Multicultural Health Service is based at North Ryde, Manly and Gosford Hospital.

SERVICES WE PROVIDE TO THE COMMUNITY:

- Information and referral to health and welfare services.
- Information sessions in community languages on health and health services in partnership with other service providers.
- Community development activities in partnership with small, emerging communities to assist in identifying and addressing health needs.
- Coordination of health screening for newly arrived refugees and humanitarian entrants.
- Assistance to people from culturally and linguistically diverse (CALD) communities to access health services.

OTHER SERVICES WE DO PROVIDE:

- Interpreting Service.
- We promote the use of the Health Care Interpreter Service to all staff in Northern Sydney Central Coast Health and train staff in how to use interpreters effectively.
- Multilingual Health Information.
- We advise staff on the production and dissemination of multilingual information on different topic about health and services.

TRAINING:

We train staff on how to provide accessible and culturally appropriate services to CALD communities.

WORK HOURS:

8.00am to 4.30pm

PENINSULA WOMEN'S HEALTH CENTRE**ADDRESS:**

20A McMasters Rd
WOY WOY NSW 2256

PHONE:

(02) 4342 5905

FAX:

(02) 4342 5906

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EMAIL: pwhc@cccwhc.com.au

WEB: www.cccwhc.com.au

ACTIVITIES:

Provides information support and referral to women in the community in partnership with other services including

- Coastcare counselling
- Women's Health Clinic
- Women who have or are experiencing domestic violence
- Support groups and information sessions on a variety of topics.
- The Centre provides a safe place for women to drop in, have a cuppa and a chat. An opportunity to meet new women, build friendships and support networks.
- The centre has an information resource file with access to a large amount of community and health information.
- Trained resource workers are available.
- Volunteers are skilled in active listening principles and are available to support and assist women and girls.

HOURS: Wednesday and Thursday 9.30am to 3.00pm.

ROSE COTTAGE - NORTHERN WOMEN'S HEALTH CENTRE

ADDRESS: 7 Rose Street,
WYONG NSW 2259

PHONE: (02) 4351 1152

CONTACT: Sandra Sturgess

FAX: (02) 4353 5200

EMAIL: nwhc@internode.on.net

WEB: www.ccwhc.com.au

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ACTIVITIES:

Women's health and resource service provided by women for women includes information and referrals, groups, community education and research.. Counselling, alternative therapies, legal advice. Domestic violence, CALD Domestic Violence Group, CALD Conversation class, drug & alcohol counselling, massage, women's groups counselling, legal advice, Centrelink and Outreach.

HOME AND COMMUNITY CARE

Home and Community Care (HACC): Help for Frail Aged people, young people, and Young people with a Disability and their Carers. Enabling the person to remain as Independent as possible in their home.

MULTICULTURAL SERVICES

CENTRAL COAST DISABILITY NETWORK (CCDN)

ADDRESS: 29 Webb Street
EAST GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 4309
EAST GOSFORD NSW 2250

PHONE: (02) 4324 2355

FAX: (02) 4324 3187

EMAIL: ccdn@bigpond.com

WEBSITE: www.ccdn.com.au

ACTIVITIES:

The Multicultural Access and Equity Project ensure access to Home and Community Care (HACC) services for people from culturally and linguistically diverse backgrounds. Other services at CCDN include:

- Information and referral.
 - Individual Advocacy to ensure the rights of people with a disability.
 - Learning and Participation provides opportunity for growth and inclusion through community participation.
 - Community Education provides disability awareness training to the wider community.
-
- The Community Access and Support Service provide support for people with acquired brain Injury.
 - Home Support program provides respite to carers of people with a mental illness or intellectual disability.

NORTHERN SETTLEMENT SERVICES CENTRAL COAST MULTICULTURAL SOCIAL SUPPORT

ADDRESS: Tuggerah Lakes Community Centre
1 Bay Village Road
BATEAU BAY NSW2261

POSTAL ADDRESS: PO Box 4167
BAY VILLAGE NSW 2261

PHONE: (02) 4334 3877

FAX: (02) 4334 3044

EMAIL: cc@nsservices.com.au

WEBSITE: www.nsservices.com.au

ACTIVITIES:

1. Provide one to one support to attend Social Activities.
2. Take clients shopping, bill paying, medical appointments.
3. Assist with letter writing, reading of mail, books, etc.
4. Friendly social visits at home, or a regular telephone call to say hello.
5. Provide regular group client activities e.g. bus outings, picnics, guest speakers, social days.
6. Provide low key respite support for carers by having a volunteer stay with the care recipients while the carers take time out for their own needs.

These services are provided by volunteers from the community.

The service offers to the volunteers:

- ❖ Free ongoing training and skills development
- ❖ Ongoing support
- ❖ Reimbursement for travel expenses.
- ❖ Regular social activities

HOURS: Mon/Fri 8.30 - 4.30pm

AGED AND DISABILITY SUPPORT SERVICES (ADSSI)

ADDRESS: 3 A Pioneer Ave
TUGGERAH NSW 2261

PHONE: (02) 4334 2448

FAX: (02) 43533804

EMAIL: info@adssi.org

ACTIVITIES:

This service is at Tuggerah Business Park. It is a community service that helps people who are frail, aged or younger people with certain disabilities, to stay safely in their own homes. Families and caregivers of these people are also offered support. Some examples of the type of help this service may be able to give are home care, personal assistance with dressing, preparing meals, house cleaning, respite, home maintenance and transport.

AGED CARE ASSESSMENT TEAM (PART OF CARING NETWORK)

ADDRESS: Suite 3 Citigate Centre
451 Pacific Hwy
WYOMING NSW 2250

PHONE: (02) 4304 0700

FAX: (02) 4304 0701

CENTRAL COAST COMMONWEALTH RESPITE AND CARELINK CENTRE (PART OF CARING NETWORK)

PHONE: 1800 052 222

CENTRAL COAST CASE MANAGEMENT SERVICES

AREA: WOY WOY

PHONE: (02) 4343 1888

DAY CARE CENTRES

CORELLA COTTAGE

WYONG and GOSFORD

PHONE: (02) 43848193

Corella Cottage is also at TERRIGAL, WARNERVALE and BATEAU BAY.

GEOFF WRIGHT COTTAGE-CCS

GOSFORD and WYONG

PHONE: (02) 4324 4244

WESLEY SENIORS' DAY CENTRE- GOSFORD AND WYONG

PHONE: (02) 4305 3388

DEMENTIA SUPPORT

ALSO REFER TO RESPITE AND DAY CARE CENTRES

**DEMENTIA CARE TEAM- AREA HEALTH DEMENTIA
LONG JETTY**

PHONE: (02) 43367754

WOY WOY

PHONE: (02) 43448430

GOSFORD

PHONE: (02) 43202281

DEMENTIA SPECIFIC HOME RESPITE

COMMUNITY CARE SERVICE

PHONE: (02) 4324 4244 GOSFORD and WYONG

AGED AND DISABILITY SUPPORT SERVICES INC (ADSSI)

PHONE: (02) 4334 2633 WYONG and GOSFORD

DEMENTIA SOCIAL SUPPORT- COMMUNITY CARE SERVICE

PHONE: (02) 4324 4244 GOSFORD

CENTRAL COAST CASE MANAGEMENT SERVICES

PHONE: (02) 4343 1888

SUE MANN'S COMMUNITY CARE

PHONE: (02) 4365 3200 WYONG and GOSFORD

FOOD SERVICES

(MEALS ON WHEELS/CENTRE BASED RESTAURANT)

Gosford City Food Services. Incorporating WOY WOY TERRIGAL and GOSFORD

PHONE: GOSFORD (02) 4367 4333
WOY WOY (02) 4341 6699

WYONG SHIRE FOOD SERVICES (MOW)

PHONE: (02) 4333 6942

HOME ASSISTANCE

INCLUDING PERSONAL CARE, DOMESTIC ASSISTANCE AND SHOPPING

COMMUNITY CARE SERVICES CENTRAL COAST LTD

PHONE: (02) 4324 4244 GOSFORD

HOME CARE SERVICES OF NSW

PHONE: 1800 350 792

SUE MANN'S COMMUNITY CARE

PHONE: (02) 4365 3200 WYONG and GOSFORD

AGED AND DISABILITY SUPPORT SERVICES LTD (ADSS)

PHONE: (02) 4334 2633 WYONG

BCS CARE CENTRE GOSFORD & WYONG (LIFE LINKS)

ADDRESS: Mt Penang Park lands

PHONE: (02) 4340 8150

HOME MODIFICATIONS/ MAINTENANCE AND GARDENING

COMMUNITY CARE SERVICES CENTRAL COAST LTD

PHONE: (02) 4324 4244 GOSFORD

GOSFORD HOME MAINTENANCE AND MODIFICATIONS

PHONE: (02) 4341 93 55

FAX: (02) 4342 2190

AGED AND DISABILITY SUPPORT SERVICES LTD (ADSS)

Home Modification and Maintenance

PHONE: (02) 43342633

RESPIRE

BCS CARE CENTRE GOSFORD AND WYONG

PHONE: (02) 4340 8100

CARER RESPIRE CENTRE (PART OF CARING NETWORK)

PHONE: 1800 059 059

COAST LINK

Servicing Gosford and Wyong

ADDRESS: 7/10 William Street
GOSFORD NSW 2250

PHONE: (02) 4321 102

AGED AND DISABILITY SUPPORT SERVICES LTD (ADSS)

PHONE: (02) 4334 2633 WYONG

CENTACARE BROKEN BAY GOSFORD AND WYONG

ADDRESS: 20 Watt St
GOSFORD NSW 2250

PHONE: (02) 4324 6403

SOCIAL SUPPORT/ CARING GROUPS

BCS CARE CENTRE GOSFORD AND WYONG

PHONE: (02) 4340 8100

AGED AND DISABILITY SUPPORT SERVICES LTD (ADSS)

PHONE: (02) 4334 2633 WYONG

AUSTRALIAN RED CROSS- TELECROSS AND SUPPORT

Gosford and Wyong

PHONE: (02) 4324 3411

COMMUNITY CARE SERVICES CENTRAL COAST LTD

PHONE: (02) 4324 4244

WOY WOY PENINSULA NEIGHBOURHOOD SERVICE INC

PHONE: (02) 4341 8837

UNITING CARE YOUNGER ONSET DEMENTIA

Gosford and Wyong

PHONE: (02) 4333 9142

UNITING CARE HEALTHY LIVING FOR SENIORS PROGRAM

Gosford and Wyong

PHONE: (02) 4384 8147

NORTHERN SETTLEMENT SERVICES LTD – MULTICULTURAL SOCIAL SUPPORT

Gosford and Wyong

PHONE: (02) 4334 3877

TRANSPORT

COASTWIDE COMMUNITY TRANSPORT INC (CCTI)

PHONE: (02) 4323 4028

WYONG COMMUNITY TRANSPORT

PHONE: (02) 4392 5633

VETERANS HOME CARE

PHONE: 1300 550450

FORMAL LINEN SERVICES

AGED AND DISABILITY SUPPORT SERVICES LTD (ADSS)

Wyong and Gosford

PHONE: (02) 4334 2633

COMMUNITY NURSING AND ALLIED HEALTH

COMMUNITY NURSING WYONG
PHONE: (02) 4356 9400

CONTINENCE ADVISOR GOSFORD
PHONE: (02) 4367 9600

CONTINENCE ADVISOR WYONG
PHONE: (02) 4356 9300

OCCUPATIONAL HEALTH
PHONE: (02) 4320 3473

PODIATRY
PHONE: (02) 4320 3240

DEMENTIA SUPPORT- AREA HEALTH DEMENTIA CARE TEAM
PHONE: (02) 4320 2281 GOSFORD
PHONE: (02) 4336 7754 LONG JETTY
PHONE: (02) 4344 8430 WOY WOY

GOSFORD CITY COUNCIL

COMMUNITY DEVELOPMENT
PHONE: (02) 4325 8362

HOME AND COMMUNITY CARE DEVELOPMENT OFFICER CENTRAL COAST
PHONE: (02) 4325 8362

HACC PROJECT OFFICER
PHONE: (02) 4325 8846

DISABILITY SERVICE OFFICER
PHONE: (02) 4325 8109

ACCESS AND EQUITY OFFICER
PHONE: (02) 4325 89 08

HACC TRAINING COORDINATOR
PHONE: (02)4325 8893

SENIOR CITIZENS CENTRE- 50+ LEISURE AND LEARNING

GOSFORD

PHONE: (02) 4324 4749

ETTALONG

PHONE: (02) 4341 3222

TERRIGAL

PHONE: (02) 4384 5152

HOUSING

COASTAL COMMUNITY TENANCY SCHEME LTD

ADDRESS: 147 Main Rd
TOUKLEY NSW 2263

POSTAL ADDRESS: PO Box 349
TOUKLEY NSW 2263

PHONE: (02) 4396 5222

Fax: (02) 4397 1107

EMAIL: admin@coastal.org.au

ACTIVITIES:

Non for profit organisation that provides long-term, secure and affordable accommodation to families and singles in Wyong shire.

COIMBA MENS REFUGE

POSTAL ADDRESS: PO Box 1234
GOSFORD NSW 2250

PHONE: (02) 4324 7239

FAX: (02) 4324 7876

Continued over page

EMAIL: coimba@coastshelter.org.au

WEB: www.coastshelter.org.au

ACTIVITIES:

Crisis refuge for homeless men. Residents may stay at Coimba for up to eight weeks and must pay their board in advance. Assistance to the residents includes financial independence, seeking employment, counselling and how to obtain permanent accommodation. Residents are encouraged to participate in programs and assist with the upkeep of the residence.

JPET MISSION AUSTRALIA

ADDRESS: Suite 1, 15 Watt St
GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 786
GOSFORD NSW 2250

PHONE: (02) 4324 6850

FAX: (02) 4337 6360

EMAIL: higginss@missionaustralia.com.au

ACTIVITIES:

Provides outreach support to young people who are homeless or at risk of homelessness, leaving care, or young offenders to assist them to overcome barriers to community participation.

HOURS: Mon -Fri 9.00am-5.00pm

KARA WOMEN'S REFUGE

POSTAL ADDRESS: PO Box 1234
GOSFORD NSW 2250

PHONE: (02) 4324 7239

FAX: (02) 4325 2417

EMAIL: kara@coastshelter.org.au

WEB: www.coastshelter.org.au

ACTIVITIES:

Provides refuge for women with or without children. Advice and assistance is given to residents in obtaining financial independence, medical advice and attention, legal advice and arranging permanent independent accommodation.

HOURS: 24 hours

MAYA YOUNG WOMEN'S REFUGE

POSTAL ADDRESS: PO Box 1234
GOSFORD NSW 2250

PHONE: (02) 4323 1636

FAX: (02) 4323 3952

EMAIL: maya@coastshelter.org.au

WEB: www.coastshelter.org.au

ACTIVITIES: To provide supported, medium-term accommodation for homeless young women.

HOURS: 24 hours, 7 days a week

PACIFIC LINK COMMUNITY HOUSING ASSOCIATION LTD

ADDRESS: 39 William St
GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 1888
GOSFORD NSW 22

PHONE: (02) 4324 7617

FAX: (02) 4324 1601

EMAIL: info@pacificlink.org.au

WEB: www.pacificlink.org.au

DESCRIPTION:

Provides affordable secure housing for customers in greatest need - waiting list applies. Clients who apply must have low to moderate income.

Languages (*other than English*): Can provide interpreters if appointment is made for interview

WOY WOY WOMEN AND CHILDREN'S SERVICE

POSTAL ADDRESS: PO Box 7268
KARIONG NSW 2250

PHONE: (02) 4340 1052

FAX: (02) 4340 4621

EMAIL: enquiries@wwcs.com.au

ACTIVITIES:

Short term crisis accommodation for women with children who are escaping domestic violence. Accommodation is based on availability. The refuge workers will make arrangements for the women to have counselling through other agencies such as Central Coast Health. The outreach is available for single women and women on need.

HOURS: 24 hours

LEGAL SERVICES

AUSTRALIAN COMMUNITY LEGAL SERVICE

Phone based service giving legal advice

PHONE: 1800 228 891

CHAMBER REGISTRAR GOSFORD COURT HOUSE

ADDRESS: Donnison Street & Henry Parry Drive
GOSFORD NSW 2250

PHONE: (02) 4304 6922

FAX: (02) 4304 6910

ACTIVITIES:

The Chamber Registrar can assist with domestic violence matters.

LAW ACCESS

Phone based service

PHONE: 1300 888 529

This service provides information and referral only.

LEGAL AID COMMISSION

ADDRESS: Level 2, 37 William St
GOSFORD NSW 2250

PHONE: (02) 4324 5611

FAX: (02) 4324 3503

WEB: www.legalaid.nsw.gov.au

ACTIVES:

Acts for people in local court and district court for criminal and family law matters. Gives legal advice on most matters. Includes Family Law, Civil Law, which deals with civil matters e.g.) disputes with neighbours, unfair dismissal, social security etc. This is a free service.

HOURS: Mon-Fri 9.00am to 5.00pm

LEGAL AID HOTLINE

Phone based service

PHONE: 1800 101 810

FAX: (02) 9219 5793

ACTIVITIES:

Provides information and free legal advice for children and youth who have committed a crime.

HOURS: Mon-Fri 9.00 am to midnight
Weekends and Public holidays 24 hrs

SERVICES FOR MULTICULTURAL COMMUNITY

BICULTURAL SUPPORT POOL

NAME OF THE AGENCY:

Ethnic Child Care, Family and Community Service Co-operative Limited (ECCF&CSC)
For Children's Services Central

PHONE:

1800 157 818

ACTIVITIES:

Bicultural Support Pool formerly known as the Casual Ethnic Workers Pool (CEWP). The Bicultural Support Pool is a special group of Bicultural Support Workers that assist children's services to work successfully with an Indigenous children or a child from a Culturally and Linguistically Diverse (CALD) background.

These workers are available to:

- Assists in the initial setting in period of children from CALD, refugee or Indigenous backgrounds for a limited period.
- Provide initial language assistance to children, parents, and staff, in order to help families and the service communicate.
- Introduce the child's culture to the service by assisting children, staff and parents to develop and present multicultural games, songs, food, and culturally appropriate activities.
- Assist staff to understand diverse cultural practices and child-rearing practise in Australia society.
- Promote children's self esteem about their cultural heritage.
- Encourage maintenance of, and support the development of, the child's home language.

For a Bicultural Support Worker, contact your regional Inclusion Support Agency or Children's Services Central Coast.

BRIDGE FOR ASYLUM SEEKERS FOUNDATION

Operates from various locations.

PHONE: 0418 261 160

POSTAL: PO Box 829
FIVE DOCK NSW 2046

EMAIL: asylumseekersfoundation@bigpond.com

WEB: www.asylumseekersfoundation.com

ACTIVITIES:

Providing supplementary funds to asylum seekers on Bridging Visa living in the community without access to services, (right to work, Centrelink, Medicare, transport concessions, etc.)

HOURS: Mon-Fri 8.00am-10.00 pm

ELIGIBILITY: Proven claim of persecution in country of origin.

CONTACT: Contact by phone first

CENTRAL COAST MULTICULTURAL INTERAGENCY

ADDRESS: Northern Settlement Services Central Coast
1 Bay Village Road
BATEAU BAY NSW 2261

POSTAL: PO Box 4167
BAY VILLAGE NSW 2261

CONTACT: Convenor

Continued over page

PHONE: (02) 4334 3877
FAX: (02) 4334 3044
EMAIL: danielle@nsservices.com.au
WEBSITE: www.nsservices.com.au

ACTIVITIES:

Provides an access forum for members of migrant communities to directly contribute to the development, maintenance and improvement of service for migrants and refugees.

Open to service providers working directly with migrants, those who wish to make their service more assessable to migrants and to interested members of the wider community.

Specifically concerned to identify service delivery issues, for Migrants and Refugees including gaps in services, obstacles and barriers to accessing services, both Government and non government.

Advocates for/ where:

- Improved and effective service delivery
- Additional Services
- Local, state and national issues that affect local multicultural communities in order that they be given opportunities to contribute and participate in the social and economic life of the region.
- The promotion of cultural harmony and productive diversity.

Services NSW- Central Coast- Gosford and Wyong local Government areas.

IMMIGRATION ADVICE AND RIGHTS CENTRE

ADDRESS: Level 5, 362 Kent Street
SYDNEY NSW 2000

ADVICE LINE: (02) 92623833
Tues and Thurs 2.00-4.00 pm

ADMIN LINE: (02) 9279 4300

FAX: (02) 9299 8467

EMAIL: iarc@iarc.asn.au

WEBSITE: www.iarc.asn.au

WHAT IARC DOES ADVISE ON

IARC provides advice to financially disadvantaged people in relation to:

Continued over

- Most family, refugee and humanitarian visas, including:
 - De facto, spouse, fiancé and interdependency visas
 - Refugee and humanitarian visas
 - Child visas
 - Parent visas
 - Carer visas
 - Remaining relative visas
 - Aged dependent relative visas
 - Family members of a New Zealand citizen
- Many temporary visas, including bridging visas, visitor visas, electronic travel authorities and working holiday visas
- Resident return visas
- Australian citizenship
- The domestic violence provisions
- Conditions attached to visas, including condition 8503 (“no further stay”)
- Criteria which must be met for visas, including health, character and provision of an assurance of support
- Avenues for merits review, including:
 - MRT, RRT and AAT review
 - Ministerial intervention following a decision of a Review Tribunal
- Information for people who do not hold a visa, including advice on detention, removal, bridging visas, cancellation procedures and exclusion periods
- Procedural issues, including Freedom of Information requests and complaints

RESPONDING TO E-MAIL, MAIL, FAX AND VOICEMAIL INQUIRIES

Due to limited resources, IARC can only provide advice by telephone and face-to-face at the times.

IMMIGRANT WOMEN'S SPEAKOUT ASSOCIATION OF NSW INC

ADDRESS: 47 Albion St
HARRIS PARK NSW 2150

POSTAL ADDRESS: PO Box 9031
HARRIS PARK NSW 2150

PHONE: (02) 9635 8022

Continued over page

FAX: (02) 9635 8176

EMAIL: women@speakout.org.au

WEB: www.speakout.org.au

ACTIVITIES: Peak advocacy, information, referral and research body representing the ideas and issues of immigrant and refugee women in NSW. Also undertakes community development projects and provides direct services in the areas of domestic violence, education and training.

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

LANGUAGES (*other than English*): Bosnian, Croatian, Farsi, Korean, Kriol, Serbian, Tagalog

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION (MDAA)

CONTACT PERSON: Ms Barbel Winter

ADDRESS: 40 Albion Street
HARRIS PARK NSW 2150

POSTAL ADDRESS: PO BOX 9381
HARRIS PARK NSW 1150

PHONE: (02) 9891 6400
1800 629 072

FAX: (02) 9635 5355

EMAIL: mdaa@mdaa.org.au

WEBSITE: www.mdaa.org.au

ACTIVITIES:

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak body for people from the non English speaking background with a disability and their families and carers in NSW.

MDAA is the only advocacy service in NSW available specifically to people from CALD with disabilities, their families and carers. MDAA aims to promote, protect and secure the rights and interests of people from a CALD with a disability and their families and carers in NSW.

MIGRANT SERVICE AGENCIES NSW

For services in the Hunter Region and Northern Tablelands see Northern Settlement Services

AUBURN MIGRANT RESOURCE CENTRE

ADDRESS: 17 Macquarie Road
AUBURN NSW 2144

PHONE: (02)9649 6955

FAX: (02) 9649 4688

EMAIL: reception@amrc.org.au

BAULKHAM HILLS- HOLROYD- PARRAMATTA MIGRANT RESOURCE CENTRE

ADDRESS: 15 Hunter Street,
PARRAMATTA NSW 2150

PHONE: (02)9687 9901

FAX: (02) 9687 9990

EMAIL: enquiries@bhhmrc.org.au

BLACKTOWN MIGRANT RESOURCE CENTRE

ADDRESS: Level 2, 125 Main Street
BLACKTOWN NSW 2148

PHONE: (02) 9621 6633

FAX: (02) 9831 5625

EMAIL: bmrc@blacktownmcr.org.au

METRO MIGRANT RESOURCE CENTRE INC (FORMERLY CANTERBURY- BANKSTOWN MRC)

ADDRESS: Level 2, Evaline Street,
CAMPSIE NSW 2194

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PHONE: (02) 9789 3744

FAX: (02)9718 0236

EMAIL: metromrc@metromrc.org.au

FAIRFIELD MIGRANT RESOURCE CENTRE

ADDRESS: Community Centre
Cnr Railway Pde and McBurney Road
CABRAMATTA NSW 2166

PHONE: (02) 9727 0477

FAX: (02) 9728 6080

EMAIL: info@ims.org.au

ILLAWARRA MULTICULTURAL SERVICES

ADDRESS: 17 Auburn Street,
WOLLONGONG NSW 2500

PHONE: (02) 4229 6855

FAX: (02) 9728 6080

EMAIL: info@ims.org.au

LIVERPOOL MIGRANT RESOURCE CENTRE

ADDRESS: 171 Bigge Street,
LIVERPOOL NSW 2170

PHONE: (02)9601 3788

FAX: (02) 9601 1398

EMAIL: info@lmrc.org.au

MACARTHUR DIVERSITY SERVICES

ADDRESS: Level 2, Centre Court
101 Queen Street,
CAMPBELLTOWN NSW 2560

PHONE: (02) 4627 118

FAX: (02) 4628 6068

EMAIL: info@msdl.org.au

MIGRANT LINK AUSTRALIA LTD (NORTHERN SYDNEY)

ADDRESS: Level 3, 20 George Street
HORNSBY NSW 2077

PHONE: (02) 9987 2333

FAX: (02) 9987 1619

EMAIL: info@mnsnorth.org.au

ST GEORGE MIGRANT RESOURCE CENTRE

ADDRESS: 552 Princess Highway,
ROCKDALE NSW 2216

PHONE: (02)9597 5455

FAX: (02)9567 3326

EMAIL: sgmrc@sgmrc.org.au

SYDNEY MULTICULTURAL COMMUNITY SERVICES

ADDRESS: 3 General Bridges Cres,
DARCEYVILLE NSW 2032

PHONE: (02) 9663 3922

FAX: (02)9662 7627

EMAIL: info@sydneymcs.org.au

NSW MULTICULTURAL HEALTH COMMUNICATION SERVICE

ADDRESS: Gladesville Hospital
Building 11 Victoria Road
GLADESVILLE NSW 2111

POSTAL ADDRESS: NSW Multicultural Health Communication Service
Locked Mail Bag No. 5003,
GLADESVILLE NSW 2111

PHONE: (02) 9816 0347

FAX: (02) 9816 0302

EMAIL: mhcs@sesiahs.health.nsw.gov.au

WEBSITE: www.mhcs.health.nsw.gov.au

ACTIVITIES:

NSW Multicultural Health Communication Service (Multicultural Communication) provides information and services to assist health professionals to communicate with non English speaking communities throughout New South Wales. The **NSW Department of Health** funds the Service, and endorses the multilingual health information published on the website. There are over 450 publications on health in a wide range of languages and new publications are added regularly. Some multilingual resources produced by other services are also posted on this website and there are links to related websites.

This service produces multilingual health resources, **Guidelines, Protocols and Policies**. We undertake research, communication and social marketing campaigns targeting people from cultural and linguistic, diverse backgrounds (CALD). We also provide advice to other agencies and workers undertaking research with CALD communities. We provide strategic advice to NSW Health, and handle all enquiries from health staff..

HOURS: Monday to Friday from 9.00am to 5.00pm

NORTHERN SETTLEMENT SERVICES LIMITED

FORMERLY THE MIGRANT CENTRE OF NEWCASTLE AND HUNTER REGION LTD

ADDRESS: 8 Chaucer Street
HAMILTON NSW 2303

PHONE: (02) 4969 3399 and 1800 813 205
(Access 43, 63, 65, 66, 67, 68)

FAX: (02) 4961 4997

CONTACT PERSON: Chief Executive Officer

EMAIL: nss@nsservices.com.au

WEBSITE: www.nsservices.com.au

Northern Settlement Services offers a variety of settlement services to migrants of NESB and refugees. The Centre promotes access and equity in service delivery to migrants and refugees and supports the activities and projects of multicultural and diverse interest groups in the community. The Centre's area of operation includes the Hunter Region, the Central Coast and Northern Tablelands.

As of June 2009, Northern Settlement Services is a charitable organisation and can accept gift tax deduction donations.

ACTIVITIES:

- Referral and information
- Registered Migration Agents- offering assistance and advice to migrants(by appointment) free and fee based service available
- Assistance to emerging and established groups with project planning and submission writing.
- Premises for community meetings and cultural, social and educational activities at low cost to the community groups(Access available to: Overhead Projector, TV, Computers Photocopier)
- Consultancy service and cross cultural education programs to mainstream service providers and other agencies/groups/organisations.
- Special Support services for people of NESB in rural areas

BRIGHTER FUTURES PROGRAM

Home visiting services for high needs or vulnerable families as well as expectant mothers, mothers/families of newborn & young children in accordance with their needs.

EMAIL: nellie@nsservices.com.au

FILIPINO WELFARE WORKER

(Bilingual) Hunter based.

EMAIL: filipino@nsservices.com.au

THAI WELFARE WORKER

(Bilingual) Hunter based. Also services Central Coast area.

EMAIL: nellie@nsservices.com.au

MULTICULTURAL FAMILY WORKER – FAMILIES FIRST

Newcastle & Lake Macquarie areas.

Email: families@nsservices.com.au

PACIFIC ISLANDER WELFARE PROJECT

Tongan Worker

EMAIL: piwc@nsservices.com.au

SAMOAN WORKER

EMAIL: spice@nsservices.com.au

RUSSIAN WELFARE WORKER

(Bi-lingual) Hunter based.

EMAIL: russianwelfare@nsservices.com.au

OTHER SERVICES & RESOURCES:

- **Assistance with utility accounts (EAPA)** Every Friday – strictly by appointment.
- **Links with Penola House & Volunteers-** including Homework Support Centres
- **Tax Help** – July to October – by appointment.
- **Legal Clinic** – Provided by Hunter Community Legal Centre Monthly by appointment only
- **Refugee Week & Harmony Day Events.**
- **DIAC Visits** - Officers from the Department of Immigration & Citizenship offer (free) information appointments available to the public.

Resources include:

- **Refugee Living Skills- DVD** Funded by the Hunter Area Assistance Scheme, auspiced by NSW Department of Community Services. The DVDs show new arrivals how to live in a Western home, community & urban environment. DVD information will focus on housing and surrounds and money management
- **Cultural Awareness Training:** Information & resources available. Presentations can be tailored to suit businesses, education & training groups. Fee may apply.
- **Student Packs** - Aged Care Services, Agency & Refugee Settlement information packs.
- **Migrant Service Directory**

Also Northern Settlement Services Limited provides Settlement Grant Programs at Armidale, Inverell, Tamworth and Central Coast. Northern Settlement Services assist refugees and their families at the Penola House (Josephite Refugee Support Centre).

NORTHERN SETTLEMENT SERVICES CENTRAL COAST OFFICE

ADDRESS: Tuggerah Lakes Community Centre
1 Bay Village Road
BATEAU BAY NSW 2261

POSTAL: PO BOX 4167
BAY VILLAGE NSW 2261

PHONE: (02)4334 3877
FAX: (02) 4334 3044

CONTACT: Central Coast Team Leader

EMAIL: cc@nsservices.com.au

PROGRAMS

THE SETTLEMENT SUPPORT PROJECT - CENTRAL COAST

CONTACT: SGP Worker

EMAIL: danielle@nsservices.com.au

ACTIVITIES:

This Project assists migrants and refugees within five years of settlement in Australia who are permanent residents by

- Assist in development and integration of the migrant and refugee communities on the Central Coast and especially those which are emerging in this region.
- To support the settlement on the Central Coast of new arrival humanitarian entrants and those newly arrived family stream migrants who have become permanent residents.
- To equip clients with the skills and information they need to operate independently and access mainstream services.
- To work in partnership with other service providers
- To develop and implement strategies to improve services to humanitarian entrants and newly arrived migrants from a non English backgrounds' in order to improve their access to existing services and knowledge of services.

MULTICULTURAL FAMILY SUPPORT PROJECT CENTRAL COAST

CONTACT: Multicultural Family Worker

EMAIL: pari @nsservices.com.au

ACTIVITIES:

This Project supports people from culturally and linguistically diverse backgrounds who live on the Central Coast of NSW especially Families with young children, youth and their families, and women.

- The project services the General public, Government and non government agencies and organisations and Ethnic groups.
- The Project provides information, referral and support to families from culturally and linguistically diverse backgrounds on the Central Coast.
- To raise awareness of issues affecting the multicultural (CALD) people on the Central Coast and to advocate on their behalf.

MULTICULTURAL SOCIAL SUPPORT SERVICE

PHONE: (02) 4334 3877

FAX: (02) 4334 3044

EMAIL: cc@nsservices.com.au

ACTIVITIES:

Supporting individuals from culturally and linguistically diverse backgrounds who are frail aged, younger people with a disability, and carers by:

- One-to-one support to attend social activities
- Accompanying clients shopping, bill paying, medical appointments etc.
- Help with letter writing, reading of mail, books etc
- Friendly social visits at home or a regular telephone call to say 'hello'
- Supporting attendance at specific activities/events important for clients
- Accompanying clients to group activities
- Low key respite support for Carers by having a volunteer stay with the care recipient while the Carers have necessary time out for their own needs

VOLUNTEERS:

The Social Support Services are provided by a dedicated team of volunteers from the community. The Service is always interested in recruiting more volunteers. Please contact the office for more information.

MSSS - NSS offers volunteers:

- Free ongoing support, training ,& skills development
- Reimbursement for travel costs

- Social activities

THAI FAMILY WELFARE CENTRAL COAST

CONTACT: Thai Family Welfare Worker

EMAIL: nellie@nsservices.com.au

ACTIVITIES:
Providing information, referral and support for people from a Thai background.

REFUGEE ADVICE + CASEWORK SERVICE

ADDRESS: Level 12, 173-175 Phillip St,
SYDNEY NSW 2000

PHONE: (02) 9114-1600

FAX: (02) 9114-1794

WEBSITE: www.racs.org.au

RACS' ACTIVITIES:

1. Expert legal advice, case management and representation for people applying for a Protection Visa (refugee status) to remain in Australia.
2. Referrals for counselling and assistance with related social welfare issues.
Matters on which provide referral-assistance include accommodation, Medicare, employment, torture and trauma counselling and language training.
3. Training sessions on refugee law, policy and procedure for organisations and individuals assisting asylum seekers.
4. Community briefing sessions for refugee communities, and organisations and individuals assisting asylum seekers.

5. An evening advice service on Monday staffed by full-time and volunteer solicitors and migration agents.
6. A telephone advice service
7. Assistance in matters related to Protection Visas and referrals to other agencies or lawyers where appropriate.
8. RACS hosts solicitors seconded from large private firms to work at RACS as refugee caseworkers.
9. Strategic judicial review litigation.

STARTTS

Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (NSW)

ADDRESS: 152-163 The Horsley Drive
CARRAMAR NSW 2163

POSTAL ADDRESS: PO Box 203
FAIRFIELD NSW 2165

PHONE: (02) 9794 1900

FAX: (02) 9794 1910

EMAIL: starts@s054.aone.net.au

AUBURN BRANCH ADDRESS: 1 St Floor, 44-50 Auburn Road
AUBURN NSW 2144

POSTAL ADDRESS: PO Box 258
AUBURN NSW 2144

PHONE: (02) 9646 6666

FAX: (02) 96466610

LIVERPOOL BRANCH ADDRESS: Third floor 157-161 George Street
LIVERPOOL NSW 2170

PHONE: (02) 8778 2000

FAX: (02) 8778 2020

WEBSITE: www.startts.org

ACTIVITIES:

Startts provides a holistic range of professional services to help facilitate the healing process for refugees who have been exposed to torture and or traumatic events. The service also provides early health assessment and intervention services to newly arrived people from refugee backgrounds.

Services include:

- Culturally appropriate counselling and therapy (for individuals, families and groups).

Continued over page

- Physiotherapy and bodywork, including individual sessions, pain management groups and hydrotherapy programs.
- Group work, including self-support groups, English and craft classes.
- Activities for young people, including camps, excursions and groups.
- Assistance in seeking employment and training.
- Referral and case management.
- Community liaison and consultation.
- Community development projects.
- Training of mainstream service providers in awareness of refugee issues and strategies to work with this client group.
- Lobbying and advocacy on refugee issues.
- Research

HOURS: The office hours are 8.30am -5.00pm Monday to Friday

TRANSPORT

COASTWIDE COMMUNITY TRANSPORT

ADDRESS: 25 Kirrawee St
GOSFORD NSW 2250

POSTAL ADDRESS: PO Box 851
GOSFORD NSW 2250

CONTACT: Owen McKay

PHONE: (02) 4323 4028

FAX: (02) 4323 4031

EMAIL: owen@gosfordct.org.au

ACTIVITIES:

Community transport provides service for aged (more than 65 years) and younger people with a permanent disability.

HOURS: Mon - Fri 8.00am – 5.00pm

WYONG COMMUNITY TRANSPORT

ADDRESS: Beryl Street Community Centre,
2 Dan Close,
GOROKAN NSW 2263

POSTAL ADDRESS: PO Box 6171,
GOROKAN NSW 2263

Continued over page

CONTACT: Helen Roberts, or Kate O'Brien

PHONE: (02) 02 4392 5633

FAX: (02) 02 4392 5640

EMAIL: helen@wyongct.com

ACTIVITIES:

Community Transport provides services to people who are 'transport disadvantaged', in particular the frail elderly, people with disabilities & their carers.

HOURS: 8.30am- 4.00pm
Answering machine for after hours

YOUTH SERVICES

ADOLESCENT AND FAMILY COUNSELLING - YOUTH FOR CHRIST CENTRAL COAST REGION

ADDRESS: 22 Adelaide St
TUMBI UMBI NSW 2261

POSTAL ADDRESS: PO Box 8101
TUMBI UMBI NSW 2261

PHONE: (02) 4388 9593

FAX: (02) 4388 9596

ACTIVITIES:

To provide counselling to young people aged 12-18 and/or their family, in circumstances where the young is homeless or at risk of becoming homeless and who may be experiencing family crisis or breakdown.

HOURS: Monday to Friday 9.00am-5.00pm

CENTRAL COAST SAMARITANS OUTREACH TEAM (SORT) (SAMARITANS YOUTH CRISIS SERVICE)

POSTAL ADDRESS: PO Box 197,
THE ENTRANCE NSW 2261

PHONE: (02) 4334 4755

FAX: (02) 4334 4833

EMAIL: sort@samaritans.org.au

Continued over page

WEB: www.samaritans.org.au

ACTIVITIES:

Support young people at risk of homelessness, and support young homeless people in the community. Support young people in a variety of settings - at home, adolescent parents, and adolescents with drug and alcohol issues, mental health issues. After hours support is available to clients via crisis refuge phone no.

HOURS: Mon-Fri 8.30am-4.30pm /flexible

RYSS - GOSFORD YOUTH SERVICES

ADDRESS: Parkside Building
123 Donnison Street
GOSFORD NSW 2250

PHONE: (02)4323 2374

WEBSITE: www.ryss.com.au

ACTIVITIES:

Practical support for young people aged between 12 to 24 years age. Resources available are 10 computers and their programs are:

- **Interlink (ADSL)** connection.
- Email
- Word processing
- Scanning
- Printing and games.

Youth Art Program

Outreach Youth Workers

SHY Program and case worker (supported housing for youth)

PHONE: (02) 4323 2374
(02) 4325 0180

YOUTH CENTRES

ERINA YOUTH CENTRE

ADDRESS: North South Road
ERINA FAIR NSW 2250

POSTAL: P.O Box 21
GOSFORD NSW 2250

PHONE: (02) 4304 7104

FAX: (02) 4365 6715

EMAIL: steve.knee@gosford.nsw.gov.au

WEBSITE: www.myspace.com/erinayouthcentre

GRAVITY YOUTH CENTRE LAKE HAVEN

ADDRESS: Bannister Avenue
GOROKAN NSW 2263
(Adjacent Lake Haven Shopping Centre)

PHONE: (02) 4392 4912

FAX: (02) 4393 1172

EMAIL: rowlanda@wyong.nsw.gov.au

ACTIVITIES:
One of the activities of this youth centre is (breakthrough) Early School Leavers Program 15-24 years old.

PLEASE PHONE: (02) 4392 6530

KARIONG YOUTH CENTRE

ADDRESS: Mitchell Drive,
KARIONG NSW 2250

PHONE: (02) 4304 7039

EMAIL: michelletilden@gosford.nsw.gov.au

OASIS YOUTH CENTRE

ADDRESS: Corner of Hely Street & Anzac Avenue,
WYONG NSW 2259

PHONE: (02) 4353 9799

FAX: (02) 43539550

SAN REMO YOUTH CENTRE

ADDRESS: Brava Avenue,
SAN REMO NSW 2262

PHONE: (02) 4390 7888

FAX: (02) 4399 2398

EMAIL: info@sanremo.org.au

THE COTTAGE YOUTH SERVICES

ADDRESS: Debra Anne Drive,
TUMBI UMBI NSW 2261

PHONE: (02) 4332 1141

FAX: (02)4333 6044

EMAIL: eiacc@samaritans.org.au

THE YOUTH GROUP PENINSULAR COMMUNITY CENTRE

ADDRESS: Corner of Macmasters Road and Ocean Beach,
WOY WOY NSW 2256

PHONE: (02)4341 9333

WYOMING YOUTH CENTRE

ADDRESS: Warrawilla Road,
WYOMING NSW 2250

PHONE: (02) 4325 0661

FAX: (02) 4325 0662

EMAIL: Wyoming@ryss.com.au

Wyang Youth Services (includes Gorokan and Northern Lakes)

PHONE: (02)4353 3049

ADDRESS: Delisle Road,
WATANOBBI NSW 2259

VOLUNTEERING CENTRAL COAST

ADDRESS: Niagara Park Community Centre
Niagara Park Shopping Centre
Washington Avenue
NIAGARA PARK NSW 2250

PHONE: (02) 4329 7122

FAX: (02) 4329 7188

EMAIL: volunteer@volunteeringcentralcoast.org.au

WEB: www.volunteeringcentralcoast.org.au

ACTIVITIES:

Volunteering Central Coast Inc promotes best practice in volunteer management and is a resource and information centre on volunteering for community organisations and for people seeking volunteer work. The service also runs additional programs, including the Community Visitors Scheme.

HOURS: Mon-Fri 9.00am - 4.30pm.

ETHNIC GROUPS ON THE CENTRAL COAST

Contact NSS – Central Coast

for contact details for these groups

AFRICA

- **CENTRAL COAST AFRICAN COMMUNITY**

CHINA

- **CENTRAL COAST CHINESE ASSOCIATION**
- **GOSFORD CHINESE PERFORMING ARTS**

CROATIA

- **CROATIAN GROUP**

DUTCH

- **THE DUTCH GROUP**

FIJI

- **MULTICULTURAL FIJIAN ASSOCIATION**

- **FIJIAN WOMEN'S ASSOCIATION**

FRANCE

- **ALLIANCE FRANCAISE**

FINLAND

- **CENTRAL COAST FINISH SOCIETY OF GOSFORD**

GERMANY

- **CENTRAL COAST AUSTRALIAN GERMAN FRIENDSHIP ASSOCIATION**

GREECE

- **GREEK HELLENIC COMMUNITY OF THE CENTRAL COAST**
 - **AUSTRALIAN HELLENIC ASSOCIATION INC**

HUNGARY

- **CENTRAL COAST HUNGARIAN CONNECTION**

IRAN

- **CENTRAL COAST IRANIAN COMMUNITY INC**

ITALY

- **CONNECTING AUSTRALIAN ITALIAN CULTURE**

- **CENTRAL COAST AUSTRALIAN ITALIAN FRIENDSHIP SOCIETY**

INDIA

- **EKTA MANDIR INC (INDIAN EDUCATIONAL AND CULTURAL ASSOCIATION OF AUSTRALIA)**

JAPAN

- **CENTRAL COAST JAPANESE COMMUNITY LANGUAGE SCHOOL**

KOREA

- **KOREAN COMMUNITY CONTACT**

MALTA

- **MALTESE GROUP**

NEW ZEALAND

- **MAORI WOMEN'S GROUP**

PAPUA NEW GUINEA

- **PAPUA NEW GUINEA CONTACT**

PHILLIPINES

- **AUSTRALIAN FILIPINO ASSOCIATION**
- **UGNAY KABAYAN (PEOPLE LINK)**

POLAND

- **CENTRAL COAST POLISH ASSOCIATION OF NSW**

SOUTH AMERICA

- **LATINO'S AND FRIENDS ON THE COAST**

THAILAND

- **THAI GROUP**

TURKEY

- **TURKISH GROUP**

RELIGIOUS ORGANISATIONS
Contact NSS – Central Coast
For contact details for these Religious organisations

BAHA'I

- GOSFORD BAHA'I COMMUNITY
- BAHA'I COMMUNITY OF WYONG SHIRE

BUDDHISM

- KADOM SHARAWA INSTITUTE INC
- WONKWANG ZEN CULTURE HOUSE
WON- BUDDHISM MEDITATION TEMPLE
- WAT BUDDHA DHAMMA (FOREST MONASTERY)

CHRISTIANITY- GREEK ORTHODOX CHURCH

- GREEK ORTHODOX CHURCH OF CENTRAL MANGROVE ST DIONYSIOS
- GREEK ORTHODOX CHURCH
- GREEK ORTHODOX CHURCH

HINDUISM

- EKTA MANDIR INC

JUDAISM

- **CENTRAL COAST SHALOM JEWISH GROUP**

- **KADIMAH JEWISH CONGREGATION**

ISLAM

- **CENTRAL COAST ISLAMIC CULTURAL CENTRE**

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