

Domestic Violence and Related Services ‘Speedy Contact List’

Developed by Integrated Violence Prevention and Response Services (IVPRS)

SAFETY / CRISIS SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Police/Ambulance	000 TTY 1800 670 117	24 hours	Emergency Services
Domestic Violence Line	1800 656 463 TTY 1800 671 442 www.domesticviolence.nsw.gov.au	24 hours	Referral to all domestic violence refuges in NSW
Suicide Call Back Service	1300 659 467 suicidecallbackservice.org.au	24 hours	Telephone counselling and online support for people at risk of suicide, people caring for someone at risk of suicide, people bereaved by suicide and professionals supporting clients at risk of suicide
ALCOHOL AND OTHER DRUG SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Alcohol and Drug Information Service (ADIS)	1800 422 599 or 9361 8000 yourroom.com.au/helplines	24 hours	Support, information, counselling and referrals to alcohol and other drug services throughout NSW
NBM LHD Drug and Alcohol Services	Intake number – 4734 1333	Mon – Fri 08.30– 17.00	Alcohol and other drug counselling, groups and detoxification services
ACCOMMODATION AND HOUSING SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
link2home homelessness line	1800 152 152	24 hours	Information and referrals for people who are homeless or at risk of homelessness. Ask about <i>Rentstart</i> and <i>Start Safely</i> . Note: Direct referrals to accommodation and other support services only available 9.00am – 10.00pm daily.
West Connect	4732 2318 For non-urgent matters- please call during business hours www.wcdvs.org.au	24hrs	Nepean, Hawkesbury, Blue Mountains, Blacktown/Hills District Refuge accommodation for families and single women, community outreach, Aboriginal women’s refuge, children’s programs, group work
CHILD PROTECTION SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Child Protection Helpline (for NSW Health staff)	133 627 www.community.nsw.gov.au	24 hours	Coordinates reports for children and young people at risk of significant harm from abuse and/or neglect. Please complete the Mandatory Reporter Guide prior to contacting the Helpline.
Western Child Wellbeing Unit	1300 480 420 email: WNSWLHD-ChildWellBeingUnit@health.nsw.gov.au fax – 02 6881 4112	Mon – Fri 08.30-17.00	Assists NSW Health staff to assess risk of significant harm and to identify potential service responses for families below the threshold of significant harm

CHILDREN AND YOUNG PEOPLE SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Kids Helpline	1800 551 800 kidshelpline.com.au	24 hours	Service children and young people can call to discuss issues / concerns
headspace	Penrith – 4720 8888 www.headspace.org.au	Mon – Fri 08.30–17.00	Support, information and services for young people aged 12-25 and their families. Primary care program 4-6 weeks of sessions, Early Psychosis Program Drop in or phone for appointment.
Platform Youth Services	4760 0800 www.platformys.org.au Crisis Accommodation. Other services varied and within business hours	24 hours	Services in Katoomba, Penrith, Windsor. Holistic and integrated service to vulnerable young people. 12-25 and their families. Specialist Brighter Futures Program for families where primary carer/s is under 25. Including - Crisis accommodation and transitional housing, case management and drop in practical support'
COUNSELLING AND SUPPORT SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
National Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732 (1800 RESPECT) www.1800respect.org.au	24 hours	Telephone and online counselling, information and referral for anyone who has experienced or is at risk of sexual assault, domestic violence or family violence. Crisis accommodation not organised by 1800respect.
Lifeline	131 114 www.lifeline.org.au	24 hours	Telephone counselling and referral service
NBMLHD Community Health Child and Family Counselling	Central Intake Service 1800 222 608	Mon – Fri 09.00–16.00	Short-term generalist and group programs for adults, young people and children. Use internal referral form if appropriate, or phone Central Intake Service. Self-referral accepted. No perpetrators of violence nor D & A counselling
Hawkesbury District Health Service Community Health Child and Family Counselling	4560 5714	Mon- Fri 09.00-17.00	No time limit counselling. Generalist, drug and alcohol, child and family Self-referral preferred
Family Referral Services	Lithgow – 1300 006 480 email: familyreferral@benevolent.org.au Western Sydney - 1300 403 373 email: wsfrs@ransw.org.au www.familyreferralservice.com.au	Mon – Fri 08.00-18.00 Mon – Fri 08.30 - 17.30	Referral to wide range of local support services for children, young people and their families including family support, counselling and post-separation services. (FRS Western Sydney provides service for all parts of NBM LHD except Lithgow.)
NSW Family Support Services	www.nswfamilyservices.asn.au	24 hours (website)	Contact details for family support services in NSW, with database of services that can offer case management and assistance to families who need support
Parent Line NSW	1300 130 052 www.parentline.org.au	Mon – Fri 09.00 – 19.00 Sat and Sun 16.00 - 19.00	Counselling, information and referral re parenting and child development issues for parents and carers of children and young people aged 0 -18
The Women's Cottage, Richmond	4578 4190 22 Bosworth Street RICHMOND www.womenscottage.org.au	Mon – Fri 09.30 – 13.00 Tues 09.30 – 16.00 Thurs 09.30-13.00 & 15.00 19.00	Crisis / ongoing support, safety planning, groups, advocacy, practical assistance, assisted ('warm') referrals to counselling and other specialist services for women experiencing DV. Therapeutic services and support for women who are adult survivors of childhood sexual abuse and women supporting adult survivors.
Blue Mountains Women's Health and Resource Centre	47825133 124 Lurline street Katoomba www.bmwhrc.org	Mon- Fri 09.00- 16.30	Counselling, information and referral, groups program and a women's wellness clinic

COUNSELLING AND SUPPORT SERVICES cont.			
Service Name	Contact Details	Hours	Services Provided / Further Details
Penrith Women's Health Centre	4721 8749 Cnr Henry and Station Street Penrith www.penrithwomenshealthcentre.com.au	Mon- Fri 09.30 - 16.00	Staying home leaving violence, women's domestic violence court assistance scheme, counselling and group activities
DISABILITY SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Intellectual Disability Rights Service	1800 666 611 www.idrs.org.au Criminal justice. Support line open until 22.00. Other programs during business hours & varied	Mon - Sun 09.00 – 22.00	Legal support for people with intellectual disabilities Care and Protection program , Education
National Disability Abuse and Neglect Hot Line	1800 880 052 TTY 1800 301 130 or NRS 1800 555 677 www.disabilityhotline.net.au	Mon – Fri 09.00 – 21.00 Sat and Sun 10.00 - 21.00 Public Hol. 10.00 - 16.00	Hotline for reporting abuse and neglect of people with a disability
Multicultural Disability Advocacy Association	1800 629 072 or 9891 6400 www.mdaa.org.au	Mon to Fri 09.00 – 17.00	Promote, protect and secure the rights and interests of people with a disability, families and carers with a specific focus on CALD. This includes domestic violence
FINANCIAL ASSISTANCE and EMERGENCY RELIEF SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Anglicare Penrith	114 Henry St Penrith Ring Mt Druit office to organise on 02 8805 0900 www.anglicare.org.au	Mon, Wed, Thurs 09.00- 16.00 Friday 09.00 - 14.00	Emergency relief of food, bills assistance and clothing
Centrelink	132 850 - ask to speak to a social worker www.humanservices.gov.au To speak with a Customer Service Advisor (On-line and phone self-help services available longer hours)	Mon – Fri 08.00 - 17.00	Assistance with crisis payment and maintenance exemptions. For anyone experiencing DV it is recommended that they talk with a Social Worker at Centrelink about their options
HEALTH AND MEDICAL SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Forensic Medical Service	9881 7752	Mon – Fri 08.30 - 17.00	Documentation of DV injuries for court / legal purposes. Appointments available at Nepean Hospital during business hours. DV counselling provided within domestic violence forensic medical service
Family Planning NSW Talkline	1300 658 886 Penrith Office 13 Reserve St Penrith 4749 0500 www.fpnsw.org.au	Mon- Fri 08.30 - 17.00 Penrith Mon 08.30 - 18.00 Tues-Wed 08.30 – 18.00 Thurs 08:30 - 19.00 Fri 08.30 - 17.00	Provides information, referral advice for sexual health and reproduction including STI checks and pregnancy tests and options, cervical screening, men's sexual health

HEALTH AND MEDICAL SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
National home doctor service	13 74 25 www.homedoctor.com.au	After Hours	Call centre open weekdays from 4pm and Saturdays from 10am All day Sunday and public holidays. After hours Doctor's home visits- bulk billed See website to check area coverage
INDIGENOUS SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
West connect Aboriginal women's refuge and outreach service- 'Wirrawee Gunya'	(02) 47 322318 www.wcdvs.org.au/specialised-support/aboriginal-services For non-urgent matters- please call during business hours	24hrs	Aboriginal staff provide accommodation and support for Aboriginal women and children at the 'Wirrawee Gunya' refuge and outreach
Victims services- Aboriginal line	1800 019 123 www.victimsservices.justice.nsw.gov.au	08.00 - 18.00	Aboriginal specific support and information about how to access financial assistance, counselling and some other services. Ask to be allocated a support coordinator
Koolyangarra (kooly)	02 4729 3907	09.00 - 16.30	Part of Nepean Community and Neighborhood Services. Kooly is an Aboriginal child and family service that provides case management and referral for dv. Drop in provided, tea and coffee provided and access to printers etc. Other services at different locations include brighter futures and youth hope
Wirringa Baiya Aboriginal Women's Legal Centre	1800 686 587 www.wirringabaiya.org.au	Mon to Fri 9.00 - 17.00 except Wed 09.00 - 12.30 Legal advice Mon- Fri 09.30 - 16.00 Closed Wed	Telephone advice for Aboriginal women, children and youth living in NSW, with a focus on violence against women, children and youth
Women's Legal Services NSW - Indigenous Women's Legal Contact Line	1800 639 784 or 8745 6977 www.wlsnsw.org.au	Mon, Tue, Thu 10.00 -12.30	Legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW, with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victims support
LEGAL SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Women's Legal Services NSW – Women's Legal Contact Line	1800 801 501 or 8745 6988 NRS 133 677 www.wlsnsw.org.au	Mon & Thu 09.30- 12.30 Tue 13.30 – 16.30	Legal information and referrals for women in NSW, with a focus on domestic violence, sexual assault, family law and discrimination. Appointments with solicitor available alternate Tuesdays at Penrith Women's Health Centre. Phone 4721 8749 for appointments.
Women's Legal Services NSW – Domestic Violence Legal Advice Line	1800 810 784 or 9845 6999 NRS 133 677 www.wlsnsw.org.au	Mon & Thurs 13.30 – 16.30 Tue and Fri 09.30 –12.30	Legal information, advice and referrals for women in NSW in relation to domestic violence and Apprehended Domestic Violence Orders
LawAccess NSW	1300 888 529 TTY 1300 889 529 www.lawaccess.nsw.gov.au	Mon – Fri 09.00 – 17.00	Legal advice, information and referrals. For details of nearest Women's Domestic Violence Court Advocacy Service phone or visit www.legalaid.nsw.gov.au/domesticviolence
Victims Access Line	1800 633 063 www.victimsservices.lawlink.nsw.gov.au	Mon – Fri 08.00 - 18.00	Support and information about how to access financial assistance, counselling and some other services. Ask to be allocated a support coordinator.
Women's Domestic Violence Court Assistance Scheme (WDVCAS)	Penrith/Mt Druitt 4731 5098 Blue Mountains/Lithgow 6352 2052/0405901207 www.wdvcasnsw.org.au	Mon- Fri 09.00- 16.00 Blue Mtns Mon-Thu Mobile	Provides court support and information in regards to Apprehended Violence Orders

MENTAL HEALTH SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Mental Health Line	1800 011 511	24 hours	Initial point of contact for people experiencing mental health issues who require advice and/or referral for mental health services
MIGRANT / REFUGEE SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Immigration Advice and Rights Centre	9279 4300 www.iarc.asn.au	Mon- Fri 09.00 - 17.00	Provided assessment of situation and can book face to face legal appointment or refer to telephone legal service
Immigrant Women's Speakout Association	9635 8022 www.speakout.org.au	Mon – Fri 09.00 – 16.30	Information, advice and referrals for immigrant and refugee women re Centrelink, health, housing and legal issues. Especially helpful for women needing to access Family Violence Provisions (Department of Immigration and Border Protection).
Translating and Interpreting Service	13 14 50 (code – C669812)	24 hours	To speak with any service with the assistance of an interpreter
PETS AND FAMILY VIOLENCE			
Service Name	Contact Details	Hours	Services Provided / Further Details
Safe beds for pets (RSPCA)	9782 4408	Mon- Fri 09.00 - 17.00	Assistance with secure and affordable emergency accommodation for pets \$10 a day per animal + any vet costs. Payment plan of \$10 a week can be set up
SERVICES FOR MALE ABUSIVE PARTNERS			
Service Name	Contact Details	Hours	Services Provided / Further Details
Men's Referral Service	1300 766 491 mrs.org.au	24 hours	Telephone counselling, information and referrals for men to help them stop using violent and controlling behaviours
SERVICES FOR WOMEN IN SAME SEX RELATIONSHIPS			
Service Name	Contact Details	Hours	Services Provided / Further Details
Lesbian and Gay Anti Violence Project	1800 063 060 or 9206 2116	Report line 10.00 – 18.00	Support, referrals, advice and advocacy for victims of domestic and homophobic violence. Online reporting 24hrs at http://www.acon.org.au/home
Gay and Lesbian Counselling Service (QLife)	1800 184 527 or 8594 9596 www qlife.org.au www.glcsnsw.org.au	7 days 15.00 – m/night	Telephone counselling and online counselling
Inner City Legal Centre and Safe Relationships Program http://www.iclc.org.au/	02 93321966 www.iclc.org.au/srp	Mon- Fri 09.00 - 17.00 Closed between 13.00 - 14.00	Free legal advice for LGBTIQ individuals living in NSW
ACON (Aids Council of NSW)	(02) 9206 2000 www.acon.org.au	Mon- Fri 09.00 – 18.00	LGBTI health organisation offering information, referrals, counselling, advocacy and practical support for LGBTI people in NSW experiencing DFV
SEXUAL ASSAULT SERVICES			
Service Name	Contact Details	Hours	Services Provided / Further Details
Rape Crisis Centre NSW	1800 424 017 www.nswrapecrisis.com.au	24 hours	Telephone and on-line crisis intervention, support, counselling and referral service for anyone who has been sexually assaulted, recently or in the past
Springfield Cottage Sexual Assault Service	4734 2512 After hours – 4734 2000	Mon – Fri 08.30 - 17.00	24 hour crisis / medical / forensic services for recent sexual assault Crisis and ongoing counselling for victims of sexual assault and their non- offending caregivers / family members. Also court preparation and support. May provide medical / forensic examination support.

SERVICES FOR OLDER PEOPLE			
Service Name	Contact Details	Hours	Services Provided / Further Details
Elder Abuse Helpline and Resource Kit	1800 628 221 www.elderabusehelpline.com.au	Mon-Fri 08.30 – 17.00	Provides information, support and referrals relating to the abuse of older people in the community across NSW
Carers NSW	Freecall: 1800 242 636 www.carersnsw.org.au For carers wanting emergency respite 1800 052 222	Mon – Fri 09.00 - 17	Carers information, support and counselling service This includes those caring for individuals with support needs relating to ageing, disability, health and mental illness
Aging, disability and homecare	www.adhc.nsw.gov.au	4734 9499 Toll free 1800 881 901	Information, referral and intake- Help at home, advocacy for aged people and financial support and concessions
Pets of older Persons	02 9782 4408 Email- poops@rspcansw.org.au www.rspcansw.org.au		Can assist people 65 years of age or older with temporary foster accommodation and/or emergency boarding of the pet should the owner require medical treatment, respite or other assistance. Also help with veterinary treatment, assist with pet grooming, and conduct home visits to assist with basic pet care

For further information about this list contact Nepean Blue Mountains LHD Integrated Violence Prevention and Response Services (IVPRS) – Phone 4734 2512

This list can also be accessed via the IVPRS page on the Nepean Blue Mountains LHD intranet

This list was developed for use by NSW Health staff. If adapting for use in other agencies some entries may need to be altered - see Child Protection Services and Community Health Child and Family Counselling.