

# Youth programs and referrals directory



COMMUNITY DEVELOPMENT

# ESYSN Service Directory

---

02 February 2022

---

# Contents

<b>Emergency and Hotline Contacts</b>	<b>5</b>
<b>1. Peak Body Organisations</b>	<b>6</b>
<b>2. Accommodation/Housing Support</b>	<b>7</b>
2.1. The Benevolent Society	7
2.2. Caretakers Cottage Crisis Youth Refuge	8
2.3. Options Youth Support - A Program of Caretakers Cottage	9
2.4. Reconnect Inner City – Kings Cross Youth Services – Mission Australia	10
2.5. The Salvation Army	11
2.6. St Laurence House Youth Services	12
2.7. Ted Noffs Foundation – Youth Homelessness Services	13
<b>3. Alcohol and Other Drug Support</b>	<b>14</b>
3.1. Ted Noffs Foundation – School Services	14
<b>4. Alternative Education and Pathways</b>	<b>16</b>
4.1. The Bowen College – Youth Off The Streets	16
4.2. Mission Australia – Creative Youth Initiative	17
4.3. The Salvation Army Oasis College	18
4.4. WAYS Youth Training	19
4.5. WAYS Secondary	20
<b>5. Carer and Family Support</b>	<b>21</b>
5.1. Aftercare – Family and Carer Education and Support	21
5.2. Australian Kookaburra Kids Foundation	22
5.3. Barnardos	23
5.1. Children of Parents with a Mental Illness	24
5.1. Little Dreamers Australia	25
<b>6. Counselling and Casework</b>	<b>27</b>
6.1. Anglicare	27
6.2. The Benevolent Society – The Shack Youth Service	28
6.3. Centre 360 Youth and Family Services	30
6.4. The Crossing – Kings Cross Youth Services Mission Australia	31
6.5. Family Spirit	32
6.6. JewishCare – Youth Services	33

6.7. Odyssey House Community Services – Central and Eastern Sydney	34
6.8. WAYS Youth and Family	35
<b>7. Disability Support</b>	<b>38</b>
7.1. Cerebral Palsy Alliance – Youth Services	38
7.2. eBility	38
7.3. Disability Housing Information Service – People With Disability Australia	39
7.4. IDEAS	40
7.5. Lifestart – Belong INC	40
7.6. PossABLE Advocacy	41
7.7. St Vincent de Paul Society	41
<b>8. Early Intervention</b>	<b>44</b>
8.1. The Benevolent Society – The Shack Youth Services	44
8.2. JH Kids - a program of Jewish House	45
<b>9. Employment</b>	<b>48</b>
9.1. Youth Employment Partnership	48
<b>10. Health - General</b>	<b>49</b>
10.1. The Kidman Centre UTS	49
10.2. WAYS Youth and Family – Wellness Centre	50
<b>11. Health - General</b>	<b>51</b>
11.1. The Adolescent Service – Also known as the Child and Adolescent Mental Health Services CAMHS	51
11.2. Early Psychosis Program – Eastern Suburbs Mental Health SESLHD	52
11.3. HASI Program – Mission Australia	53
11.4. Headspace Bondi Junction	53
11.5. WEAVE Youth and Community Services	55
<b>12. Health - Sexual</b>	<b>57</b>
12.1. Clinic 180	57
12.2. Kirketon Road Centre	58
12.3. Sexual Health Youth Clinic at Headspace Bondi Junction	59
<b>13. In-School Programs</b>	<b>60</b>

---

13.1. The Benevolent Society – The Shack Youth Service	60
13.2. Centre 360 Youth and Family Services	61
13.3. Ted Noffs Foundation – Youth Homelessness Services	63
<b>14. Accommodation/Housing Support</b>	<b>64</b>
14.1. New South Wales Police Force	64
14.2. The Shopfront Legal Centre	64
<b>15. LGBTIQA+ Support</b>	<b>66</b>
15.1. Twenty10 Incorporating GLCS NSW	66
<b>16. Migration Assistance</b>	<b>68</b>
16.1. Sydney Multicultural Community Services	68
<b>17. Outreach Activities</b>	<b>70</b>
17.1. The Benevolent Society – The Shack Youth Services	70
17.1. The Salvation Army – Oasis Sydney Outreach Case Management	71
<b>18. Volunteering</b>	<b>72</b>
18.1. Kids Giving Back	72
<b>19. Workshops and Groups</b>	<b>73</b>
19.1. Centre 360 Youth and Family Services	73
19.2. The Salvation Army – Oasis Youth Support Network	74
19.3. Waves of Wellness Foundation	75
19.4. Young Mens Group	75
<b>20. Youth Centres</b>	<b>77</b>
20.1. Anglicare Youth Connect	77
20.2. Bayside Council	77
20.3. WAYS Youth and Family	78
<b>21. Young Parents</b>	<b>79</b>
21.1. Red Cross Young Parents Program	79
<b>22. ESYSN Member Organisations</b>	<b>81</b>

---

## Emergency and Hotline Contacts

000 for Emergencies

131 126 - NSW Poisons Information Centre

1800 011 511 - Mental Health Line

1800 200 526 – Domestic Violence & Sexual Assault Helpline

1800 184 527 – LGBTIQ+ Counselling & Information

---

## 1. Peak Body Organisations

Organisation - Yfoundations

Client Demographic - We provide policy and advocacy support to young people at-risk of or experiencing homelessness and to services that provide direct support to those young people

Contact & Title –

Natalia Gale – Sector Projects and Policy Officer

Ph: 02 8306 7916 E: Natalia@yfoundations.org.au

Jessie Halligan – Policy and Projects Officer (Youth)

Ph: 02 8306 7903 E: Jessie@yfoundations.org.au

Operational hours - Monday to Friday – 9am to 5pm

Phone & web - 02 8306 7901

[www.yfoundations.org.au](http://www.yfoundations.org.au)

Organisation - Youth Action

Client Demographic - Youth Action is the peak body for young people and youth services in NSW. We represent 1.4 million young people and the services that support them.

Operational hours - Monday to Friday – 9am to 5pm

Phone & web - Ph: 02 8354 3700

<http://www.youthaction.org.au/>

Organisation - Advocate for Children and Youth

Client Demographic - The Advocate for Children and Young People is an independent statutory office reporting to the NSW Parliament through the Parliamentary Joint Committee on Children and Young People.

Operational hours - Monday to Friday – 9am to 5pm

Phone & web Ph: 02 9248 0970

<https://www.acyp.nsw.gov.au/>

Organisation - Multicultural Youth Advocacy Network

Contact & Title Alex Long – Executive Officer M: 0403 527 126 E: alex@myannsw.org.au

Hannah Lai – Youth Programs Officer M: 0490714 292 E: hannah@myannsw.org.au

Phone & web - <http://myannsw.org.au/>

---

## 2. Accommodation/Housing Support

### 2.1. The Benevolent Society

Operational hours Monday to Friday: 8:30am – 4pm

Phone & web support 1800 236 762

Service locations & venues 4/7-11 The Avenue, Hurstville

Services offered Tenancy support, advocacy with housing services and NSW Department of Housing, assisting with housing applications, education around homelessness prevention, negotiation with utility companies and landlords, family and domestic violence support, safe housing options, referral to support agencies

Program(s) name and description Homeless Engagement Program - Early intervention specialist homelessness service

Client demographics Family: a group of at least two people that present together such as mother and child or partners with no children OR

Is a young person (aged 16 to 24 years)

Currently resides in Botany Bay, City of Sydney, Kogarah, Hurstville, Randwick, Rockdale, Sutherland, Waverley and Woollahra regions

Intake criteria Imminent risk of becoming homeless

- Tenancy at risk (may be due to rental arrears or mortgage stress);
- Require support to sustain existing tenancies;
- About to exit an institution without stable accommodation;
- Breakdown in family relationships.

Are suitable for early intervention

- Require short term support (may be of varying intensity)
- May have access to suitable accommodation options with friends or extended family members;
- Are not entrenched in homelessness
- Are displaying indicators that they may be homeless in the future (i.e. youth disengaging from school)

This program is not funded to support clients who are homeless at the time of referral.

Timeframes Short term support service, general time frame of approx. 3-6 months

Referral process Contact Homeless Engagement Practitioner on 8314 9494 for referral eligibility and capacity enquiry

Cost (where applicable) N/A

Medicare card req'd Y/N Desirable



Wait list or waiting time for new clients or between appointments      No wait list. Referral will be accepted within a week if there is capacity

Level of Risk the organisation caters for      The program is linked with The Benevolent Society Child Youth and Family program therefore clients can be connected with intensive family support or The Shack Youth Services early intervention support if further family support is required. Always view formatting marks – the ¶ symbol on the formatting toolbar.

## 2.2. Caretakers Cottage Crisis Youth Refuge

Contact & Title      Aliko Filis

Manager

Operational hours      24 hours, 7 days per week

Phone & web support      02 9389 0999

[www.caretakers.org.au](http://www.caretakers.org.au)

Service locations & venues      96 Bondi Rd, Bondi Junction 2026

Services offered      We offer: Crisis Accommodation for adolescents, Family Therapy, Outreach and Casework.

Program(s) name and description      Crisis Accommodation for young people aged 13-17yrs. Case management and Outreach for local area young people, HYAP outreach support for local young people under the age of 16 years who are at risk of becoming homeless and finally Outreach Family Therapy.

Client demographics      Young people aged 13-17 yrs of age and their families.

Intake criteria      Homelessness or at risk of homelessness.

Timeframes      Clients can reside at the crisis refuge for up to 3 months – during which time either more stable accommodation is found for the young person, or family restoration/intervention has been initiated leading to the return of the young person to the family unit.

Referral process      A phone assessment and a written referral form is filled, signed and returned to Caretakers Cottage.

Cost (where applicable)      \$60 per week - Rent

Medicare card req'd Y/N      N/A

Level of Risk the organisation caters for      We do take all issues, including D&A, mental health, anti-social behaviours as long as they are not severe/chronic and they do not conflict with our duty of care to other residents.

Other information      We do have several indigenous workers to assist with providing culturally appropriate intervention with our indigenous clients and their families.

### 2.3. Options Youth Support - A Program of Caretakers Cottage

Contact & Title Angus Megarrity

Manager

Operational hours Monday to Friday: 9am – 5pm

Closed on Public Holidays

Phone & web 02 9388 9341

[www.caretakers.org.au/options-youth-housing](http://www.caretakers.org.au/options-youth-housing)

Service locations & venues 77 Newland St, Bondi Junction (main office)

Services offered Transitional accommodation with a case management focus, for up to 2 years

Program(s) name and description Options Youth Support

Client demographics Young people aged 16-25

Individuals, couples, siblings, young families

Intake criteria Must have stable, regular income, willingness to engage in case work support, involved in a consistent day plan for a minimum of 25 hours per week. More information at

[www.caretakers.org.au/options-youth-housing](http://www.caretakers.org.au/options-youth-housing)

Timeframes Up to 2 years

Referral process Email a referral form (available on website) to: [optionsyouth@caretakers.org.au](mailto:optionsyouth@caretakers.org.au)

Cost (where applicable) Rent:

16-21 yrs = \$87.55 per week

22-25 yrs = \$103 per week

Plus \$25 per week electricity and \$100 security bond

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments No wait list system, each referral is assessed for suitability. Intake is dependent upon available vacancies.

Level of Risk the organisation caters for Each referral is individually assessed

Other information Housing guide for young people living in NSW:

<https://www.caretakers.org.au/news/2017/1/5/your-move-housing-choices-for-young-people>

## 2.4. Reconnect Inner City – Kings Cross Youth Services – Mission Australia

Contact & Title Intake & Assessment Officer and/or

Reconnect Caseworkers

Operational hours Monday to Friday: 9am – 5pm

Phone & web 02 9357 1144

<https://www.missionaustralia.com.au/servicedirectory/186-children-families/reconnect-inner-city>

Service locations & venues Outreach and office location - 31 Roslyn Street, Rushcutters Bay

Services offered Individual and family counselling, and case-management

Program(s) name and description Reconnect Inner City

- Community-based early intervention service to assist young people aged 12-18 years who are homeless, or at risk of homelessness, and their families.

- Individual counselling and family counselling as well as assertive outreach and case management is provided

Client demographics Aged 12-18 years

Young people who live/study/work within City of Sydney or (former) Leichhardt Government area

Intake criteria Young people aged between 12-18 years

Lives/studies/works in City of Sydney or former Leichhardt Government area

Young people experiencing homelessness, or at risk of homelessness and/or their families/carers

Timeframes The service works with young people for a period of 3-6 months or longer where required.

Referral process Call 9357 1144 for telephone intake

Cost (where applicable) Nil

Medicare card req'd Y/N No

Restrictions during service By appointment only

Wait list or waiting time for new clients or between appointments Nil current waitlist

Level of Risk the organisation caters for Early intervention for young people at-risk of homelessness or experiencing homelessness and their parents/carers. Also supports young people at-risk of disengaging from education/training.

Other information Reconnect is also available to offer in-house educational workshops for young people 12-18 years.

## 2.5. The Salvation Army

Contact & Title Kevin Watene – Manager Oasis Accommodation Services Sydney

Operational hours 24/7

Phone & web Oasis Crisis Services - 02 9331 2266

Service locations & venues Oasis Crisis Services - 365 Crown St Surry Hills NSW 2010

Services offered Oasis Crisis Services

- Crisis accommodation support, living skills, assessment & referral, case management

Program(s) name and description Oasis Crisis Services is a 24 hour crisis accommodation services located at 365 Crown St Surry Hills. All services are provided through a Trauma Informed Model of Care which acknowledges the impact of historic trauma in a young person's life experience and how these experience/s affects behaviours, attitudes and perceptions.

Oasis is a safe place for young people supported by staff who are trauma informed care trained, and who will work with and support a young person to move to a better place in their individual journey via a robust yet sensitive case planning.

Client demographics Aged 16-21 NOT gender specific. Inclusive and gender & culture neutral.

Intake criteria Must be homeless or at risk of homelessness, willing to participate in developing a case management plan that may include but not be limited to;

living skills development, and daily activity e.g. education/training/employment support networks/ specialist – clinical support where appropriate.

Timeframes No stipulated timeframes however, 4 weekly reviews of progress against a case plan are in place to monitor and provide greater support to a young persons progress.

Referral process Phone or email to: 02 9331 2266 or 0435 962 113

Cost (where applicable) Generally \$10 per night

Medicare card req'd Y/N N but preferred.

Restrictions during service No visitors, drugs or alcohol or illegal contraband

Wait list or waiting time for new clients or between appointments No waitlist. If there are no current vacancy at time of referral, support is given to the referral to find alternative accommodation.

Referrals are taken and reviewed on the day, if before 2pm (currently referrals cannot be taken on the weekend, but will be asked to refer again the next business day) . If received after 2pm, referral reviewed by 4 pm the following business day.

Level of Risk the organisation caters for Risk assessment completed at time of referral review. If Risk can be mitigated, referral MAY be then reviewed for acceptance into the service.

## 2.6. St Laurence House Youth Services

Contact & Title Nigel Parker

Executive Officer

Operational hours 24 hours, 7 days per week

Monday to Sunday: 9am – 5pm

Phone & web 02 9349 6438

[www.stlaurencehouse.org.au](http://www.stlaurencehouse.org.au)

Service locations & venues Kingsford / Randwick

Services offered Medium Term Refuge – STAY living skills outreach program – information and referral- specialisation in Trauma Informed Care and working with Young Carers

Program(s) name and description St Laurence House Youth Refuge (children aged 13-18) 24/7 support for children and young people aged 13-18 who are either homeless or at risk of homelessness. Trauma informed therapeutic program.

The STAY outreach program – Delivering living skills to young people aged 16-25 living in transitional accommodation, in the Eastern Suburbs of Sydney. The program is designed to support young people to maintain their tenancies and reduce presentations of homelessness.

Client demographics Children and Young People aged 13-25 who are either homeless or at risk of homelessness – Young Carers

Intake criteria Eligible children and young people must be either: Engaged in Education, working or actively managing their mental health issues

Timeframes 3-36 months dependant on age at entry and level of need

Referral process Referrals can be made by phone or by email

Cost (where applicable) \$120.00 per week - Rent and board at the Kingsford Refuge  
25% of income for transitional accommodation plus bills

Medicare card req'd Y/N Yes

Centrelink req,d Y/N Yes

Restrictions during service Children and Young People Presenting with significant issues linked to addiction. Referrals are considered on a case by case basis.

Wait list or waiting time for new clients or between appointments A wait list is available for referrals

Level of Risk the organisation caters for A risk assessment is carried out during the interview process

Other information St Laurence House is an integral part of a large network of agencies working together across Sydney to reduce youth Homelessness and the impact of trauma on children and young people.

## 2.7. Ted Noffs Foundation – Youth Homelessness Services

Contact & Title Wesley Stokes

Manager

Operational hours Monday to Friday: 9am – 5pm

Phone & web 02 9305 6600

<https://noffs.org.au/>

Service locations & venues 206A Alison Road, Randwick.

Services offered Counselling, case management, early intervention school groups, and work development orders.

Program(s) name and description The Youth Homelessness service provides wrap around support for young people who are homeless or at risk of homelessness. including: disengagement at school; social disconnection; drug/and or alcohol abuse, sexual health issues; mental health problems, and previous episodes of homelessness.

The staff have specialised skills in providing clinical support for young people with significant, complex social and health needs, particularly those with family dysfunction, mental health or drug and alcohol related problems. All Noffs clients have individualised, written case management and treatment plans that establish, (in consultation with the client), treatment goals and guide the therapeutic process.

Client demographics Any young person aged 12 -25 within the Eastern Suburbs or Inner City

Intake criteria Residing within Eastern Suburbs or Inner City, under 26

Timeframes As needed

Referral process Contact phone number for assessment

Cost (where applicable) None

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments Initial assessment within one week

Level of Risk the organisation caters for Any

---

## 3. Alcohol and Other Drug Support

### 3.1. Ted Noffs Foundation – School Services

Contact & Title Wesley Stokes

Manager

Operational hours Monday to Friday: 9am – 5pm

Phone & web 02 9305 6600

<https://noffs.org.au/>

PALM/CALM 9305 6236

Service locations & venues 206A Alison Road, Randwick.

Services offered Counselling, case management, early intervention school groups, and work development orders.

Program(s) name and description PALM is a residential treatment program for young people (aged 13 – 17) to address serious drug and alcohol related difficulties. The three month program provides a holistic, intensive, multi-disciplinary, residential treatment program staffed by professionals specifically trained in working through trauma, challenging behaviours and complex needs. The program offers counselling, family support, group work, vocational/educational modules, living skills and recreational activities.

The CALM program ongoing support for young people exiting PALM. It offers a range of community-based therapeutic services including individual and family counselling, life skills development and educational and vocational programs. A key component of CALM is the use of “Facebook” to maintain open communication with clients and provide ongoing support as well as information and resources on health and lifestyle issues. CALM also serves as the aftercare module for clients who have participated in the PALM residential program.

Ted Noffs Foundation facilities offer general drug and alcohol and mental health counselling services to young people and their families. 2 specific positions have been established to provide outreach services to the Eastern Sydney and Inner City suburbs.

The counsellors in this program will develop partnerships with a range of local youth services and government agencies and use their facilities to provide specialised counselling for young people in the area. Other Foundation programs are happy to provide outreach to a range of health and welfare services on request.

Client demographics PALM/CALM = 13-18. Outreach D and A counselling = 12-25

Intake criteria PALM and CALM programs = All NSW and Australia

Counselling = Residing within Eastern Suburbs or Inner City, under 18

Timeframes As needed

Referral process Contact phone number for assessment

Cost (where applicable) PALM is \$160/week, however affordability is taken into consideration.

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments  
one week

Initial assessment within

Level of Risk the organisation caters for      Any



---

## 4. Alternative Education and Pathways

### 4.1. The Bowen College – Youth Off The Streets

Contact & Title Catherine Harland

School Principal

cathh@youthoffthestreets.com.au

0438 027 170

Melissa Davis

School Manager

melissad@youthoffthestreets.com.au

0477 730 007

Operational hours Monday to Friday: 8:30am - 3:30pm

Phone & web Contact numbers as per above

<https://youthoffthestreets.com.au/>

Service locations & venues 272 Fitzgerald Ave, Maroubra

Services offered School setting for Year 9 course/Year 10 ROSA (co-educational)

Smaller class setting

Program(s) name and description The Bowen College (flexible learning option -alternative to mainstream schools)

Client demographics No restriction on location, young people disengaged from mainstream education settings, recommended stable accommodation, experiencing some aspect of disadvantage

Intake criteria Completed Year 7 & 8

Timeframes Intake February each year, however referrals are taken throughout the school year

Referral process Contact School Manager for Referral pack/application form

Referral by Family, Caseworker, School, Community member, Self and others

Cost (where applicable) NIL

Medicare card req'd Y/N YES, details required on application form

Restrictions during service Non –smoking

General School regulations

Wait list or waiting time for new clients or between appointments Enrolments capped at 15 students.

Level of Risk the organisation caters for Not a Behavioural school/ aims to provide safe place for school students to complete Year 10 ROSA and work ready skills.

## 4.2. Mission Australia – Creative Youth Initiative

Contact & Title Chris Aler

Student Support Coordinator

alerc@missionaustralia.com.au

Operational hours Tuesday to Thursday: 8:30am- 5pm

(Classes only Tues- Wed)

Phone & web support 02 9356 0736

Service locations & venues 19 Denham Street, Surry Hills NSW

Services offered TAFE Accredited Music and Art Program for 16- 25 year olds

Program(s) name and description Artworks! – A full Cert 3 in design fundamentals offered in 2 semesters.

This course is in partnership with Ultimo TAFE so students receive a Statement of Attainment in Vocational and Community Engagement.

Students have the opportunity to display their artworks at the annual CYI art exhibition as well as work on their own projects and further develop their skills in workshops.

Sounds of the Streets (SOTS) – is a free 20 week program offered two days per week (Tuesday and Wednesday) 10am-4:30pm. This course is in partnership with Ultimo TAFE so students receive a Certificate II in Music on completion.

Students will have the opportunity to learn some new skills in performance and music composition. They will also be able to perform at the annual CD launch as well as record their own songs for the SOTS album.

Both courses are offered over two semesters per year and all students will receive support during their study from the Student Support Coordinator.

Client demographics 16- 25 years

Intake criteria Completed at least year 10 with RoSA. May be experiencing mental health issues, AOD use, homelessness, school disengagement, family breakdown etc.

Timeframes 6 months- 2 semesters per year (February and July intake)

Referral process Referral form completed and sent to Chris Aler  
alerc@missionaustralia.com.au or call 9356 0736.

Cost (where applicable) Free

Medicare card req'd Y/N No

Restrictions during service No smoking on premises.

Not a drop in service- support offered only on class days Tuesday to Thursday.

Wait list or waiting time for new clients or between appointments      Waitlist is only in between semesters

Level of Risk the organisation caters for      Students should be well enough to participate in class and engage well with other students and staff. Violent or aggressive behaviour will prompt removal from course.

Other information      There are no geographical restrictions for referrals.

### 4.3. The Salvation Army Oasis College

Contact & Title      Hinekura Quinlan

Education Coordinator

Operational hours      Monday to Friday: 9am – 3pm

Phone & web      0400 602 380

<https://salvos.org.au/oasis/services/education/surry-hills/>

Service locations & venues      365 Crown Street, Surry Hills

Services offered      NESAS Registered and Accredited Special Assistance High School offering pathways towards independence in a flexible and supportive learning environment. Oasis College is underpinned by Trauma Informed Care and Restorative Justice Framework.

Program(s) name and description      Oasis College delivering years 11 and 12 and HSC for disengaged young people who have experienced difficulty in mainstream schooling for a variety of complex reasons. Providing alternative pathways for students in Year 11 and 12. Oasis College also provides wellbeing courses and extra curricula activities to enhance and restore resilience

Client demographics      Disengaged young people with complex social/emotional needs from 16 –21years.

Intake criteria      Social/emotional barriers

Timeframes      Ongoing enrolment

Referral process      Complete an Expression of Interest form then an enrolment interview

Cost (where applicable)      Free

Medicare card req'd Y/N      Only for USI purposes (ID)

Other information      Email: [Hinekura.Quinlan@salvationarmy.org.au](mailto:Hinekura.Quinlan@salvationarmy.org.au)

#### 4.4. WAYS Youth Training

Operational hours Monday to Thursday: 9am – 5pm

Phone & web support 02 9388 9455

E: [training@ways.org.au](mailto:training@ways.org.au)

W: <https://ways.org.au/ways-youth-training/>

F: <https://www.facebook.com/WAYSyouth/>

Service locations & venues Bondi Junction Campus (above the train station)

Services offered Nationally recognised VET qualifications

Program(s) name and description BSB20120 – Certificate II in Workplace Skills

BSB30120 – Certificate III in Business

CHC22015 – Certificate II in Community Services

CHC42015 – Certificate IV in Community Services

CHC52015 – Diploma of Community Services

SIR30216 – Certificate III in Retail

Subject to run part qualification courses

Client demographics Ages: 15 – 25 years

Intake criteria Individual enrolment. Young person must not be enrolled at school.

Timeframes 6 weeks – 12 weeks.

Referral process Call or email to express young person interest. Enrolment form accessible on the WAYS Youth Training website.

Cost (where applicable) Students may be eligible for training to be subsidised by NSW Government under smart and skilled.

Medicare card req'd Y/N Yes for ID documents.

Wait list or waiting time for new clients or between appointments Most courses are quickly subscribed

Level of Risk the organisation caters for Mild disability. Courses are aimed at students who struggle with main stream education and are school for whatever reason and include support

Other information Facebook BJ Ways

## 4.5. WAYS Secondary

Contact & Title            Ruby Axen

School Administrator & Student Support Coordinator

Operation hours            Monday to Friday: 9:30am – 3:15pm

Phone & web support    02 9365 2500

[ruby@ways.org.au](mailto:ruby@ways.org.au)

Parents and Students may call the school or email the school at any time.

Service locations & venues    63a Wairoa Avenue, North Bondi 2026 NSW

Services Offered            NESA Registered and Accredited Secondary Education Year 9 - Year 12.  
Offering flexible, supportive and independent learning environment.

Program(s) name and description    WAYS Secondary

Educational and Mental Health Assessments are part of the schools program.

The schools Wellness Program offers student's access to Acupuncture, Dentistry, Case Management, Adolescent and Family Counselling. GP services provided twice a week.

Client demographics    All students welcome from age 14 years and over

Suitable for those students who want an alternative approach to education in a small, supportive education setting

All students are assessed at interview, the school does not cater for students presenting with significant behaviour disorders

The school has particular strengths in engaging students in education and in bridging student gaps in education

Intake criteria    Referral, Interview & Assessment

Timeframes    School terms as per State School

Referral process            Call Ruby on 9365 2500

Email: [Ruby@ways.org.au](mailto:Ruby@ways.org.au)

Cost (where applicable)            Nil

Medicare cared req'd Y/N            Yes for allied health services except counselling, case management or acupuncture.

Restrictions during service            Students are not permitted to leave the school grounds during school time unless they have permission by their parents/caregivers.

Other information            The school has a strong emphasis on student wellness. Wellness is integrated into the school day in terms of psychoeducational workshops and therapeutic/ goal setting/ motivational/coaching groups that are regularly delivered by the school psychologist/ counsellor and case manager. All willing students receive acupuncture at the school as well as integrated access to other allied health services such as dentist or G.P as required. All students receive counselling or case management if they require it.

---

## 5. Carer and Family Support

### 5.1. Aftercare – Family and Carer Education and Support

Contact & Title Jessica Harris-Ward

Support Worker

0434 428 666

Danielle Carson

Support Worker

0431 163 617

Operational hours Monday to Friday: 8:30am – 5pm

Phone & web (02) 8287 6810

Email: Jessica.HarrisWard@aftercare.com.au

Service locations & venues Suite 2,

55-57 Halstead St, South Hurstville

Services offered Individual Carer Support, Education, Self-Care, Support Groups, Advocacy, Information

Program(s) name and description The Family and Carers Mental Health Program aims to ensure that families and carers of people with a mental health concern are adequately supported and have sufficient information and skills to fulfil their caring roles.

Client demographics Individuals identifying as being in the caring role/family/partner/friends of someone experiencing mental health concerns

Intake criteria Self-identifying as carer

Referral process Contact support worker directly, with individuals consent.

Cost (where applicable) No

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments None

## 5.2. Australian Kookaburra Kids Foundation

Contact & Title Sarah Hartley

NSW Intake Coordinator

Operational hours Office Hours – Monday to Friday: 9am-5pm

Weekend camps run from Friday afternoon through to a Sunday afternoon during School terms.

Activities are held on weekdays outside school hours as well as the School holidays.

Phone & web 1300 566 525

info@kookaburrakids.org.au

Services offered Support for children living in families affected by mental illness. The program provides recreational and educational camps in addition to other activities that give kids a break in a fun and positive environment. Programs are for children in grades 3-12, 8-18 years of age.

Program(s) name and description Weekend camps and Activities

Our programs are fun, social, and activity-based. They serve as an engaging platform to deliver the following outcomes to young people:

- Reduce isolation and stigma
- Increase coping skills and resilience
- Improve mental health literacy
- Increase help-seeking willingness and confidence
- Reduce risk of their own future mental health issues
- Increase confidence to undertake challenges and reach potential
- Improve social connectedness- with peers, leaders, and beyond

Client demographics Children aged 8-18, living in a family affected by mental illness.

Intake criteria • Referred child must be aged between 8 to 18 years or in Grades 3 to 12.

- Referred child must have a parent/caregiver or sibling with a mental illness.
- Children referred from ADF families must have a serving/ex-serving parent with a mental illness.
- We do not provide specialist mental health intervention, ongoing support, and/or intensive supervision. We are therefore unable to support children with severe and complex needs.
- Kookaburra Kids may contact the referrer and parent/caregiver for further information.
- A child's acceptance into the program will be confirmed directly with the parent/caregiver.
- Invitations to camp and accompanying activities days will be emailed and posted directly to the family when these events are offered in their local area.
- Information supplied on this form will be managed sensitively.
- The young person must be eligible for camp in order to attend an activity day. Children cannot be referred directly to, or only to an activity day.

Timeframes Ongoing programs are offered until children reach 18 years of age.

Referral process Online referral form can be found at [www.kookaburrakids.org.au](http://www.kookaburrakids.org.au)

Children can be referred by, School Counsellors, Mental health workers, GP's, Family members, community workers, friends. Self-referrals are also accepted.

Cost (where applicable) FREE

Medicare card req'd Y/N N/A

Restrictions during service We do not provide specialist mental health intervention, ongoing support, and/or intensive supervision. We are therefore unable to support children with severe and complex needs.

Participants cannot be under the influence of drugs or alcohol  
non smoking

Wait list or waiting time for new clients or between appointments Referral acceptance can take up to 10 working days.

Level of Risk the organisation caters for Assessed on a case by case basis.

Other information Volunteering opportunities available for Adults over the age of 21.

### 5.3. Barnardos

Contact & Title Team Leader Anna Hoyles

Operational hours 9.00am -5pm

Phone & web Intake 1800066757

Service locations & venues South Eastern Region

Services offered FCS helps children, young people and families in NSW by Connection and support with parenting challenges, financial stress, substance use, housing issues, mental health, domestic and family violence and more

Program(s) name and description Family Connect and Support

Client demographics Families with children or young people under 17 years old

Intake criteria

Child 0 – 17 currently in their care, or up to 18 if they are attending school or if there are younger siblings in the home, or young person 16-17 presenting alone

No open DCJ case

No other supports in place

Must have consent to make this referral



Timeframes Works up to 16 weeks with a family  
Referral process Ring Intake 1800066757  
Cost (where applicable) No cost  
Wait list or waiting time for new clients or between appointments No wait list

## 5.1. Children of Parents with a Mental Illness

Contact & Title Lisa Michelle

COPMI Coordinator

Phone & web support <http://www.copmi.net.au/>

Service locations & venues Online resource

Services offered COPMI is an information service to help youth and adults with mental health issues to navigate the health system. Has a very comprehensive website with many resources for children, youth, parents, and services: <http://www.copmi.net.au/>

COPMI provide free online courses for professional development and 'Let's talk about Children' is a recommended resource: <http://www.copmi.net.au/professionals-organisations/how-can-i-help/professional-development>

Program(s) name and description COPMI is an administrative office that develops online resources and eLearning courses for families and professionals.

Client demographics Children & Young People with parents living with a mental illness

Parents with a mental illness

Professionals working with children and young people

Intake criteria Online resource

Timeframes Ongoing

Referral process [www.copmi.net.au](http://www.copmi.net.au)

Cost (where applicable) Free

Medicare card req'd Y/N No

Other information Professionals can help by encouraged protective processes through:

- Fostering a stronger communication of what is happening at home; to help the child or young person to understand about what is going on which helps to build resilience.
- Invite questions about the mental illness and respond at a level they can understand (different for different stages of development).

## 5.1. Little Dreamers Australia

Contact & Title Carla Van Mal

NSW Program Coordinator

Operational hours Office Hours: Monday to Friday 9am-5pm

Activities are held on weekdays during the School Holidays.

Phone & web Little Dreamers Head Office: 03 9973 9078

Sydney Contact: 0423 866 020

Email: [info@littledreamers.org.au](mailto:info@littledreamers.org.au)

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

Service locations & venues Sydney

Services offered Little Dreamers is Australia's leading Young Carer organisation, supporting young people who care for family members affected by illness, disability or addiction.

Our programs encompass both in-person and online support, and include holiday programs, mentoring and tutoring, leadership and personal development, dream experiences, access to an online young carer community and more.

Little Dreamers works to improve the quality of life of Young Carers across Australia by improving social connectedness, self-esteem and confidence.

Program(s) name and description We offer a range of programs to support and recognise Young Carers in our community:

- Dream Experience: bespoke one-off events that acknowledge and reward Young Carers for the amazing people that they are!
- Holiday Program: provides Young Carers with a break from their caring role, as well as the opportunity to have lots of fun and meet other young carers.
- Mentoring: we uniquely pair Young Carers with a mentor, who can provide help with schoolwork, guidance through tough times and lasting friendship.
- Big Dreamers Personal Development Program: Young Carers aged 14 - 18 are eligible for our Personal Development Program, where they'll attend regular workshops, retreats and catch ups, learn new skills, make new friends and build their confidence.
- The Dreamers Hub: Our online community allows Young Carers to participate in discussions, post content and connect and chat with other Young Carers in a safe and monitored environment.

Client demographics Young Carers: Any individual under the age of 25 who provides, or intends to provide care for a family member with a disability, illness, mental illness or addiction.

Intake criteria Any individual under the age of 25 who provides, or intends to provide care for a family member with a disability, illness, mental illness or addiction.

Timeframes Dream Experiences are a one-off event for each Young Carer.

Mentoring programs generally run for a minimum of 12 months.

Referral process Online referral form can be found at [www.littledreamers.org.au](http://www.littledreamers.org.au)

Young Carers can be referred by Family Support Coordinators, School Counsellors, GP's, community workers, family members and friends.

Self-referrals are also accepted and encouraged.

Cost (where applicable) Free service.

Holiday Programs may have a small participation fee.

Medicare card req'd Y/N N/A

Wait list or waiting time for new clients or between appointments Referral acceptance can take up to 5 working days.

Level of Risk the organisation caters for Assessed on a case by case basis. Where a client can benefit from additional support, a Little Dreamers staff member will refer the client to another organisation/professional.

Other information Volunteering opportunities available.

Please contact [Carla@littledreamers.org.au](mailto:Carla@littledreamers.org.au) for more information.

---

## 6. Counselling and Casework

### 6.1. Anglicare

Contact & Title Emma Wilson

Senior Program Manager

emma.wilson@anglicare.org.au

Operational hours Monday to Friday: 9am – 5pm

Phone & web 1300 111 278

www.anglicare.org.au

Service locations & venues 240 Birrell Street, Waverley 2022

Services offered Mental Health Services

Registered NDIS Provider

Psycho-social support services

Therapy, Counselling, Behaviour Support

NDIS Support Coordination

Program(s) name and description Anglicare Mental Health Services

Client demographics Adults

Intake criteria NDIS Participants are eligible to receive support

Referral process Please contact Team Leader Ayelen Galbarini  
02 9798 1400

Cost (where applicable) Costs will come out of a participants NDIS plan

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments Nil

## 6.2. The Benevolent Society – The Shack Youth Service

Contact & Title Elizabeth Antoszkiv

Team Leader

0418 308 420

Operational hours 9-5pm (Program times vary)

Phone & web 02 6617 4000

1800 236 762

theshack@benevolent.org.au

www.benevolent.org.au

Service locations & venues 4/7-11 The Avenue, Hurstville

Services offered The Shack Youth Service delivers a broad range of prevention and early intervention services to meet the needs of young people and their families.

Services provided include:

Case management and support for young people (12-18 years) and families

Short-term advice and support sessions

School holiday programs

School-based educational programs

Health and wellbeing programs

Program(s) name and description This Is Me (TIM)

This Is Me (TIM) is run in partnership with The Junction Neighbourhood Centre. TIM is an 8 week, psychosocial based, early intervention and prevention program designed to enhance high school readiness and support the transition to high school for Year 6 students. The program is facilitated during school time and within the classroom. TIM is run in separate gender streams. Our facilitators focus on 7 areas which impact on a child's wellbeing: identity, body image, physical health, resilience, relationships, communication and self-regulation. We recognise, a vital part of the transition to a new school is a child's sense of belonging and a feeling of social connection to their new environment, community and peers.

Back on Track (BOT)

Back on Track is run in partnership with Maroubra police and PCYC. BOT is an early intervention and prevention program targeting young people identified as showing early signs of disengagement from education and/or entering the juvenile justice system. The purpose of BOT is to support young people to increase or re-establish their school attendance and engagement rates and to prevent young people becoming entrenched within the juvenile and criminal justice system.

Shack Tutoring

Shack Tutoring is run in partnership with UNSW Arc. The program is a cost-free, one-one-one tutoring service for students in Year 6-12. Shack Tutoring is designed to improve educational outcomes for students who are unable to access private tutoring due to financial hardship.

## Case Management

Our Case Manager offers 3-12-month case management for young people (12-18 years) and their families. We provide support in the areas of health, employment, housing, safety, relationships, education and advocacy. Our Case Manager also offers 2-3 advice and support sessions for young people and families with immediate, short term needs (e.g. Accessing Centrelink).

## School holiday programs

We provide free activities during all school holiday periods. Activities can include laser tag, bowling, movies, mini golf, trampolining, circus skills/gymnastics, and theme and water parks. Programs are created prior to each holidays commencing and registrations are compulsory to secure a spot.

## Parenting program (Tuning into Teens)

This evidenced based program provides parents with a greater understanding of their teen's emotional experiences while teaching specific skills that can assist in being supportive, empathic and staying connected with the young person. It further aims to improve parent's emotional awareness, regulation and communication style and provide them with an opportunity to reflect on their own emotion socialisation experience.

## Adolescent program (Safety Matters)

This is a pilot group that is being run in 2019 for early teens that aims to minimize risk of harm and enhance protective behaviours. The group has been developed with a strengths based approach. The content draws on the research and knowledge base of Resilience, Attachment Theory, Trauma Recovery Theory, and Maslow's Hierarchy of Need.

The group includes psycho-education and is primarily experiential & practical in nature. It is a 6-8 week course delivered during school term or in a one on one format for individual adolescent.

**Client demographics** Young people aged 12-18 years and families experiencing low to medium risk issues that can be addressed via appropriate, targeted supports.

**Intake criteria** Young people aged 12-18 years

**Referral process** Contact The Shack Youth Service for further information regarding referral process for specific programs or case management.

**Medicare card req'd Y/N** N

### 6.3. Centre 360 Youth and Family Services

Contact & Title Gary Stocks – Admin Assistant

02 9331 2691

Operational hours Monday to Friday: 10am – 6pm

Phone & web 02 9331 2691

<https://www.stfrancis.org.au/centre-360>

Service locations & venues 461-463 Oxford Street, Paddington for Centre based services.

Outreach also provided where appropriate in the community or home visits.

Telehealth available via zoom or telephone.

Services offered • Counselling – Young People and their families

- School based individual counselling and group programs
- Group mentoring program
- Parenting support – Tuning into Teens

Program(s) name and description • Counselling – for young people and their families, is often centre based but home visits and outreach are also available.

- Counselling is for a range of experiences such as trauma and loss, abuse and neglect, family struggles, mental health struggles, substance dependencies, school related issues, homelessness, and juvenile and young adult offending.
- A therapeutic approach that is trauma informed and strengths based. We draw on several therapeutic frameworks depending on the needs of the individual client, these include: Attachment Theory, Narrative Therapy, Art Therapy, Dramatherapy, DBT, CBT and Family Systems.

Client demographics • Young People aged between 12-24 years.

- Young people who reside, work, or attend education within the LGAs of Woollahra, Waverley, Randwick, Sydney & Bayside (east of airport).

Intake criteria • Young people between the ages of 12 and 24, and their families.

- Must reside, work, or attend education within the LGAs of Woollahra, Waverley, Randwick, Sydney & Bayside (east of airport)
- The Young Person must be aware of and consent to the referral (and family where relevant).
- Must meet our criteria of financial disadvantage: Centrelink benefit, Family Tax Benefit B, and/or other financial disadvantage

Timeframes Length of service is dependent on the needs assessment and evaluation of young person and their family circumstances.

Referral process • Referral can be made by anyone known to the young person/family or self-referrals by calling the Centre.

- A member of the team will call back within 48 hours to gather more info and answer questions.

Cost (where applicable) No cost

Medicare card req'd Y/N Not required

Wait list or waiting time for new clients or between appointments • No waiting list currently in place for new clients – the Centre will find appropriate services elsewhere if a referral cannot be accepted.

- Accepted referrals are usually seen within 2 weeks of the initial referral.
- Appointments are usually weekly or as agreed between client and worker

Level of Risk the organisation caters for We work with low to moderate risk – we are not a crisis service

#### **6.4. The Crossing – Kings Cross Youth Services Mission Australia**

Contact & Title Intake & Assessment Officer and/or The Crossing Caseworkers

Operational hours Monday to Friday: 9am – 5pm

Phone & web Phone support provided

Service locations & venues Outreach and office - 31 Roslyn Street, Rushcutters Bay

Services offered Long-term, intensive case-management

Program(s) name and description The Crossing

- Community-based case management outreach support for clients with high and complex needs

Client demographics Aged 16-25 years

Young people who are residing in the city of Sydney

Intake criteria Young people aged between 16-25 years

Residing in city of Sydney

Young people experiencing homelessness, or at risk of homelessness

Timeframes The service can work with clients for intensive, long-term support up until they are 25 years old.

Referral process Call 9357 1144 for telephone assessment

Cost (where applicable) Nil

Medicare card req'd Y/N No

Restrictions during service By appointment only

Wait list or waiting time for new clients or between appointments When we have capacity, an intake is booked for the following week.

When we are at capacity, waitlist times can vary – you will be advised of time-frames upon referral

Level of Risk the organisation caters for The Crossing works with high needs clients who have histories of complex trauma, disabilities, severe mental health diagnoses, AOD misuse, involved in the justice system, who are homeless or at risk of homelessness and who are experiencing crisis.



Other information When referring a client, the young person needs to be present during the phone call - we will request you call back once they are with you or ask that the YP call back themselves, so that we can take the referral and complete the phone assessment.

## 6.5. Family Spirit

Contact & Title Nevena Kuljanin – Team Leader – Leaving Care & After Care

Operational hours Monday to Friday 9 AM – 5 PM

Phone & web 02 8709 9333

<https://www.familyspirit.org/>

Service locations & venues Our program provides service to the following areas:

St George

Inner West

Sutherland Shire

Sydney City

Services offered Leaving Care and After Care Case Management

Program(s) name and description Outreach case management support for young people 18 – 25 years of age, who have transitioned out of OOHC and have an approved Leaving Care Plan, with the overall objective to empower them to become independent young adults.

Client demographics 18 – 25 year old's who have previously been under the care of the minister.

Intake criteria - Eligible for a Leaving Care Plan

- 18-25 years of age
- Reside in the above mentioned LGA's
- Willing to engage in case management support

Timeframes Can vary dependant on individual young person needs.

Referral process Call Family Spirit reception on (02) 8709 9333 or email [Nevena.kuljanin@familyspirit.org](mailto:Nevena.kuljanin@familyspirit.org) to initiate the referral process and if the client is deemed eligible the referrer will then be required to complete a Leaving Care & After Care Referral Form.

Cost (where applicable) N/A

Medicare card req'd Y/N N/A

Restrictions during service - Clients that exhibit violent or threatening behaviours towards staff will not be permitted to engage with the program.

- Clients who choose not to engage in After Care support, as we are a voluntary service.

Wait list or waiting time for new clients or between appointments There is currently a waiting list for the After Care program (waiting list times can vary based on demand for supports).

Level of Risk the organisation caters for The service offers supports to clients with low level support to complex support needs.

## 6.6. JewishCare – Youth Services

Contact & Title Jamie Adams

Youth Caseworker

Dayna Myers

Youth Caseworker

Operational hours Monday to Thursday: 9am – 5pm

Friday: 9am – 4pm

Phone & web FirstCall @ JewishCare:

1300 133 660

[firstcall@jewishcare.com.au](mailto:firstcall@jewishcare.com.au)

<http://www.jewishcare.com.au/>

Service locations & venues Fischl House located at 3 Saber St, Woollahra

Services offered • Casework support

- Mentoring Programs: Big Brothers Big Sisters and Young Adult Mentoring
- Tutoring Support: free tutoring arrangements can be made for clients who are assessed as being in financial need. Tutors are volunteers.
- Volunteering Opportunities: for above mentoring programs and tutoring support. Volunteers do not have to be Jewish.
- Parent Seminars and Workshops (typically 4-5 run per year)
- Love Bites Program
- Affiliated Professionals Program

Program(s) name and description Big Brothers Big Sisters Program: a mentoring program which links a volunteer aged 18+ (Big Brother/Sister) with a young person aged 9-14 (Little Brother/Sister). The volunteer and young person meet once a fortnight to go on outings to do fun activities together. Ongoing supervision and support provided by JewishCare staff.

Young Adult Mentoring Program: a mentoring program which links a volunteer with a young person (aged 15+). The mentor and mentee meet once a fortnight. Nature of mentoring relationship depends on needs and goals of the mentee (e.g. career mentoring, goal-focused mentoring).

Affiliated Professionals Program: JewishCare clients can access professionals (e.g. dentists, psychologists) who agree to flexible payment arrangements. There is an eligibility criteria for this program.

Love Bites Program: a sex and relationships program run by JewishCare in Jewish schools and other schools with high proportion of Jewish students. Staff possess specific training to facilitate this program.

Client demographics Young person (aged 9+) who is from a Jewish background can access JewishCare Youth Services. JewishCare Youth Services have no specific cut-off age, as new referrals are allocated to one of JewishCare's 5 teams depending on which team can best support the client.

**Intake criteria** To access programs and support, clients need to engage willingly and have a Jewish background.

**Timeframes** Mentoring programs for both clients and volunteers are generally a minimum of 12 months (can be negotiated).

No time frames for other supports or any client assessments; all clients are met by JewishCare staff soon after referral.

**Referral process** Call 1300 133 660. Referrals are completed over the phone. Self-referrals are welcome.

**Cost (where applicable)** None

**Medicare card req'd Y/N** No

**Restrictions during service** Meetings w/ caseworkers are by appointment only

**Wait list or waiting time for new clients or between appointments** Minimal wait time between appointments.

A client waitlist exists for both mentoring programs which can impact the speed at which a young person is paired with a mentor.

**Level of Risk the organisation caters for** All levels of risk can be catered for. Initial assessment includes a risk assessment. If client can be better supported by another organisation/professional, a referral will be made by JewishCare staff.

## **6.7. Odyssey House Community Services – Central and Eastern Sydney**

**Contact & Title** Jackson Goding

Senior Psychologist

0434 371 419

**Operational hours** Monday to Friday: 8.30am – 4.30pm

**Phone & web support** 1800 397 739

<http://www.odysseyhouse.com.au>

**Service locations & venues** Suite 2 / 199 Regent Street, Redfern

**Services offered** Counselling and Group programs

**Program(s) name and description** Counselling: free counselling services for people seeking support for their alcohol and other drug issues who may also have co-occurring mental health issues.

**Core treatment modules include:**

Alcohol and Other Drugs Recovery Group: group work program aimed at recovery and relapse prevention and lapse management.

Additional group programs will be scheduled to meet client needs. Examples of additional groups are: anger management; family and parenting programs; money skills; employment training; recovery from domestic violence.

Client demographics Men and women aged 18 yrs of age and over, who identify as having a primary substance use issue and reside in the Central & Eastern Sydney Primary Health Network.

Intake criteria -identify as needing assistance with AOD issue who may also have a mental health issue.

- Assistance with issues related to family members AOD issue.

Timeframes Can vary depending on client needs. But group programs run for 8 weeks and clients can enter at any point.

Referral process Telephone Assessment on 1800 397 739 choose community services option – number 2.

Cost (where applicable) Free service

Medicare card req'd Y/N Not required

Restrictions during service Subject to review by Intake Officer

A history of charges or investigation for: child sex offences, serious assault, sexual assault, arson, homicide and firearm offences- will need to be assessed for access to program components. Some clients may be excluded based on criminal history.

Wait list or waiting time for new clients or between appointments No current waitlist

Immediate contact after completion of assessment

Level of Risk the organisation caters for Outlined in restrictions above.

## 6.8. WAYS Youth and Family

Contact & Title Courtney Morris, Adolescent and Family Psychologist

Luke Cox, Adolescent and Family Psychologist

Phone: 02 9365 2500

Email: [psychology@ways.org.au](mailto:psychology@ways.org.au)

Christina Vaughan, Caseworker

Email: [christina@ways.org.au](mailto:christina@ways.org.au)

Milo Brayovic, Caseworker

Email: [milo@ways.org.au](mailto:milo@ways.org.au)

Phone: 02 9388 9455

Operational hours Monday to Friday, 9am – 5pm

Phone & web Phone: 02 9365 2500

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

Service locations & venues WAYS Bondi Beach

63A Wairoa Avenue

North Bondi NSW 2026

WAYS Bondi Junction

Tiffany Plaza

422 Oxford Street

Bondi Junction NSW 2022

Services offered      Psychology

- Mental Health Assessment
- Counselling
- Individual and Family Therapy
- Parent Consultations
- Psychoeducation Workshops

Case management

- Providing practical and emotional support to young people
- Work and Development Orders (WDOs)
- Providing practical support and advocacy around school disengagement, education and training options and family breakdown
- Supporting young people with mental health, substance use, legal issues, employment
- Providing wrap around supports for vulnerable young people and their parents by liaising with both internal and external services
- Supporting young people to access crisis and transitional accommodation

Program(s) name and description      Effective Parenting Course:

This is a biannual free five-week course facilitated by experienced clinicians specializing in adolescent development and behaviour. The group runs for 5 two-hour sessions and are offered twice a year and often book up in advance. The course will assist parents to build stronger parent-child relationships and to feel greater confidence in better managing and understanding their adolescents.

Parent Information Seminars:

WAYS conducts several free biannual seminars to parents facilitated by experienced clinicians specializing in adolescent development and behaviour, presenting on topical issues related to adolescents and families.

Client demographics      •      12 – 24-year-olds

- Parents/ caregivers of adolescent children

Intake criteria      Clients residing in the South Eastern Sydney LGA's

Timeframes      Nil

Referral process      Counselling and Psychology:

- Send completed referral form to [psychology@ways.org.au](mailto:psychology@ways.org.au)
- WAYS Psychologist conducts phone intake with client or caregivers/referrer

- Case reviewed during Wellness Team Meeting and WAYS Psychologist assigned
- WAYS Psychologist contacts client or client's caregivers/referrer to arrange appointment

Or

- Clients may request a phone intake directly by calling 02 9365 2500 or emailing [psychology@ways.org.au](mailto:psychology@ways.org.au)

#### Case Management:

- Send completed referral form to either [christina@ways.org.au](mailto:christina@ways.org.au) or [milo@ways.org.au](mailto:milo@ways.org.au)
- WAYS Caseworker conducts phone intake with client or client's caregivers/referrer
- Case reviewed during Wellness Team Meeting and WAYS Caseworker assigned
- WAYS Caseworker contacts client or client's caregivers/referrer to arrange appointment

Or

- Clients may request a phone intake directly by calling 02 9388 9455 or emailing either [christina@ways.org.au](mailto:christina@ways.org.au) or [milo@ways.org.au](mailto:milo@ways.org.au)

Cost (where applicable)      Free

Medicare card req'd Y/N      N

Wait list or waiting time for new clients or between appointments      •      No current waitlist, though waiting times are subject to change

- Time between appointments varies based on availability and need

Level of Risk the organisation caters for      Low to medium risk

---

## 7. Disability Support

### 7.1. Cerebral Palsy Alliance – Youth Services

Contact & Title Michaela

Michaela.rayson@cerebralpalsy.com.au

Phone & web support 02 9975 8440

<https://www.cerebralpalsy.org.au/services/for-teenagers/>

**Services offered** We provide support for young people with disabilities (12 – 25) to be the best they can be through Youth Coaching, Life Labs (workshops) and holiday camps (or session break) overnight programs.

Youth Services is founded on an individualised evidence based approach to supporting young people to build capacity for meaningful engagement in independence in living skills and economic participation in their community.

### 7.2. eBility

Contact & Title Anthony Twogood

Operational hours Monday to Friday: 8am – 8pm

Phone & web 1800 029 904

[www.e-bility.com](http://www.e-bility.com)

[sales@e-bility.com](mailto:sales@e-bility.com)

**Services offered** Disability classifieds via phone and web

**Program(s) name and description** eBility Classifieds; an online classifieds for all types of new and used disability equipment, modified vehicles, parts and accessories, as well as accessible homes and campervans. eBility is a non-profit classifieds website.

**Client demographics** All

**Referral process** Self-referred

**Cost (where applicable)** Vehicles \$55, Equipment \$22, Parts \$33 and Real Estate \$396. Prices include GST, listing is for 60 days or until sold. Discounts apply for multiple listings for private customers.

**Medicare card req'd Y/N** No

**Level of Risk the organisation caters for** All

### 7.3. Disability Housing Information Service – People With Disability Australia

Contact & Title Tessa Newman, Information and Referral Officer

Operational hours 9am-5pm, Monday to Friday

Phone & web <https://pwd.org.au/get-help/housing/disability-housing-information-line/>

1800 843 929 or 0470 597 693

TTY 1800422016

[housinginfo@pwd.org.au](mailto:housinginfo@pwd.org.au)

Service locations & venues Office in Surry Hills, online support across NSW.

Services offered The Disability Housing Information Line provides information regarding supported accommodation – Specialist Disability Accommodation (SDA) and Supported Independent Living (SIL) homes, as well as intake and referral for advocacy for people in supported accommodation.

Program(s) name and description Disability Housing Information Line – Information and referral around Specialist Disability Accommodation and other disability accommodation.

Disability Housing Advocacy Service – one to one support for people living in disability housing around their rights, including using SDA providers' internal complaints handling processes, and supporting people through mediation provided by other services.

Peer Advocacy Groups – We are also running a peer group for people with disability, meeting fortnightly, to look at upholding our rights in various areas of life.

Client demographics People with any kind of disability, in NSW, living in or applying for supported accommodation.

Intake criteria Adults (18+) with disability living in NSW, who are in or looking to move into supported accommodation. For the peer support group, this is open to people aged 16 or older.

Timeframes Advocacy is around a specific issue, so can continue until the issue is resolved.

Referral process Self referral or referral by others, via phone, email or online form.

<https://pwda.smartersoft-integra.com/intakeform>

To register interest in Peer Support Groups: <https://bit.ly/3gLNNxs>

Cost (where applicable) NA

Medicare card req'd Y/N No

Restrictions during service The 1800 number is operating on a call-back service, and will call back from a private number. During COVID we are operating remotely via various technologies.

Wait list or waiting time for new clients or between appointments Varies.

Level of Risk the organisation caters for We are not a clinical or crisis service, so would be referring clients to other services for support around risk. However we are mandatory reporters.



## 7.4. IDEAS

Operational hours Monday to Friday: 8am – 8pm

Phone & web 1800 029 904

[www.ideas.org.au](http://www.ideas.org.au)

Services offered Disability information service via phone and web

Program(s) name and description Information Service; free independent information about disability and caring.

Client demographics Any Age

Intake criteria We help anyone and everyone; people with disability, carers, family, Government departments, and businesses.

Referral process Self-referral via phone, web, sms or email

Cost (where applicable) Nil

Medicare card req'd Y/N No

Level of Risk the organisation caters for All

Other information Also provides advocacy through PossABLE Advocacy and eBility Classifieds

## 7.5. Lifestart – Belong INC

Contact & Title Susan Spruce

Manager Inclusion Services

Operational hours Monday – Friday

Phone & web 1800 317 030

[www.lifestart.org.au/services/belong-inc](http://www.lifestart.org.au/services/belong-inc)

Service locations & venues Community based – Inner West, Eastern Sydney, St George and Sutherland regions

Services offered Empowering young people aged 12 – 18 years to participate and be included in their community

Program(s) name and description ILC funded program through NDIS.

Client demographics 12 – 18 years living with a disability

Intake criteria YP does not need an NDIS plan – but must have a disability that impacts on their ability to engage and participate in their community

Timeframes Episodic support and capacity building.

Referral process Phone: 1800 317030 or

Email: [info@belonginc.org.au](mailto:info@belonginc.org.au)

Cost (where applicable) Funded program until June 2020

Medicare card req'd Y/N      N

Wait list or waiting time for new clients or between appointments      We try to provide some support in a timely manner and clients are prioritised according to the need at the time. Some YP with an NDIS plan do access our service but priority is given to those without one.

Level of Risk the organisation caters for      We are not providing therapy or behaviour support and so clients need to be relatively safe to access community. We can work with other professionals collaboratively and can support those around the young person to build their capacity for these skills of inclusion.

## 7.6. PossABLE Advocacy

Contact & Title Maria Marasigan

Lead Advocate

Operational hours      Monday to Friday: 8am – 8pm

Phone & web      1800 RIGHTS (1800 744 487)

advocacy@ideas.org.au

www.possibleadvocacy.org.au

Service locations & venues      1/300 Queen St, Campbelltown NSW 2560

Services offered      Individual advocacy for people with disability, their family and carers.

Program(s) name and description      PossABLE Advocacy

Client demographics      Any disability, any age

Intake criteria      Must be located within the South West Sydney, South East Sydney, Illawarra / Wollongong, or Southern Highlands regions.

Referral process      Self-referral

Cost (where applicable)      Nil

Medicare card req'd Y/N      No

Level of Risk the organisation caters for      All

## 7.7. St Vincent de Paul Society

Contact & Title Grace Pattison - Intake Officer - 02 8622 0456

Operational hours      Monday to Friday: 9am – 5pm

Phone & web      PH: 8622 0456

E: ability.links@vinnies.org.au

W: www.vinnies.org.au/abilitylinks

People engaging with Ability Links are able to email or phone their Linker.

Linkers are operational during business hours (Monday – Friday 9.00-5.00pm). Linkers will provide information on crisis support services if requested or necessary.

Service locations & venues Ability Links New South Wales has different providers and locations state-wide.

When meeting a Linker, location is flexible. Linkers can arrange a meeting that is suitable to the person; in the community, at a person's or their family or friend's property or at one of the Ability Links' offices.

Sydney City and Eastern Suburbs Offices:

St Vincent de Paul

Level 4, 99 Forbes St, Woolloomooloo

P: 02 8622 0456

E: [ability.links@vinnies.org.au](mailto:ability.links@vinnies.org.au)

Inner West Office:

St Vincent de Paul

Suite 1.02, 23 Balmain St, Leichardt NSW 2040

P: 02 8622 0456

E: [ability.links@vinnies.org.au](mailto:ability.links@vinnies.org.au)

Operational Hours:

Monday – Friday 9.00am – 5.00pm

Services offered Ability Links New South Wales (ALNSW) is a state wide initiative for people with disability and/or mental illness aged 7-64, their families and carers which aims to link people into opportunities in their community.

We get to know people, their strengths, passions and dreams and can assist them to:

- Meet new people in the community
- Think about their dreams, goals and future
- Explore interests and passions such as joining an art group, walking group or book club
- Learn new skills through joining a class or course
- Get paid employment or a volunteer role.

At the community level, Linkers can work with community organisations, clubs and groups, businesses and mainstream services.

An organisation may contact their local Linker to request information and support so they can be more inclusive of people with disability, their families and carers. Alternatively, a Linker may

contact a local organisation to explore opportunities for an individual they are working with or broader community projects.

Program(s) name and description Ability Links New South Wales (ALNSW)

Client demographics ALNSW supports people with disability aged 7–64 years, their families and carers, as well as local communities.

Intake criteria People with disability or mental health challenges aged 7-64, their family or carers (family or carers can be any age) No formal diagnosis needed.

Timeframes There is no timeframes when working with someone, although an average would be between 3-6 months as a guide. If after working with a Linker, a person wishes to re-engage, they may do so as many times as they wish.

Referral process People do not require a formal diagnosis to access ALNSW; a person only needs to have an identified need for support to connect with their community or to be a family member of a person with disability.

There are no formal assessments or referrals. People can begin working with Ability Links by making contact by phone, email or dropping into one of our offices.

A person may choose at any time to change Linkers, request a male or female or disengage.

Cost (where applicable) Free

Medicare card req'd Y/N N/A

Wait list or waiting time for new clients or between appointments Currently (as at Feb 2019) there is no wait list for new clients within the Eastern Suburbs region of Sydney.

Level of Risk the organisation caters for Risk Assessments are conducted before meeting in someone's home. All Linkers are mandatory reporters.

---

## 8. Early Intervention

### 8.1. The Benevolent Society – The Shack Youth Services

Contact & Title Lara Galea

Youth Worker

0401 540 228

Operational hours 9am-5pm (Programs may vary)

Phone & web 1800 236 762

theshack@benevolent.org.au

www.benevolent.org.au

Service locations & venues Level 4, 7-11 The Avenue

Hurstville NSW 2220

Services offered The Shack Youth Service delivers a broad range of prevention and early intervention services to meet the needs of young people and their families.

Services provided include:

Short-term advice and support sessions

School holiday programs

Tutoring

School-based educational programs

Outreach

Program(s) name and description Advice and Support

Short-term advice and support provided one-on-one to young people aged 12-18 years old with a youth worker.

School holiday programs

We provide free activities during all school holiday periods. Activities can include laser tag, bowling, movies, mini golf, trampolining, circus skills/gymnastics, and theme and water parks. Programs are created prior to each holiday commencing and registrations are compulsory to secure a spot.

Shack Tutoring

Shack Tutoring is run in partnership with UNSW Arc. The program is a cost-free, one-one-one tutoring service for students in Year 6-12. Shack Tutoring is designed to improve educational outcomes for students who are unable to access private tutoring due to financial hardship.

Client demographics Young people aged 12-18 years and families experiencing low to medium risk issues that can be addressed via appropriate, targeted supports.

Intake criteria Young people aged 12-18 years

Referral process Contact The Shack Youth Service for further information regarding referral process for specific programs.

Cost (where applicable) NIL

Medicare card req'd Y/N N

## 8.2. JH Kids - a program of Jewish House

Contact & Title Rosana Coelho

Manager

Operational hours Monday to Friday: 8:30am – 5pm

Other times by appointment

Phone & web support (02) 9386 0770

[www.jewishhouse.org.au](http://www.jewishhouse.org.au)

Service locations & venues Bondi Junction

Services offered Support and care coordination for primary school children with problems in learning, health, and behaviour. Liaison with doctors, schools, health professionals, community & home

Program(s) name and description JH Kids

Integrate services to get best outcomes from meaningful participation of all family members

Child as a stakeholder participates in decision making

Focus on better functioning in home & school from understanding all aspects of development, mental health and learning styles

Client demographics • 4 to 12 years (attending primary school or transitioning into or out of primary school)

- Child living with at least 1 motivated parent
- Child attends primary school in eastern suburbs
- Child has mental health problem or executive function problem. Examples: anxiety, depression, not coping with school, ADHD, ASD symptoms, anger management, change in socialisation, behaviour management problems, divorce, separation, family violence
- Other offerings: social emotional learning groups conducted at schools, funded by Jewish House, supported by teachers.

Intake criteria Attends primary school in eastern suburbs

JH Kids regular service: Parent can bring child to JH Kids office by Bondi Junction shopping centre

School-based groups: Teacher/principal must initiate service

Timeframes JH Kids will assess a child to find out what is wrong at home, at school and at play. JH Kids works with the whole family (even grandparents & siblings) to make a plan to make this better. We coordinate the plan and advocate for the child. We support the child and family while the plan is in place. Typically, a family is on our service for about 3 to 6 months.

Referral process [jhkids@jewishhouse.org.au](mailto:jhkids@jewishhouse.org.au) or phone (02) 9386 0770, ask for JH Kids

Cost (where applicable) A one-time flat fee of \$300 is requested that covers all of our services. JH Kids is funded by a private donor.

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments No waiting time

Level of Risk the organisation caters for Jewish House caters for children at risk of family violence and is a child-safe organisation

Other information We help families get the care they need to help their child with any challenges. Problems in health, wellness, mental capacities, learning, behaviour and/or socialization.

Early Intervention

Organisation WAYS Youth & Family

Contact & Title Contact WAYS Counsellors and Case Managers on:

Bondi Beach office: 9365 2500

Bondi Junction office: 9388 9455

Operational hours Bondi Junction: Monday to Friday: 9am – 5pm

Bondi Beach: Monday to Friday: 9am – 6pm

(late appointments for counselling are in consultation with counsellor)

Phone & web support Phone support. Case Manager and Counsellor available for phone contact during operational hours

Service locations & venues WAYS Bondi Junction

Tiffany Plaza, 422 Oxford St. Bondi Junction 2022

Dentist: 2nd Thu of each month (9:15am – 12:30pm) Bondi Junction

WAYS Bondi Beach

63a Wairoa Av. Bondi Beach 2026

Acupuncture - 1st Thu of each month (9:15am- 12:30pm) Bondi Beach

Saturday – Drop in sessions

Headquarters: After school care service - Mon to Fri (3.30pm – 7.00pm)

Vocation Care: 9am – 6pm

Both centres:

Case Management: Mon - Fri (Bondi Junction), Friday (Bondi Beach)

Counselling: Mon-Fri (Bondi Beach or Bondi Junction)

Services offered Case Management

training and employment pathways, personal support and mentoring, outreach, referrals to legal, accommodation, health and other youth related services. WDO provider

Adolescent and Family Counselling: short and long term individual and family therapy, mental health (anxiety, depression, self-esteem, trauma, etc.) treatment and assessments, relapse prevention and AOD issues, school issues and coaching.

Parenting Courses and education/information seminars (twice a year)

School Programs: small targeted groups or whole class (Sexual education, Self-esteem and resilience, AOD prevention, stress management and mental health first aid, bullying, anger management, and tailor made workshops)

Youth Sexual health (referral): advice, STI and pregnancy testing, contraception.

Youth Specialist GP and adolescent psychiatrist (referral)

Dental consultation

Acupuncture, acupressure, meditation and nutrition

Program(s) name and description WELLNESS CENTRE: offers a range of holistic services and programs to support young people and their families with information, advice and referral.

Client demographics Young people 9-24 and their families from any background (including Aboriginal & Torres Strait Islander and CALD), not restricted to any area.

Intake criteria Age (9-24), residency (permanent or citizen), Centrelink Health Care Card (for 18+, only for dental services)

Families and carers if concerns involve parenting issues and young people

Timeframes Case Management and Counselling have no time frames.

Duration of service provided will depend on clients' needs and engagement.

Referral process Referrals can be made by anyone (including self-referral).

Counselling: referrals need to be approved by Manager after intake. It normally takes 1-2 weeks to confirm, but priority referrals are also considered and processed quick.

Cost (where applicable) All Free

Medicare card req'd Y/N Medicare card or number for dental, GP, Psychiatrist only

Restrictions during service All young people must sign in and out of service

Wait list or waiting time for new clients or between appointments Case Management: no current waiting list. Appointments are scheduled by client or drop in.

Counselling: no current waiting list. Clients are seen immediately or referred.

Level of Risk the organisation caters for All adult visitors must sign In and out of the service and are invitees of the service.

Other information When services are not available, referrals are made and monitored to cater for individual and family needs.



---

## 9. Employment

### 9.1. Youth Employment Partnership

Contact & Title Anna Hughes

Community Engagement Officer

Phone & web support Anna Hughes

0428 964 298

Anna.Hughes@peopleplusaustralia.com.au

Operational hours Monday to Friday: 8:30am – 5pm

Service locations & venues Haymarket, Bondi Junction, Maroubra, Kogarah, Campsie, Lakemba & Burwood

Services offered Employment assistance and vocational training

Program(s) name and description Youth Employment Partnership delivers the Transition to Work service across the Sydney East Metro region. Participants are offered one-on-one individual case management to ensure they achieve either their education or employment goals.

YEP also collaborates with different training organisations to deliver smart and skilled training certificates.

Client demographics 15- 21 years, must have completed year 10.

Intake criteria 15- 21 years, haven't engaged within education for 13 weeks, or not currently working on average 8 hours p/w. A participant must not have completed a cert 3 or higher.

Timeframes A participant can work with their mentor for a period of 52 weeks. It is expected that within the 52 weeks, a participant will be engaged within either education or employment.

Referral process Contact Ana Hughes

Cost (where applicable) FREE

Medicare card req'd Y/N N

Wait list or waiting time for new clients or between appointments Appointments are either weekly or fortnightly – depending upon the client.

---

## 10. Health - General

### 10.1. The Kidman Centre UTS

Operational hours Monday to Friday: 8:30am – 5:30pm

Contact (02) 9514 4077

[kidmancentre@uts.edu.au](mailto:kidmancentre@uts.edu.au)

[www.tkc.uts.edu.au](http://www.tkc.uts.edu.au)

Service location and venues Prince of Wales in Randwick (Parkes Building, Level 10 East, High Street, Randwick NSW 2031)

Services offered A non-profit organisation dedicated to the understanding, prevention and reduction of mental health problems in young people aged 5 to 25, so that they can thrive through their formative years.

- Provide evidence-based psychological treatment to young people aged 5 to 25 and their families
- Deliver preventative mental health talks to schools
- Evaluate treatments through the application of quality research
- Disseminate research through community outreach, presentations and training

Program(s) name and description • General psychology clinic – psychological support service

- Managing HSC Stress – talk to senior high school students
- Thrive – resourcing educators to better support young people in rural and regional areas

Client demographics • Children and young people aged 5 to 25

- Parents and carers

To improve the support available to young people, we also work with:

- Teachers and educators
- School counsellors
- Health practitioners
- Welfare professionals

Other information The issues we treat include:

Behaviour problems, Anxiety, Depression, School-related Stress, Mood disorders, Self-esteem, Bullying, Trauma, Parenting issues

## 10.2. WAYS Youth and Family – Wellness Centre

Operational hours G.P – Thursday: 1 – 4pm

Dental – Second Thursday of every month 9am-1pm

Dates and time subject to change

Phone & web support P: 02 9388 9455 E: [bjways@ways.org.au](mailto:bjways@ways.org.au)

W: <https://ways.org.au/ways-wellness-centre/>

F: <https://www.facebook.com/WAYSyouth/>

Service locations & venues G.P and Dental: Bondi Junction: Tiffany Plaza, 422 Oxford street, Bondi

Services offered Our Wellness Centre offers the following health programs: G.P and Dental. Also part of the Wellness Centre are our Counselling and Case Management services, for further information see the Counselling and Case management section of this directory.

Program(s) name and description WAYS in partnership with Jewish House is pleased to present our G.P based at WAYS Bondi Junction: DR Jessica Ivany. Dr Ivany has experience in youth and family related issues. Her areas of interests and expertise includes but are not limited to pregnancy counselling, pregnancy care, Implanon insertions, eating disorders, smoking cessation, mental health management and care plans, skin checks, managing drug and alcohol withdrawal – the list continues! Dr Ivany is compassionate, professional and extremely competent and has already proven very popular with all of her patients.

Dental care: Two dental nurses come to our Bondi Junction office on the second Thursday every month during school term (9:15am – 12:30pm). They check teeth, give teeth a fluoride coat, and refer patients to a clinic at either Hurstville or Daceyville (if necessary) for further treatment.

Client demographics 9 - 25 years and their families

Intake criteria Need a Medicare card for G.P. and Dental

Health care or pension card also required for over 18 for dental

Timeframes None

Referral process No referral needed

Cost (where applicable) G.P fully bulk billed, Dental free

Medicare card req'd Y/N Yes- For G.P and Dental

Wait list or waiting time for new clients or between appointments Scheduled appointments for all health services are encouraged and take priority, drop ins are based on availability and are on a first come first serve basis.

---

## 11. Health - General

### 11.1. The Adolescent Service – Also known as the Child and Adolescent Mental Health Services CAMHS

Contact & Title Dianne Fitzjames (Team Leader, Clinical Psychologist) or Yumi Lee (Social Work Clinician)

P: 9382 4347

Operational hours 8:30AM-5:00PM

Phone & web Monday to Friday – service enquiries 9382 4347. Referrals via Mental Health Access Line 1800 011 511

Service locations & venues McNevin Dickson Building, Prince of Wales Hospital

Services offered Brief Intervention Support (following presentation to hospital for self-harm, suicidal ideation – referred directly by the Emergency Department only), Psychiatric Care and Individual Therapy

Program(s) name and description Dialectical Behaviour Therapy Group (can only be referred within the service for clients engaged in individual DBT)

Client demographics 12-18 years old, engaged or enrolled in school/TAFE, moderate to several mental health problem(s), must reside in Eastern Suburbs catchment area

Intake criteria As above

Timeframes No given timeframe – dependent on service availability. New referrals are discussed at weekly team intake meetings.

Referral process Referrals made externally (outside of Prince of Wales Hospital departments) are made through contacting the Mental Health Access Line on 1800 011 511. Referrals can be made by GP, client, client's parent, case managers, school representatives (client and client's parent consent must be obtained)

Cost (where applicable) No cost for medicare card holders

Medicare card req'd Y/N Yes

Restrictions during service Clients must be willing to engage in therapy, parent consent must be provided, clients with a primary AOD problem will be referred elsewhere, clients who move out of the catchment area will be transferred out to another service

Wait list or waiting time for new clients or between appointments No given timeframe – dependent on service availability or treatment plan for eligible clients.

Level of Risk the organisation caters for Moderate to severe acuity.

Other information Clients who are already engaged in the private sector or who have the capacity to go into the private sector may not be accepted, depending on the referral as CAMHS receives a lot of referrals.

## 11.2. Early Psychosis Program – Eastern Suburbs Mental Health SESLHD

Contact & Title Alana Scully

Clinical Coordinator/Clinical Psychologist

Operational hours Monday to Friday

Service locations & venues Suite 402 9 Bronte Road, Bondi Junction

Services offered Comprehensive multidisciplinary assessments; clinical case management; psychiatry; mobile outreach including home visits; collaborative individual, family and group interventions; consultation/partnership/referral to /with other relevant services; physical health program with access to exercise physiology, dietitian sessions and access to in-house gym.

Program(s) name and description The Early Psychosis Program provides a multidisciplinary outreach case management service for young people identified with psychosis or at risk of developing psychosis.

The team consists of psychiatrists, clinical psychologists, social workers, family worker, occupational therapists, clinical nurse specialists, dietitians and exercise physiologists.

Client demographics • 14-25 year olds with identified first episode of psychosis or at risk of developing a psychosis residing in the Eastern Suburbs Mental Health Service catchment area

Intake criteria • 14-25 years of age

- Reside in Eastern Suburbs Mental Health Service catchment area
- Young people within 2 years of a first episode of psychosis
- Young people experiencing symptoms suggesting they are at risk of developing a psychosis.

Timeframes 2 year program for young people with a first episode psychosis

1 year program for young people at risk of psychosis

\*Some flexibility in this time frame

Referral process Referral via Acute Care Team/Triage, Prince of Wales Hospital via Mental health Line 1800-011-511

Cost (where applicable) Nil

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments No wait list.

Once referral criteria has been met we aim to make arrangement to see young person as soon as possible taking into consideration acuity issues.

Level of Risk the organisation caters for We will work with all young people who meet our referral criteria and depending on risk issues will collaborate with relevant other mental health teams such as Acute Care Team and Inpatient Units when necessary.

### 11.3. HASI Program – Mission Australia

Contact & Title Lise Kjaer

Program Manager

Operational hours 7:30am to 8pm

Phone & web 9508 3600

<https://www.missionaustralia.com.au/servicedirectory/193-mental-health-recovery/housing-accommodation-support-initiative-hasi-eastern-sydney>

Service locations & venues Botany

Services offered Outreach mental health support, Housing support, practical support

Program(s) name and description Housing Accommodation Support Initiative (HASI)

Community Living Supports (CLS)

Client demographics Aged 16 and over

Intake criteria Diagnosed mental health condition, or experiencing mental distress

Referral process Email a referral form to:

[HASI&EACLSEasternSydneyReferrals@missionaustralia.com.au](mailto:HASI&EACLSEasternSydneyReferrals@missionaustralia.com.au)

Medicare card req'd Y/N Nil

Wait list or waiting time for new clients or between appointments Varies, nil current

Level of Risk the organisation caters for Each referral is individually assessed

Other information Please contact the office phone on 9508 3600 if you require more information or would like to chat about a referral.

### 11.4. Headspace Bondi Junction

Contact & Title Louise Treen

Clinical Lead

Operational hours Monday, Wednesday, Friday: 9am – 5pm

Tuesday, Thursday: 10am – 6pm

Phone & web support 0293668800 for headspace Bondi Junction

1800 650 890 (7 days, 9am – 1am) for eheadspace phone support.

[www.eheadspace.org.au](http://www.eheadspace.org.au)

Service locations & venues headspace Bondi Junction

20 Bronte Rd, Bondi Junction

Other headspace centres include Camperdown, Ashfield, Hurstville, Miranda, Chatswood, Parramatta, Bankstown etc. Services vary slightly from centre to centre.

Services offered      Mental Health, Drug and Alcohol, Physical health and Vocational support.

Program(s) name and description      headspace is the National Youth Mental Health Foundation providing early intervention mental health services, along with assistance in promoting young peoples' wellbeing.

#### Mental Health Services:

We have mental health professionals, including psychologists, social workers, psychiatrists, counsellors and a family worker, who can do initial assessments, early treatment and between 3 and 18 individual sessions. We address mild to moderate mental health issues including anxiety, depression, general stress, eating disorders, self-harm, family issues, and questions around sexuality.

#### Sexual health nurse:

headspace Bondi Junction offers free & confidential sexual health clinics on Monday (1-5pm) and Wednesday (2-6pm) afternoons. The service is for Australian residents aged 12-25. A Medicare card is not needed for this service, and as it is a drop-in service - bookings are not required. Services include: provision of free contraception and advice; testing, support, treatment and management of sexually transmissible infections (STI) eg HIV/AIDS; viral hepatitis vaccination for Hepatitis and HPV; pregnancy testing and referral.

#### Doctor (GP):

GPs can help with any physical health issues as well as issues related to sexual health, drug or alcohol use, relationship problems or feeling down or upset. If you are a client at headspace Bondi Junction, you can book an appointment to see:

Dr Rebecca Ling: Monday 9am – 5pm

Dr Karen Spielman: Tuesday 11am to 2.30pm

Dr Daniella Phillips: Tuesday 10am – 6pm & Thursday 10am – 6pm

Dr Mary Biggs: Wednesday 9am – 12noon & Thursday 10am to 4.30pm

#### Alcohol and Drug Services:

Amanda Morris from the Langton Centre provides therapy related to Drug and Alcohol use at headspace on Thursdays from 10am to 6pm

#### Work and Study Services:

headspace have a Youth Educational Specialist Monday – Friday, supporting young people to remain engaged in their education setting or to support YP at risk of disengaging from their educational setting. Referrals to this program are via headspace clinicians / staff only.

Referral directly to headspace National ([digitalworkandstudy.org](http://digitalworkandstudy.org) or 1800 810 794) or via headspace Bondi Junction.

Client demographics      Ages: 12 – 25 years

Intake criteria 12 - 25 years of age, with a willingness to address issues relating to their mental health, and a mild to moderate level of risk

Referral process Refer to headspace via Service Provider Referral form on website, or self-present via phone. Mental health care plans or Psychological Support Services referrals via GP.

Medicare card req'd Y/N Yes for most services (not sexual health, dentist or AOD)

Restrictions during service High levels of intoxication may prohibit services being offered at the time.

We will refer to more appropriate services if people need more intensive support, eg high risk or acuity such as early psychosis or immediate risk of harm.

Wait list or waiting time for new clients or between appointments Appointments are commonly weekly or fortnightly, wait time dependent on capacity. Wait times vary between 1-4 weeks from referral to initial appointment and 4-8 weeks from initial appointment to ongoing appointments.

Level of Risk the organisation caters for Mild to moderate mental health and/or AOD issues, early intervention focused.

Other information We can also offer smoking cessation services, some access to NRT, a dental clinic on second Friday of the month, 2-4.30pm.

## 11.5. WEAVE Youth and Community Services

Contact and title Kylie Fegan

Team Leader Speak Out Dual Diagnosis Program

Kylie@weave.org.au

Operational hours Monday to Friday: 9:30am – 5pm

Phone and web support (02) 9318 0539

www.weave.org.au

Service locations and venues 1B Cnr Elizabeth and Allen Streets, WATERLOO NSW 2017  
(at the skate park at Waterloo Oval)

Services offered

- Counselling support for mental health and well-being and alcohol and other drugs

- Casework support including housing, Centrelink, legal and court support, advocacy, support for restoration, driver's license, advocacy for young people, parenting support, navigating mental health systems, whatever practical support the young person identifies they need

- Programs and group work including leadership, training and employment opportunities, fitness, health and well-being programs, cooking courses, Bush Circle Cultural Camps, mental health and alcohol and other drug workshops

Program name and description Speak Out Dual Diagnosis Program



The Speak Out Dual Diagnosis Team at Weave Youth and Community Services works with adolescents and young adults aged 12 to 28 years experiencing dual diagnosis. 70% of our clients are Aboriginal young people and most have experienced complex childhood trauma. Our Speak Out Dual Diagnosis Program is not about changing people, but supporting people to make changes to their lives. It is for these reasons we work long term from a culturally informed, client/community led, strengths based and trauma informed model.

Client demographics Young people aged 12 to 28 years who are experiencing co-existing mental health and alcohol and other drugs challenges

Intake criteria Aged 12 to 28 years

Co-existing mental health and AOD challenges

Timeframes No limit on time we can support young people up to the age of 28 years; clients will exit our program when they turn 28 and we will always find support for them should they require

Referral process By phone with young person or support person/organisation

Medicare card required? No

Waitlist or waiting time for new clients or between appointments We do not currently have a waitlist however we may from time to time; appointment times are set up between the young person and their caseworker/counsellor

Level of risk the organisation caters for We work with all young people who are experiencing co-occurring mental health and alcohol and other drugs challenges

Other information We are passionate about breaking down the stigma that can be associated with mental health and AOD challenges

---

## 12. Health - Sexual

### 12.1. Clinic 180

Contact & Title Gary Gahan

Projects Manager

Operational hours Monday to Friday: 2:30pm – 9pm

Closed between 5:30pm – 6:30pm

Saturday: 2:30pm – 7pm

Closed Sunday.

Phone & web 02 9357 1299

<https://www.facebook.com/KirketonRoad/>

Service locations & venues 180 Victoria Street, Potts Point, 2011

Services offered Primary health care service offering:

- Sexual health screening and treatment
- HIV screening, treatment and care
- Hepatitis C testing and referral to KRC for treatment
- Hepatitis B testing and vaccination
- First aid and wound care health
- Psycho-social support including counselling
- NSP (Needle Syringe Program)
- Assessment and referral to drug treatment and other relevant services.

Client demographics At risk young people, people who inject drugs, sex workers, homeless individuals

Medicare card req'd Y/N No

Other information Book ahead for an appointment

Phone: 02 9357 1299

## 12.2. Kirketon Road Centre

Contact & Title Gary Gahan

Projects Manager

Operational Hours Monday to Friday: 2:30pm – 9pm

Closed between 5:30pm – 6:30pm

Saturday: 2:30pm – 7pm

Closed Sunday.

Phone and web 02 9357 1299

<https://www.facebook.com/KirketonRoad/>

Service locations & venues Above The Darlinghurst Fire Station, Victoria St Darlinghurst NSW 2010

Services offered Primary health care service offering:

- Assessment and management of general health issues
- Sexual health screening and treatment
- Women's health checks and family planning/contraceptive advice
- HIV screening and treatment
- Hepatitis C testing and treatment
- Hepatitis A & B testing and vaccination
- First aid and wound care health
- Psycho-social support including counselling
- Emergency support and referral
- NSP (Needle Syringe Program)
- Opioid Substitution Treatment (OST)
- Assessment and referral to drug treatment and other relevant services.

Client demographics At risk young people, people who inject drugs, sex workers, homeless people

Cost (where applicable) Free

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments No – KRC is a “walk in” clinic

Other information Phone: 02 9360 2766

### 12.3. Sexual Health Youth Clinic at Headspace Bondi Junction

Contact & Title Jane Gilbert

Satellite Coordinator

Operational hours Monday: 1pm – 5pm

Wednesday: 2pm – 6pm

Phone & web support headspace Bondi Junction

Ph: 02 9366 8800;

satellite@health.nsw.gov.au ;

<https://www.sshc.org.au/OurServices>

**Service locations & venues** The Youth Sexual Health Clinic is located at headspace Bondi Junction , 20 Bronte Road, Bondi Junction 2022 NSW (located next to 400 bus stop and the Westfield shopping centre entrance)

**Services offered** STI testing and treatment, pregnancy testing, contraception, referral

**Program(s) name and description** The Satellite sexual health youth clinic provides free (Medicare card not required) STI, HIV and hepatitis testing and treatment, pregnancy testing and prevention and intervention, contraception, vaccination, and sexual health information and support to young people 25 years old and under (Australian citizen/or permanent residents only) at headspace Bondi Junction.

**Client demographics** Young people 25 and under

**Referral process** Self-referral

**Medicare card req'd Y/N** N0- Medicare card not required

**Restrictions during service** Closed public holidays

**Wait list or waiting time for new clients or between appointments** Self-referral drop in service, no appointments necessary, no waitlist.

**Level of Risk the organisation caters for** All

**Other information** The Satellite sexual health youth clinic provides free (Medicare card not required) STI and HIV and hepatitis testing and treatment, pregnancy testing and prevention and intervention, contraception, vaccination, and sexual health information and support to youth 25 years and under (Australian citizen/or permanent residents only) at headspace near the entrance to Westfield shopping centre and close to the bus and train interchange.

---

## 13. In-School Programs

### 13.1. The Benevolent Society – The Shack Youth Service

Contact & Title Elizabeth Antoszkiv

Team Leader

Operational hours Monday to Friday: 9am – 5pm (Program times vary)

Phone & web 02 6617 4000

1800 236 762

theshack@benevolent.org.au

www.benevolent.org.au

Service locations & venues 4/7-11 The Avenue, Hurstville

Services offered The Shack Youth Service delivers a broad range of prevention and early intervention services to meet the needs of young people and their families.

Services provided include:

Case management and support for young people (12-18 years) and families

Short-term advice and support sessions

School holiday programs

School-based educational programs

Health and wellbeing programs

Program(s) name and description This Is Me

This Is Me (TIM) is run in partnership with The Junction Neighbourhood Centre. TIM is an 8 week, psychosocial based, early intervention and prevention program designed to enhance high school readiness and support the transition to high school for Year 6 students. The program is facilitated during school time and within the classroom. TIM is run in separate gender streams. Our facilitators focus on 7 areas which impact on a child's wellbeing: identity, body image, physical health, resilience, relationships, communication and self-regulation. We recognise, a vital part of the transition to a new school is a child's sense of belonging and a feeling of social connection to their new environment, community and peers.

Back on Track (BOT)

Back on Track is run in partnership with Maroubra police and PCYC. BOT is an early intervention and prevention program targeting young people identified as showing early signs of disengagement from education and/or entering the juvenile justice system. The purpose of BOT is to support young people to increase or re-establish their school attendance and engagement rates and to prevent young people becoming entrenched within the juvenile and criminal justice system.

Shack Tutoring

Shack Tutoring is run in partnership with UNSW Arc. The program is a cost-free, one-one-one tutoring service for students in Year 6-12. Shack Tutoring is designed to improve educational outcomes for students who are unable to access private tutoring due to financial hardship.

## Case Management

Our Case Manager offers 3-12-month case management for young people (12-18 years) and their families. We provide support in the areas of health, employment, housing, safety, relationships, education and advocacy.

Our Case Manager also offers 2-3 advice and support sessions for young people and families with immediate, short term needs (e.g. Accessing Centrelink).

Client demographics Young people aged 12-18 years and families experiencing low to medium risk issues that can be addressed via appropriate, targeted supports.

Intake criteria Young people aged 12-18 years

Referral process Contact The Shack Youth Service for further information regarding referral process for specific programs or case management.

Medicare card req'd Y/N N

## 13.2. Centre 360 Youth and Family Services

Contact & Title Gary Stocks – Admin Assistant

02 9331 2691

Operational hours Monday to Friday: 10am – 6pm

Phone & web 02 9331 2691

<https://www.stfrancis.org.au/centre-360>

Service locations & venues In-school counselling and STRIVE group runs at local high schools

- Services offered
- Counselling – Young People and their families
  - School based individual counselling and group programs
  - Group mentoring program
  - Parenting support – Tuning into Teens

Program(s) name and description

- STRIVE - A school based early intervention program for young people with signs and symptoms of depression/anxiety/low self-esteem, and those experiencing difficulties with school transition or social connectedness. STRIVE runs for 7 weeks during term within school hours and usually aimed at years 7 and 8. A parent workshop is also offered half-way through each program for parents of STRIVE participants. The group provides skills and strategies for managing stress, practising self-care/relaxation and exploring identity through a range of creative, sensory and mindfulness activities

- Counselling - is trauma-informed for a range of experiences such as trauma and loss, abuse and neglect, family struggles, mental health struggles, substance dependencies, school issues, homelessness, and juvenile and young adult offending.

- Peer Support Groups – one hour weekly sessions consisting of 6 – 8 students grouped into similar ages. This peer support group aims to provide a therapeutic space for young people to

discuss issues they are struggling with, share ideas on how to work through these issues and build social connections. The young people will be taught emotional regulation and coping skills as well as psycho-education around mental health, relationships, and healthy lifestyle.

Client demographics For STRIVE:

- Students in years 7 and 8
- Same sex groups but can be delivered to either boys or girls
- Students showing signs of depression/anxiety/low self-esteem/are being bullied or bully others

For in-school Counselling and Peer Support Groups:

- Young People aged between 12-24 years.
- Young people who reside, work, or attend education within the LGAs of Woollahra, Waverley, Randwick, Sydney & Bayside (east of airport).

Intake criteria For in-school Counselling and Peer Support Groups:

- Young people between the ages of 12 and 24, and their families.
- Must reside, work, or attend education within the LGAs of Woollahra, Waverley, Randwick, Sydney & Bayside (east of airport).
- The Young Person must be aware of and consent to the referral (and family where relevant).
- Must meet our criteria of financial disadvantage: Centrelink benefit, Family Tax Benefit B, and/or other financial disadvantage.

For STRIVE:

- Same as above except age group is: 12 – 14 year olds

Timeframes For STRIVE:

- 7 week school based program with follow up available if required / requested by the student

For in-school Counselling and Peer Support Groups:

- Timeframes can vary

Referral process Referral of students is generally made through the school welfare team by teachers, students, or parents.

For STRIVE specifically this is followed by interviews by STRIVE facilitators to give students an overview of content and gain their interest in completing the program. Parents are also contacted by facilitators to provide more info of the program and answer questions.

School to contact Paula at Centre 360 Youth and Family Services if there is interest in having STRIVE at your school.

Medicare card req'd Y/N N

Level of Risk the organisation caters for We work with low to moderate risk – we are not a crisis service

### 13.3. Ted Noffs Foundation – Youth Homelessness Services

Contact & Title Wesley Stokes

Manager

Operational hours Monday to Friday: 9am – 5pm

Phone & web 02 9305 6600

<https://noffs.org.au/>

Service locations & venues 206A Alison Road, Randwick.

Services offered Counselling, early intervention school groups, drug education, harm minimisation

Program(s) name and description School – Based Service

Noffs present at the school on a nominated day every week to run a group during a consistent period and then provide counselling and/or case management support. Students can be referred to the programme by school staff and/or parents who have concerns regarding their children. Each group should not have more than fifteen in each period; however, we could run multiple groups in a day.

Programs can be developed around specific risk factors that schools identify regarding young people. Groups typically target those topics of concern, in the past we have dealt with: self-identity, mood management, communication and relationships, coping with risk, life skills, drug and alcohol information, social media safety, leadership, bullying, future planning, and mental health issues.

Client demographics Any young person aged 12 -18 within the Eastern Suburbs or Inner City

Intake criteria Residing within Eastern Suburbs or Inner City, under 18

Timeframes As needed

Referral process Contact phone number for assessment

Cost (where applicable) None

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments Initial assessment within one week

Level of Risk the organisation caters for Any



---

## 14. Accommodation/Housing Support

### 14.1. New South Wales Police Force

Contact & Title Constable Hannah GIBSON – Youth Officer

Operational hours Mon-Fri 7am – 5pm – hours may vary

Phone & web 02 9349 9215

Service locations & venues Maroubra Police station / Eastern Beaches PAC

Services offered Youth Officer – Programs for youth at risk

Program(s) name and description Thursday – Boxing in the morning at Daceyville PCYC

Client demographics Under 18 at risk

Referral process Call youth officer to discuss

Medicare card req'd Y/N N

### 14.2. The Shopfront Legal Centre

Contact & Title Jane Sanders

Principal Solicitor

Operational hours Monday to Friday: 9am – 5:30pm

After hours by arrangement

Phone & web support Phone advice available (including limited after-hours coverage) on (02) 9322 4808

[shopfront@theshopfront.org](mailto:shopfront@theshopfront.org)

[www.theshopfront.org](http://www.theshopfront.org)

For general enquiries or client referral, contact office staff on above

Service locations & venues 356 Victoria St, Darlinghurst, NSW, 2010

(near corner of Liverpool St)

Outreach services by arrangement

Services offered Free legal advice and representation (mainly criminal law, victims compensation, some civil law)

Referrals to other legal services if we are unable to assist

Case management and referrals (housing, health, education, income support, brokerage, etc) for clients of the legal service

Legal education and training for young people and for agencies working with young people

Program(s) name and description The Shopfront Youth Legal Centre

Client demographics 25 years and under; homeless/disadvantaged; complex needs; Sydney metro area

Intake criteria These are flexible but core criteria include: 25 years and under; homeless (or disadvantaged/complex needs/at risk of homelessness); with legal issues

Timeframes This depends on client needs and type of legal problem

Referral process Agencies may contact us to refer clients (this is what we prefer) or clients may self-refer.

Call (02) 9322 4808 during business hours or email [shopfront@theshopfront.org](mailto:shopfront@theshopfront.org).

We will ask you for information about the client's personal circumstances and legal issues as you can. If matter is urgent we will deal with it ASAP; if not, it will usually go to intake meeting and it may take up to a week for us to get back to you.

For urgent after-hours legal advice or enquiries, call (02) 9322 4808 and select 3 to be connected to a solicitor (note this is not a 24-hour hotline)

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments This varies according to client needs and our capacity.

Other information Please go to [www.theshopfront.org](http://www.theshopfront.org)

---

## 15. LGBTIQ+ Support

### 15.1. Twenty10 Incorporating GLCS NSW

Contact & Title Susan Farrar

Client Services Coordinator

Operational hours Depends on service

Phone & web support Intake line: (02) 8594 9555 (9:30am – 5pm)

Email: [info@twenty10.org.au](mailto:info@twenty10.org.au)

Website: <http://twenty10.org.au>

QLife: 1800 184 527 (3pm-midnight) or

<http://qlife.org.au> (chat available 3pm-midnight)

Service locations & venues Chippendale premises:

Level 1/45 Chippen St, Chippendale

headspace Parramatta (for Out West group):

2 Wentworth St, Parramatta

Services offered Social support, housing, case management, counselling

Program(s) name and description Drop-in: A space for young people (12-25) of diverse genders, sexualities, and/or intersex variations to socialise and access other support. Amenities include computers, Wi-Fi, premade meals, food pantry, brokerage, showers, and laundry facilities. We also have a monthly legal clinic, a weekly primary health clinic, and workshops for life skills programs and creative projects. Open Monday, Tuesday, Thursday and Friday from 2pm – 5pm at our Chippendale premises. More info: <http://www.twenty10.org.au/get-support/social-support/drop-in/>

Out West: A fortnightly social support group for young people (12-25) meeting on Wednesdays at Parramatta headspace. More info: <http://www.twenty10.org.au/get-support/social-support/out-west/>

Counselling: We have a dedicated counsellor at our Chippendale premises for young people (12-25). Youth counselling is free and does not require a GP referral. More information for youth counselling: <http://www.twenty10.org.au/get-support/lets-talk/counselling/>

Case management: We provide case management services at our Chippendale premises for young people (12-25) to help with issues affecting their lives. This could include finding study or employment opportunities, getting help with a Centrelink application, finding appropriate housing, and so on. More info: <http://www.twenty10.org.au/get-support/lets-talk/sort-my-life/>

Housing: We provide transitional accommodation for young people (16-25) who are employed, studying, or looking for opportunities. Our housing clients also receive case management. More info: <http://www.twenty10.org.au/get-support/housing/>

Adult social support: Social Saturdays is a monthly social group for folks aged over 18 with no upper age limit: <http://www.twenty10.org.au/get-support/social-support/social-saturdays/>

QLife: We provide peer-based telephone and web-chat support as part of the national QLife program. The service is open to LGBTIQ+ people and their communities. This service can be accessed from 3pm to midnight at 1800 184 527 or at <http://qlife.org.au>.

Client demographics People of diverse genders, sexualities, and intersex variations (LGBTIQ+), their families, and their communities

Intake criteria Depends on service

Timeframes Depends on service

Referral process Self-referral

Medicare card req'd Y/N No

Restrictions during service All service users are asked to follow our Safer Space Guidelines: <http://www.twenty10.org.au/get-support/social-support/safer-spaces/>

Wait list or waiting time for new clients or between appointments Depends on service – no waiting time for social support, service users can just show up

Other information Accessibility: The entrance to the Chippendale premises is a level access way from the street leading into the elevator via the ground floor foyer. The lift is through two doors from street. If service users need help accessing they can call the intake line.

---

## 16. Migration Assistance

### 16.1. Sydney Multicultural Community Services

Contact & Title

Rigzin Yuthok

Multicultural Youth Worker / Case Manager

Operational hours Monday to Friday: 9am – 5pm

Closed on Public Holidays

Phone & web support 02 9663 3922

settlement2@sydneycomms.org.au

www.sydneycomms.org.au

Service locations & venues 3 General Bridges Crescent

Daceyville NSW 2032

Services offered Settlement Engagement and Transition Support Program (Youth)

- Advocacy
- Information & Advice
- Support with scholarship applications
- Referral and support to receive admission at local schools, TAFE and universities.
- Job Ready program (including resume creation and employment program)
- Leadership skills
- Outings
- Advocacy and support when dealing with police and appearance in youth justice system including support at Local courts

Program(s) name and description Settlement Engagement and Transition Support Program (Youth)

Client demographics Recent arrived young people from migrant and refugee background up to 25 years old

Intake criteria Criteria for intake:

Refugee and Humanitarian entrant visa holders

Kids of family and Partner Visas (low english proficiency)

Working and skilled visas (dependents only)

Timeframes Up to five years since arrival in Australia

Referral process Phone, written, personal meeting, etc

Cost (where applicable) Free Service (funded by Department of Home Affairs)

Medicare card req'd Y/N      N/A

Level of Risk the organisation caters for      Basic

Other information      Please contact us to ascertain your eligibility for the service

---

## 17. Outreach Activities

### 17.1. The Benevolent Society – The Shack Youth Services

Contact & Title Lara Galea

Youth Worker

0401 540 228

Operational hours 9am-5pm (Programs may vary)

Phone & web 1800 236 762

theshack@benevolent.org.au

www.benevolent.org.au

Service locations & venues Level 4, 7-11 The Avenue

Hurstville NSW 2220

Services offered The Shack Youth Service delivers a broad range of prevention and early intervention services to meet the needs of young people and their families.

Services provided include:

Short-term advice and support sessions

School holiday programs

Tutoring

School-based educational programs

Program(s) name and description School holiday programs

We provide free activities during all school holiday periods. Activities can include laser tag, bowling, movies, mini golf, trampolining, circus skills/gymnastics, and theme and water parks. Programs are created prior to each holiday commencing and registrations are compulsory to secure a spot.

Client demographics Young people aged 12-18 years and families experiencing low to medium risk issues that can be addressed via appropriate, targeted supports.

Intake criteria Young people aged 12-18 years

Timeframes During school holidays

Referral process Contact The Shack Youth Service for further information regarding referral process for specific programs.

Medicare card req'd Y/N Y required for permission form for in case of emergency

## 17.1. The Salvation Army – Oasis Sydney Outreach Case Management

Contact & Title Alice Dunn – Program Manager

Libby Kerin – Case Manager

Nunu Murombedzi – Case Manager

Jon Haynes – Case Manager

Operational hours Mon-Fri 830-430pm

Phone & web 02 9331 2266 and <http://www.salvos.org.au/oasis/>

Service locations & venues 365 Crown Street, Surry Hills

Services offered Outreach Case Management only

Program(s) name and description Street Outreach Service

We help young adults with their physical and mental health needs and substance use issues, to improve their health and well-being.

SOS provides early crisis and long-term Case Management to assist young adults who are trying to make positive changes.

This could be around things like

The service is underpinned by a harm reduction philosophy and trauma informed care.

We provide:

- Information and referrals
- Education and awareness
- Assistance and Advocacy
- Aftercare
- Links to wider community
- Access to Brokerage

Client demographics 16-25

Intake criteria 16-25 years old living in SESLHD or have connections to SESLHD, for support with drug and alcohol use, family breakdown, staying safe in the sex work industry, living situations/homelessness, legal issues, mental health concerns or financial difficulties.

Referral process Referral Form

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments No waitlist held. Referral's will be responded to in 48-72 hours.

Level of Risk the organisation caters for Low-High, however not a crisis service.



---

## 18. Volunteering

### 18.1. Kids Giving Back

Contact & Title Robyn Monro-Miller

CEO

Operational hours Daily

Phone & web support [www.kidsgivingback.org](http://www.kidsgivingback.org)

[info@kidsgivingback.org](mailto:info@kidsgivingback.org)

Service locations & venues Varies by program

Services offered Volunteering opportunities for kids, teens, schools (service learning), families & corporates

Program(s) name and description Kids Giving Back provides hands-on, age appropriate, meaningful volunteering opportunities for young people ages 6 - 18. Our mission is to create the Next Generation of Generosity. Our vision is to create a better more accepting society, based on empathy and understanding, one child at a time.

Client demographics Kids + teens ages 6-18 years/schools/families/corporates

Cost (where applicable) Varies by program

Medicare card req'd Y/N NA

Other information Please contact us to discuss your group's volunteering needs – we can recommend programs to best suit your group.

---

## 19. Workshops and Groups

### 19.1. Centre 360 Youth and Family Services

Contact & Title Gary Stocks – Admin Assistant

02 9331 2691

Operational hours Monday to Friday: 10am – 6pm

Phone & web 02 9331 2691

<https://www.stfrancis.org.au/centre-360>

Service locations & venues • 461-463 Oxford Street, Paddington for Centre-based groups.

• Some groups offered over telehealth via zoom.

Services offered • Counselling – Young People and their families

• School based individual counselling and group programs

• Group mentoring program

• Parenting support – Tuning into Teens

Program(s) name and description • Tuning into Teens – for parents with teenagers:

Parenting program on how to help your teen develop emotional intelligence. Learning skills in how to better communicate with your teen. Groups of up to 10 parents/carers of teenagers, in 2 hour sessions over 6 weeks. Offered either in-person or over zoom depending on circumstances.

• HSF Mentoring Program:

Each year, Herbert Smith Freehills provide scholarships of \$1100 to provide young people accessing the Centre 360 Youth and Family Service the opportunity to chase an educational goal. In addition to this commitment, employees of Herbert Smith Freehills volunteer to mentor young people throughout an annual program of activities and events made possible by Herbert Smith Freehills.

• AOD Parent Support Group:

A psycho-educational support group for parents of 12-24 year olds with substance dependencies, run in 2 hour sessions over 6 weeks.

Client demographics • Young People aged between 12-24 years.

• Young people who reside, work, or attend education within the LGAs of Woollahra, Waverley, Randwick, Sydney & Bayside (east of airport).

Intake criteria • Young people between the ages of 12 and 24, and their families.

• Must reside, work, or attend education within the LGAs of Woollahra, Waverley, Randwick, Sydney & Bayside (east of airport).

• The Young Person must be aware of and consent to the referral (and family where relevant).

• Must meet our criteria of financial disadvantage: Centrelink benefit, Family Tax Benefit B, and/or other financial disadvantage.

Timeframes Differs by group – may be flexible.

Referral process • Referrals can be made by anyone known to the young person/family or self-referrals by calling the Centre.

Medicare card req'd Y/N N

Level of Risk the organisation caters for We work with low to moderate risk – we are not a crisis service

## 19.2. The Salvation Army – Oasis Youth Support Network

Contact & Title Laura Hetherington

Team Leader

Operational hours 24 hours, 7 days per week

Phone & web support 02 9331 2266

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

Service locations & venues 365 Crown Street Surry Hills NSW 2010

Services offered Crisis Accommodation and Case Management

Program(s) name and description Crisis Accommodation offers refuge to 11 young people for short to medium term stays. While living at Oasis residents will have the freedom to engage a social environment that allows for recovery, learning and planning. Casework support is available 24 hours a day and seeks to provide opportunity for reflection, dialogue and support to work towards goals identified by each young person.

Client demographics 16-21

Intake criteria Homeless or at risk of homelessness, aged between 16-21 years, does not require more urgent assistance i.e.: hospital, police, and/or crisis mental health and has complex needs.

Additionally, Prevention & Early Intervention and Rapid Rehousing are inappropriate.

Timeframes 3 – 6 months

Referral process When a vacancy is available, young people are required to phone and complete a telephone assessment. Referrals will then be discussed at a referral meeting that afternoon, looking at the young person's needs and determining whether our program is a suitable service option for the young person.

Cost (where applicable) \$10 per night. This includes accommodation and 3 meals a day.

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments No waitlist held. Vacancies posted on CIMS

Level of Risk the organisation caters for High - Complex needs and challenging presentation.

### 19.3. Waves of Wellness Foundation

Contact & Title Mark Micelli

Program Coordinator

Operational hours Monday to Friday: 9am – 5pm

Phone & web 0431 521 645

[www.foundationwow.org](http://www.foundationwow.org)

Service locations & venues Bondi Beach, Northern Beaches, Cronulla, Wollongong

Services offered Surf Therapy Programming

Program(s) name and description Waves of Wellness Surfing Experience is an 8-week learn to surf program delivered in partnership with local services. The program runs for 2 hours each week and features recovery-based wellness discussion topics by mental health trained surf instructors. Each group discussion is followed by a learn to surf lesson which promotes skill mastery, physical activity, and social connectedness to improve wellbeing.

Client demographics Ages 12 and up

Intake criteria Ability to swim 50m, at risk of or facing challenges with mental health, ability to manage in a group setting of up to 10 people.

Timeframes Program blocks delivered in Feb-March, May-June, August-September, mid-October- mid December

Referral process Contact us on [programs@foundationwow.org](mailto:programs@foundationwow.org)

Cost (where applicable) Registered NDIS providers

Medicare card req'd Y/N No

Restrictions during service Limited to group work. WOW does not provide ongoing case management or crisis support

Wait list or waiting time for new clients or between appointments Waitlist times vary depending on a number of factors. Best to get in touch to discuss.

Other information Program documentary can be viewed here: <https://vimeo.com/283259942>

### 19.4. Young Mens Group

Contact & Title Dean Quirke

Facilitator

Operational hours Monday to Friday: 9am -5pm

Flexible depending on programs.

Phone & web support Mobile: 0431 441 213

[www.youngmensgroup.com](http://www.youngmensgroup.com)

Service locations & venues Matraville and Randwick

Services offered • Primary Prevention Education

- Healthy Cooking Workshops
- Keynote Talks
- Mentoring

Program(s) name and description • Stopping Violence & Building Community Foundation

- Becoming a Man Leadership Program
- Removing The Mask Seminar (workshop)
- Connecting minorities through purpose

Client demographics 14 – 21 years

Intake criteria School, service provider referral or individual enrolment.

Timeframes 8 – 10 weeks or dependant on program

Referral process School, service provider or individual to arrange initial meeting.

Cost (where applicable) Grant or private Funding options

Medicare card req'd Y/N No

Wait list or waiting time for new clients or between appointments Most courses are quickly subscribed.

Level of Risk the organisation caters for Mild disability. Courses are aimed at clients that want to change however lack the skills to make it happen.

Other information [youngmensgroup@facebook.com](mailto:youngmensgroup@facebook.com)

---

## 20. Youth Centres

### 20.1. Anglicare Youth Connect

Contact & Title Perrin Knight

Youth Program Coordinator

Operational hours Monday to Friday: 9am – 5pm

Phone & web 0411 803 182

perrin.knight@anglicare.org.au

Service locations & venues South Coogee Anglican Church

Services offered Drop In Program, activities and food provided

Program(s) name and description South Coogee Drop In

Client demographics 10-18 year olds

Intake criteria Open to young people aged 10 to 18 year olds

Timeframes Friday afternoons 3:30pm-5:30pm

Referral process Contact Youth Program Coordinator

Cost (where applicable) Free

Medicare card req'd Y/N No

Level of Risk the organisation caters for Low risk

### 20.2. Bayside Council

Contact & Title Yasemin Secim

Youth Worker

Laura Browning

Coordinator

Operational hours Monday to Friday: 4pm - 7pm

Phone & web 0447 116 805

[www.bayside.nsw.gov.au](http://www.bayside.nsw.gov.au)

Service locations & venues Tuesday's Eastlakes Youth Drop In – Alf Kay Eastlakes Community Hall, 16 Florence Avenue, Eastlakes

Thursday's Hillsdale Youth Drop In – Hillsdale Community Hall, 236 Bunnerong Road, Hillsdale

Fridays Girls Night at Youth Drop In - Alf Kay Eastlakes Community Hall, 16 Florence Avenue, Eastlakes

Services offered Youth Drop In

Youth Holiday Program

After school Programs

Youth Development Programs

Referrals

Program(s) name and description Eastlakes Youth Drop In &

Hillsdale Youth Drop In

Client demographics Young people 12-25 who live, work, go to school or who have a strong connection to the Bayside Council Area

Intake criteria Call or Drop in

Referral process Call or Drop in

Cost (where applicable) Only on Youth Holiday Program activities

Medicare card req'd Y/N Only on Youth Holiday Program activities

Restrictions during service Fridays Girls Only at Youth Drop In

### **20.3. WAYS Youth and Family**

Contact & Title Youth Space Manager

02 9365 2500

Operational hours Wednesday, Thursday, Friday: 3:30pm – 7pm

Saturday: 1pm – 6pm

Phone & web 02 9365 2500

Service locations & venues Bondi Beach: 63a Wairoa Ave

Services offered Youth Space

Program(s) name and description Make Up Course – Wednesdays 5pm – 6:30pm

Pool /Basketball Comps – Saturdays 1pm – 6pm

Guitar Lessons – Tuesdays 4pm – 7pm

Client demographics Young teenagers

Intake criteria 13 – 19 Years of age

Timeframes Written above

Referral process Contact: loren@ways.org.au

Cost (where applicable) Free

Medicare card req'd Y/N N

Wait list or waiting time for new clients or between appointments No waiting lists

---

## 21. Young Parents

### 21.1. Red Cross Young Parents Program

Contact & Title Program Manager

Operational hours 24/7 Supported Residential Setting

Phone & web support 02 8383 7501

Service locations & venues • Residential options: Randwick

- Outreach options: Randwick, Parramatta, Gosford, Nowra

Services offered • Intensive 24/7 support in a residential setting

- Intensive case management including regular home visiting for Outreach and Aftercare clients
- Weekly educational, parenting and living skills groups
- Weekly supported playgroups

Additional services include:

- Family Group Conferencing
- Social activities and child friendly outings
- Driving lessons
- Regular child development screening and support plans
- Access to allied health professionals
- Support accessing mainstream services
- Support accessing transitional housing and independent long term accommodation

Program(s) name and description The Young Parents Program works to improve the capacity of very young parents to live and parent independently, ensure best outcomes for their children and reach their full potential within safe, strong, resilient families through its Residential, Outreach and Aftercare stages.

Client demographics Young Parents aged between 13-25 years

Intake criteria • Residential: Program 13-18 years old, pregnant (36 weeks +)

- Parenting Outreach Program; 16-24 years old
- Aftercare Program: until 25 years old

Timeframes • Residential Program: 12 months (approximate timeframe and case dependant)

- Outreach Program: 2 years
- Aftercare Program; available until 25 years old

Referral process Referrals to the Young Parents Program can be made by young people, social workers, youth workers, counsellors, health professionals, government agencies and other service providers and support persons.

Cost (where applicable) Contact for further details



Medicare card req'd Y/N      No

Restrictions during service      Cannot be under the influence of Drugs or Alcohol

Wait list or waiting time for new clients or between appointments      Intake is dependent on available vacancies

Level of Risk the organisation caters for      The Red Cross Young Parents Program is a Child Safe Organisation.

Each referral is individually assessed.

Other information      YPP uses evidence based approaches including strengths based, child centred, therapeutically informed and early intervention. Families are able to engage with the service weekly over several years through case management, parenting, and education and life skills groups. Young parents are recognised as adolescents and behaviours are understood in the context of age, development and family history. Family case plans are staged, setting realistic goals to build skills over time to enhance parenting capacity, attachment, self-confidence, independence and self-efficacy. Respecting and responding appropriately to cultural needs and differing parenting styles is a priority, as is acknowledging the value of the extended family, kinship, culture and community in raising children.

---

## 22. ESYSN Member Organisations

Ability Links - St Vincent de Paul

<http://www.vinnies.org.au/>

Anglicare

Anglicare Art Space

Anglicare JSP Juvenile Justice

Anglicare Youth Connect

<http://www.anglicancommunityservices.org.au/>

Auburn Diversity Services

<http://www.adsi.org.au/>

Bayside Council

<http://www.bayside.nsw.gov.au/>

Bridge Housing

<https://www.bridgehousing.org.au/>

CALM, Noffs

<https://noffs.org.au/>

Caretakers Cottage

<https://www.caretakers.org.au/>

Catholic Care

<http://www.catholiccare.org/>

Centre 360 Youth and Family

<https://www.stfrancis.org.au/centre-360>

Child, Youth, Women and Families Health

<https://www.seslhd.health.nsw.gov.au>

City of Sydney

<http://www.cityofsydney.nsw.gov.au/>

Claremont College

COPMI

<https://www.seslhd.health.nsw.gov.au>

Creative Youth Initiative, Mission Australia

[missionaustralia.com.au](http://missionaustralia.com.au)

Crossroads Counselling Sydney

<http://www.crossroadscounsellingsydney.com.au/>

DET

FACS

<https://www.facs.nsw.gov.au/>

Generation Next

<http://www.generationnext.com.au/>

HARP Unit, SESLHD

<https://www.seslhd.health.nsw.gov.au>

headspace Bondi Junction

[headspacebondijunction@health.nsw.gov.au](mailto:headspacebondijunction@health.nsw.gov.au)

IDEAS

<http://www.ideas.org.au/>

Jewish Care

<http://http://www.jewishcare.com.au>

JH Kids, Jewish House

[www.JewishHouse.org.au](http://www.JewishHouse.org.au)

Juvenile Justice

Kids Giving Back

<http://www.kidsgivingback.org/>

Kirketon Road Centre

[www.facebook.com/KirketonRoad/](http://www.facebook.com/KirketonRoad/)

Kool Kids Club

<http://www.weave.org.au/>

Mission Australia

<https://www.missionaustralia.com.au/>

My Foundations Youth Housing Ltd

Noffs

<https://noffs.org.au/>

NSW Police

Oasis Youth Support Network, Salvation Army

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

Options Youth Support

<https://www.caretakers.org.au/>

PHaMs, Anglicare

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

Raise Youth Mentoring Foundation

<http://raise.org.au/>

Randwick City Council  
[www.randwick.nsw.gov.au](http://www.randwick.nsw.gov.au)

Satellite Sexual Health Youth Clinic  
<https://www.seslhd.health.nsw.gov.au>

School-Link  
<https://www.seslhd.health.nsw.gov.au>

Shopfront Youth Legal Centre  
[www.theshopfront.org](http://www.theshopfront.org)

Social Interiors

Social Threads

South East Sydney Local Health District  
<https://www.seslhd.health.nsw.gov.au>

South Eastern Community Connect  
<http://www.secc.sydney/>

South Sydney High School  
<http://www.sthsydney-h.schools.nsw.edu.au/>

St Laurence House Youth Services  
<http://stlaurencehouse.org.au/>

St Vincent de Paul Society NSW  
[www.vinnies.org.au](http://www.vinnies.org.au)

The Benevolent Society  
<https://www.benevolent.org.au/>

The Shack Youth Services  
<http://www.benevolent.org.au/>

Tweed Council

[www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au)

twenty10 incorporating GLCS NSW

<http://www.twenty10.org.au/>

Waverley Council

<http://www.waverley.nsw.gov.au/>

WAYS Youth & Family Centre

<http://www.ways.org.au/>

Weave Youth & Community Services

<http://www.weave.org.au>

Wild Street Anglican Church

<http://www.wildstreet.org.au>

Willoughby City Council

<http://www.willoughby.nsw.gov.au/>

Woollahra Council

<http://www.woollahra.nsw.gov.au/>

Youth Mental Health Team

[sarah.morgan@health.nsw.gov.au](mailto:sarah.morgan@health.nsw.gov.au)

Youth Off the Streets

<https://youthoffthestreets.com.au/programs/south-east-sydney-outreach/>

