

Parramatta Cumberland  
Family & Domestic Violence Prevention Committee

# Directory of Services



Parramatta, Cumberland & The Hills  
Local Government Areas

Updated November 2018

# What is Domestic Violence?

Domestic Violence is any abusive behaviour used by one partner (usually male) in a relationship to gain and maintain control over another's life.

The most common example of domestic violence is the use of violence and control by men, to stop women and children living in their own home free from fear.

Some forms of violence are:

**Physical assault** - such as pushing, punching, hitting, choking or the use of weapons, kicking, throwing objects, or threatening to physically harm you, other people, or pets.

**Sexual assault** - can include any behaviour of a sexual nature that is either:

- unwanted OR
- occurs without the victim's consent OR
- makes the victim feel uncomfortable or afraid.

Sexual assault can include being forced to have sex (rape), unwanted touching, being made to look at or pose for pornography, being made to watch others perform sexual acts and sexual harassment.

**Psychological abuse** - any behaviour that threatens violence or death, emotional and verbal abuse which threatens, degrades or insults you.

**Social abuse** - being stopped from seeing friends and family. Your partner isolating you socially or geographically.

**Economic abuse** - having no access to, or control over money and other resources and being forced to live without money.

It is not always easy to leave an abusive partner,  
however there are many services that offer help and  
support and there are many people who care.

**TALKING ABOUT IT IS THE FIRST STEP**

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# DOMESTIC VIOLENCE QUICK REFERENCE GUIDE

## Crisis

Police	000
Domestic Violence Line (24hrs)	1800 65 64 63
Lifeline (24hrs)	131 114
NSW Rape Crisis Line (24hrs)	1800 424 017
1800RESPECT (24hrs)	1800 737 732
Translating and Interpreting Service (24hrs)	131 450
Disability Abuse and Neglect Hotline (9am till 7pm)	1800 880 052

## Legal

Domestic Violence Legal Advice Line	1800 810 784
Women's Legal Contact Line	1800 801 501
Indigenous Women's Legal Contact Line	1800 639 784
NSW Court Service Centre	1300 679 272
Wirringa Baiya Aboriginal Women's Legal Centre	1800 686 587
	9569 3847

## Community Health Centres

Auburn Community Health Centre	8759 4000
The Hills Community Health Centre	8853 4500
Merrylands Community Health Centre	9682 3133

## Support / Counselling

Lifeline	131 114
National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732
Sexual Assault Counselling Australia	1800 211 028
Relationships Australia NSW	1300 364 277
Cumberland Women's Health Centre	9689 3044
Wattle Place – Forgotten Australians	1800 663 844
Parramatta Holroyd Family Support	9636 8437
Anglicare (Parramatta)	9799 9311
Uniting Counselling and Mediation (Parramatta)	1800 864 846
CatholicCare Social Services (Parramatta)	9933 0222
Westmead Sexual Assault Service	9845 7940
QLife (LGBTI Counselling Service)	1800 184 527
Domestic Violence Line	1800 65 64 63

## Child Protection

### FaCS Community Services

- |              |           |
|--------------|-----------|
| - Parramatta | 9354 1888 |
| - Auburn     | 9354 1700 |

FaCS Child Protection Helpline	132 111
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Kids Helpline	1800 551 800
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## Domestic Violence Help Online

Information and resources about Domestic Violence by Women NSW and FaCS.

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

Directions to keep safe on the Internet

<http://whwest.org.au/family-violence/resources/using-the-internet-safely/>

Young People

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

Same Sex Relationships

[www.ssdv.acon.org.au](http://www.ssdv.acon.org.au)

Sexual Assault

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

Information and resources for men to help them take action to stop using violent and controlling behaviour.

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

1800 Respect/ Daisy App free download gives information about support services

[www.1800Respect.org.au](http://www.1800Respect.org.au)

# Aboriginal Services

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## INDIGENOUS WOMEN'S LEGAL CONTACT LINE

1800 639 784

Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.

8745 6977

**Hours:** Mondays, Tuesdays & Thursdays: 10am - 12:30pm

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## AUSTRALIAN UNITY SERVICES

1300 797 606

Provides culturally appropriate home and community services to Aboriginal and Torres Strait Islander people. Their team consists of all Aboriginal staff members who have been trained to meet support and cultural needs.

1300 160 170

**Hours:** Monday to Friday, 8:30am - 4:30pm OR  
Customer Care Hub 24/7

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## WORKING WOMEN'S LEGAL SERVICE

8745 6954

Free legal advice for women who have experienced sexual harassment, pregnancy discrimination or discrimination because of family responsibilities.

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## CARE AND PROTECTION LEGAL ADVICE LINE

8745 6908

Free legal advice for mothers and other female relatives who are dealing with the Department of Family and Community Services (FaCS).

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## DEPT OF HUMAN SERVICES (DHS) - INDIGENOUS PHONE SERVICES

1800 136 380

Phone line for Indigenous people to access Department of Human Services (DHS) via phone from anywhere in Australia.

**Hours:** Monday to Friday, 8am - 5:30pm.

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## ABORIGINAL LEGAL SERVICE (NSW/ACT)

8836 3400

Assist Aboriginal and Torres Strait Islander men, women and children through representation in court, advice and information, and referral to further support services.

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## ABORIGINAL AND TORRES STRAIT ISLANDER (ATSI)

9636 8352

### SOCIAL SUPPORT – HOLROYD CITY COUNCIL

The service assists in maximising an individual's ability to continue living independently at home with assistance to maintain vital relationships and pursuing meaningful activities.

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## CARE CONNECT

1800 692 464

This program offers frail Aboriginal Elders support with everyday tasks and assists them to live independently at home and in the community. The program provides one-on-one visiting, shopping, social activities and group outings, telephone-based monitoring and help with letter writing and reading.

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## BONNIE SUPPORT SERVICES

9729 0939

Bonnie's exists to serve women and their children, supporting them to lead the best lives they can. We provide support and/or accommodation to women and their children who are homeless, at risk of homelessness or escaping domestic and family violence.

# Accommodation and Housing

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## HOUSING NSW

1300 468 746

Applications for a housing NSW house; assistance with paying bond on private rental accommodation; information about start safely.

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## Link2home

1800 152 152

Housing NSW emergency line for temporary accommodation over the phone. Self-referral required and clients can call up to 10pm for immediate accommodation. Not available to non-residents with the exception of some New Zealand visa conditions.

**Hours:** 24 hours

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## STAYING HOME LEAVING VIOLENCE - PARRAMATTA

9636 8437

This community services initiative aims to increase safety and prevent homelessness by enabling the person experiencing domestic violence and their children to remain in the home.

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## DOMESTIC VIOLENCE LINE

1800 65 64 63

Provides information on and referrals to women's refuges.

**Hours:** 24 hour line

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## DOMESTIC VIOLENCE SERVICE MANAGEMENT

9621 8253

### (ROAR – THE HILLS DISTRICT)

Provides support regarding crisis short care accommodation. Aim to assist in securing or maintaining long term safe accommodation.

**Hours:** 24 hours

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## THELMA BROWN COTTAGE – PARRAMATTA MISSION

9891 2277

A domestic violence refuge for women and their children. Consists of eight furnished apartments with each being able to accommodate women with up to five children each with additional infants.

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## BARNARDOS AUBURN

9646 2770

Some of the services offered at this location are:

- child and adolescent sexual assault counselling
- domestic violence support
- family support and preservation
- kin care
- long day care for children aged 2-5 years
- temporary accommodation for people who are homeless or at risk of being homeless
- temporary family care and youth support

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## EVOLVE HOUSING

1300 692 245

Affordable rental accommodation for low income households and some temporary emergency accommodation.

8862 1500

**Hours:** Monday to Friday, 9am - 5pm

**MISSION AUSTRALIA HOUSING**

1800 269 672

Provides affordable housing to individuals and families on low to moderate incomes.

**KELLY'S COTTAGE**

9630 9187

Kelly's Cottages is a medium term supported accommodation service for single, homeless women aged 18 and over. The service provides basic 'bed sit' style accommodation for homeless women.

9891 2277

**NEW HORIZONS**

8724 0800

- Finding suitable accommodation
- Completing tenancy applications
- Attending property viewings
- Furnishing and fitting your home
- Performing household maintenance
- Preparing for property inspections
- Improving budgeting and finance skills
- Making improvements and modifications

**BONNIE SUPPORT SERVICES**

9729 0939

Bonnie's exists to serve women and their children, supporting them to lead the best lives they can. We provide support and/or accommodation to women and their children who are homeless, at risk of homelessness or escaping domestic and family violence.

**THE HOUSE OF WELCOME (STH GRANVILLE)**

9727 9290

Provides safe accommodation for people seeking asylum who have little or no access to other government or social housing options. Essential for people seeking asylum who are denied access to government support services and may be without financial means throughout their refugee status resolution process.

**Hours:** Monday to Friday, 10am – 3pm

**AUSTRALIAN UNITY SERVICES**

1300 797 606

Provides culturally appropriate home and community services to Aboriginal and Torres Strait Islander people. Their team consists of all Aboriginal staff members who have been trained to meet support and cultural needs.

1300 160 170

**Hours:** Monday to Friday, 8:30am – 4:30pm OR  
Customer Care Hub 24/7

**THE SANCTUARY – THE HILLS WOMEN'S SHELTER**

9680 2653

Provides safe, temporary and supported accommodation for up to 3 months for women and their children who are escaping homelessness and/or domestic violence. Also offers case management and they have a child-focused caseworker who specialises in child trauma and its effects.

**Hours:** Monday to Friday, 9am - 5pm



# After Hours Emergency Services

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**POLICE** 000

- Parramatta Police Station 9633 0799
  - Merrylands/Holroyd Police Station 9897 4899
  - Rosehill Police Station 9897 4199
  - Wentworthville Police Station 9688 8499
  - Auburn Police Station 9646 8699
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**DOMESTIC VIOLENCE LINE** 1800 65 64 63

Phone counselling, information and referral.

**Hours:** 24 hours

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**NSW RAPE CRISIS** 1800 424 017

Telephone and online counselling service for anyone in Australia who has experienced or is at risk of sexual assault and their non-offending supporters.

**Hours:** 24 hours

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**CHILD ABUSE PREVENTION SERVICE** 1800 688 009

Information, referral and ongoing support to those affected by child abuse, concerned about the welfare of a child, or needing family or parenting support.

**Hours:** Monday to Friday, 9am - 5pm

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**LIFELINE** 131 114

A national helpline that provides 24-hr crisis support with access to suicide prevention services.

**Hours:** 24 hours

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**KIDS HELPLINE** 1800 55 1800

Counselling service for youth up to the age of 25.

**Hours:** 24 hours

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**WESTMEAD HOSPITAL (SWITCHBOARD)** 9845 5555

Call the emergency department and request to be put through to an on-call sexual assault worker.

**Hours:** Patient Enquiries: 8:30am - 8pm

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**QLIFE (LGBTI COUNSELLING SERVICE)** 1800 184 527

Counselling and referral service for people who are lesbian, gay, bisexual, trans and/or intersex.

**Hours:** 3pm - 12am

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**SUICIDE CALL BACK SERVICE** 1300 659 467

Counselling and support service for people that are suicidal, caring for someone who is suicidal or are bereaved by suicide.

**Hours:** 24 hours

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**TRANSLATING AND INTERPRETING SERVICE** 131 450

Immediate phone interpreting.

**Hours:** 24 hours

# Children & Young People

Children are often in danger of injury in a domestic violence situation. Witnessing abusive behaviour can also be harmful to children's welfare. Protection orders (AVOs) for children have to be taken out by a Police Officer.

When children witness their mother being hurt it hurts them too. Even babies have been found to experience stress from being exposed to violence and studies have shown that their brain develops differently as a result. Children are affected by domestic violence in many different ways. Children and young people can experience harm as direct victims of physical and emotional abuse, indirect victims when attempting to protect someone or victims of emotional and psychological trauma by living in a climate of fear and intimidation.

If you have children and are experiencing domestic violence there are services that can help.

## **FaCS COMMUNITY SERVICES**

- |              |           |
|--------------|-----------|
| - Parramatta | 9354 1888 |
| - Auburn     | 9335 4200 |

## **FaCS CHILD PROTECTION HELPLINE**

132 111

Reporting children at risk of significant harm.

**Hours:** 24 hours

## **KIDS HELPLINE**

1800 551 800

Counselling and support for young people aged 5 - 25yrs.

**Hours:** 24 hours

## **HEADSPACE PARRAMATTA**

1300 737 616

Early intervention and placement prevention. Headspace is Australia's National Youth Mental Health Foundation. Headspace is a national program working to reduce the impact of mental illness and drug and alcohol use of young Australians aged 12 – 25 years.

**Hours:** Monday to Friday, 9am - 8pm  
Saturday, 9am – 5pm

## **MERRYLANDS COMMUNITY HEALTH CENTRE**

9682 3133

Merrylands Community Health Centre provides a range of services in the Holroyd and Parramatta areas to children, young people and their families. Services range from health promotion, prevention and early detection to assessment and treatment.

**Hours:** Monday to Friday, 8:30am - 5pm

## **AUBURN YOUTH CENTRE**

9646 2122

A safe and supervised space where young people can come to relax, play games, socialise and have fun. Homework assistance, casework, counselling, etc. available.

**Hours:** Monday to Friday, 10am - 6pm

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**HIGH STREET YOUTH HEALTH SERVICE**

8860 2500

HSYHS works with young people aged 12–24 years (and their significant others) connected to the SWAHS catchment area. HSYHS provides a range of specialised services to effectively meet the health needs of young people. HSYHS prioritises the needs of marginalised, homeless and 'at risk' young people aged 12–24 years.

**Hours:** Monday to Friday, 9am - 5:30pm

---

**CHILD ABUSE PROTECTION SERVICE**

- National Telephone Support Line 1800 688 009
- Ashfield 9716 8000

CAPS runs a free, national 24-hour telephone service to provide information, support and referral to anyone who is affected by child abuse. The service is staffed by highly-trained support workers who assist callers in many ways. Every caller is offered unconditional and non-judgemental support.

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**PARRAHOUSE**

8880 8222

Parrahouse Youth Crisis Refuge provides a safe and caring environment with case management support for homeless young people aged 16-17 years. Situated in a suburban home, the young residents are encouraged to focus on their education and basic living skills, complimented by recreational activities.

**Hours:** Monday to Friday, 9am – 5pm

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**PCYC PARRAMATTA**

9635 8242

We provide an extensive and varied range of fun, safe activities for young people and the wider community. We are focused on the reduction of crime by and against young people and on the promotion of citizenship within communities across the state.

Membership fees: Junior: \$10.00 Concession: \$15.00

**Hours:** Monday to Thursday, 6am – 9pm  
Saturday, 7am – 3pm

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**THE ASSOCIATION OF BHANIN ELMINIEH**

9649 2063

**THE AUSTRALIAN ARABIC COMMUNITY WELFARE CENTRE**

- Casework/advocacy
- Community settlement
- Aged Services
- Community Development
- Family Support
- Information & Referrals
- Youth Development

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**YOUTH OFF THE STREETS**

9721 5700

Youth Off The Streets offers over 35 services to young people who are disadvantaged, homeless, drug dependent and or recovering from abuse.

## **BARNARDOS AUBURN**

9646 2770

Some of the services offered at this location are:

- child and adolescent sexual assault counselling
- domestic violence support
- family support and preservation
- kin care
- long day care for children aged 2-5 years
- temporary accommodation for people who are homeless or at risk of being homeless
- temporary family care and youth support

## **HEALTHY MINDS HAPPY KIDS (PARRAMATTA)**

1300 684 645

A private psychology practice dedicated to young people and specialising in psychological assessments, group based therapies and assistance to children on the autism spectrum.

**Hours:** Every second Monday, 9:30am – 12:30pm, 2:15pm – 6pm  
Tuesday to Friday, 9:30am – 12:30pm, 2:15pm – 6pm  
Every second Saturday, 8:30am – 4pm

### **CHILDREN LEARN WHAT THEY LIVE**

If children live with **CRITICISM** - They learn to **CONDEMN**

If children live with **HOSTILITY** - They learn to **FIGHT**

If children live with **RIDICULE** - They learn to **BE SHY**

If children live with **SHAME** - They learn to **FEEL GUILTY**

If children live with **TOLERANCE** - They learn to **BE PATIENT**

If children live with **ENCOURAGEMENT** - They learn to **HAVE CONFIDENCE**

If children live with **PRAISE** - They learn to **APPRECIATE**

If children live with **FAIRNESS** - They learn **JUSTICE**

If children live with **SECURITY** - They learn to **HAVE FAITH**

If children live with **APPROVAL** - They learn to **LIKE THEMSELVES**

If children live with **ACCEPTANCE** and **FRIENDSHIP** - They learn to **FIND LOVE IN THE WORLD.**

# Counselling Services

The following agencies provide counselling for individual women, families, couples, generally by appointment.

## COMMUNITY HEALTH CENTRES

Provide counselling services, generally by appointment.

- Auburn Community Health Centre (8:30am - 5pm)	8759 4000
- The Hills Community Health Centre (8:30am - 5pm)	8853 4500
- Merrylands Community Health Centre (8:30am - 5pm)	9682 3133
- Parramatta Community Health Centre (8am - 5pm)	9843 3222

## LIFELINE

131 114

A 24-hour crisis line for people experiencing a personal crisis, suicidal thoughts or attempts, anxiety and depression or just needing some assistance with self-care.

**Hours:** 24 hours

## NATIONAL SEXUAL ASSAULT, DOMESTIC FAMILY VIOLENCE

1800 RESPECT

### COUNSELLING SERVICE

1800 737 732

Phone and online counselling for anyone that has experienced or is at risk of sexual assault domestic violence and family violence.

**Hours:** 24 hours

## SEXUAL ASSAULT COUNSELLING AUSTRALIA

1800 211 028

National counselling service for anyone who wants to address their trauma as a result of hearing about the Royal Commission, and anyone who is supporting someone who participated in the Royal Commission.

**Hours:** Monday to Friday, 8am - 11pm

## RELATIONSHIPS AUSTRALIA NSW

1300 364 277

Relationship support services for individuals and families including family-dispute resolution and counselling.

## WATTLE PLACE – FORGOTTEN AUSTRALIANS

1800 663 844

Wattle Place is a service supporting people who grew up in orphanages, children's homes, institutions and foster homes in Australia from the 1920s to the 1990s, no matter where they now live.

1800 161 109

## NSW ELDER ABUSE HELPLINE

1800 628 221

Provides information, referrals and support relating to the abuse of older people in communities.

## CUMBERLAND WOMEN'S HEALTH CENTRE

9689 3044

Community-based non-profit organisation offering women's health services and specialist domestic violence services, including general and domestic violence counselling.

**Hours:** 9am – 4:30pm

## UNIFAM COUNSELLING AND MEDIATION (PARRAMATTA)

8830 0700

Provides a range of individual and family counselling and support services.

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**PARRAMATTA HOLROYD FAMILY SUPPORT**

9636 8437

Provides support in child development and behaviour, parenting strategies, strengthening parent/child relationships, social isolation and family violence.

**Hours:** Monday to Thursday, 9am - 4pm  
Friday, 9am – 12pm

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**ANGLICARE (PARRAMATTA)**

9895 8144

Provides counselling services that offer privacy and safety whilst addressing concerns, assistance with clarifying goals and help with considering options for change.

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**FAIRFIELD WOMEN'S HEALTH SERVICE**

9755 0008

Provides information & referrals, generalist counselling, case management and have a women's health nurse and dietitian on site to help with different health needs.

**Hours:** Monday to Friday, 9am- 5pm  
Closed on Wednesdays and for lunch each day from 1-2pm

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**CATHOLICCARE SOCIAL SERVICES (PARRAMATTA)**

9933 0222

Provide family relationship services and counselling.

**Hours:** Monday & Wednesday, 9am – 8pm  
Tuesday, Thursday & Friday, 9am – 5pm

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**WESTMEAD SEXUAL ASSAULT SERVICE**

9845 7940

Provides crisis and ongoing counselling, medical and forensic services to adult and child victims of sexual assault and their non-offending family members.

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**QLIFE - LGBTI COUNSELLING SERVICE**

1800 184 527

Counselling and referral service for people who are lesbian, gay, bisexual, trans and/or intersex.

**Hours:** 3pm – 12am

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**DOMESTIC VIOLENCE LINE**

1800 65 64 63

Phone counselling, information and referral.

**Hours:** 24 hours

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**PARRAMATTA PSYCHOLOGY CLINIC**

9687 9776

Provides practical and solution-focused counselling as well as group counselling focusing on anxiety and depression, drug and alcohol misuse and body dissatisfaction.

**Hours:** Monday, Tuesday & Friday, 9am – 4pm  
Wednesday & Thursday, 11am – 6pm

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**NSW GOVERNMENT VICTIMS SERVICES**

1800 633 063

Provides support services including free counselling and financial assistance to victims of crime.

**Hours:** Monday to Friday, 8am – 6pm

## Culturally and Linguistically Diverse Communities

The text below is translated into the following community languages:

- Arabic
- Bosnian
- Chinese (Traditional)
- Croatian
- Dinka
- Farsi-Persian
- Hindi
- Indonesian
- Italian
- Korean
- Punjabi
- Samoan
- Spanish
- Tagalog
- Tamil
- Thai
- Tongan
- Urdu

Many women are not safe in their homes. They cope with insults, threats, bashings and sexual assaults from the men they know and live with.

If you have been putting up with violence and want it to stop you can contact the interpreter service on **131 450** and ask them to connect you to **1800 65 64 63** for information.

Or call the local Police or go to the police station.

Tell them your language and ask them to call the interpreter service.

***In an emergency call the Police on 000***





## Arabic

لا تشعر العديد من النساء بالأمان في منازلهن. فهنّ يتحملن الإساءات، والتهديد، والضرب، والاعتداء الجنسي من الرجال الذين يعرفنهم ويعشن معهم.

فإن كنت ممن يتحملن العنف المنزلي وتريدينه أن يتوقف، فيمكنك الاتصال بخدمة الترجمة الفورية على الرقم **131 450** واطلبي منهم إيصالك بالرقم **1800 65 64 63** للحصول على المعلومات.

كما يمكنك أن تتصلي بالشرطة المحلية أو التوجّه إلى قسم الشرطة.

أخبريهم بأي لغة تتحدثين واطلبي منهم الاتصال بخدمة الترجمة الفورية.

وفي حالات الطوارئ اتصلي بالشرطة على الرقم **000**.

## Bosnian

Mnoge žene nisu bezbjedne u svom vlastitom domu. One trpe uvrede, prijetnje, udarce i seksualno zlostavljanje od strane muškaraca koje poznaju i s kojima žive.

Ako ste do sada trpjeli nasilje i želite da ga zaustavite, možete pozvati prevodilačku službu na **131 450** i zamoliti ih da pozovu **1800 65 64 63** da bi biste dobili informacije.

Takođe, možete pozvati ili otići u obližnju policijsku stanicu.

Recite im koji jezik govorite i pitajte zamolite ih da pozovu prevodilačku službu.

***U hitnim slučajevima pozovite policiju na 000.***

## Chinese (Traditional)

許多婦女在自己家裡也並不安全，可能要面對她們所認識並居住在一起的男性的凌辱、恐嚇、毆打及性侵犯。

如果您曾遭受暴力對待，希望能停止這種行為，請撥打傳譯服務電話**131 450**，要求傳譯人員代為轉駁**1800 65 64 63**查詢。

您也可以聯繫本地警署或本地警局求助，請告訴他們您所講語言並要求傳譯服務。

**緊急情況請撥打 000，聯絡警方。**

## Croatian

Mnogo žena nije sigurno u svom vlastitom domu. One podnose zlostavljanja, prijetnje, udaranje i spolno nasilje od čovjeka kojeg poznaju i sa kojim žive.

Ako vi podnosite zlostavljanje i želite to prekinuti, nazovite službu tumača na **131 450** i zamolite ih da vas spoje sa **1800 65 64 63** za informacije.

Ili, nazovite lokalnu policiju ili idite otiđite na u policijsku stanicu.

Kažite im koji jezik govorite i zamolite ih da vam nazovu službu tumača.

***U hitnom slučaju nazovite policiju na 000.***

## Dinka

Diar juɛc akec poth nē ɣöt kenic. Keek aye ɲeny nē læt, rīɛc, biɛk ku ruɔm ee mur tene rōr nyickē ku ciɛɲkē ke keek.

Tēnē gum yin nē thɔ ee ciin ku wic bē kōöc ke yin alëu ba rɔm ba jam ke luɔi agam lök thok war nē wel cath thilik aliric 131450 ku thiec keek bik matic ba rɔm ke lëk wel cath thilik aliric ɔ nē 1800 65 64 63.

Tedɔ ke yī cɔl etɛn kɔ lɔr tede luɔi apuruk

Lɛkē keek thonɖun ye yin jam ku thiec keek bīk yin cɔl luɔi agam löɲ thok war.

Nē ka tem rɔt cɔl apuruk nē 000.

## Farsi-Persian

بسیاری از زنان در خانه های خویش ایمن نیستند. آنها باید توهین، تهدید، کتک و حملات جنسی را از جانب مردانی تحمل کنند که آنها را می شناسند و با آنها زندگی می کنند.

اگر تاکنون خشونت ها را تحمل می کرده اید ولی می خواهید به این وضعیت پایان دهید، می توانید با سرویس ترجمه در شماره تلفن 131 450 تماس گرفته و از آنها بخواهید که ارتباط شما را با شماره 1800 65 64 63 برقرار سازند تا بتوانید اطلاعات بیشتری دریافت کنید.

یا اینکه می توانید به پلیس محلی تلفن کرده یا به کلانتری مراجعه کنید.

نام زبان مادری خود را به آنها بگویید و از آنها بخواهید که به سرویس ترجمه تلفن کنند.

در صورت بروز شرایط اضطراری به شماره تلفن 000 پلیس زنگ بزنید.

## Hindi

बहुत सी महिलाएं अपने ही घर में सुरक्षित नहीं हैं। उन्हें उन मर्दों के हाथों अपमान, धमकियों, मार-पीट और यौन-आक्रमण का सामना करना पड़ता है जिन्हें वे जानती हैं या जिन के साथ वे रहती हैं।

यदि आप हिंसा का शिकार होती रही हैं और चाहती हैं कि यह बंद हो तो जानकारी के लिए दुभाषिया सेवा से 131 450 पर संपर्क करें और उन से 1800 65 64 63 मिलाने के लिए कहें।

या स्थानीय पुलिस स्टेशन को फ़ोन करें या स्वयं पुलिस स्टेशन जाएं।

उन्हें अपनी भाषा बताएं और दुभाषिया सेवा को फ़ोन करने के लिए कहें।

संकट के समय पुलिस को 000 पर फ़ोन करें।

## Indonesian

Banyak wanita yang tidak aman di rumahnya sendiri. Mereka harus mengatasi hinaan, ancaman, pukulan dan pelecehan seksual dari pria yang dikenalnya dan tinggal bersama mereka.

Jika menerima kekerasan dan ingin menghentikannya, Anda dapat menghubungi layanan penerjemahan lewat nomor **131 450** dan minta dihubungkan ke nomor **1800 65 64 63** untuk mendapat keterangan.

Atau telepon Polisi setempat atau datangilah kantornya.

Beritahulah bahasa Anda dan mintalah dihubungkan ke layanan penerjemahan.

***Dalam keadaan darurat, hubungilah Polisi lewat nomor 000.***

## Italian

Molte donne non sono al sicuro in casa propria. Devono sopportare insulti, minacce, percosse e violenze sessuali da parte degli uomini che conoscono e con cui vivono.

Se avete subito violenze e volete che finiscano, potete contattare il servizio interpreti al numero **131 450** e chiedere che vi metta in contatto con il numero **1800 65 64 63** per informazioni.

Oppure chiamate la polizia locale o recatevi presso una stazione di polizia.

Alla polizia dovete dire quale lingua parlate e chiedere che vi chiami il servizio interpreti.

***In casi di emergenza chiamate la polizia al numero 000.***

## Korean

많은 여성들이 자신의 집에서 안전하게 거하지 못합니다. 그들은 지인인 함께 사는 남성으로부터 모욕, 협박, 구타 및 성폭행을 당하며 살고 있습니다.

만약 당신이 폭력을 당하며 참고 살아왔으며 그것을 중지시키기를 원한다면 통역서비스에 **131 450**번으로 연락하여 **1800 65 64 63**으로 연결시켜달라고 요청하시면 정보를 얻으실 수 있습니다.

아니면 가까운 지역 경찰에 연락하시거나 경찰서에 찾아가십시오.

그들에게 당신의 언어를 알려주시고 통역서비스를 불러달라고 요청하십시오.

*긴급상황에는 경찰에게 000번으로 연락하십시오.*

## Punjabi

ਬਹੁਤੀਆਂ ਜਨਾਨੀਆਂ ਆਪਣੇ ਘਰ ਵਿੱਚ ਵੀ ਮਹਿਫੂਜ਼ ਨਹੀਂ ਹੁੰਦੀਆਂ। ਜਿਹੜੇ ਬੰਦਿਆਂ ਨੂੰ ਉਹ ਜਾਣਦੀਆਂ ਅਤੇ ਜਿਨ੍ਹਾਂ ਨਾਲ ਰਹਿੰਦੀਆਂ ਹੋਣ, ਉਨ੍ਹਾਂ ਪਾਸੋਂ ਹੀ ਉਹ ਬੇਇਜ਼ਤੀ, ਡਰਾਵੇ, ਕੁਟਾਖਾ ਅਤੇ ਲਿੰਗਿਕ ਜ਼ਿਆਦਤੀ ਵੀ ਝੱਲਦੀਆਂ ਹਨ।

ਹੇਕਰ ਤੁਸੀਂ ਤਸੱਦਦ ਝੱਲਦੇ ਆ ਰਹੇ ਹੋ ਅਤੇ ਇਸ ਨੂੰ ਬੰਦ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਤਰਜ਼ਮਾਨੀ ਸੇਵਾ ਨਾਲ **131 450** ਤੇ ਗੱਲ ਕਰਕੇ **1800 65 64 63** ਤੇ ਜਾਣਕਾਰੀ ਲਈ ਫੋਨ ਲਾਓ।

ਜਾਂ ਤਾਂ ਨੇੜਲੀ ਪੁਲਿਸ ਨੂੰ ਫੋਨ ਲਾਓ ਤੇ ਜਾਂ ਪੁਲਿਸ ਠਾਣੇ ਜਾਓ।

ਉਨ੍ਹਾਂ ਨੂੰ ਆਪਣੀ ਬੋਲੀ ਦੱਸੋ ਅਤੇ ਤਰਜ਼ਮਾਨੀ ਸੇਵਾ ਨੂੰ ਫੋਨ ਲਾਓਣ ਲਈ ਆਖੋ।

*ਐਮਰਜੈਂਸੀ ਵਿੱਚ ਪੁਲਿਸ ਨੂੰ 000 ਤੇ ਫੋਨ ਕਰੋ।*

## Samoan

Ole toatele o tamaitai e lē saogalemu i o latou lava aiga. O loo latou mafai lava ona feagai pea ma fatioga, faaita, faafefe, ta fasi ma faiga mataga i itusa mai tamaloloa latou te iloa ma masani ai, poo latou o nonofo foi.

Afai o loo e feagai pea ma nei faasauaga malolosi ma ua e manao ia taofia, e mafai ona e faafesootai le auaunaga o faamatalaupu ile 131 450 ma e fai iai ia latou tuu oe ile numera lea 1800 65 64 63 mo faamatalaga.

Poo lou valaau ile ofisa o leoleo pito lataane ia oe pe ete alu foi ile ofisa o leoleo.

Ta'u ia latou lau gagana ma fai iai ia latou valaau ile auaunaga o faamatalaupu.

I faalavelave faafuase'i valaau leoleo ile 000.

## Spanish

Muchas mujeres no están seguras en sus propios hogares. Soportan insultos, amenazas, malos tratos y abusos sexuales de los hombres que conocen y con quienes conviven.

Si usted viene soportando la violencia y quiere que esto termine, puede comunicarse con el servicio de intérpretes al 131 450 y pedirles que la comuniquen con el 1800 65 64 63 donde podrá obtener información.

O puede llamar a la Policía Local o dirigirse a la estación de Policía.

Dícales qué idioma habla y pídales que llamen al servicio de intérpretes.

En caso de emergencia, llame a la Policía al 000.



## Tagalog

Maraming kababaihan ay hindi ligtas sa sariling mga tahanan. Natitiis nilang kayanin ang mga paghamak, pananakot, pananakit at sekswal na pang- aatake mula sa mga kalalaking kilala nila at kinakasama sa buhay.

Kung pinagtitiisan mo ang karahasan at nais mong matigil na ito, makakatawag ka sa serbisyo ng tagasalinwika sa **131 450** at hilingin sa kanilang ikonekta ka sa **1800 65 64 63** para makahingi ng impormasyon.

O tumawag sa Lokal na Kapulisan o magtungo sa himpilan ng pulisya.

Sabihin sa kanila ang iyong wika at hilingin sa kanilang tawagan ang serbisyo ng tagasalinwika.

***Sa panahon ng dagling pangangailangan, tawagan ang Pulisya sa numerong 000.***

## Tamil

பல பெண்கள் தங்கள் சொந்த இல்லங்களில் பாதுகாப்பாக இல்லை. தங்களுக்குத் தெரிந்து மற்றும் தங்களுடன் வாழ்கிற ஆண்களிடமிருந்து அவமானங்கள், அச்சுறுத்தல்கள், கடுமையாக அடித்தல், மற்றும் பாலியல் வன்முறைத் தாக்குதல்களை அவர்கள் சமாளிக்கிறார்கள்.

உங்களுக்கு வன்முறை நடந்து கொண்டிருந்தால் அதை தடுக்க விரும்பினால் நீங்கள் **131 450**-ல் மொழிபெயர்ப்பு சேவையை தொடர்பு கொண்டு அவர்களிடம் **1800 65 64 63**க்கு உங்களை இணைக்குமாறு கேட்கலாம்.

அல்லது உள்ளூர் காவல்துறையை அழைக்கலாம் அல்லது காவல் நிலையத்திற்கு செல்லலாம்.

அவர்களிடம் உங்கள் மொழியை சொல்லி மொழி பெயர்ப்பு சேவையை அழைக்க அவர்களைக் கேட்கலாம்.

***அவசரகாலத்தில் 000ல் காவல்துறையை அழைக்கலாம்.***

## Thai

ผู้หญิงหลายรายไม่ได้มีความปลอดภัยในบ้านของตัวเอง แต่กลับถูกเหยียดหยาม ข่มขู่ ทำร้าย และคุกคามทางเพศจากผู้ชายที่ตนรู้จักและอาศัยอยู่ด้วย

หากคุณประสบกับความรุนแรงและต้องการจะหยุดความรุนแรงดังกล่าว คุณสามารถติดต่อบริการล่ามได้ที่หมายเลข **131 450** เพื่อแจ้งขอให้ต่อสายคุณไปที่หมายเลข **1800 65 64 63** เพื่อรับฟังข้อมูล

หรือโทรไปที่สถานีตำรวจในท้องถิ่น หรือไปที่สถานีตำรวจ

แจ้งภาษาของคุณและขอให้เจ้าหน้าที่ตำรวจติดต่อบริการล่าม

หมายเลขโทรศัพท์สำหรับติดต่อเจ้าหน้าที่ตำรวจในกรณีฉุกเฉินคือ **000**

## Tongan

Ko e kakai fefine tokolahi 'oku 'ikai ke nau malu 'i honau 'api'. 'Oku nau fe'ao mo e ta'e-faka'apa'apa'i, fakamanamana, tā mo e ngaohikovi'i he'ene fefiné, mei he kakai tangata 'oku nau 'ilo mo nofo fakataha mo iá.

Kapau na'a ke fa'a kātaki'i 'a e fakamamahi' pea 'oku ke fiema'u ke tuku, te ke lava 'o fetu'utaki ki he ngāue fakatonuleá he 131 450 pea ke kole ange kiate kinautolu ke fakahoko koe ki he 1800 65 64 63 ki ha fakamatala.

Pe tā ki he kau polisi homou feitu'ú pe 'alu ki he 'api polisi'.

Talaange kiate kinautolu 'oku ke lea faka-Tonga pea ke kole ange ke nau tā ki he ngāue fakatonuleá.

'I ha me'a fakafokifā, tā ki he kau polisi' he 000.

## Urdu

بہت سی عورتیں اپنے ہی گھر میں محفوظ نہیں ہوتیں۔ وہ جن مردوں کو جانتی ہیں یا جن کے ساتھ رہتی ہیں، ان کی طرف سے ہتک آمیز سلوک، دھمکیوں، مار پیٹ اور جنسی تشدد کا شکار ہوتی ہیں۔

اگر آپ کے ساتھ تشدد ہو رہا ہے اور آپ اسے روکنا چاہتی ہیں تو آپ انٹریپرٹر سروس (ترجمے کی سروس) پر رابطہ کروانے **1800 65 64 63** پر فون کر سکتی ہیں اور معلومات لینے کیلئے انہیں **131 450** کو کو کہ سکتی ہیں۔

یا مقامی پولیس کو فون کریں یا پولیس سٹیشن جائیں۔

آپ انہیں بتائیں کہ آپ کی زبان کونسی ہے اور انٹریپرٹر سروس کو فون کرنے کیلئے کہیں۔

**ایمرجنسی میں 000 پر پولیس کو فون کریں۔**

**ALCOHOL AND DRUG INFORMATION SERVICE**

1800 250 015

24-hour counselling, support, advice, information and referrals for those affected by drug and alcohol use.

**Hours:** 24 hours

**FAMILY DRUG SUPPORT**

1300 368 186

Support for families affected by alcohol and other drugs.

**Hours:** 24 hours

**AUBURN COMMUNITY HEALTH CENTRE**

8759 4000

Community health centre providing support for drug and alcohol issues along with other health issues.

**Hours:** Monday to Friday, 8.30am - 5pm

**ALCOHOLICS ANONYMOUS (AA)**

A fellowship organisation sharing experiences of alcohol use and dependency.

- National Helpline

1300 22 22 22

- Blue Mountains and Western Sydney local office

0428 160 457

**Hours:** Monday to Friday, 8.30am - 4.30pm

**NARCOTICS ANONYMOUS**

1300 652 820

A fellowship organisation for men and women for whom drugs have become a major problem. A group of recovering addicts who meet regularly to help each other stay clean.

**WAYBACK LTD**

9633 4800

Wayback Ltd is a charitable drug and alcohol rehabilitation service based on harm minimization and the use of medication for the treatment of drug and alcohol dependency.

**Family Support Services**

Family support services can provide a range of assistance and information for women and children.

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**CATHOLICCARE SOCIAL SERVICES (PARRAMATTA)**

8843 2560

Provide family relationship services, including counselling and support.

**Hours:** Monday & Wednesday, 9am – 8pm  
Tuesday, Thursday & Friday, 9am – 5pm

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**WESLEY FAMILY CENTRE (THE HILLS)**

8805 7288

Free family support services for any family caring for children from birth to 12 years of age.

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**PARRAMATTA HOLROYD FAMILY SUPPORT**

9636 8437

Provides support and assistance to families who have dependent children up to the age of 12 years, focusing on child development and behaviour, parenting strategies, social isolation and family violence.

**Hours:** Monday to Thursday, 9am - 4pm  
Friday, 9am – 12pm

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**AUBURN CHILDREN'S FAMILY CENTRE (BARNARDOS)**

9646 2770

Provides a range of family support services including child and adolescent sexual assault counselling, DV support, kinship care, transitional accommodation and temporary family care and youth support.

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**PARENT LINE**

1300 1300 52

Counselling, information and referral service for parents of children aged 0 to 18.

**Hours:** Monday to Friday, 9am - 9pm  
Saturday & Sunday, 4pm - 9pm

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**FAMILY RELATIONSHIP CENTRE (PARRAMATTA)**

9895 8144

Offer a range of services and programs, which are aimed at families at all stages of life.

**Hours:** Monday to Friday, 9am - 5pm

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**CENTRAL WEST CONTACT SERVICE**

9893 7949

Provide supervised contact sessions with changeover and change back for separated families and their children.

**Hours:** Monday, Wednesday, Thursday & Saturday 9 – 5pm  
Friday, 9 – 7pm

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**BONNIE SUPPORT SERVICES**

9729 0939

Bonnie's exists to serve women and their children, supporting them to lead the best lives they can. They provide support and/or accommodation to women and their children who are homeless, at risk of homelessness or escaping domestic and family violence.

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**THE ASSOCIATION OF BHANIN ELMINIEH**

9649 2063

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**THE AUSTRALIAN ARABIC COMMUNITY WELFARE CENTRE**

- Casework/advocacy
- Community settlement
- Aged Services
- Community Development
- Family Support
- Information & Referrals
- Youth Development

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**MISSION AUSTRALIA**

8843 8500

- Early Learning & development
- Support for carers & parents
- Domestic & family violence
- Housing support for families

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**NATIONAL ZAKAT FOUNDATION**

1300 663 729

- A ground breaking initiative which aims to utilise Zakat funds and voluntary donations for the benefit of local recipients
- Provides a service for the Muslim community in Australia with respect to Zakat
- Aims to help different people who may be struggling e.g. widows, refugees and the homeless

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**SAFE BEDS FOR PETS- RSPCA**

9782 4408

- Temporary housing for pets of women and families who are seeking refuge from domestic violence
- These animals are referred through to the RSPCA from a domestic violence counselling service
- Safer solution for animals

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**AUSTRALIA POST FREE P.O. BOX SERVICE**

13 7678

- A free service for survivors of DV so that they can get mail and documents sent to them without fears for their safety
- Can be given to a woman for a minimum of 12 months at a post office of their choosing
- Will need proof of ID and either a statutory declaration, an early intervention order or a support letter written on an approved letterhead from an agency
- Please note: They will send all applicants listed a letter to the old address to confirm that they are aware of, and authorise, the redirection of their mail as part of their support for victims of domestic violence. This letter will not disclose the new address details (where the mail is being redirected to), nor be traceable to the new address.

# Financial Assistance

## DEPARTMENT OF HUMAN SERVICES (DHS)

Youth and Students	132 490
ABSTUDY	1800 132 317
Older Australians	132 300
Disabilities and Carers	132 717
Families and Parents	136 150
Employment Services	132 850
Multilingual Phone Service	131 202
Indigenous Phone Service	1800 136 380

To contact a social worker:

- Call 132 850 and ask to speak to a social worker, or
- Visit your local service centre to be referred to a social worker.

**Department of Human Services (DHS) offer a Crisis Payment** - a special one-off payment that may be paid in addition to your regular payment from DHS where:

- You have been forced to leave your home and cannot return because of an extreme circumstance such as domestic violence or
- You remain in your home after experiencing domestic violence and the family member responsible has left or has been removed from your home.

Note: This payment must be claimed within 7 days of the incidence of violence.

## **ST VINCENT DE PAUL - FAMILY ASSISTANCE HOTLINE** 1800 606 724

Emergency relief may be given in the form of food parcels, food vouchers, and assistance with utility bills, clothing, furniture and referral.

**Hours:** Monday to Friday, 9am - 4pm

## **SALVATION ARMY MONEYCARE (PARRAMATTA)** 9633 5011

Financial counselling and budgeting assistance.

## **HILLSONG CITYCARE (BAULKHAM HILLS)** 8853 5391

Emergency relief, including: food hampers, food vouchers, utility assistance and referrals.

## **SALVATION ARMY** 1300 371 288

Emergency relief assistance line. 13 72 58

## **NSW GOVERNMENT – WORK AND DEVELOPMENT ORDER** 1300 478 879

Allows eligible people to pay off their debt through instalments by either undertaking unpaid work with a relevant organisation or by undertaking certain courses or treatments.

## **COMMONWEALTH DV EMERGENCY ASSISTANCE PROGRAM** 1800 222 387

Access to trauma counsellors who can assess needs and suitability. Offers one-time assistance to CBA customers who are at a crisis point.

**Hours:** Monday to Friday, 8am – 8pm

## Food Banks

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### JESUIT REFUGEE SERVICE FOOD (PARRAMATTA)

9098 9336

Provides fresh food, stock foods (cans) and necessities for mothers and young children. Eligibility is dependent on a meeting with the case worker in order to determine specific needs.

**Hours:** Tuesday to Friday, 9:30am – 2pm

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### THE STAPLES BAG (PARRAMATTA POP UP)

9891 2277

Provides low income earners with easy access to low cost and high quality food staples. Also provides unemployed people with hands-on work experience and skills to help job seekers find and keep a job.

**Hours:** Every second Thursday, 11:30am – 1pm

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### ANGLICARE COMMUNITY PANTRY (PARRAMATTA)

9635 1783

Certain Anglicare shops have community pantries attached to them where you can purchase a bag of groceries for \$10 and/or \$2 for fresh food. Need to have a Pension, Health Care or Immigration Card to be eligible.

**Hours:** Monday to Friday, 9am – 4:45pm  
Saturday, 9am – 1:15pm

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### PARRAMATTA MISSION

9891 2277

Meals plus is a day centre open for breakfast and lunch and includes services like emergency food assistance, laundry and shower facilities, financial counselling, housing advocacy and referrals to accommodation services.

**Hours:** Monday to Friday, Breakfast 8am – 9am  
Monday to Friday, Lunch 11:30am – 1pm

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### HARRIS PARK COMMUNITY HUB

8861 9757

A client-centred support and referral service operated by the St Vincent de Paul Society. They offer both small and large food parcels dependant on number of people in the family. Clients will need to meet with the client service officer so that specific needs can be assessed.

**Hours:** Monday to Friday, 9am – 12pm, 12:30pm – 4pm



# Group Support

## UNIFAM COUNSELLING AND MEDIATION

6/146 Marsden St, Parramatta

8830 0700

- Supporting kids through separation
- Individual counselling
- Family counselling with children and adolescents
- Couple counselling
- Under two year marriage counselling certificates
- Counselling after separation
- Section 60I certificates
- Family dispute resolution (mediation & property matters)
- Keeping contact- parenting orders program
- The Anchor (Supporting kids through separation)
- Family dispute resolution – Children’s Matters
- Options for adolescents and families
- Coordinated family dispute resolution

## RELATIONSHIPS AUSTRALIA

601/126 Church St, Parramatta

1300 364 277

RAPS - Adolescent Family Therapy and Mediation Service  
Aftercare Resource Centre  
Joint Support Program, Juvenile Justice  
Wattle Place - Royal Commission Community Based Support Services

**RAPS** 9633 4100

## PARRAMATTA HOLROYD FAMILY SUPPORT INC.

37 Collins St, Pendle Hill

9636 8437

Structured programs that provide parenting skills to help parents to improve their relationship with their child. Learn skills in responding to children’s needs such as challenging behaviours, emotional problems and relationships.

Groups that teach practical skills such as first aid, household management, safety and emergency responses and budgeting.

Also self-help/peer support groups for parents such as Young Parents Group and our self-supported Adoption Group.

**Hours:** Monday to Thursday, 9am – 4pm  
Friday, 9am – 12pm

## COMMUNITY MIGRANT RESOURCE CENTRE

4/1 Horwood Place, Parramatta

9687 9901

Community MRC liaises with ethnic community groups to provide an ethno-specific service to a specific community. These workers provide casework, group work and conduct information sessions to clients in their own language.

## THE HILLS COMMUNITY HEALTH

183/187 Excelsior Ave, Castle Hill

8853 4500

Provides a range of services in The Hills area to children, young people, adults and older people. Services range from health promotion, prevention and early detection to assessment, treatment and continuing care.

**Hours:** Monday to Friday, 8:30am - 5pm

**CUMBERLAND WOMEN'S HEALTH CENTRE**  
**23 Albion St, Harris Park**

9689 3044

CWHC provides free groups to women who have or are experiencing domestic violence, abuse or lack of respect in a relationship. Groups include Domestic Violence group, therapeutic and psycho-educational groups, meditation and yoga and other creative programs. The Domestic Violence group is an 8-week program that runs every Wednesday for four terms of the year and is designed to assist women to re-build their sense of self-worth.

**Hours:** Monday to Thursday, 9am – 4pm

**THE SOIREE (PARRAMATTA)**

0405 524 319

Offers face to face support and information to women under the age of 50 yrs. who have been diagnosed with breast cancer.

0417 416 049

**Hours:** Last Thursday of the month, 6pm – 8pm

**“TOO MANY”**

*By Sarah*

***Too many “IFS”***

***Too many “WHENS”***

***Too many “SORRYS”***

***Too many “PROMISES”***

***Too many “LIES”***

***Too many “ONE MORE TRIES”***

***How many were there,***

***Before I knew***

***That “ACTIONS” speak “LOUDER”***

***Than “PROMISES” do?***

## Health and Medical

When physical injury has occurred it's important to report the injuries to a doctor or visit Emergency at your local hospital, to have any injuries you received documented.

Many doctors these days are aware of domestic violence. Your GP may be someone you feel comfortable talking to, or they may suggest someone else who can help.

If you don't feel comfortable talking to your doctor about the domestic violence problems, then some of the other services listed in this directory may be more helpful to you.

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### **WESTMEAD HOSPITAL (Social Work Department)** 9845 6699

Social workers are available to support patients, their families and carers when they attend the Crown Princess Mary Cancer Centre.

**Hour:** Monday to Friday, 8am - 4:30pm

### **COMMUNITY HEALTH CENTRES**

- Merrylands	9682 3133
- Auburn	8759 4000
- Parramatta	9843 3222

### **ABORIGINAL HEALTH LIAISON OFFICER**

- Westmead Hospital (Switchboard)	9845 5555
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### **WESTERN SYDNEY SEXUAL HEALTH CENTRE (PARRAMATTA)** 9843 3124

Sexual health service that provides free and confidential testing, support, treatment and management of sexually transmissible infections (STI) and HIV/AIDS.

**Hours:** Monday, Tuesday & Friday, 9am - 4pm  
Wednesday, 1 – 4pm  
Thursday, 4pm – 7:30pm

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### **HIGH STREET YOUTH HEALTH SERVICE (HSYHS)** 8860 2500

Adolescent service for young people aged 12-24 who are marginalised, disadvantaged, at risk of becoming homeless or already experiencing homelessness.

**Hours:** Monday to Friday, 9am - 5:30pm

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### **FAMILY PLANNING NSW** 1300 658 886

Provides a range of reproductive and sexual health services for women and men of all ages.

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### **HOME DOCTOR – AFTER HOURS GP** 13 7425

After hour GP home visits, bulk billed. 13 SICK

**Hours:** Monday to Friday from 6pm  
Saturday from 12pm  
All day Sunday and public holidays

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### **CUMBERLAND WOMEN'S HEALTH CENTRE** 9689 3044

A community based organisation that provides massage therapy, referrals for a range of health issues and general and DV counselling to women in the Parramatta, Cumberland and Hills areas.

**Hours:** Monday to Thursday, 9am - 4:30pm

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**THE HILLS COMMUNITY HEALTH CENTRE**

8853 4500

Provides a range of services in The Hills area to children, young people, adults and older people. Services range from health promotion, prevention and early detection to assessment, treatment and continuing care.

**Hours:** Monday to Friday, 8:30am - 5pm

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**NEW HORIZONS**

1300 726 372

- Access to therapy, counselling and rehabilitation for people living
- with a disability, mental health concerns, possible homelessness, youth and Indigenous Australians
  - Dietary advice and support with meal planning & healthy cooking
  - Exercise plans, programs and motivation

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**180° HEALTH & FITNESS SOLUTIONS**

0425 426 055

A mobile fitness service that offers affordable, tailored personal training sessions that get results to help you reach your health and fitness goals.

**Hours:** Monday to Friday, 6am - 6:30pm  
Saturday 6am - 1pm

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**PANACEA HEALTH CLINIC**

9890 7755

Services:

- Women's health
  - Psychologist
  - Prenatal yoga classes
  - Postnatal visits
  - Early childhood services
  - Breastfeeding clinic
  - Midwifery Services
- Hours:** Monday to Friday, 9am - 6pm

# Legal Services

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**DOMESTIC VIOLENCE LEGAL ADVICE LINE** 1800 810 784

Free legal information, advice and referrals for women, with a focus on domestic violence and Apprehended Domestic Violence Orders. 8745 6999

**Hours:** Monday & Thursday, 1.30pm - 4:30pm  
Tuesday & Friday, 9:30am - 12:30pm

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**WOMEN'S LEGAL CONTACT LINE** 1800 801 501

Free confidential legal information, advice and referrals for women in NSW with a focus on family law, domestic violence and sexual assault. 8745 6988

**Hours:** Tuesday, 1:30pm – 4:30pm  
Thursday, 9:30am – 12:30pm

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**INDIGENOUS WOMEN'S LEGAL CONTACT LINE** 1800 639 784

Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination & support. 8745 6977

**Hours:** Monday, Tuesday & Thursday, 10am - 12:30pm

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**WIRRINGA BAIYA ABORIGINAL WOMEN'S LEGAL CENTRE** 1800 686 587

Community legal centre for Aboriginal women, children and youth, focusing on issues relating to violence. 9569 3847

**LEGAL AID (PARRAMATTA)**

Provides legal services to disadvantaged clients.

- Family and Civil Law 9891 1600
- Criminal Law 8688 3800

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**LAWACCESS NSW** 1300 888 529

Free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW.

**Hours:** Monday to Friday, 9am - 5pm

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**MACQUARIE LEGAL CENTRE** 8833 0911

Free legal advice for those living in the Parramatta area who can't afford private legal representation.

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**WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICES (WDVCAS) PARRAMATTA/RyDE** 8833 0922

Legal support/advice for women in relation to domestic violence.

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**MOSAIC** 8599 2101

MOSAIC (Migrant Outreach Services; Advice, Information, Community Education) is a program of Justice Connect that provides free legal assistance and advocacy to refugees, asylum seekers and recently arrived migrants.

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**TENANTS ADVICE LINE** 1800 251 101

Provides assistance and advocacy to all tenants regardless of suburb, particularly social housing tenants and the vulnerable. 8833 0933

**Hours:** Monday to Friday, 9am – 1pm, 2pm - 5pm

**ABORIGINAL LEGAL SERVICE (NSW/ACT) - PARRAMATTA**

8836 3400

Assist Aboriginal and Torres Strait Islander men, women and children through representation in court, advice & information and referral to support services.

**WESTERN SYDNEY LEGAL CENTRE (PARRAMATTA OFFICE)**

8833 0911

Provide free legal advice in various areas of law including family law, domestic violence, employment laws, motor vehicle accidents and neighbourhood disputes.

**Hours:** Monday to Friday, 9am – 1pm, 2pm – 5pm  
Thursday, 5:30pm – 7:30pm (by appointment only)

**IMMIGRATION ADVICE AND RIGHTS CENTRE (IARC)**

8234 0700

A community-based organisation that helps individuals recover from mental illness through a program of mutual support and personal development.

**Hours:** Monday to Friday, 8:30am – 4:30pm

# Mental Health Services

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## NSW MENTAL HEALTH LINE

1800 011 511

24 hour referral and mental health advice.

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## CUMBERLAND HOSPITAL (PARRAMATTA INPATIENTS)

9840 3000

A part of Western Sydney Local Health District that supports people with a range of mental illnesses and disorders. Works with clients in terms of prevention through to early detection and intervention, triage and assessment.

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## TRANSCULTURAL MENTAL HEALTH CENTRE (PARRAMATTA)

9912 3851

A state-wide service that promotes access to mental health services for culturally and linguistically diverse communities.

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## HEADSPACE (PARRAMATTA)

1300 737 616

Provides early intervention mental health services for 12-25 year olds, their friends and families.

**Hours:** Monday to Friday, 8am - 5pm  
Saturday, 9 – 5pm

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## GROW

1800 558 268

Community-based organisation that helps individuals recover from mental illness through a program of mutual support and personal development.

**Hours:** Monday to Friday, 8:30am – 4:30pm

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## 180° HEALTH & FITNESS SOLUTIONS

0425 426 055

The service specialises in training people with disabilities as well as mental illness. Their programs are customer-centric, which means they build their programs around their client's needs. Whether that be for an individual or group.

Outcomes of sessions:

- Health benefits
- Addressing the social seclusion that people with disabilities or mental health issues can face, thereby building confidence and self-esteem.

**Hours:** Monday to Friday, 6am – 6:30pm  
Saturday, 6am - 1pm

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## ONE DOOR FRANGIPANI HOUSE (PARRAMATTA)

9689 2600

Offers social, recreational and educational programs for adults experiencing persistent mental health issues.

**Hours:** Monday to Thursday, 9am- 5pm  
Friday, 9am – 2pm

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## MINDWISE PARRAMATTA

8677 5168

A private psychology practice that can assist people with their emotional wellbeing, life guidance, relationship counselling and parenting issues.

**Hours:** Monday, Tuesday & Wednesday, 9am- 8pm  
Thursday & Friday, 9am – 6pm  
Saturday, 9am – 3pm

# Migrant Women's Services

Domestic violence occurs in all ethnic groups. Immigrant women who are not yet permanent residents may face special problems if they are experiencing domestic violence.

Some women who have lodged applications for permanent residence, or who have recently arrived in Australia, fear that if they leave the relationship with their abusive partner, they will not be able to stay in the country. For most women this is not the case, as immigration law recognises that women should not have to risk further violence in order to obtain residency.

Women who are in this situation should seek advice from an immigration lawyer at the Immigration Advice and Rights Centre or the Legal Aid Commission of NSW. They should also be given advice from the police about protection and Apprehended Violence Orders.

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<b>TRANSLATING AND INTERPRETING SERVICE</b>	131 450
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24 hour immediate phone interpreting.

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<b>IMMIGRANT WOMEN'S SPEAKOUT</b>	9635 8022
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Provides services in the areas of homelessness, domestic violence and employment, education and training.

**Hours:** Monday to Friday, 9:30am – 5pm

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<b>IMMIGRATION ADVICE AND RIGHTS CENTRE</b>	8234 0700
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**Hours:** Monday to Friday, 9am – 5pm

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<b>BORONIA MULTICULTURAL SERVICES</b>	8737 5500
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Aims to facilitate and provide social, recreational, cultural and community support services to families of refugee and migrant backgrounds.

**Hours:** Monday to Friday, 9am – 4:30pm

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<b>DEPT OF HUMAN SERVICES (DHS) – MULTILINGUAL PHONE SERVICE</b>	131 202
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**Hours:** Monday to Friday, 8am - 5pm

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<b>COMMUNITY MIGRANT RESOURCE CENTRE</b>	9687 9901
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Provides specialised support services to newly arrived migrants, refugees and humanitarian entrants.

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<b>AUBURN DIVERSITY SERVICES</b>	8737 5500
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The organisation is committed for developing strategies which address the needs of local migrants and focuses on recent arrivals, emerging communities and special needs groups including humanitarian entrants, refugees, women, youth, children, aged and the unemployed.

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<b>BONNIE SUPPORT SERVICES</b>	9729 0939
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Bonnie's exists to serve women and their children, supporting them to lead the best lives they can. We provide support and/or accommodation to women and their children who are homeless, at risk of homelessness or escaping domestic and family violence.

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<b>MOSAIC</b>	8599 2101
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MOSAIC (Migrant Outreach Services; Advice, Information, Community Education) is a program of Justice Connect that provides free legal assistance and advocacy to refugees, asylum seekers and recently arrived migrants.



# Same Sex Support Services

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## INNER CITY LEGAL CENTRE

1800 244 481

Provide specialist legal advice services for LGBTI.

**Hours:** Tuesday & Wednesday nights by appointment

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## QLIFE - GAY & LESBIAN COUNSELLING SERVICE

1800 184 527

Phone counselling, information and referral service for LGBTI people who are experiencing poor mental health, psychological distress, social isolation and discrimination.

**Hours:** Monday to Sunday, 3pm – 12am

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## TWENTY10 (OUT WEST! PARRAMATTA GROUP)

8594 9552

0466 67 2010

Out West is a social and support group for young people (under 26) in Western Sydney who identify as gay, lesbian, bisexual, transgender, intersex, queer (GLBTIQ) or are same sex attracted, gender diverse or questioning.

**Hours:** Wednesdays (fortnightly) 6pm - 8pm.

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## THE GENDER CENTRE

9519 8200

Multi-purpose service supporting the transgender, gender diverse and gender questioning community of NSW. Provides specialist counselling for persons transitioning, outreach programs, case management, housing and referrals.

**Hours:** Monday to Friday, 9am – 4:30pm

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## SYDNEY QUEER MUSLIMS

Online only

An organisation dedicated to supporting and advocating for people of diverse sexualities, genders and intersex status to reconcile their sexual identity with their faith.

**Hours:** Only available through online contact,  
[www.sydneyqueermuslims.org.au](http://www.sydneyqueermuslims.org.au)

# Support Group / Services for the Frail Aged, People with a Disability and Carers

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## **PARRAMATTA CITY COUNCIL CARER SUPPORT SERVICE**

9806 5121

Provides information, activities, educational sessions and individual as well as group support for primary carers of people that are frail aged, people with a disability who live in or care for someone who lives in the Parramatta LGA.

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## **CUMBERLAND COUNCIL NEIGHBOUR AID**

9688 4751

Neighbour Aid is a volunteer based service that provides the frail aged and people living with a disability support to enable them to remain independent, participate in community life and sustain meaningful relationships.

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## **THE ASSOCIATION OF BHANIN ELMINIEH**

9649 2063

### **THE AUSTRALIAN ARABIC COMMUNITY WELFARE CENTRE**

Provides assistance in understanding and managing situations, behaviours and relationships associated with the person's need for care and/or the caring role. It also offers information, advice and advocacy services.

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## **MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW**

9891 6400

MDAA provides advocacy, information and training to people from a non-English speaking background with disability and their families and carers in NSW. It assists people to stand up for their rights, for example, when people have problems with housing, immigration, school, work and disability services.

1800 629 072

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## **AUSTRALIAN UNITY DISABILITY SERVICES/ HOME CARE SERVICES**

1300 160 170

Provides domestic assistance, personal care, in-home respite for carers, assistance with travel and shopping & home maintenance depending on location. Also assists with NDIS eligibility, planning and implementation.

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## **AUBURN AGED CARE ASSESSMENT TEAM**

9749 0379

ACATs provide advice and assessment of older people in order to identify client and carer needs for care and support, formulate a care plan and make referrals to appropriate community and residential aged care services. ACAT assessment is necessary for receiving Home Care packages two and four.

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## **WESTMEAD AGED CARE ASSESSMENT TEAM**

9845 6903

ACATs provide advice and assessment of older people in order to identify client and carer needs for care and support, formulate a care plan and make referrals to appropriate community and residential aged care services. ACAT assessment is necessary for receiving Home Care packages two and four.

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## **BAPTISTCARE**

1300 275 227

Provides assistance with personal care, respite care, social support, transport for people over 65 years, medical transport and domestic assistance. They have residential homes in the Hills area and Kellyville, retirement homes in Kellyville plus home services and a social club.

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**JOBQUEST HOME MAINTENANCE, LAWN MOWING AND GARDENING SERVICES** 8677 8885

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Home Maintenance services can do minor handyman repairs such as changing light bulbs, replacing tap washers, unblocking drains, rubbish removal, small carpentry and painting jobs. Also assist with lawn mowing and gardening tasks.

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**THE HILLS SHIRE COUNCIL – HILLS COMMUNITY CARE** 9761 7600

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A home modification and maintenance service that can assist people with their day to day living. Occupational therapy services can assist people to find safe ways of doing things which have become difficult due to advanced age, a disability, physical injury or illness. They provide assistance to frail aged people and their carers so they can maintain their independent living.

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**KINCARE (HACC NURSING SERVICE)** 1300 642 987

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Nursing can be provided at home or in a community venue or clinic. As a registered NDIS provider, they work with people with disabilities and the frail aged.

Services include:

- Nursing (Wound Care Nursing Diabetes Nursing)
- Domestic Assistance
- Personal Care
- Social Support
- Transport
- Respite
- Dementia monitoring
- Home and Garden Maintenance

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**DEMENTIA SPECIFIC COUNSELLING, SUPPORT, INFORMATION & ADVOCACY SERVICE** 8805 0959

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This service provides assistance in understanding and managing situations, behaviours and relationships associated with the person's need for care and/or the caring role. It also offers information, advice and advocacy services for carers of people with dementia.

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**DEMENTIA ADVISORY SERVICE (DAS)** 9845 6903

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DAS provides information and advice on dementia and support for carers including info on relevant community services, and how to access them. Dementia Café / Connection Coffee Club for people in early stages of dementia and their families and friends.

**Hours:** 10am – 12pm Parramatta Café, 2<sup>nd</sup> Monday of the month

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**DEMENTIA HELPLINE** 1800 100 500

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**Hours:** Monday to Friday, 9am – 5pm

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**DEMENTIA BEHAVIOURAL MANAGEMENT ADVISORY SERVICE** 1800 699 799  
24 hour helpline

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**MENTAL HEALTH RESPITE SERVICE: CARER SUPPORT**

9761 5724

Flexible respite options to carers who live with and / or care for children (including adult children) with a severe mental illness/psychiatric disability and/or intellectual disability.

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**POLISH AUSTRALIAN WELFARE ASSOCIATION**

9716 0036

Ethno specific service targeting Polish speaking people and Eastern Europeans provide In-home Respite Services for frail aged people, people with disability and their carers.

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**AUBURN AGED DAY CARE / CENTRE BASED RESPITE SERVICE**

9563 9851

Multicultural day care centre for frail aged and disabled, providing both ethnic day care and English speaking day care. Groups available: Arabic, Chinese, Italian, Russian, Turkish, Ukrainian & Vietnamese speakers. This service provides: transport to and from the centre, hot lunch, social activities, health assessment and monitoring, health promotion, carer information and education and outings.

**Hours:** Monday to Friday 8am - 4:30pm

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**AUSTRALIAN CHINESE COMMUNITY ASSOCIATION**

9687 8981

Chinese Dementia Respite Day Care  
Chinese Aged Day Care

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**DIVERSE COMMUNITY CARE**

9898 0000

**COMMUNITY OPTIONS PROGRAM (COPs)**

Program is able to provide short-term case management to carers to support them in their caring role of a person with a permanent or profound disability with complex care needs. Its offers information, advocacy, advice, facilitation and assist carers to navigate the service system.

# Disability Services

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## DISABILITY ABUSE & NEGLECT HOTLINE

1800 880 052

This hotline is a free service for reporting the abuse and neglect of people with a disability. Staff work with callers to find appropriate ways of dealing with these reports.

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## NORTHCOTT

1300 925 754

Services provided:

- Accommodation
- Individual and family support
- Employment and life skills
- Recreation and respite
- Therapy
- Equipment and technology

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## CITIZEN ADVOCACY WESTERN SYDNEY

9893 8210

The Citizen Advocacy program carefully matches a person with intellectual disability (including people with multiple disabilities) to a citizen advocate. A citizen advocate is a caring, responsible member of the community willing to volunteer their time to make a positive difference in the life of someone with intellectual disability.

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## 180° HEALTH & FITNESS SOLUTIONS

0425 426 055

The service specialises in training people with disabilities as well as mental illness. Programs are customer-centric, which means they build their programs around client's needs, whether that be for an individual or group.

Outcomes of sessions:

- Health benefits
- Addressing the social seclusion that people with disabilities or mental health issues can face, thereby
- Building confidence and self-esteem.

**Hours:** Monday to Friday, 6am – 6:30pm  
Saturday, 6am - 1pm

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## BREAK THRU PEOPLE SOLUTIONS

Break Thru is a national not-for-profit organisation committed to empowering people to create their own futures. Through the provision of high quality person-centric programs, they enable thousands of people every year to address mental health, employment, disability, homelessness and training needs. Also give support with navigating and applying for the NDIS.

- Parramatta

1800 767 212

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## WESLEY LIFESKILLS

9897 2344

The Wesley LifeSkills program helps people to develop skills to enable them to work and build on their interpersonal skills- communication, literacy and numeracy. It also involves teaching of community skills, living skills, recreation and leisure.

**L'ARCHE**

9787 8132

Each Australian L'Arche community is made up of a number of households and/or independent flats. The people with disability and a support team made up of workers live and work alongside each other.

**ABILITY LINKS NSW**

9685 0293

Ability Links NSW supports people with disability, their families and carers to help them plan for their future, build on their strengths and skills, and develop networks in their own communities.

**FLINTWOOD DISABILITY SERVICES INC.**

9630 1777

Offer a wide range of services and programs that are flexible and varied to meet the needs of the individual. They are a registered NDIS provider and assist with planning and implementation. Their services include:

- Respite
- Day programs
- Transition to work program
- Accommodation
- Family support services
- Individualised services

**Hours:** Monday to Friday, 8am – 4pm

# Termination Services

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## MARIE STOPES INTERNATIONAL (DR. MARIE)

1300 866 130

Services:

- Contraception
- Safe Abortion
- Sexual Health Services

A team dedicated to helping women with pre care, termination, counselling and after care queries. Located in Surry Hills, Westmead and Penrith plus the option of a medical abortion over the phone if suitable. Prices sit around \$450 with discounts for people with a HealthCare card or private health insurance.

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## THE PRIVATE CLINIC

9690 0000

A clinic located in Surry Hills that is experienced with terminations. Guides women through the whole process whilst educating them about possible contraception options. If presenting with a Medicare Card, out of pocket costs will be around \$300 after receiving the rebate.

**Hours:** Monday to Saturday, 8am – 5pm

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## BLUE WATER MEDICAL

9605 2247

An experienced clinic specialising in providing abortions, contraception, vasectomies and a range of women's health services. For surgical terminations, price is \$475 with a Medicare Card or \$445 with a Healthcare Card. Medical termination is \$395 with Medicare and \$375 with a Health Card.

**Hours:** Thursday, Friday & Saturday (Macquarie Fields)

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## MACQUARIE STREET CLINIC

9221 1933

Provides high standard of care to women who are seeking assistance with a termination, contraception, vasectomies and counselling. Surgical abortions start from \$380 with a Medicare Card, medical start from \$450 with Medicare.

**Hours:** Monday to Saturday, 8:30am – 9pm

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## THE TABBOT FOUNDATION

1800 180 880

Services:

- Medical Abortion
- Surgical Abortion

Provides care and support to women needing assistance with termination. It is the first national service to provide medical abortion by telephone consultation alone. With a valid Medicare card prices start from \$325 or without a Medicare card it is \$600 (there is no Medicare rebate on these fees).

**Hours:** Monday to Sunday, 9am – 8pm

# Safety

**If you are in immediate danger call the Police**

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Women have a right to a NON VIOLENT RELATIONSHIP. If you have been assaulted or threatened, you are entitled to protection and advice. It is important to contact your local police station. Each police station now usually has a DOMESTIC VIOLENCE LIAISON OFFICER. These officers are specifically trained to support victims of violence.

Each police station also now usually has a GAY and LESBIAN LIAISON OFFICER specifically trained to support people from the same sex community.

You can ask to see them at the counter or call to make an appointment.

## **POLICE**

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- Parramatta Police Station	9633 0799
- Merrylands/Holroyd Police Station	9897 4899
- Rosehill Police Station	9897 4199
- Wentworthville Police Station	9688 8499
- Auburn Police Station	9646 8699

## **CRIME STOPPERS**

1800 333 000

Crime Stoppers is a community based program which encourages the public to share information about:

- People wanted by police.
- Unsolved crimes and future crime that is being planned.
- People you know who have committed criminal offences where they have not been arrested.
- Suspicious or unusual activity.

**Hours:** 24 hours

## **What the Police can do**

1. They can arrest and charge the person.
2. Apply for an AVO. This can be done by the police by phone, even outside of business hours.
3. They can remove, confiscate firearms/dangerous weapons from the offender's possession.

**Violence against women must be responded to as a crime**



# Apprehended Violence Orders

An Apprehended Violence Order (AVO) is a court order that can protect you from violence or threats of violence. AVOs are mostly used in domestic violence cases.

There are two ways you can get an order:

1. A police officer can make a complaint on your behalf, or
2. You can see a Registrar at your local Court and make a complaint yourself.

A summons may be one or two weeks away, so if you need protection immediately you should tell the police or the Registrar, who may be able to arrange for a temporary order (Provisional Order). This order will last until next time you go to court.

For women taking out Apprehended Violence Orders, please call for assistance:

<b>MACQUARIE WOMEN'S DV COURT ADVOCACY SERVICE</b>	88330922
Parramatta & Ryde Local Courts	1800 938 227
<b>SOUTH WEST SYDNEY WOMEN'S DV COURT ADVOCACY SERVICE</b>	9601 6988
Bankstown, Fairfield & Liverpool Local Courts	
<b>MACQUARIE LEGAL CENTRE</b>	8833 0911
Parramatta, Holroyd, The Hills, Auburn & Bankstown	

## Court Advocacy

Both the Mt Druitt and Blacktown Women's Domestic Violence Court Advocacy Service can help women experiencing domestic violence with gaining access to legal advice, support and a safe room to sit in.

Why a Court Advocacy Service?

- To assist you when seeking an Apprehended Violence Order to gain legal representation.
- To familiarise you with the court process, layout and personnel.
- To investigate the full facts of the complaint and related matters so that conditions appropriate to your circumstances are sought.
- To make referrals on all necessary social needs including income security, housing, counselling and support.
- To assist with, as far as possible, your safety whilst in the precinct of the court.

Court Advocacy is a free service offered to women at Penrith, Mt Druitt, Blacktown and Windsor Court House. If you would like a trained worker with you, contact the Domestic Violence Court Advocacy worker before you attend court to take out your AVO.

**WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE**

Macquarie (Parramatta/Ryde) – 1800 938 227

# Perpetrators of Violence

**VIOLENCE AGAINST WOMEN  
WILL ONLY STOP WHEN MEN  
STOP BEING VIOLENT AND  
WHEN THE COMMUNITY STOPS  
CONDONING IT**

If you are considering counselling for the offender, it is important to consider whether or not this is likely increase your safety (and the safety of any children) or your freedom from harassment.

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## **MENSLINE**

1300 78 99 78

MensLine Australia is available 24 hours a day, seven days a week, with professional counsellors providing confidential and anonymous information and support for all relationship issues.

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## **MEN'S REFERRAL SERVICE**

1300 766 491

The Men's Referral Service takes calls from Australian men dealing with family and domestic violence matters. If your behaviour has brought you into contact with the police or courts and you're facing issues such as an intervention order, behaviour change, anger management, access or custody, then it's time you gave us a call.

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## **PARENTLINE**

1300 1300 52

Amongst other things, we support parents and carers with serious issues such as domestic violence and parental substance use and how these impact on children.

**Hours:** Weekdays, 9am – 9pm  
Weekends, 4pm – 9pm

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## **BRIDGES COUNSELLING**

9683 1444

Counselling service for both victims and perpetrators of domestic violence.

**Hours:** Monday to Saturday, 9am – 5pm

## Getting Ready to Leave

The safety of you and your children is the most important thing. If you do not feel safe at home, there are places you can go. For information on refuges contact:

### **DOMESTIC VIOLENCE LINE**

1800 65 64 63

24 hour service which can provide advice on vacancies in refuges, as well as referrals, counselling and information.

### **Link2home**

1800 152 152

24 hour information, assessment and referral to homelessness support and accommodation services.

### **Planning your escape route:**

1. Decide who you will call if you are threatened or in danger
2. Decide where you and your children will go if you need a safe place
3. Keep some money hidden for taxi and bus fares
4. Keep your own house key and car key
5. Have a list of emergency numbers
6. Keep your important documents in one place

**Planning to be safe does not mean you are betraying your partner**

### **What to take with you:**

1. Key cards, credit cards and bank books
2. Passports
3. Birth and Marriage Certificates
4. Medicare Card and Blue Book
5. Clothes
6. Small valuables

# Staying Home Leaving Violence

SHLV supports women and children living in the Parramatta Cumberland, Blacktown, Mt Druitt and Quakers Hill Police Local Area Commands to stay safely in their home while ending a violent relationship. The SHLV Project can assist you and your children in the following ways:

- Provide practical and emotional support, so you can remain in your home after ending a violent relationship.
- Carry out risk assessments and safety audits to develop a safety plan with you
- Provide court support
- Provide security equipment such as monitored alarms, new locks, security doors and improved lighting to make your family home safer.

Staying Home is not for every woman – every woman’s experience is unique and will have its own risk factors. The safety of women and children is paramount and will be assessed before intake into the program.

## Pets

Women have many responsibilities and concerns, not just toward their human families, but also towards their four legged friends who may also need consideration in domestic violence situations.

Their wellbeing is a major consideration in many instances and the fear of what may happen to them impacts on how many families make decisions about safety.

If you believe this applies to you, start to make arrangements for your pets. Ask friends and family if they may be able to assist you with looking after them on a temporary basis.

If arrangements for your pets can be organised in advance, it is one less thing for you to be worrying about in times of emotional trauma and upheaval.

The following numbers may be of assistance:

<b>RSPCA</b>	<b>9770 7575</b>
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<b>ANIMAL WELFARE LEAGUE</b>	<b>8899 3333</b>
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## Parramatta Cumberland Family & Domestic Violence Prevention Committee

Cumberland Women's Health Centre convenes the **Parramatta Cumberland Family and Domestic Violence Committee**. The committee has been established for over 20 years and is made up of local government and non- government services. This committee meets bimonthly at our centre and its activities are Domestic Violence Prevention orientated. We work in partnership with other local agencies addressing issues which have been identified through local consultations therefore being relevant and effective. We would like to make the Committees activities even more relevant. We value Government and Non-Government agencies, as well as local services, churches and community groups. Our Committee is always open and we encourage new agencies to come along and be represented and contribute towards these projects. Domestic Violence is a factor in 80% of cases we deal with and we need to work more closely together to address this huge issue in our community. We can do this by raising awareness, building on community strengths, collaborating in joint projects as well as increase our building on our learnings and expertise.

One of the key objectives of the Committee is to build and maintain partnerships with organisations and promote prevention of violence through information sharing, resources, education and awareness raising activities.

The Parramatta Holroyd Family & Domestic Violence Prevention Committee would like to acknowledge the **Outer West Domestic Violence Network (OWDVN)** for use of some information contained in their Directory of Services booklet.

Special thanks also to **Community Resource Network (CRN) Inc.** for assisting with the creation of this Directory of Services booklet.

A PDF version of the Directory of Services booklet is available on the **Cumberland Women's Health Centre** website: [www.cwhc.org.au](http://www.cwhc.org.au)

*This pamphlet is intended as a simple guide to legal and support services  
available to anyone in a violent or abusive relationship.*

*The Authors disclaim liability for any loss or damage arising from its contents.*

