

# FAMILY SERVICES DIRECTORY

An Initiative of the South Randwick Community Hub  
Partnership



Inside you will find information on:

- ❖ Community Centres and Services
  - ❖ Parenting & Family Support
  - ❖ Counselling Services
- ❖ Special Needs, Behavioural & Disability Support Services
  - ❖ Women's Support Services
- ❖ Health, Development & Mental Health Support Services
  - ❖ Accommodation Services
  - ❖ Financial Support Services
- ❖ Tutoring & Out of School services

To make any corrections please contact 9349-8200. Last Updated **October 2013**.  
The information listed is specific to Inner & Eastern Sydney.



## Community Centres and Services

Organisation	Contact Details	How they can help	Hours & fees
<b>Holdsworth Community Centre and Services</b>	<b>Address:</b> 64 Holdsworth St, Woollahra NSW 2025 <b>Phone:</b> 9302-3600 <b>Fax:</b> 9327-5298 <b>Email:</b> info@holdsworth.org.au	Offers a wide range of programs supporting families, carers, those with a disability, young and older people. Services include but are not limited to playgroups, parenting support, homes visiting, shopping services etc.	<b>Mon-Fri:</b> 9am-5pm <b>Fees:</b> Some services have a small fee
<b>Kooloora Community Centre</b>	<b>Address :</b> 167 Bilga Cr, Malabar NSW 2036 <b>Phone:</b> 9661-9160 <b>Email:</b> kooloor@bigpond.net.au	Provides information and referral for the community alongside services such as playgroups, women social groups, support groups for older people and school holiday activities.	<b>Mon-Fri:</b> 9am-4:30pm <b>Fees:</b> Some services have a small fee
<b>Salvation Army Eastern Suburbs Community Welfare Centre</b>	<b>Address:</b> 100 Boyce Rd, Maroubra NSW 2035 <b>Phone:</b> 02 9314-2166 <b>Web:</b> www.salvationarmy.org.au	Provide emergency assistance including food vouchers and general welfare assistance.	<b>Mon, Wed &amp; Fri:</b> 9:30-12 & 1-3pm
<b>South East Neighborhood Centre</b>	<b>Address:</b> Shop 68, BKK Shopping Centre, Evans Ave Eastlakes NSW 2018 <b>Phone:</b> 02 8338-8506 <b>Email:</b> senc@senc.org.au	The centre offers support for families including parenting classes & information sessions, case work, supported playgroups, toy library, In home respite care & social support, multicultural social support groups, Food and Vegetable delivery and various levels of English classes.	<b>Mon-Fri:</b> 9am-5pm <b>Fees:</b> Some services incur a small fee.
<b>St Vincent De Paul Centre</b>	<b>Address:</b> 785 Anzac Pde, Maroubra, NSW 2035 <b>Phone:</b> 02 9344-9990 <b>Email:</b> maroubrashop@vinnies.org	Welfare, food, Furniture, clothing assistance and financial/budget counseling.	<b>Mon- Fri:</b> 9:30am-3:30pm
<b>The Junction Neighbourhood Centre</b>	<b>Address:</b> Shop 2, 669-673 Anzac Parade, Maroubra, NSW 2035 <b>Phone:</b> 9349-8200 <b>Web:</b> www.jnc.org.au	Offers a wide range of services including information and referral, family support, aged and disability outreach services, groups and classes and volunteer services.	<b>Mon-Fri:</b> 9am-4:30pm

## Parenting & Family Support Services

Organisation	Contact Details	How they can help	Hours & Fees
<b>Anglicare Marrickville - Family Support</b>	<b>Address:</b> 44 Frampton Ave, Marrickville NSW <b>Phone:</b> 02 9561-0800	Family support team provides parenting courses combined with one off support meetings, home visits and group activities.	<b>Mon-Thurs:</b> 9am-4:30
<b>Botany Family &amp; Children's Centre</b>	<b>Address:</b> 13 Banksia St, Botany NSW 2019 <b>Phone:</b> 02 9666-5047	Offers casework, counseling, information and education regarding Community services, referral to services and advocate for family rights. Also provide parenting groups, self-esteem group and domestic violence support.	Services and activities run at various times. Contact the centre for further details.
<b>South East Neighbourhood Centre- <u>Family Support</u></b>	<b>Address:</b> Shop 68, BKK Shopping Centre, Evans Ave Eastlakes NSW 2018 <b>Phone:</b> 02 8338-8506 <b>Email:</b> senc@senc.org.au	The Family support team offer support for families through their parenting groups, information sessions and seminars, playgroups, toy library and case management.	<b>Mon-Fri</b> 9am-5pm. Contact the centre for the times of the family programs. <b>Fees:</b> Free
<b>The Deli Women &amp; Children's Centre</b>	<b>Address:</b> 72 Maloney St, Eastlakes, NSW 2018 <b>Phone:</b> 02 9667-4664 <b>Email:</b> admin@thedeli.org.au <b>Web:</b> www.thedeli.org.au	Focuses on strengthening and supporting families. Offers a Supported Playgroup, parenting information, family support, child development knowledge and behavior advice and help in accessing appropriate community resources. Also provides a variety of Parenting Groups/workshops throughout the year.	<b>Mon- Fri:</b> 9am-2:30pm
<b>The Junction Neighbourhood Centre- <u>Family Support</u></b>	<b>Address:</b> Shop 2, 669-673 Anzac Parade, Maroubra, NSW 2035 <b>Phone:</b> 9349-8200 <b>Fax:</b> 9344-7294 <b>Web:</b> www.jnc.com.au	Provides casework for parents or carers with children 0-12 years. Offers parenting workshop, information sessions, playgroup, domestic violence support, court support advocacy and information and referral services.	<b>Mon-Fri:</b> 9am-4:30pm <b>Fees:</b> Nil.
<b>Benevolent Society, Rosebery - <u>Child &amp; Family Services</u></b>	<b>Address:</b> Level 3, 55 Mentmore Ave, Roseberry <b>Phone:</b> 8314 9400 <b>Email:</b> mandepp@bensoc.org.au renatak@bensoc.org.au	Support families to promote positive change to provide a safe environment for their children.	

## Counselling Services

Organization	Contact Details	How they can help	Hours & Fees
<b>Bondi Beach Cottage Family and Community Support Centre</b>	<p><b>Address:</b> 42 Brighton Bvd, Bondi Beach NSW, 2026</p> <p><b>Phone:</b> 02 9365-1607</p> <p><b>Email:</b> bookkeeper@bondbeachcottage.org.au</p> <p><b>Web:</b> www.bondibeachcottage.org.au</p>	This service offers counseling, referrals and group activities such as Domestic Violence Support Group, Parenting programs, Postnatal Support Group, Occasional childcare & Art Therapy child/adolescent counseling.	<p><b>Mon-Fri:</b> 9am-4pm</p> <p><b>Fees:</b> Most services are free, some require a contribution.</p>
<b>Lifeline Australia</b>	<p><b>Phone:</b> 13 11 14</p>	Provides crisis support & suicide prevention.	24hrs
<b>People who care Counseling</b>	<p><b>Phone:</b> 02 9380-7711</p>	Provides general and crisis counseling over the phone.	24 hrs
<b>Relationships Australia</b>	<p><b>Address:</b> Level 2, 175-181 Castlereagh Street NSW 2000</p> <p><b>Phone:</b> 02 8362-2888</p> <p><b>Web:</b> www.nsw.relationships.com.au</p> <p><b>Online counseling available on:</b> <a href="http://www.relationshiphelponline.com.au">http://www.relationshiphelponline.com.au</a></p>	Provides counseling for individuals, couples, families and children. Counseling available through appointments, online and telephone. Also offers mediation, relationship skill courses, family and parenting courses.	<p><b>Mon-Fri:</b> 9am-5pm</p> <p><b>Fees:</b> sliding scale based on income. Online courses incur flat rate of \$80 per hour</p>
<b>Salvo Careline</b>	<p><b>Phone:</b> 02 8736 3292 or 1300 363 622</p>	24 hour phone line with Trained counselors offering problem focused counseling, crisis intervention and suicide prevention.	24hrs
<b>The Psychology Clinic NSW</b>	<p><b>Address:</b> Lvl 8 Mathews Building, University of New South Wales, NSW, 2052</p> <p><b>Phone:</b> 02 9385-3042</p> <p><b>Web:</b> www.psy.unsw.edu.au/clinic.</p>	Provides psychological assessments and therapy for a range of issues including anxiety, depression, conflict, anger problems and childhood sleep disturbances. The clinic also offers group programs such as social skill groups for children.	<p><b>Mon-Fri :</b> 9am-5pm by apt only</p> <p><b>Fees:</b> \$50-250 depending on service.</p>
<b>The Sexual Abuse Counseling Service</b>	<p><b>Address:</b> 81 Douglas St, Stanmore NSW</p> <p><b>Phone:</b> 02 8084-8288</p> <p><b>Web:</b> www.gerardwebster.com</p>	Specialized service for men and women who have experienced abuse, children who molest and victims of sexual harassment and domestic violence.	<b>Mon-Thurs:</b> 9am-7pm

## Special Needs, Behavioural and Disability support services

Organisation	Contact Details	How they can help	Hours and Fees
<b>Parent Line – Early Childhood Intervention Infoline</b>	<b>Phone:</b> 1300 1300 52	Provides information, referral to appropriate services and counseling services for issues around parenting and child development.	24 hours <b>Fees:</b> cost of a local phone call
<b>Eastern Respite and Recreation</b>	<b>Address:</b> Level 6, Suite 602, 806-812 Anzac Pde, Maroubra NSW 2035 <b>Phone:</b> 02 8347-7000 <b>Email:</b> err@easternrespite.com.au	Offers support and recreational activities to families and people with a disability. This includes after school programs, weekend activities, camps, aboriginal playgroups and individual respite.	<b>Mon-Fri:</b> 9am-5pm <b>Fees:</b> some services incur a fee
<b>Learning Links</b>	<b>Address:</b> 3rd Floor, Bowen Library, 669-673 Anzac Parade Maroubra Junction NSW 2035 <b>Phone:</b> 02 9349-4963 <b>Email:</b> maroubra@learninglinks.org.au	Supports carers and families with children with disabilities and learning difficulties. The office in Maroubra offers programs for children attending school such as group education & social programs, literacy and numeracy classes, speech therapy, reading help and psychology programs.	<b>Mon-Fri:</b> 9am-5pm, some services run out of hours <b>Fees:</b> varies according to service.
<b>Lifestart</b>	<b>Address:</b> Chifley Public School, Mitchell St (enter via Macquarie St. gates), Chifley NSW 2036 <b>Phone:</b> 02 9311 0177 <b>Email:</b> easternsydney@lifestart.org.au	Lifestart provides early childhood intervention and school age services for children living with disability or delay, their families and carers. Disabilities can range from the more widely known Down syndrome and Autism Spectrum Disorder, cerebral palsy, to global developmental delay and much rarer congenital genetic disorders.	<b>Mon-Fri:</b> 8am – 4:30pm <b>Fees:</b> varies according to service.
<b>National Respite For Carers program</b>	<b>Phone:</b> 1800 052 222 Emergency respite support: 1800 059 059	Free phone line designed to provide information and support for those caring for people who are unable to care for themselves. Provides assistance to help carers take a break from caring.	Free call during business hours.
<b>Sunnyfield- Eastern Suburbs Respite in Action</b>	<b>Address:</b> Unit 9, 102-112 Edinburgh Rd, Marrickville NSW 2204 <b>Phone:</b> 02 9564 7752	Respite service for people disabilities aged 0-65 years living at home with family/carer in the Eastern Suburbs.	<b>Mon-Fri:</b> 9am-4pm
<b>Tumbatin Developmental Clinic</b>	<b>Address:</b> Sydney Children’s Community health centre, Cnr Avoca St and Barker St, Randwick NSW 2031 <b>Phone:</b> 02 9382-8189	Provides assessments and diagnostic services, counseling and support for families with children with developmental delay and disability.	<b>Mon-Fri:</b> 8:30am-5pm <b>Fees:</b> offer the option of bulk billing.

## Women's Support Services

Organisation	Contact Details	How they can help	Hours and Fees
Domestic Violence Line	<b>Phone:</b> 1800 656 463	For information, support & referrals.	24hrs
Killara Women's Outreach	<b>Phone:</b> 02 9398 9057 <b>Email:</b> killararefuge1@bigpond.com	Supports women and children experiencing Domestic Violence through providing information on a range of issues such as housing options, the legal system, and children's services.	<b>Mon-Fri:</b> 8:30am
The Deli Women & Children's Centre	<b>Address:</b> 72 Maloney St, Eastlakes, NSW 2018 <b>Phone:</b> 02 9667-4664 <b>Email:</b> admin@thedeli.org.au <b>Web:</b> www.thedeli.org.au	Alongside family support programs the centre also provides domestic violence and general counseling and therapeutic groups.	<b>Mon-Fri:</b> 9am-4pm
Weave Women & Children's Centre	<b>Address:</b> 133 Morehead Street, Waterloo <b>Phone:</b> 02 9699-9036 <b>Web:</b> http://www.weave.org.au	Provide counseling, casework, housing support, social support, education programs, therapeutic arts programs, crisis intervention and advocacy for women and children. Also provide playgroups and indigenous positive parenting courses.	<b>Mon-Fri:</b> 9:30am-5:30pm



## Health, Development & Mental Health

Organsiation	Contact Details	How they can help	Hours and Fees
<b>Bondi Junction Community Mental Health Centre</b>	<b>Address:</b> 26 Llandaff St, Bondi Junction <b>Phone:</b> 02 9366-8611	Youth mental health service & early intervention provides support including assessment, diagnosis, treatment, rehabilitation and home visiting.	<b>Mon- Fri:</b> 9am-5pm Closed 12-1pm
<b>Child and Family East (CAFE)</b>	<b>Address:</b> Cnr Avoca and Barker Street Prince of Wales Hospital ,Randwick NSW 2031 <b>Phone:</b> 02 9382-8213	Child & Adolescent Mental Health Service. Providing treatment and intervention for children and adolescents to manage difficulties in their lives. These include emotional and behavioral concerns.	Mon-Fri: 830am-5pm Fees: nil
<b>Child Think</b>	<b>Phone:</b> 0419-636-613 <b>Email:</b> <a href="mailto:enquiries@childthink.net">enquiries@childthink.net</a>	Assessment and intervention from a speech pathologist and occupational therapist for the ages of 6 months up. Offer assistance for wide range of concerns including dyslexia, ADHD, autism and learning difficulties.	Flexible hours Fees: Medicare rebates available.
<b>La Perouse Aboriginal Community Health</b>	<b>Address:</b> 1 Elaroo Ave, La Perouse <b>Phone:</b> 02 8347 4800	Pediatric clinics available to see children for general medical concerns, development and behavioral difficulties and behavioral and adolescent concerns. Also provide health screening for Aboriginal preschoolers.	<b>Mon-Sun:</b> 8:30am -5pm
<b>Maroubra Medical Centre</b>	<b>Address:</b> 1/725 Anzac Parade, Maroubra <b>Phone:</b> 02 9314-3400	Offer general medical services for the whole family.	<b>Mon-Fri:</b> 7:30am-6pm <b>Sat:</b> 9am-6pm <b>Sun:</b> 9am-5pm <b>Fees:</b> Offer bulk Billing
<b>Randwick Early Childhood Centre</b>	Address: Level 1, Royal Randwick Shopping Centre, 73 Belmore Road Phone: 02 9398-3815	Support parents through parenting advice and information, psychosocial assessments of the mother, counseling, diet assistance and assessments of children's growth and development, 0-5 years.	<b>Mon- Fri:</b> 9am12midday & 2pm-4pm <b>Fees:</b> nil



## Accommodation Support

Organisation	Contact Details	How they can help	Hours and Fees
<b>Homeless Persons Information Centre</b>	<b>Phone:</b> 1800 234 566	Provides assessment and referrals for clients seeking accommodation and support services.	<b>Mon- Sun:</b> 9am-10pm. <b>Closed :</b> 1pm-2pm
<b>Housing NSW Maroubra</b>	<b>Address:</b> Level 7, 832 Anzac Parade, Maroubra <b>Phone:</b> 02 9314-4056 <b>Web:</b> <a href="http://www.housing.nsw.gov.au">http://www.housing.nsw.gov.au</a>	Emergency accommodation, financial assistance and RentStart, specialist assistance. Based on income and needs.	<b>Mon, Tues, Thurs &amp; Fri:</b> 8:30-430pm <b>Wednesday:</b> 1-430pm
<b>Jewish House</b>	<b>Address:</b> 17 Flood Street, Bondi 2026 <b>Phone:</b> 02 9386 0770 1300 544 357 <b>Email:</b> <a href="mailto:reception@jewishhouse.org.au">reception@jewishhouse.org.au</a>	Provide counseling, immediate crisis intervention, food and shelter, psychiatry, psychology and job search support.	24/7 crisis line
<b>Killara Women's Refuge</b>	<b>Phone:</b> 02 9398-9057 <b>Email:</b> <a href="mailto:killararefuge@bigpond.com">killararefuge@bigpond.com</a>	Provides supported accommodation for women and children escaping domestic violence. (self-referrals should be made via the homeless persons information centre as listed above)	<b>Mon-Fri:</b> 830am-8pm Residential service 24hrs.
<b>Sisters of Charity Outreach</b>	<b>Address:</b> 483 Victoria St, Darlinghurst NSW 2010 <b>Phone:</b> 02 8382 6430 <b>Email:</b> <a href="mailto:outreach@stvincents.com.au">outreach@stvincents.com.au</a> <b>Web:</b> <a href="http://www.sistersofcharityoutreach.com.au">www.sistersofcharityoutreach.com.au</a>	Provides short term crisis accommodation for women experiencing domestic violence. The outreach program support parents through group programs, home visits, counseling and educating parents	<b>Mon-Fri:</b> 9am-3:30pm Crisis accommodation 24hrs. <b>Fees:</b> nil
<b>Vincentian House</b>	<b>Phone:</b> 02 9357 1533 <b>Email:</b> <a href="mailto:vincentianhouse@talbot.org.au">vincentianhouse@talbot.org.au</a> <b>Web:</b> <a href="http://www.vinnies.org.au/vincentian-house-nsw">www.vinnies.org.au/vincentian-house-nsw</a>	Provides crisis accommodation and case management for families, single fathers with children, women with teenage sons and accompanying children and single women (self-referrals should be made via the homeless persons information centre)	24 hours, 7 days



## Financial Support Services

Organisation	Contact Details	How they can help	Hours and Fees
<b>Centrelink-Maroubra</b>	<p><b>Address:</b> 138 Maroubra Rd, Maroubra</p> <p><b>Phone:</b> 132 468</p> <p><b>Web:</b> <a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a></p>	Delivers a range of payment supports for families, parents, unemployed, disabled, crisis payments, indigenous Australians etc. Centrelink also has social workers for those experiencing difficulties and times of major change.	<p><b>Mon-Fri:</b> 8am-5pm</p> <p><b>Fees:</b> nil</p>
<b>Wesley Creditline</b>	<p><b>Address:</b> Level 7, 133 Castlereagh Street, Sydney.</p> <p><b>Phone:</b> 02 9263 5577</p> <p><b>Hotline:</b> 1800 007 007</p> <p><b>Email:</b> <a href="mailto:creditlineemail@wesleymission.org.au">creditlineemail@wesleymission.org.au</a></p> <p><b>Web:</b> <a href="http://www.wesleymission.org.au/centres/creditline/">www.wesleymission.org.au/centres/creditline/</a></p>	Offers counseling to those suffering financial hardships. Provides practical advice including formulating personal money plan.	<p><b>Mon-Fri:</b> 930am-430pm</p>
<b>Salvation Army Money care</b>	<p><b>Address:</b></p> <p><b>Phone:</b> 02 9336 3320</p> <p><b>Web:</b> <a href="http://salvos.org.au/need-help/financial-troubles/financial-counselling.php">http://salvos.org.au/need-help/financial-troubles/financial-counselling.php</a></p>	Support those during times of financial hardships and those who need help avoiding financial difficulties. Through offering budgeting advice, counseling, negotiating and advocacy.	<p>Book appointments up to 2 weeks in advance</p>
<b>Sydney Multicultural Services</b>	<p><b>Address:</b> 3 General Bridges Cres, Daceyville.</p> <p><b>Phone:</b> 02 9663-3922</p> <p><b>Email:</b> <a href="mailto:info@sydneymcs.org.au">info@sydneymcs.org.au</a></p> <p><b>Web:</b> <a href="http://www.sydneymcs.org.au">www.sydneymcs.org.au</a></p>	Provides a variety of community support including a financial assistance program. Programs are offered for culturally and linguistically diverse families and include emergency relief program and material assistance program.	<p><b>Mon- Fri:</b> 8:30am-5pm</p>
<b>Saver Plus</b>	<p><b>Phone:</b> Argyro, Saver Plus Coordinator, Sydney Metro Area on 8314 942 or 0406 384 642</p>	Saver Plus is a matched savings and financial education program where up to \$500 may be matched for educational expenses.	

## Tutoring & Out of School Activities

Organisation	Contact Details	How they can help	Hours and Fees
<b>Learning Links</b>	<p><b>Address:</b> 3rd Floor, Bowen Library 669-673 Anzac Parade Maroubra Junction</p> <p><b>Phone:</b> 02 9349-4963</p> <p><b>Email:</b> maroubra@learninglinks.org.au</p>	Provide tutoring services for children attending school.	<p><b>Mon-Thurs:</b> <b>9am-6pm</b></p> <p>Sat 9-12</p> <p>Fees: varies according to service</p>
<b>Kool Kid Club</b>	<p><b>Phone:</b> 9344-7963</p> <p><b>Web:</b> <a href="http://www.weave.org.au/b/index.php/our-programs/kool-kids-club/">www.weave.org.au/b/index.php/our-programs/kool-kids-club/</a></p>	Provides after school and school holiday programs for 7-13 year olds in the La Perouse area. Offers fun activities that build on young people's strengths and enhance their connections with the community and family.	Open to children <b>Mon - Fri:</b> 3-6:30pm
<b>Kumon</b>	<p><b>Address:</b> 9/828 Anzac Parade, Maroubra NSW 2035</p> <p><b>Phone:</b> 1800 458 666</p>	Provides after school Math and Reading programs for all ages.	<b>Fees:</b> \$70 enrollment fee \$120 Monthly tuition fee
<b>Tweenies At Bondi</b>	<p><b>Address:</b> 63a Wairoa Avenue Bondi Beach</p> <p><b>Phone:</b> 9365 2500</p> <p><b>Web:</b> <a href="http://www.ways.org.au/">http://www.ways.org.au/</a></p>	After school fun for 9-13 year olds. Variety of games offered every Tuesday during school term.	<b>Tues:</b> 3:30pm-5pm

### Emergency Contacts:

**Lifeline: 131 114**

**Parentline: 1300 1300 52**

**Mensline: 1300 789 978**

**Homeless Persons Line: 1800 234 566**

**Domestic Violence Line: 1800 656 463**