

Aboriginal Catholic Ministry

Street Address: Old Council Chambers, Station Street entrance, PENRITH 2750
Postal Address: PO Box 348, PENRITH 2751
Telephone: (02) 4722 9980 and (02) 9673 1230
Fax: (02) 4722 9980 and (02) 9673 1230
Email: acmcssr@hotmail.com
Website: www.acmcssr.org.au
Service Description: Support for Aboriginal communities including: mediation, education, counselling, drug/alcohol, family, information, multicultural, transport, volunteering, women and youth services, spirituality relaxation sessions.
Office Hours: Varies
Area Serviced: Penrith LGA

Updated 04/2007

Aboriginal Children's Service

Street Address: 24/A Anderson Ave BLACKETT 2770
Postal Address: PO Box 796, ST MARYS 1790
Telephone: (02) 9835 0922
Fax: (02) 9835 6833
Service Description: Counselling for Aboriginal young people and their parents; emergency assistance with short-term/long-term foster care and respite care; workers to attend court with Aboriginal children and young people facing court proceedings.
Office Hours: 9am to 5pm Monday to Friday
Area Serviced: Penrith LGA and area bounded by Auburn, Lithgow, Richmond

Updated 04/2007

ANGLICARE Counselling, Penrith

Street Address: 161 Derby Street, PENRITH 2750
Telephone: (02) 4731 6467
Fax: (02) 4722 2852
Email: penrith@anglicare.org.au
Website: www.anglicare.org.au
Service Description: Family, relationship and individual counselling.
Office Hours: 9am to 5pm, Monday to Thursday.
 After Hours: to 6pm on Wednesday and 6.30pm on Thursday
Area Serviced: Blacktown, Rooty Hill & Penrith LGAs

Updated 04/2007

ANGLICARE South West Community Care Centre

- Street Address:** 40 Cumberland Street, CABRAMATTA, 2166
- Telephone:** (02) 9755 0200
- Fax:** (02) 9755 0841
- Email:** cabramatta@anglicare.org.au
- Website:** www.anglicare.org.au
- Service Description:** Providing information and support through:
- Client referral, advocacy, form filling, letter writing and welfare enquiries;
 - *Chinese-Speaking Elderly Housing Project* and *Chinese Frail-Aged Day Care Service*;
 - *Youth Services* including Juvenile Offender Support Program (JOSP); Job Placement, Employment and Training (JPET) and Reconnect for young people and their families;
 - *Aged and Disability Services* and *Respite Services* for carers of people who are frail aged, chronically ill, with a disability, with dementia, or with mental health issues (Vietnamese and Chinese)
 - *Family and Children Services* Early intervention for families; Families First Program (Vietnamese and Chinese) and Outside of School Hour Care (OOSH)/Vacation Care.
 - *Humanitarian Counselling Program* for refugees and humanitarian entrants on permanent visas;
 - *Sudanese project* – assisting people from Southern Sudan, Nuba and Darfur with settlement services and *Minorities Community Development Project* for small and emerging communities.

Office Hours: 9am to 5pm, Monday to Friday
Area Served: South West Sydney (and as per program criteria)

Updated 04/2007

BCS LifeCare Counselling and Family Services

- Street Address:** Suite 2003, Level 2 Borec House, 21-23 Station Street PENRITH 2750
- Postal Address:** Suite 2003, Level 2 Borec House, PENRITH 2750
- Telephone:** Appointments – 1300 130 225
Office: (02) 4702 1100
- Fax:** (02) 4702 1199
- Website:** www.bcs.org.au
- Service Description:** Counselling for individuals, couples, children and families. Fees are based on a sliding scale according to income. Free DV counselling service for women and children.
- Office Hours:** 9.00am to 5.00pm Monday to Friday.
Some evening appointments are available
- Area Served:** Penrith LGA

Updated 02/2008

Blissful Babies

Postal Address: PO Box 7263 SOUTH PENRITH LPO NSW 2750
Telephone: 0400 673 881
Email: info@blissfulbabies.com.au
Website: www.blissfulbabies.com.au
Service Description: A mobile Mothercraft nursing and parenting advisory service which provides professional, caring and practical guidance for families. The consultants will help develop proven practical techniques to assist families of all ages and sizes in caring for infants and young children
Office Hours: Extended business hours – 7 days
Area Served: Western Sydney (Other areas by arrangement)

Updated 02/2008

Bridging the Gap

Street Address: 51 Phillip Street, ST MARYS 2760
Postal Address: PO Box 273 ST MARYS 1790
Telephone: (02) 9673 1126
Fax: (02) 9623 4652
Email: btgnsw@bigpond.net.au
Service Description: Therapeutic counselling available to 12 to 18 years olds and to their families.
Office Hours: 9am to 5pm, Monday to Thursday
Area Served: Penrith (Northern Road) to Eastern Creek

Updated 04/2007

Centacare, Blacktown

Street Address: 51-59 Allawah Street Blacktown 2148
Telephone: (02) 9671 2011
Fax: (02) 9621 1932
Email: admin@centabtn.ngo.org.au
Service Description: Individual, relationship and family counselling, including counselling of children and adolescents.
Office Hours: 9am to 5pm, Monday to Friday
Area Served: Blacktown, Holroyd, Penrith, Blue Mountains & Hawkesbury LGA

Updated 04/2007

Centacare Penrith Family Support Services

Street Address: St Joseph's Catholic Parish Offices
 Cnr Richmond Road and Joseph St KINGSWOOD 2747
Postal Address: PO Box 67, KINGSWOOD 2747
Telephone: (02) 4721 5331
Fax: (02) 4731 4697
Email: centakwd@bigpond.net.au
Service Description: Provides counselling and support to families with children 0-15 yrs of age, where issues within the family impact on children's safety, well being and development. Project Elizabeth provides support before, during and after pregnancy.
Office Hours: 9am to 5pm, Monday to Friday
Area Served: Penrith LGA

Updated 04/2007

Community Care Christian Counselling**Street Address:** 15 Park Road SEVEN HILLS 2147**Postal Address:** PO Box 350 SEVEN HILLS 1730**Telephone:** (02) 9624 8866**Fax:** (02) 9624 5599**Email:** clare@servantsofjesus.org**Website:** www.servantsofjesus.org**Service Description:** Provides crisis and on-going counseling for individuals, couples and families in areas of marriage, grief, depression, anxiety disorders, effects of trauma and abuse.**Office Hours:** 8.30am to 4pm, Monday to Friday**Area Served:** Sydney Metropolitan areaUpdated 06/2008

Community Health Centres

Sydney West Area Health Service (SWAHS)

Telephone: 1800 222 608 for referrals for Child & Family Health Services.

1800 013 101 for referrals for Complex, Aged & Chronic Care Services

Service Description: Provides a range of child, family, youth and community health services including: early childhood health, counselling services, speech pathology, physiotherapy, occupational therapy, Playgym, orthoptist. Women's health, infant and child developmental checks, health information and support for families; health screening assessments for children; hearing screening for children from Aboriginal and Torres Strait Islander backgrounds.

Also provided are multidisciplinary services to maintain aged, frail aged and chronically ill clients, as well as those with a disability and those requiring palliative care, in their own home and community environments.

Waiting list applies for some services.

A Health Care Interpreter Service is available by phoning (02) 9840 3456.

Office Hours: 8.30am to 5pm, Monday to Friday

Street Address: Penrith Community Health Centre (Child & Family Health)
Soper Place PENRITH 2750

Telephone: (02) 4732 9400

Fax: (02) 4732 9463

Street Address: Cranebrook Community Health Centre (Child & Family Health)
Cnr Laycock Street and Borrowdale Way CRANEBROOK
2749

Telephone: (02) 4730 5100

Fax: (02) 4730 5155

Street Address: Lemongrove Community Health Centre (Formerly Kingswood CHC) (Complex, Aged & Chronic Care)
Cnr King St and Glebe Place LEMONGROVE 2750

Telephone: (02) 4734 4800

Fax: (02) 4734 4812

Street Address: St Marys Community Health Centre (Child & Family Health)
Cnr East Lane and Phillip Street ST MARYS 2760

Telephone: (02) 9833 6800

Fax: (02) 9833 6801

Street Address: St Clair Community Health Centre (Child & Family Health)
Botany Lane ST CLAIR 2759

Telephone: (02) 9834 0500

Fax: (02) 9834 0569

Street Address: St Clair Aged Day Care Centre (Complex, Aged & Chronic Care) Botany Lane ST CLAIR 2759

Telephone: (02) 9834 0520

Fax: (02) 9834 0569

Updated 04/2007

Creditline Financial Counselling Service

Street Address: 30 Copeland, KINGSWOOD 2747
Telephone: (02) 4731 3511
Fax: (02) 4731 5924
Service Description: Free individual counselling service for people who have a gambling problem and/or members of their family.
Office Hours: 9am to 5pm, Monday to Friday
Area Serviced: Penrith, Hawkesbury & Blacktown LGAs.

Updated 04/2007

Domestic Violence Line

Telephone: **1800 656 463** (Free call)
TTY 1800 671 442 (for the hearing impaired)
Website: www.community.nsw.gov.au/html/child_protect/DV_Line.htm
Service Description: 24 hour telephone information, counselling and referral service for adults and young women 18 years and over who are experiencing, or have experienced, domestic violence. Also provides information and support for friends and family of domestic violence victims. Interpreter service available for any language.
Office Hours: 24 hours 7 days a week
Area Serviced: NSW

Updated 04/2007

G-line (NSW)

Problem Gambling Help Line

Counselling Line 1800 633 635
TTY: 1800 633 649
Telephone: (02) 9995 0333 *Department of Gaming and Racing*
Email: info@dgr.nsw.gov.au
Website: www.dgr.nsw.gov.au (*go to Help for Problem Gamblers*)
Service Description: A telephone helpline offering crisis counselling for problem gamblers, their families, friends and others
Office Hours: Counselling line is available 24 hours 7 days
Area Serviced: NSW

Updated 04/2007

Kids Help Line

Counselling Line 1800 551 800
Postal Address: PO Box 2000 MILTON QLD 4064
Telephone: (07) 3369 1588
Fax: (02) 4721 7610
Email: admin@kidshelp.com.au
Website: www.kidshelp.com.au
Service Description: Help is available by:
Telephone Counselling: The same telephone counsellor is available if the caller liked the person they spoke to
Web Counselling – 3pm to 9pm Monday to Friday, 10am to 4pm Saturday
Email Counselling: an email response can take up to two weeks
Office Hours: Counselling line is available 24 hours 7 days
Area Serviced: Penrith, Blue Mountains and Hawkesbury LGA

Updated 04/2007

Lifeline Penrith Regional Centre

Telephone: 13 11 14
Postal Address: PO Box 413, PENRITH 2751
Fax: (02) 4721 0341
Service Description: A free and anonymous twenty-four-hour crisis telephone counselling service for children, young people and adults.
Office Hours: 10am to 2pm, Monday to Friday
Area Served: Eastern Creek to Mt Victoria & Wiseman's Ferry to Bringelly.

Updated 04/2007

Mensline Australia

Helpline 1300 789 978 (24 hours / 7 days)
Postal Address: PO Box 2335 FOOTSCRAY Vic 3011
Telephone: (03) 8371 2800 *Administration*
Fax: (03) 8371 2888
Email: talkitover@mensline.org.au
Website: www.menslineaus.org.au
Service Description: Mensline Australia is a dedicated service for men with relationship and family concerns
Office Hours: Helpline is 24 hours 7 days.
Area Served: Australia.

Updated 04/2007

Multicultural Problem Gambling Service

Street Address: Figtree Cottage, Building 82 Cumberland Hospital Campus, 5 Fleet Street NORTH PARRAMATTA 2151
Postal Address: Locked Mail Bag 7118 PARRAMATTA BC 2150
Telephone: (02) 9840 3329
Fax: (02) 9840 2165
Website: www.dhi.gov.au/mpgs
Service Description: A statewide service that assists problem gamblers from culturally and linguistically diverse backgrounds living in NSW and their families through the provision of quality and accessible counselling, treatment and support services. Confidential assistance is available to gamblers and their families in more than 40 languages at locations across NSW. Assistance includes free telephone counselling, information advice and referral, one to one counselling in a preferred language, support groups and outreach clinics.
Office Hours: 9am to 5pm, Monday to Friday
Area Served: NSW

Updated 04/2007

Nepean Christian Counselling Centre

Street Address: 17 Brooker Street, ST MARYS 2760
Telephone: (02) 9833 4338
Service Description: Offers individual and relationship counselling on a wide range of issues including marriage, depression, anxiety, drug and alcohol and sexuality.
Office Hours: Phone for an appointment. Some out of hours appointments by arrangement
Area Served: Penrith & Blacktown LGAs

Updated 04/2007

NSW Rape Crisis Centre

Counselling 1800 424 017
Postal Address: PO Box 555 DRUMMOYNE NSW 2047
Telephone: (02) 9819 7357 *Administration*
Fax: (02) 9819 6295
Email: info@nswrapeccrisis.com.au
Website: www.nswrapeccrisis.com.au
Service Description: 24 hour telephone and online crisis, support and referral service for anyone who has experienced sexual violence.
Office Hours: Counselling 24 hours / 7 days
Area Served: NSW

Updated 04/2007

Penrith Family Relationship Centre

Street Address: 27 Lawson Street, PENRITH 2750 (Corner Henry Street)
Telephone: (02) 4720 4999
Fax: (02) 4722 5066
Website: www.familyrelationships.gov.au
Service Description: The Centre has professionally qualified staff who can provide information for families by helping them to access other services in their local area. We also provide assistance for separating families through family dispute resolution to reach agreement on parenting issues and the needs of their children.
Office Hours: 9.30am to 5.30pm Monday, Wednesday and Friday, 11.30am to 5.30pm Tuesday, 10.30am to 7.30pm Thursday, 10am to 2pm Saturday (by appointment)
Area Served: Penrith, Hawkesbury and Blue Mountains LGA

Updated 04/2007

Relationships Australia***Family Skills Program***

Street Address: 340 High Street, PENRITH 2750
Telephone: (02) 4728 4800
Website: www.relationships.com.au
Service Description: Education courses are run for families of children 0-12 years. Parent course assists parents feel more confident and secure about their parenting while children's programs help build relationship skills and self esteem.
Office Hours: 9.00am to 5.00pm, Monday to Friday
 If the office is unattended please leave a message on the answering machine.
Area Served: Penrith LGA and surrounding areas.

Updated 04/2007

Restoring Hope Counselling

St Marys Baptist Church

Street Address: The Cottage, 253 Great Western Highway ST MARYS 2760
Postal Address: PO Box 375 ST MARYS 1790
Telephone: (02) 8847 3351
Fax: (02) 9623 7916
Email: gcameronb@bigpond.com
Service Description: Counselling and family therapy to individuals, couples and families having difficulties with marriage, relationships, anxiety and depression, grief, trauma and the effects of childhood abuse.
Office Hours: 9am – 5pm Monday to Friday
(Some evenings are available on request)
Area Serviced: Penrith, St Marys and surrounding area

Updated 04/2007

SIDS and Kids Helpline

HELPLINE: 1800 651 186

24-hour bereavement support line:

Street Address: Bld 303 Rozelle Hospital Campus, Balmain Road ROZELLE 2039
Postal Address: PO Box 431 CAMPERDOWN NSW 1450
Telephone: (02) 9818 8400
Fax: (02) 9818 4555
Email: sydney@sidsandkidsnsw.org
Website: www.sidsandkids.org
Service Description: **SIDS and Kids NSW Core Services**

- **Bereavement Support** - 24 hours a day – 365 days a year telephone support line. This is supported by face to face counselling services. Our services are provided to families who have experienced the death of their baby or young child during pregnancy, birth or infancy and up to 6 years of age. Our goal is to provide a compassionate, safe and confidential support service for bereaved families throughout New South Wales.
- **Education** – is provided to health professionals and community groups. This includes the work and role of SIDS and Kids NSW, the needs of bereaved parents and the *Infant Safe Sleeping* health promotion campaign.
- **Advocacy and Special Projects** – SIDS and Kids NSW participates in activities with NSW Health and in national and international committees that focus on perinatal and infant death. In these forums, we represent the interests of bereaved parents, provoke change in the care and management of bereaved parents and participate in special projects that further the work of SIDS and Kids NSW.

Area Serviced: NSW

Updated 04/2007

Solace Association Inc

Postal Address: 2/3 Yeo Street NEUTRAL BAY 2089
Telephone: 02 9909 2660
Website: www.solace.org.au
Service Description: Grief support, through organised and hosted discussion groups, for those who have experienced the death of their partner.
Area Serviced: Nepean, Windsor, Cattai, Kurrajong, Katoomba, St Mary's, Blacktown and Silverdale.

Updated 04/2007

South Creek Mobile Youth Service

Street Address: Corner Oleander and Debrincat Roads ST MARYS 2760
Postal Address: PO Box 1022 ST MARYS 1790
Telephone: (02) 9673 3908
Fax: (02) 9833 7768
Email: workers@pnc.com.au
Service Description: Support and referral service for young people 11 to 16 years old through the provision of after-school and vacation activities. Includes counselling and mediation
Office Hours: 9am – 4.30pm Monday and Thursday
Area Served: North St Marys and Claremont Meadows

Updated 04/2007

**Sydney West Area Health Service`
Community, Child and Family Health Centres**

Telephone: 1800 222 608
Service Description: Provides a range of child, family, youth and community health services including counseling services. A free Health Care Interpreter Service is available by phoning (02) 9840 3456. Waiting list applies for some services.
Office Hours: 8.30am to 5pm, Monday to Friday

Street Address: Penrith Community Health Centre
Soper Place PENRITH 2750

Telephone: 4732 9400
Fax: 4732 9463

Street Address: Cranebrook Community Health Centre
Cnr Laycock Street and Borrowdale Way CRANEBROOK 2749

Telephone: 4730 5100
Fax: 4730 5155

Street Address: St Marys Community Health Centre
Cnr East Lane and Phillip Street ST MARYS 2760

Telephone: 9833 6800
Fax: 9833 6801

Street Address: St Clair Community Health Centre
Botany Lane ST CLAIR 2759

Telephone: 9834 0500
Fax: 9834 0569

Street Address: St Clair Day Care Centre
Botany Lane ST CLAIR 2759

Telephone: 1800 013 101 or 9834 0520
Fax: 9834 0569

Updated 04/2007

The Salvation Army Counselling Service

Street Address: Suite 15 Lethbridge Court,
cnr Lethbridge and Castlereagh Streets, PENRITH 2750

Telephone: (02) 4731 1554

Website: www.salvos.org.au

Service Description: Marriage, relationship and general counseling.

Office Hours: 9am – 5pm most days with some evening counseling

Area Served: Penrith LGA and surrounding areas

Updated 04/2007

The Salvation Army Salvo Care Line

Telephone: (02) 9331 6000
Website: www.salvos.org.au
Service Description: 24 hour general counseling service
Office Hours: 24 hours/7 days
Area Served: NSW

Updated 04/2007

Uniting Care UNIFAM Counselling & Mediation (Family Dispute Resolution Service)

Street Address: Ground Floor, 83 Henry Street, PENRITH 2750
Postal Address: PO Box 1054, PENRITH 2751
Telephone: (02) 4732 3836
Fax: (02) 4732 1207
Email: penrith@unifamcounselling.org
Service Description:

- Individual, couple and family therapy
- Family dispute resolution service for separated couples re property, finances and parenting plans

Office Hours: 9am to 5pm, Monday to Wednesday, 12 noon to 5pm Thursday and 9am to 5pm Friday
Area Served: Penrith, Hawkesbury & Blue Mountains LGAs

Updated 04/2007

Vision Australia

Street Address: 4 Mitchell Street ENFIELD 2136
Postal Address: PO Box 176 BURWOOD 2134
Telephone: 1300 847 466
Fax: (02) 9747 5993
Email: info@visionaustralia.org
Website: www.visionaustralia.org
Service Description: Non-profit organisation and the nation's leading provider of blindness and low vision service. The vision is that future Australians who are blind or have low vision will access and fully participate in every part of life they chose.
Office Hours: 9am to 5pm, Monday to Friday
Area Served: National

Updated 04/2007

Wentworth Sexual Assault Service (Sydney West Area Health Service)

Street Address: Springfield Cottage, cnr Glebe and Springfield Place, KINGSWOOD 2747
Postal Address: PO Box 63, PENRITH 2751
Telephone: (02) 4734 2512
Fax: (02) 4734 3406
Service Description: Provides counselling, medical support and information for male and female adults, young people and children who are victims of recent or past sexual assault.
Office Hours: 8.30am to 5pm Monday to Friday
After hours service for medical emergency only: Telephone Nepean Hospital (02) 4734 2000 and ask that Sexual Assault On Call Worker be paged.
Area Served: Penrith, Blue Mountains and Hawkesbury LGA

Updated 04/2007