



COVID-19 Community Support Services

A changing guide to available services as at 18/08/21

Key notes

- In each category emergency & local services appear first
- Demand is high & details can change at short notice
- Try again or call other services if you can't get through

Services

- To add/update your information please contact:
Marcela Hart, marcela.hart@penrith.city / 4732 8564

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Food support

Anglicare

8624 8600

anglicare.org.au/locations/penrith/anglicare-penrith-office

● EXPECT DELAYS, HIGH USE ●

For Penrith LGA

Call back service available

Mon- Tue, 9am-3pm

Wed, 12.30-7pm

Thu, 9am-3pm

- **Emergency food relief**
- Food hamper delivery
- Hampers include:
 - Bread, milk, eggs, cereal, pasta, tinned food, biscuits
 - Option for fresh fruit & veg, toiletries, nappies, formula etc
- Services or individuals can make a request
- Anglicare Op Shops are closed for now

Christ Mission Possible

4704 8809 - cmp.org.au

The Rock Community Centre - 32 Copeland St, Kingswood

For Kingswood only

Walk-ins welcome

Call for more info or emergency relief support

- **Emergency food relief**
- Free food hampers for weekly pick up:
 - Tues, 8:3-11:30am
- Free breakfasts:
 - Mon, Wed & Fri, 7.30-9am
 - Allen Place car park, Penrith

Westcare

4731 3275

westcare.org.au/contact

For Penrith LGA

No walk ins

Call back service available

People to call ahead & arrange a pickup time for relief items

Limited capacity for delivery but can organise if people are particularly vulnerable

- **Emergency Relief Service:**
 - Hampers, food & groceries
 - Some toiletries
 - Clothes & underwear
- No drop-in services available
- 'Phone Interview/Pickup' service
Covid-19 Procedures in place
- Services can refer & residents can also request direct support

Mama Lanas

0407 909 447

56 Woodriff St, Penrith (street behind Kmart)

Penrith city centre

Walk-ins welcome

No booking required

- Free hot meal takeaway service
- Mon-Sat: 7pm to 8pm

Nepean Food Services 4733 7200
FEE-BASED SERVICE nepeanfoodservices.org.au

- For Penrith LGA**
Mon-Fri
Eligibility criteria & cost in place
- Fee-based service
 - \$6.50 meals delivered for those with Aged Care Pension or NDIS plan (if plan inc meals)
 - \$9 meals delivered for other people
 - No food hampers available
 - All meals are pre-made and delivered
 - This is a 'meals on wheels' service

Paying it Forward Homelessness Services 0459 262 637
facebook.com/PayingItForwardNSW - pif.homless@outlook.com

- Penrith based**
Walk-ins welcome
Welcome donations of food that doesn't require cooking
* Might cancel if bad weather
- Sunday nights at 5:30-6pm
 - Jamison Park (opposite amenities block)
 - Takeaway meals only
 - Also providing dessert, snacks, fruit, water
 - No food hampers

Penrith Community Kitchen 4732 1755 - penrithcommunitykitchen.com.au
PCYC Carpark - 100 Station Street, Penrith

- Penrith city centre**
If you can't make 12-1pm, PCYC can book a time between 9am-5pm for pick up
- Weekday free food and meal service
 - Mon-Fri, 12-1pm
 - Lunch takeaway packs:
 - Sandwiches & wraps
 - Fruit & water
 - Mask & sanitiser
 - Hot or frozen meals

Reach Out Penrith 0468 479 116 - Unit 10/11 Robertson Place, Penrith
FEE-BASED SERVICE facebook.com/ReachOutinPenrith

- Penrith city centre**
- Fee-based
 - \$35 donation for a substantial hamper of food, fruit, veg & other goods

Your Community Needs 0468 884 717
FEE-BASED SERVICE Unit 6c, 516-526 Great Western Hwy, St Marys (behind the caryard)

- For St Marys 5km area**
- Fee-based service
 - Food & goods at a heavily reduced/subsidised cost
 - All welcome to come into a friendly non-judgemental space
 - Provides wide range of services
 - Community based organisation
 - People can contact via Facebook: facebook.com/Your-Community-Needs-Limited-Non-profit-Organization-1056363424560569/

| | |
|--|--|
| Vinnies Community Hub Penrith | 8861 9770 vinnies.org.au/page/News/NSW/COVID-19_Support |
| Penrith based The Vinnies Hub is closed and staff working remotely Volunteers are delivering food | <ul style="list-style-type: none"> • Call and leave a message and staff will call back • Offering contactless delivery of hampers and food parcels • Assistance with energy bills • 1-2 day wait on call back |
| Service NSW (Rapid Relief Team) | 13 77 88 |
| Must call Service NSW & request this service | <ul style="list-style-type: none"> • Delivery of non-perishable food boxes • For people placed in quarantine or self-isolation at short notice & other vulnerable people in the community |

Financial assistance

* Details can change at short notice due to high demand

Westcare

4731 3275

westcare.org.au/contact

For Penrith LGA

Call back service available

Limited capacity for delivery but can organise if people are particularly vulnerable

- **Emergency Relief Service:**
 - Hampers, food & groceries
 - Financial assistance including vouchers for paying bills
 - Referral to financial counselling & other support
- No drop-in services available
- 'Phone Interview/Pickup' Covid-19 Procedures
- Services can refer & residents can also request direct support

Anglicare

8624 8600

anglicare.org.au/what-we-offer/food-and-financial-assistance/help-with-money

● EXPECT DELAYS, HIGH USE ●

For Penrith LGA

No walk ins- all services requested over the phone

- EAPA vouchers but with long waitlist
- Financial services for those in need
- Rental arrears support (after assessment):
 - Can refer to Housing NSW for 4 weeks assistance
 - Residents can self-refer
 - Waiting list is approx 2 weeks
- Groceries support
- Nappies and formula for small kids
- Personal hygiene e.g. shampoo, soap, TP

Barnados Centre Cranebrook

4729 1211

barnados.org.au/our-centres/penrith

For Cranebrook only

No walk ins – need to call ahead

- Food hampers available for contactless pick-up
- EAPA vouchers waiting list is 4 weeks
- Emergency assistance is open to all
- **For Family & Children's Services- not taking on new clients**

Salvation Army Penrith

4721 3076

salvationarmy.org.au/penrith/help/food-voucher-or-financial-assistance

● EXPECT DELAYS, HIGH USE ●

Penrith based

- Financial assistance cards for groceries & essential services

| | |
|--|--|
| Vinnies Community Hub Penrith | 8861 9770 vinnies.org.au/page/News/NSW/COVID-19_Support |
| <p>● EXPECT DELAYS, HIGH USE ●</p> <p>For Penrith LGA</p> | <ul style="list-style-type: none"> • Phone assessments • Food parcels • Assistance with energy bills • Leave message & staff member will call back • Vinnies Hub is closed & staff working remotely • Volunteers are delivering food |
| Wesley Mission | 4732 9277 wesleymission.org.au |
| <p>● EXPECT DELAYS, HIGH USE ●</p> <p>For Penrith LGA</p> | <ul style="list-style-type: none"> • Emergency relief • Relief to cover rental arrears • Vouchers for groceries • Financial counselling |
| COVID-19 Assistance Finder | disasterassistance.service.nsw.gov.au/covid |
| NSW 24/7 | <ul style="list-style-type: none"> • Online form • Answer questions to receive a list of financial & other support that might be available to you |
| Energy Accounts Payment Assistance (EAPA) | service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme |
| NSW | <ul style="list-style-type: none"> • Energy Accounts Payment Assistance (EAPA) \$50 vouchers • For those having difficulty paying household energy bills due to short-term financial crisis or emergency e.g COVID-19 • See Penrith-based services listed above for local access to EAPA vouchers |
| Energy and Water Ombudsman NSW | 1800 246 545 ewon.com.au |
| Info from Service NSW | <ul style="list-style-type: none"> • Free, fair & independent service • Can assist those experiencing difficulties with their energy, electricity & water providers in NSW |
| Residential Tenancy Support Package | fairtrading.nsw.gov.au/resource-library/publications/coronavirus-covid-19/property/moratorium |
| NSW | <ul style="list-style-type: none"> • For eligible COVID-19 impacted tenants • 60-day freeze on evictions • Assistance for landlords who reduce rent |

Crisis / Emergency

| | |
|----------------------------------|---|
| Lifeline | 13 11 14 |
| National 24/7 | <ul style="list-style-type: none">• Crisis support• Suicide prevention |
| Link2home | 1800 152 152 (free call) |
| NSW 24/7 | <ul style="list-style-type: none">• For people who are homeless or at risk of homelessness• Homelessness phone info line• homelessness services, temporary accommodation & other appropriate services |
| Suicide Call Back Service | 1300 659 467 suicidecallbackservice.org.au |
| National 24/7 | <ul style="list-style-type: none">• Suicide prevention• Online support & resources also available |

Homelessness

Link-Wentworth Housing **4777 8000**
wentworth.org.au

- For Penrith LGA**
- Community housing provider & homelessness support
- Mon-Tue, 8:30am- 4:30pm • Closed to walk-ins
- Wed, 1-4:30pm • All support over the phone
- Thu-Fri, 8:30am-4:30pm

**Neami Penrith-Nepean
STEP-Link Program** **1800 263 264**

- For Penrith LGA**
- Support to obtain permanent, safe & affordable housing
 - For people in temporary accommodation, due to the COVID-19 Pandemic
 - For people sleeping rough to secure long-term housing & access wrap-around support to remain housed

**Paying It Forward
Homelessness Services** **0459 262 637**

- Penrith based**
- Weekly dinner service
- No booking required • Sunday nights at 5:30-6pm
- * **Might cancel if bad weather** • Jamison Park (opposite the amenities block)
- Takeaway meals only
 - Also providing dessert, snacks, fruit, water

Platform Youth Services **4760 0800**
1800 760 071 (free call) - platformys.org.au

- Penrith based**
- For young people aged 12-25
 - At risk of homelessness
 - Emergency & transition accommodation support
 - Tenancy support
 - Financial support via no-interest loans subject to assessment
 - Family mediation support for under 16s
 - Staff can meet outdoors with young people in crisis (& provide them with masks for the meeting)
- No drop-in services due to restrictions
- No street work due to restrictions

Link2home **1800 152 152 (free call)**

NSW • For people who are homeless or at risk of homelessness

24/7 • Homelessness phone info line

- homelessness services, temporary accommodation & other appropriate services

Mental health

Headspace Penrith

4720 8800

headspace.org.au

For Penrith LGA

Mon-Fri, 9am- 5pm

- For young people, aged 12 – 25
- Support for mental health, general health, alcohol & other drug services, work support
- Support also available to their family & friends

LikeMind Penrith

8880 8111

likemind.org.au/penrith

For Penrith LGA

Mon-Fri, 9am- 5pm

- Free online & phone support to people of all ages
- Professional staff available
- Current wait time to see a clinician is 4-5 weeks

Neami Nepean-Penrith

8416 1190

For Penrith LGA

Mon-Fri, 8:30am-5pm

- Support for mental illness & mental health needs
- Support for housing & homelessness support
- Referrals can be made by individuals, carers, support services or health care professionals

Your local GP or medical centre

Telehealth appointments are available

- Book an appointment to discuss a Mental Health Care Plan
- You might need a referral to a psychologist who can be subsidised through Medicare.

Beyond Blue Coronavirus Mental Wellbeing Support Service

1800 512 348 (free call)

coronavirus.beyondblue.org.au

National

24/7

- Free phone hotline
- Info, advice & strategies to help you manage your wellbeing & mental health during the pandemic

Kids Helpline

1800 55 1800 (free call)

kidshelpline.com.au

National

24/7

- For kids, teens, young adults, parents + carers, schools & teachers
- Free phone counselling service
- Online resources

Mental Health Telephone Access Line

1800 011 511 (free call)

NSW

24/7

- Professional help and advice
- Referrals to local mental health services

Domestic & Family Violence

→→ **Call Triple Zero (000) in an emergency or life-threatening situation**

NOTE: No matter what restrictions are in place in your area, you can leave your home to seek help if you are experiencing sexual, domestic or family violence

| | |
|--|---|
| DV West | 4732 2318 (Intake Number) |
| <ul style="list-style-type: none">● LIMITED CAPACITY FOR NOW For Penrith LGA Intake number open 24/7 | <ul style="list-style-type: none">● Referrals ONLY for at risk & emergency situations● Women can self-refer for assistance● Not accepting referrals from other services for now |
| Penrith Women's Health Centre | 4721 8749 |
| For Penrith LGA Mon-Fri, 9am- 5pm | Phone support for: <ul style="list-style-type: none">● Domestic & Family Violence. Mon-Fri● Intake & casework support, Mon- Fri● Women's Health Nurse clinical support, Fri● Counselling● Legal Advice (Womens Legal Services)● Young Mums Support, Tue (NBMLHD) |
| 1800RESPECT | 1800 737 732 (free call) |
| National 24/7 | <ul style="list-style-type: none">● For anyone who has experienced, or is at risk of, family & domestic violence or sexual assault● Counselling service |
| Aboriginal Family Domestic Violence Hotline | 1800 019 123 (free call) victimsservices.justice.nsw.gov.au |
| NSW Mon-Thu, 8am-6pm | <ul style="list-style-type: none">● For Aboriginal victims of crime wanting info on victims' rights, how to access counselling & financial assistance● Dedicated hotline |
| ACON LGBTIQ and Domestic and Family Violence | 1800 063 060 (free call) or 9206 2000 acon.org.au |
| NSW Mon-Fri, 9am-5pm | <ul style="list-style-type: none">● For LGBTIQ people experiencing domestic & family violence● Practical support, info, referrals, counselling & advocacy |
| NSW Ageing and Disability Abuse Helpline | 1800 628 221 (free call) |
| NSW Mon-Fri, 9am-5pm | <ul style="list-style-type: none">● For people who experience, witness or suspect the abuse of older people or adults with disability● Confidential helpline● Info, advice & referrals |

| | |
|-----------------------------------|--|
| NSW Domestic Violence Line | 1800 656 463 (free call) |
| NSW 24/7 | <ul style="list-style-type: none"> • For women, including trans women • Counsellors can help you: <ul style="list-style-type: none"> ○ talk to the police & get legal help ○ get hospital care & family support services ○ obtain an Apprehended Violence Order (AVO) ○ develop a safety plan for you & your children ○ find emergency accommodation for you & your children |

| | |
|------------------------|---|
| NSW Rape Crisis | 1800 424 017 (free call) |
| NSW 24/7 | <ul style="list-style-type: none"> • For all genders in NSW who have experienced or are at risk of sexual, domestic or family violence • Phone & online counselling service • Support also available for non-offending family members, significant others & carers |

| | |
|---------------------------|---|
| MensLine Australia | 1300 789 978 |
| National 24/7 | <ul style="list-style-type: none"> • For men & boys dealing with family & relationship difficulties • Phone/Online support & info service |

Aboriginal & Torres Strait Islander

Aboriginal Counselling Services

0410 539 905

admin@aboriginalcounsellingservices.com.au

For Penrith LGA

- Providing therapeutic counselling for Aboriginal families, individuals and communities

Aboriginal Legal Access Program

0403 338 132

alap@wscl.org.au

For Western Sydney

- Links clients to culturally-specific holistic social services
- Services like housing, money, employment, relationships, health & wellbeing

Greater Western Aboriginal Health Service

4729 7300

For Western Sydney

Penrith office

No transport services currently available

- Telehealth clinical appointments (phone or video)
- Some in-person consultation (on triage)
- Psychiatry & psychology teleconference sessions
- Mental health care plans still done in-person
- Child and adult Immunisation still available
- ● COVID vaccinations available ●:
 - Astra Zeneca available to general public (bring a health summary from your GP)
- Happy Hearing Program on hold (aged 0-6 yrs)
- 715 health checks on hold

Indigenous Disability Advocacy Service

4722 3524

Penrith office

Mon-Fri, 9am – 5pm

- Provides advocacy, info & referrals Indigenous people living with disabilities, their families & carers.
- Can assist you if you've been unfairly treated or are confused about a big decision.
- IDAS provides info, support, referral & links to appropriate services
- Can assist with complaints & assist to obtain legal help & advice in relation to a legal matter

**Nepean Community and
Neighbourhood Services
(NCNS)**

4721 8520

nepeancommunity.org.au

For Penrith LGA

Largest provider of Aboriginal
support services in Penrith LGA

- Closing the Gap Aboriginal Health Team still operating as normal but not doing home visits
(call to speak with outreach worker)
- Online activities for social & cultural support
- Zoom activities
e.g. Yarning Circle Catch Up on Fri, cultural activities on Wed, Women's group on Tue, supported playgroups (online) on Wed, Thu & Fri
- For all online programs, call number & NCNS will provide more info & online access link

Children & youth

Barnados Centre Cranebrook

4729 1211

barnados.org.au/our-centres/penrith

For Cranebrook only

Mon-Fri

All staff are working remotely,
centres are closed

- Call, email or send a Facebook message & staff will call back
- Online programs for children, youth + family & parent support
- Call or visit facebook/website for more info
- Youth Workers available

Fusion Western Sydney

8805 5900

westernsydney.fusion.org.au

For Penrith LGA

- Fusion Online
 - Gaming content & catch ups for 13-17 yrs
 - Tue-Thu, 3-5pm

Headspace Penrith

4720 8800

headspace.org.au

For Penrith LGA

Mon-Fri, 9am- 5pm

Support also available to their
family & friends

- Support for mental health, general health, alcohol & other drug services, work support
- For young people, aged 12 – 25 years

NCNS

4721 8520

nepeancommunity.org.au

Penrith based

Mon – Fri

- Child, youth & family support services
- Online social & practical activities
- Call/Email for a return call
- Youth Workers available

Platform Youth Services

4760 0800 - 1800 760 071 (free call)

platformys.org.au

Penrith based

No drop-in services due to
restrictions

No street work due to
restrictions

- For young people aged 12-25
- At risk of homelessness
- Emergency & transition accommodation support
- Tenancy support
- Financial support via no-interest loans subject to assessment
- Family mediation support for under 16s
- Staff can meet outdoors with young people in crisis (& provide them with masks for the meeting)

Street University Penrith 1800 151 045 (free call)

For Penrith LGA

- For people aged 15-24 years
- All services are via phone or online
- Counselling services
- Case work
- Youth engagement & activities via Discord

Kids Helpline 1800 55 1800 (free call)

kidshelpline.com.au

National
24/7

- For kids, teens, young adults
- Also for parents + carers, schools and teachers
- Free phone counselling service
- Online resources also available

Culturally & Linguistically Diverse

Nepean Multicultural Access (NMA)

Elizabeth: 0416 713 019 - Shahnaz: 0405 300 027 - Faye: 0403 548 083
Laura: 0416 723 904 - nma.org.au

For Penrith LGA & surrounds

- Services via phone & online
- Online community programs
- Casework
- Settlement services
- CALD support

Penrith Women's Health Centre

4721 8749

pwhcentre@pwhc.org.au - penrithwomenshealthcentre.com

For Penrith LGA

- Domestic violence case management by phone
- Counselling services via phone
- Women's Health Clinic via telehealth
- WDV CAS service continuing by phone

Syd West Multicultural Services

9621 6633

sydwestms.org.au

For Western Sydney

- Services for refugees & new arrivals (under 5 years in Australia)
- Info sessions & group activities
- English classes online
- Support & referral for emergency relief

Services Australia - Centrelink

131 202

National

- Best time to call is 8am

- Submit claims verbally via phone
- Learn to use Centrelink app
- Support to make claims online

Disability

Nepean Area Disabilities Organisation (NADO) 1300 738 229

- For Penrith LGA & surrounds**
- Short term accommodation & respite services
 - Clinical Services through telehealth and phone
 - Support Coordination
 - Closed for now: day & recreation programs

Penrith Disabilities Resource Centre 4732 2363

- For Penrith LGA**
Mon-Fri, 9am-5pm
- Info, referral & advocacy service
 - Service operating as normal, but everything over the phone Individuals, carers and services can call for support

Uniting Penrith 4732 9444

lacinfo@uniting.org

- For Penrith LGA**
- Assistance with accessing My Aged Care and NDIS
 - Support Coordination
 - Accommodation support
 - Staff working remotely & all services are provided over phone (no face to face support)

Active Care Network 4722 3083

FEE-BASED SERVICE

activecarenetwork.org.au

- Sydney-wide
Formerly known as *Easy Go Connect* and *Great Community Transportation*
- Fee-based service
 - Transport services
 - For people with an NDIS plan
 - For older people who have My Aged Care referral
 - Business as usual but no social outings

NSW Ageing and Disability Abuse Helpline 1800 628 221 (free call)

- NSW
Mon-Fri, 9am-5pm
- For people who experience, witness or suspect the abuse of older people or adults with disability
 - Confidential helpline
 - Info, advice & referrals

Older / Seniors

Barnados Centre Cranebrook

4729 1211

barnados.org.au/our-centres/penrith

For Penrith LGA

Referrals over the phone

- Homelessness service
- For older homeless or at risk of homeless people
- Office is closed but phone contact is open

Uniting Penrith

4732 9444

lacinfo@uniting.org

For Penrith LGA

- Assistance with accessing NDIS
- Support Coordination
- Accommodation support
- Staff working remotely & all services are provided over phone (no face to face support)

Active Care Network

4722 3083

FEE-BASED SERVICE

activecarenetwork.org.au

Sydney wide

Formerly known as
Easy Go Connect
and *Great Community*
Transportation

- Fee-based service
- Transport services
- For people with an NDIS plan
- For older people – who have a referral from My Aged Care & once registered can book transport (within the allowed distances)

COVID-19 Support Line for Senior Australians

1800 171 866 (free call)

National

Mon-Fri, 8.30am-6pm

- Info & support
- For senior Australians, their families & carers

Elder Abuse Prevention Unit

1300 651 192

(07) 3867 2525

National

- Free assistance to anyone who experiences, witnesses or suspects the abuse of an older person by someone they know and trust
- Support, referral & info
- For non-urgent situations

**NSW Ageing and
Disability Abuse Helpline**

1800 628 221

nswadc@adc.nsw.gov.au

NSW
Mon-Fri, 9am – 5pm

- Report abuse, neglect & exploitation of older people & adults with disability in their family, home or community
- Access info & support

**Urgent home support
services and My Aged
Care**

1800 200 422 (free call)

National

- Helps older Australians access
- Short-term home support services in an emergency without having had an aged care assessment:
 - Meals
 - Personal care

END