



# COVID-19 Community Support Services

A changing guide to available services as at 24/08/21

### 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](mailto:marcela.hart@penrith.city) / 4732 8564

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## Food support

### Food for COVID Positive households

1800 943 553

#### NSW Health

\*Call to request assistance directly from Contact Tracing Team

Direct home delivery of essential items to COVID positive households

- **Emergency food relief**
- Food hamper and essential items delivery
- Access to welfare support (e.g. mental health)

### Anglicare

8624 8600

[anglicare.org.au/locations/penrith/anglicare-penrith-office](https://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

### Council Drive and Collect Hamper Hub – North St Marys

0406 528 331

Run by Council with support from Ripples, Community Junction, FoodBank and Westcare

#### For residents in suburbs of concern

Strictly no drop ins

Drive-in only, bookings essential  
Tuesday – Thursday, 9.30am-1pm

- **Emergency food relief**
- Call, leave a message if not answered and someone will call back with a booking time and instructions
- Free food hampers for pick up
- Pre-booking is essential
- No walk-ins, drive-in only

### Turbans 4 Australia

[https://docs.google.com/forms/d/1UX-hp-8JCeFvK2VAMS8UITkMr3GpryE8HhbatrKJ7ps/viewform?edit\\_requested=true](https://docs.google.com/forms/d/1UX-hp-8JCeFvK2VAMS8UITkMr3GpryE8HhbatrKJ7ps/viewform?edit_requested=true)

Food relief delivered directly to households

- **Emergency food relief**
  - Free food hampers delivered directly to homes
  - Referrals must be made via an [online form](#)

### Christ Mission Possible

4704 8809 - [cmp.org.au](https://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](http://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](http://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](https://facebook.com/PayingItForwardNSW) - [pif.homeless@outlook.com](mailto:pif.homeless@outlook.com)

**Penrith based**

Walk-ins welcome  
Welcome donations of food that doesn't require cooking  
**á 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](http://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](https://www.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/](https://www.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](https://www.vinnies.org.au/page/News/NSW/COVID-19_Support)

- Penrith based**  
 The Vinnies Hub is closed and staff working remotely  
 Volunteers are delivering food
- 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**

**Barnados Centre Cranebrook**      **4729 1211**  
[barnados.org.au/our-centres/penrith](https://www.barnados.org.au/our-centres/penrith)

- For Cranebrook only**  
 Mon-Fri  
 9am-1pm and 2pm-5pm  
 Minimal staff on site, centre closed to public unless urgent
- Call the centre and leave a message if unanswered, someone will call you back
  - Food hampers available for contactless pick-up and by appointment only (call first)

**Service NSW (Rapid Relief Team)**      **13 77 88**

- Must call Service NSW & request this service
- 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

á Details can change at short notice due to high demand

**Westcare** 4731 3275  
[westcare.org.au/contact](http://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](http://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](http://barnados.org.au/our-centres/penrith)

**For Cranebrook only**

No walk ins – need to call ahead

- Food hampers available for contactless pick-up and by appointment only (call first)
- EAPA vouchers done over the phone on Thursday and Fridays (call to book a time)
- 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](http://salvationarmy.org.au/penrith/help/food-voucher-or-financial-assistance)

● EXPECT DELAYS, HIGH USE ●

Penrith based

- Financial assistance cards for groceries & essential services

<b>Bridging the Gap</b>		<b>9673 1211</b>
		<b><a href="http://www.btg.com.au">www.btg.com.au</a></b>
<b>St Marys, Penrith LGA</b>		<ul style="list-style-type: none"> <li>• Free Financial Counselling</li> <li>• No Interest Loans for appliances</li> </ul>
Monday – Thursday 9 – 5.30pm		
<b>Vinnies Community Hub Penrith</b>		<b>8861 9770</b>
		<b><a href="http://vinnies.org.au/page/News/NSW/COVID-19_Support">vinnies.org.au/page/News/NSW/COVID-19_Support</a></b>
<ul style="list-style-type: none"> <li>● EXPECT DELAYS, HIGH USE ●</li> </ul>		<ul style="list-style-type: none"> <li>• Phone assessments</li> <li>• Food parcels</li> <li>• Assistance with energy bills</li> <li>• Leave message &amp; staff member will call back</li> <li>• Vinnies Hub is closed &amp; staff working remotely</li> <li>• Volunteers are delivering food</li> </ul>
<b>For Penrith LGA</b>		
<b>Wesley Mission</b>		<b>4732 9277</b>
		<b><a href="http://wesleymission.org.au">wesleymission.org.au</a></b>
<ul style="list-style-type: none"> <li>● EXPECT DELAYS, HIGH USE ●</li> </ul>		<ul style="list-style-type: none"> <li>• Emergency relief</li> <li>• Relief to cover rental arrears</li> <li>• Vouchers for groceries</li> <li>• Financial counselling</li> </ul>
<b>For Penrith LGA</b>		
<b>NSW Ambulance Exemption</b>		<b>1300 655 200</b>
		<b><a href="https://www.ambulance.nsw.gov.au/our-services/accounts-and-fees/exemptions-from-nsw-ambulance-fees">https://www.ambulance.nsw.gov.au/our-services/accounts-and-fees/exemptions-from-nsw-ambulance-fees</a></b>
NSW		<ul style="list-style-type: none"> <li>• Any patient who receives an invoice from NSW Ambulance and their reason for treatment and/or transport is related to COVID-19, will be exempt from paying the invoice. The same applies for patients who have had an adverse reaction to a COVID-19 vaccine.</li> <li>• Patients who receive an invoice can contact NSW Ambulance on 1300 655 200 to request an exemption. An exemption can be <b><a href="#">lodged online</a></b> – please login with your invoice number and follow the prompts.</li> </ul>
24/7		
<b>COVID-19 Assistance Finder</b>		<b><a href="http://disasterassistance.service.nsw.gov.au/covid">disasterassistance.service.nsw.gov.au/covid</a></b>
NSW		<ul style="list-style-type: none"> <li>• Online form</li> <li>• Answer questions to receive a list of financial &amp; other support that might be available to you</li> </ul>
24/7		
<b>Energy Accounts Payment Assistance (EAPA)</b>		<b><a href="http://service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme">service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme</a></b>
NSW		<ul style="list-style-type: none"> <li>• Energy Accounts Payment Assistance (EAPA) \$50 vouchers</li> <li>• For those having difficulty paying household energy bills due to short-term financial crisis or emergency e.g COVID-19</li> </ul>

- See Penrith-based services listed above for local access to EAPA vouchers

**Energy and Water Ombudsman NSW**

**1800 246 545**

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

Info from Service NSW

- 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](http://fairtrading.nsw.gov.au/resource-library/publications/coronavirus-covid-19/property/moratorium)

NSW

- 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

- Crisis support
- Suicide prevention

### Link2home

**1800 152 152 (free call)**

NSW  
24/7

- 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](http://suicidecallbackservice.org.au)

National  
24/7

- Suicide prevention
- Online support & resources also available



# Homelessness

**Link-Wentworth Housing** 4777 8000  
[wentworth.org.au](http://wentworth.org.au)

**For Penrith LGA**

- Community housing provider & homelessness support
- Closed to walk-ins
- All support over the phone

Mon-Tue, 8:30am- 4:30pm  
Wed, 1-4:30pm  
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
- Sunday nights at 5:30-6pm
- Jamison Park (opposite the amenities block)
- Takeaway meals only
- Also providing dessert, snacks, fruit, water

No booking required  
**á Might cancel if bad weather**

**Platform Youth Services** 4760 0800  
1800 760 071 (free call) - [platformys.org.au](http://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)

- For people who are homeless or at risk of homelessness
- Homelessness phone info line
- homelessness services, temporary accommodation & other appropriate services

NSW  
24/7

# Mental health

## Headspace Penrith 4720 8800

[headspace.org.au](https://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](https://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

## Bridging the Gap 9673 1211

[www.btg.com.au](https://www.btg.com.au)

### St Marys, Penrith LGA

Monday – Thursday 9 – 5.30pm

- Youth and Family Counselling
- Expressing Therapies for children 3 – 16 years
- Free phone and online counselling for young people experiencing trauma, anxiety, depression

## Flourish Australia 9393 9799

Nepean Blue Mountains LGA

Mon-Fri 9-5pm

Free service

- Psychosocial support for people living with Mental Health issues/illness
- Youth Program 16-25 years
- Referrals can be made by person, carers, support services or health professionals
- 1:1 Outreach Support, Capacity Building, Group program

## 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](https://coronavirus.beyondblue.org.au)

National 24/7	<ul style="list-style-type: none"> <li>• Free phone hotline</li> <li>• Info, advice &amp; strategies to help you manage your wellbeing &amp; mental health during the pandemic</li> </ul>
<b>Kids Helpline</b>	<b>1800 55 1800 (free call)</b>
	<a href="http://kidshelpline.com.au">kidshelpline.com.au</a>
National 24/7	<ul style="list-style-type: none"> <li>• For kids, teens, young adults, parents + carers, schools &amp; teachers</li> <li>• Free phone counselling service</li> <li>• Online resources</li> </ul>
<b>Mental Health Telephone Access Line</b>	<b>1800 011 511 (free call)</b>
NSW 24/7	<ul style="list-style-type: none"> <li>• Professional help and advice</li> <li>• Referrals to local mental health services</li> </ul>
<b>Sane</b>	<b>1800 18 7263 (SANE) (free call)</b>
NSW Weekdays 10 am to 10 pm	<ul style="list-style-type: none"> <li>• Single session counselling and peer support via telephone, online chat, email and our online forums</li> <li>• Counselling for adults</li> <li>• May need to call a few times to get through a counsellor (COVID has increased the demand)</li> </ul>
<b>Mindspot</b>	<b>1800 61 44 34</b>
	<a href="http://www.mindspot.org.au">www.mindspot.org.au</a>
Australia wide <u>Online service</u> Free services	<ul style="list-style-type: none"> <li>• All digital assessments and learning</li> <li>• Complete an online assessment by creating an account <a href="https://mindspot.org.au/before-assessment">https://mindspot.org.au/before-assessment</a> <ul style="list-style-type: none"> <li>○ At the end of the assessment there is an option to book an therapist to discuss result and received personalised written feedback and recommendations</li> </ul> </li> <li>• Counselling for adults</li> <li>• Online courses</li> </ul>
<b>My Compass</b>	<a href="http://www.mycompass.org.au">www.mycompass.org.au</a>
Australia wide <u>Online self help</u> Free services	<ul style="list-style-type: none"> <li>• Online self help to support with stress, anxiety, depression or simply build good mental health</li> <li>• Steps to access the service <ul style="list-style-type: none"> <li>○ Register at <a href="http://www.mycompass.org.au">www.mycompass.org.au</a></li> <li>○ Enter some personal details</li> <li>○ Choose your program activities</li> <li>○ Begin your treatment from your computer or mobile device</li> <li>○ View your dashboard to track ongoing results</li> </ul> </li> </ul>

## 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**

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

<b>NSW Domestic Violence Line</b>	<b>1800 656 463 (free call)</b>
NSW 24/7	<ul style="list-style-type: none"> <li>• For women, including trans women</li> <li>• Counsellors can help you: <ul style="list-style-type: none"> <li>○ talk to the police &amp; get legal help</li> <li>○ get hospital care &amp; family support services</li> <li>○ obtain an Apprehended Violence Order (AVO)</li> <li>○ develop a safety plan for you &amp; your children</li> <li>○ find emergency accommodation for you &amp; your children</li> </ul> </li> </ul>
<b>NSW Rape Crisis</b>	<b>1800 424 017 (free call)</b>
NSW 24/7	<ul style="list-style-type: none"> <li>• For all genders in NSW who have experienced or are at risk of sexual, domestic or family violence</li> <li>• Phone &amp; online counselling service</li> <li>• Support also available for non-offending family members, significant others &amp; carers</li> </ul>
<b>MensLine Australia</b>	<b>1300 789 978</b>
National 24/7	<ul style="list-style-type: none"> <li>• For men &amp; boys dealing with family &amp; relationship difficulties</li> <li>• Phone/Online support &amp; info service</li> </ul>

# Aboriginal & Torres Strait Islander

## Aboriginal Counselling Services

0410 539 905

[admin@aboriginalcounsellingservices.com.au](mailto: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](mailto: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](http://nepeancommunity.org.au)

### For Penrith LGA

Largest provider of Aboriginal support services in Penrith LGA

For all online programs, call number & NCNS will provide more info & online access link

- 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

**Community Junction Inc.**      **9834 2708**  
[www.communityjunction.org.au](http://www.communityjunction.org.au)  
[info@communityjunction.org.au](mailto:info@communityjunction.org.au)

- For Penrith LGA**
- Information and referral services
  - Call the number, leave a message and a worker will be in touch

**Thirrilli**      **1800 805 801**

- NSW**
- Support for people suffering grief, loss and trauma due to the loss of a loved one through suicide and other fatal traumatic incidents
  - Limited outreach support due to COVID
  - Contact the number to speak to an advocate (eligibility criteria)

## Children & youth

### Barnados Centre Cranebrook

4729 1211

[barnardos.org.au/our-centres/penrith](https://www.barnardos.org.au/our-centres/penrith)

#### For Cranebrook only

Mon-Fri

9am-1pm and 2pm-5pm

Minimal staff on site, centre  
closed to public unless urgent

- Call the centre and leave a message if unanswered, someone will call you back
- Free online programs for children, youth + family & parent support (limited numbers so call first)
- Call or visit the website for more info
- Youth Workers available

### Fusion Western Sydney

8805 5900

[westernsydney.fusion.org.au](https://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](https://www.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](https://www.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](https://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)

### Community Junction Inc.

9834 2708

[www.communityjunction.org.au](https://www.communityjunction.org.au)



**Penrith LGA and beyond**

Free services

No eligibility criteria

- **Youth Team:**
  - 12-18 year olds
  - Online Zoom Youth Drop in Services – Youth Workers available 5 days a week
- **Over 18s:**
  - Online Zoom Drop in Service
  - Tuesday 6:30pm – 8:00pm
- **Online Drop in days & times**
  - Monday & Wednesday 3:30pm – 5:30pm
  - Friday 5:00pm – 7:00pm
  - Various fun online activities
- 1:1 support available to young people
- Online Fitness sessions for parents
- Online Interactive learning sessions for children 0-5 and parents

**Bridging the Gap**

**9673 1211**

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

**St Marys, Penrith LGA**

Monday – Thursday 9 – 5.30pm

- Child, Youth and Family Counselling
- Children 3 – 16 years – Art Therapy, Play Therapy
- Youth 12 – 18 years and their Families
- Free phone and online counselling for young people experiencing trauma, anxiety, depression, school and relationship tensions

**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

**Flourish Australia**

**9393 9799**

Nepean Blue Mountains LGA

Mon-Fri 9-5pm

Free service

- Psychosocial support for people living with Mental Health issues/illness
- Youth Program 16-25 years
- Referrals can be made by person, carers, support services or health professionals
- 1:1 Outreach Support, Capacity Building, Group program

**Kids Helpline**

**1800 55 1800 (free call)**

[kidshelpline.com.au](http://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](http://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](mailto:pwhcentre@pwhc.org.au) - [penrithwomenshealthcentre.com](http://penrithwomenshealthcentre.com)

#### For Penrith LGA

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

### Syd West Multicultural Services

**9621 6633**

[sydwestms.org.au](http://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

### Multicultural Problem Gambling Services for NSW

**1800 858 858**

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

#### For NSW

- PHONE and online gambling help

### 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](mailto: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](http://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

### Uniting Penrith

4732 9444

[lacinfo@uniting.org](mailto: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)

### Community Junction Inc.

9834 2708

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

[info@communityjunction.org.au](mailto:info@communityjunction.org.au)

#### Penrith LGA and beyond

Free services

No eligibility criteria

- Activity packs for seniors

### Active Care Network

4722 3083

FEE-BASED SERVICE

[activecarenetwork.org.au](http://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

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END