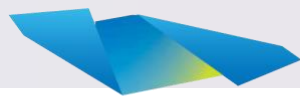




UNSW  
SYDNEY



Ingham Institute  
Applied Medical Research



Health  
South Western Sydney  
Local Health District



# South Western Sydney Community resources



## COMMUNITY SUPPORT RESOURCES

### NGOs - Full scale of psychosocial support in South West Sydney

#### UNITING SOUTH WEST SYDNEY FAMILY CONNECT AND SUPPORT (UNITING.ORG)



Uniting Family Connect and Support can connect you to local services that can assist with: Understanding and managing your child's behaviour; Budgeting and financial issues; Alcohol, drug or gambling problems; Mental Health support for families, children and young people; Access to housing, health care or other community services; Building strong family relationships; Keeping everyone safe at home.



1800 864 846



[SWSFCSintake@uniting.org](mailto:SWSFCSintake@uniting.org)



<https://www.uniting.org/services/family-services/facility/south-west-sydney-family-connect-support>

#### MISSION AUSTRALIA – MILLER



Mission Australia's nationwide services help people find safe and affordable housing, support disadvantaged children and families, empower troubled young people, assist people with mental illness and disability, and much more.



<https://www.missionaustralia.com.au/services?postcode=2168&keywords=>

## Housing

### [MILLER – MISSION AUSTRALIA] EARLY INTERVENTION TENANCY SUPPORT SERVICE (EITSS)



The service provides support for individuals and families across Fairfield, Liverpool, Campbelltown, Camden, Wollondilly, Wingecarribee and Bankstown who are homeless or at risk of homelessness to find appropriate, affordable and sustainable housing. The service provides outreach, referrals to other support services, tenancy support, advocacy, information, advice and access to brokerage.



<https://www.missionaustralia.com.au/servicedirectory/211-homelessness/early-intervention-and-tenancy-support-service-south-west-sydney>

### [MILLER – MISSION AUSTRALIA] TENANCY PARTICIPATION AND COMMUNITY ENGAGEMENT (TPCE) – DCJ SOCIAL HOUSE TENANTS



The Tenant Participation and Community Engagement program (TPCE) provides tenants with information, advice and opportunities to connect with the community and contribute to improving their tenancies. TPCE aims to host community events and peer groups, provide information and advice for tenants to maintain and manage their tenancy (through drop-in centres or the My Housing app helpline), work collaboratively with service partners to maximise opportunities for tenants to participate and engage with activities, services and support in the communities and refer people to local services.



<https://www.missionaustralia.com.au/services?view=service&id=1154>

### “NEST” ONLINE WEBSITE



Nest is an online tool for people with disability and providers of disability housing. Nest matches people with disability to homes that meet their needs, support requirements and lifestyle choices. Nest makes it easy for providers to shortlist eligible applicants and quickly fill vacant properties and rooms. With listings from disability housing providers, community and social housing providers, real estate agents and private landlords, Nest is the go-to website for people with disability looking for a home.



<https://gonest.com.au/>

### “WELCOMEMAT” ONLINE WEBSITE



WelcomeMat is a tenant-matching platform for affordable rental housing. Affordable rental housing is for people with incomes that are very low, low or moderate. The rent for these studios, units and houses will be at least 20% less than market rent. Most affordable rental housing is managed by not-for-profit community housing providers. Each property has its own eligibility criteria, and the providers assess applications against these criteria.



<https://www.welcomemat.com.au/>

## RENT CHOICE START SAFELY



The NSW Government has a rental assistance program called Start Safely. It provides rent support to people who do not have a stable and secure place to live due to domestic or family violence. If you would like to apply for Start Safely or just want to know more, call the Housing Contact Centre.



1800 422 322



<https://www.facs.nsw.gov.au/housing/factsheets/start-safely>

## COMMONWEALTH RENT ASSISTANCE



Rent assistance is a non-taxable income supplement payable to eligible people renting privately. It is payable at the rate of 75c for every dollar of rent payable above the rent threshold until maximum rate of payment is reached.



<https://www.dss.gov.au/housing-support/programmes-services/commonwealth-rent-assistance>

## NATIONAL RENTAL AFFORDABILITY SCHEME



This government program creates additional affordable rental properties by providing annual financial incentives. The incentive is issued to housing providers to provide affordable rental dwellings at least 20% below market rates.



<https://www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme>

## Emergency Relief and Food Support

### [MILLER – MISSION AUSTRALIA] EMERGENCY RELIEF FOR LIVERPOOL/FAIRFIELD (ER)



Emergency Relief aims to assist people to deal with their immediate crisis situation; including vouchers for household goods, groceries and transport, deliver services in a way that maintains the dignity of the individual and families, refer people to relevant services, to help them pay bills or reduce the risk of being unable to pay their bills; and encourage greater self-reliance.



<https://www.missionaustralia.com.au/services?view=service&id=1201>

### SECONDBITE



SecondBite distributes the food we rescue to charity and community organisations who provide food relief programs to individuals and families in need. The below weblink lets you find a charity or community organisation that provides food relief services near you.



<https://secondbite.org/receive-food/>

### ANGLICARE EMERGENCY FOOD ASSISTANCE



Food parcels are available at our Food and Financial Assistance offices. Food is packed to the individual's requirements. Anyone who is food insecure can access this service. You can have three free food parcels per year.



(02) 8624 8600



<https://www.anglicare.org.au/what-we-offer/food-and-financial-assistance/help-with-food/emergency-food-assistance/>

### THE SALVATION ARMY FOOD ASSISTANCE



Emergency vouchers for food and financial assistance. Can be picked up from nearest Salvation Army store. You can find your local Salvation Army store online.



<https://www.salvationarmy.org.au/locations/>

## COMMUNITY PANTRY AT ANGLICARE OP SHOPS



You can purchase a full bag of groceries for just \$12 from the Community Pantry at the Anglicare Op Shop.



Bowral, Bankstown, Campbelltown, Dee Why, Ingleburn, Lithgow, Liverpool, Miller, Mt Druitt, Parramatta, Penrith, Richmond, St Marys



<https://www.anglicare.org.au/what-we-offer/food-and-financial-assistance/help-with-food/community-pantry-at-anglicare-op-shops/>

## FOODBANK



Foodbank is Australia's largest food relief organisation, operating on a scale that makes it crucial to the work of the front line charities who are feeding vulnerable Australians.



<https://www.foodbank.org.au/?state=nswact>

## Financial Counselling

### WESLEY FINANCIAL COUNSELLING SERVICES



Wesley Mission provide free, independent and confidential counselling to assist people experiencing financial difficulty. Our counsellors work with clients to help them manage and break the cycle of debt and take control of their finances.



<https://www.wesleymission.org.au/find-a-service/mental-health-and-hospitals/counselling/financial-counselling/>

### FINANCIAL COUNSELLING VIA THE SALVATION ARMY



The Salvation Army's free Moneycare financial counselling service has professional counsellors who provide personalised advice on how to get through your money problems and avoid trouble in the future. The service is free and confidential.



1800 722 363

### NO INTEREST LOAN SCHEME



The No Interest Loan Scheme (NILS) is for individuals and families on low incomes. It gives you access to safe, fair, and affordable lending, so you can buy the essential items you need. You can borrow up to \$1,500 (or \$2,000 if you have experienced family violence). Loans are repaid over a 12-18 month period, and you'll only have to repay what you've borrowed – no extras. NILS are provided via various organisations and charities across NSW



NILS scheme: <https://www.service.nsw.gov.au/transaction/no-interest-loans-scheme-nils>

NILS provider in your local area: <http://www.nilsnswfindascheme.org.au/>

### FIRMER FOUNDATIONS



Firmer Foundations is a free coaching program for women who want better financial wellbeing. Financial capability coaching provides a non-judgmental, confidential space to explore your goals around money, and we draw on your strengths and value your choices. All women are welcome. Interpreting support is available.



02 8571 7800



<https://goodshep.org.au/services/financial-counselling-firmerfoundations/>

## ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) VOUCHERS



If you're having difficulty paying your current household energy bill because of a short-term financial crisis or emergency, you could be eligible for Energy Accounts Payment Assistance (EAPA) \$50 vouchers. EAPA vouchers are sent electronically to your energy retailer to help pay your home electricity or gas account. Applying for EAPA vouchers involves an eligibility assessment by a NSW Government representative or an approved non-government EAPA provider. You can apply for EAPA vouchers online to be assessed by NSW Government representative, or by calling an approved non-government EAPA provider.



<https://www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme>

## FUELCHECK ONLINE TOOL



Use the FuelCheck online tool to find the cheapest fuel at NSW service stations near you. You can use FuelCheck online or via the app.



<https://www.service.nsw.gov.au/transaction/check-fuel-prices>

## Childcare Support

### [MILLER – MISSION AUSTRALIA] SOUTH WEST EARLY CHILDHOOD SUPPORT SERVICE (SWECS)



The South West Early Childhood Support Service (SWECS) is a consultancy service providing support, resources, strategies and training to assist families access early learning activities.



Liverpool, Fairfield, Campbelltown LGAs



<https://www.missionaustralia.com.au/servicedirectory/186-children-families/south-west-early-childhood-support-service1>

### [UNTING] LINKS TO EARLY LEARNING



Links to Early Learning program is designed for families who are facing difficulties when it comes to their child attending an early learning service such as preschool or child care. The program connects parents to quality options, and aims to help preschool-aged children access early learning in the year or two before they start school.



<https://www.uniting.org/services/family-services/facility/uniting-links-to-early-learning>

### NSW PUBLIC SCHOOL FINDER



The NSW Department of Education provides a range of specialist support classes in regular and special schools. Access to these classes is through a separate placement panel process. Parents/carers wanting to enrol their child in a specialist support class should use the School Finder to locate their local public school and contact the principal directly. The principal will provide advice about the process to seek enrolment in a specialist support class.



<https://schoolfinder.education.nsw.gov.au/>

<https://data.cese.nsw.gov.au/data/dataset/special>

### STARTING BLOCKS



This government website provides parents with information about children's education and care including finding local childcare services and learning about their quality ratings, fees, vacancies and inclusions.



<https://www.startingblocks.gov.au/find-child-care>

## START STRONG PROGRAM



The NSW Government is committed to ensuring that all children in New South Wales can participate in 600 hours of quality preschool education in the year before school, no matter where they live or what their circumstances are. The “Start Strong” program reduces preschool fees, making 600 hours of early childhood education more affordable for all families.



<https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/grants-and-funded-programs/start-strong>

## ASSISTED SCHOOL TRAVEL PROGRAM



School students living with disability who are enrolled in school in NSW may be able to get assistance with travel through the Assisted School Travel Program (ASTP).



<https://www.service.nsw.gov.au/transaction/apply-for-the-assisted-school-travel-program>

## Drug & Alcohol Services

### HEADFYRST (12-25 YEARS)



Co-occurring alcohol and other drugs and mental health service providing free counselling and support services for young people aged 12 to 25. Salvation Army Youthlink works closely with headspace centres delivering the service locally.



[www.salvationarmy.org.au/youthlink/headfyrst](http://www.salvationarmy.org.au/youthlink/headfyrst)

### FYRST (12-25 YEARS)



FYRST (Follow-On Youth Recovery Support Team) is a support service for young people 12-25 years who would like to address their alcohol and drug issues. FYRST also offers support to those who are completing, or have completed detox, rehab or are leaving detention. It provides a mobile support team to visit a client's home, meet at a cafe or pick-up a client from local transport.



Liverpool



[salvationarmy.org.au/youthlink/first](http://salvationarmy.org.au/youthlink/first)

### COMMUNITY RESTORATIVE CENTRE – CRC



Transitional alcohol & other drug care for people exiting prison. Alcohol and other drug and community support for people with complex disadvantage, before and after release from custody.



Liverpool



[crcnsw.org.au](http://crcnsw.org.au)

### ODYSSEY HOUSE NSW



Psychosocial counselling, group education, after care and case management services for adults with co-occurring alcohol and other drugs and mental health concerns.



Available in Campbelltown, with outreach in Tahmoor, Bowral and Bankstown



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

## ODYSSEY HOUSE NSW BILINGUAL COUNSELLING SERVICES



Culturally appropriate support and treatment to reduce the harm associated with the use of alcohol and other drugs within culturally and linguistically diverse communities. Services delivered to individuals and families through counselling, group programs and education.



Liverpool, Fairfield, Bankstown and Campbelltown



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

## GENERAL PRACTICE DRUG AND ALCOHOL ADVICE AND SUPPORT SERVICE



Supports GPs providing care to patients with drug and alcohol and associated health issues throughout South Western Sydney. GPs have direct access to consultant drug and alcohol clinicians, including the medical team, 9am to 5pm Monday to Friday (excluding public holidays). Advice includes referral pathways, complex cases and case conferencing if needed.



0455 079 436 for prompt advice when management concerns arise during a consultation.



[swsphn.com.au/gp-aod-advice-support-service](http://swsphn.com.au/gp-aod-advice-support-service)

## RENDU HOUSE



Rendu House Before and After Care and Complex Support Needs programs are delivered by St Vincent de Paul in Campbelltown, supporting people entering the Rendu House six-week non-residential rehabilitation day program. Services delivered include case management, psychological counselling, and educational and support groups for adults with alcohol and other drugs concerns.



Outreach services are available in Liverpool and Fairfield, with mobile services also available.



[www.vinnies.org.au/page/Find\\_Help/NSW/Addiction/Rendu\\_House](http://www.vinnies.org.au/page/Find_Help/NSW/Addiction/Rendu_House)

## ALCOHOL AND OTHER DRUGS (AOD) GP EDUCATION PROGRAM



The Australian Government has funded the Alcohol and Other Drugs (AOD) GP Education Program - an education package and training grants for GPs - to improve support and increase resources available to GPs to treat drug and alcohol use. Funding has been provided to both the Royal Australian College of General Practitioners (RACGP) and the Australian College of Rural and Remote Medicine (ACRRM) to administer the package. Depending on the training pathway you complete, you may be eligible for QI&CPD/PDP hours and incentive grant payments.



[swsphn.com.au/aod-education](https://swsphn.com.au/aod-education)

## Government Benefits & Vouchers for Children with Disability or Medical Condition

### CARER ALLOWANCE



For people who give additional daily care to someone with a disability or medical condition, or an adult who is frail aged. To get this you must:

- care for someone whose care needs score is high enough on the adult or child assessment tools
- care for someone who'll have these needs for at least 12 months
- meet an income test.

You must complete a claim for Carer Allowance if you're providing care for either a:

- person 16 or older
- child younger than 16 and don't get Carer Payment for them.



<https://www.servicesaustralia.gov.au/carers-allowance>

### DISABILITY SUPPORT PENSION



When your child turns 16, they may be eligible for their own income support payment. If you get Carer Payment or Carer Allowance, you'll need to apply to transfer to an adult payment.

Your young person may be able to get the Disability Support Pension if they have a permanent physical, intellectual, or psychiatric condition that stops them from working.

Not everyone with disability or a medical condition can get DSP. To get DSP, you need to meet both: non-medical rules, and medical rules.



<https://www.servicesaustralia.gov.au/disability-support-pension>

### ASSISTANCE FOR ISOLATED CHILDREN SCHEME



A group of payments for parents and carers of children who can't go to a local state school. This could be because of geographical isolation, disability, or special needs.

To get this, your child must meet living, age, and study requirements. And meet 1 of the following:

- is geographically isolated
- has a disability or special education need
- has no reasonable access to a government school.



<https://www.servicesaustralia.gov.au/assistance-for-isolated-children-scheme>

## Transportation Support for Vulnerable People

### TRANSPORT NSW COMPANION CARD SCHEME



The NSW Companion Card program is for people with significant and permanent disability who have a lifelong need for a high level of care to participate in community events and activities. The Companion Card allows a person's carer free entry into participating venues and events. The Companion Card is valid on most public transport in NSW, including NSW TrainLink Regional services.



1800 893 044



<https://www.companioncard.nsw.gov.au/>

### NSW CARER'S REGISTRATION REFUND



If you receive the Commonwealth Carer Allowance you may be eligible for a refund on some of the vehicle tax paid when registering a vehicle.



<https://www.service.nsw.gov.au/transaction/apply-carers-registration-refund>

### NSW TAXI TRANSPORT SUBSIDY SCHEME



The taxi transport subsidy scheme (TTSS) supports NSW residents who are unable to use public transport because of a severe and permanent disability. If you're eligible, you could receive a subsidy of 50% of a taxi fare, up to a maximum subsidy of \$60 and only pay the remaining fare. This includes travel in wheelchair accessible taxis



<https://www.service.nsw.gov.au/transaction/apply-taxi-transport-subsidy-scheme>

### NSW ISOLATED PATIENTS TRAVEL AND ACCOMMODATION ASSISTANCE SCHEME (IPTAAS)



IPTAAS may be able to give you financial assistance with your travel and accommodation expenses if you need to travel long distances for specialist medical treatment.



<https://www.service.nsw.gov.au/transaction/register-online-isolated-patients-travel-and-accommodation-assistance-scheme-iptaas>

## NSW PARKING AT PUBLIC HOSPITALS



Patients and carers may be eligible for concession rates on parking at NSW Health public hospitals. To be eligible you need to be requiring treatment over an extended period, OR, attending hospital more than twice a week (including carers of long-term patients who visit frequently).

Concessions are also available for holders of a:

- Transport for NSW Mobility Parking Scheme permit
- Pensioner Concession Card
- Department of Veterans' Affairs Gold Card
- Health Care Card.



<https://www.health.nsw.gov.au/Hospitals/parking/Pages/default.aspx>

## DISABILITY PARKING PERMITS IN NSW



If the person you care for has a physical impairment, they can get an Australian disability parking permit that allows them to park in disabled parking areas. Their physical impairment can be temporary or permanent, and you will need a doctor's certificate to apply.



<https://www.nsw.gov.au/driving-boating-and-transport/driver-and-rider-licences/health-conditions-and-disability/disability-parking-permits>