

Support and Emergency Contacts

| Emergency | | | |
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| Organisation | Phone contact | Website / Online - Web chat | Face to face |
| Police / Ambulance / Fire <ul style="list-style-type: none"> If you are in immediate danger, require an ambulance or there is a fire. | 000 Triple Zero | Not applicable | Your nearest police station |
| Domestic Violence | | | |
| Organisation | Phone contact | Website / Online - Web chat | Face to face |
| <u>Police</u> <ul style="list-style-type: none"> If you are in immediate danger. | 000 Triple Zero | | Your nearest police station |
| <u>Domestic Violence Line</u> <ul style="list-style-type: none"> Free 24/7 phone service. Offer translating and interpreting. | 1800 656 463 13 14 50 (if requiring Interpreter) | https://www.facs.nsw.gov.au/domestic-violence | Not available |
| <u>1800RESPECT</u> <ul style="list-style-type: none"> Free 24/7 phone and online service. Australia wide. Offer translating and interpreting. | 1800 737 732 13 14 50 (if requiring Interpreter) | https://www.1800respect.org.au/ Online chat also available | Not available |
| <u>Kids Helpline</u> <ul style="list-style-type: none"> Under 25 years of age to assist with family issues, life issues. Free 24/7 phone and online counselling service. | 1800 551 800 | https://kidshelpline.com.au/ Online chat also available | Not available |
| <u>MensLine Australia</u> <ul style="list-style-type: none"> Free phone and online counselling service for men with family and relationship concerns. Can refer callers to men's services anywhere in the country. | 1300 789 978 | https://mensline.org.au/ Online chat, video chat, or call-back services also available Phone line for immediate support available 24/7 | Not available |

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| <p><u>Women's Domestic Violence Court Advocacy Service</u></p> <ul style="list-style-type: none"> • Provide information, advocacy and referrals to assist women and their children who are or have been experiencing domestic and family violence, with their legal, social and welfare needs. • Facilitates access to other professional services as needed. | <p>1800 938 227</p> | <p>https://www.legalaid.nsw.gov.au/what-we-do/community-partnerships/womens-domestic-violence-court-advocacy-program</p> | <p>Operated out of local courts in Sydney and across NSW</p> |
| <p><u>Women's Legal Service NSW</u></p> <ul style="list-style-type: none"> • Current hours: Tuesday 1.30pm - 4.30pm Thursday 9.30am - 12.30pm • Community legal service that provides free legal services to women across NSW, particularly for those who are socially and economically disadvantaged. | <p>02 8745 6988</p> <p>131 450 (if requiring Interpreter)</p> <p>133 677 (if hearing impaired)</p> <p>1800 801 501 (if located in rural NSW)</p> | <p>http://www.wlsnsw.org.au</p> | <p>Can discuss legal issue with a solicitor face to face at Women's Health Centres: Blacktown, Liverpool and Penrith.</p> <p>(Call to book appointment as face-to-face contact reduced during COVID).</p> |
| Sexual Assault, Sexual Harassment or Rape | | | |
| Organisation | Phone contact | Website / Online - Web chat | Face to face |
| <p><u>NSW Rape Crisis Centre</u></p> <ul style="list-style-type: none"> • 24/7 telephone counselling service. • For men and women who have experienced or are at risk or are supporting a person that has experienced the offence. | <p>1800 424 017</p> | <p>https://www.rape-dvservices.org.au/</p> <p>Online chat also available</p> | <p>Not available</p> |
| <p><u>Cumberland Women's Health Centre</u></p> <ul style="list-style-type: none"> • Current hours: Monday to Friday 9:00am – 4:30pm. • Service is for women who are experiencing hardship and/or domestic violence / sexual harassment. • Access to counselling and referrals for crisis support. • Also facilitate support / | <p>02 9689 3044</p> | <p>www.cwhc.org.au</p> | <p>23 Albion street HARRIS PARK NSW 2150</p> <p>(Some face-to-face services currently suspended during COVID)</p> |

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| therapy groups | | | |
| <u>Leichardt Women's Health Centre</u> <ul style="list-style-type: none"> • Current hours: Monday to Friday 9.30am – 5.30pm. Closed between 1pm – 2pm daily. • Low-cost and affordable medical, allied and complementary health care and education. • English and Vietnamese languages. • Also assist with domestic violence and sexual abuse. | 02 9560 3011 | https://lwchc.org.au/ | 55 Thornley Street, (Corner Cary Street) LEICHARDT NSW 2040 (Some face-to-face services currently suspended during COVID) |
| <u>Liverpool Women's Health Centre</u> <ul style="list-style-type: none"> • Current hours: Monday to Friday 9 am – 5pm. Closed between 1pm – 5pm. • Community based counselling service and health care. • Non-English speaking background workers and doctors. | 02 9601 3555 | https://liverpoolwomenshealth.org.au/contact-us/ | 26 Bathurst Street, LIVERPOOL NSW 2170 (Some face-to-face services currently suspended during COVID) |
| <u>Penrith Women's Health Centre</u> <ul style="list-style-type: none"> • Current hours: Monday to Friday 9.30am - 1pm & 2pm - 4pm. • Community based counselling service. • Provides health services that address all aspects of women's lives including sexual assault and rape. | 02 4721 8749 | https://www.penrithwomenshealthcentre.com/ Email: pwhcentre@pwhc.org.au | Corner Henry & Station Street, PENRITH NSW 2750 (Continuing to offer face-to-face and Telehealth appointments during COVID). |
| Alcohol, Drugs, Personal Crisis And Suicidal Thoughts | | | |
| Organisation | Phone contact | Website / Online - Web chat | Face to face |
| <u>Alcoholics Anonymous NSW</u> <ul style="list-style-type: none"> • 24/7 help line. • Meetings are held for men and women who share their experience, with each other that they may solve their common problem and help others to recover. • There are over 2000 local meetings. | 1300 222 222 | https://aa.org.au/ | Call phone line to be put in touch with local AA meeting group. (During COVID some groups will be offered online). |

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| <p><u>Alcohol and Other Drugs Information Service (ADIS)</u></p> <ul style="list-style-type: none"> • 24/7 support line • If you or someone you know are having issues with alcohol or drugs you can call any time for support, information, counselling and referrals to services in NSW. | <p>1800 250 015</p> <p>Webchat: 8.30am – 5pm (including public holidays)</p> | <p>http://yourroom.com.au/</p> <p>Online chat also available during business hours</p> | <p>Not available</p> |
| <p><u>St Vincent's Drug and Alcohol Service</u></p> <ul style="list-style-type: none"> • Provide counselling, treatment programs, group programs, support and specialist advice. | <p>02 8382 1111</p> | <p>https://www.svhs.org.au/our-services/list-of-services/alcohol-and-drug-service</p> | <p>Service operates out of St Vincent's Hospital</p> <p>390 Victoria St DARLINGHURST NSW 2010</p> <p>(Continuing to offer face-to-face and telehealth appointments during COVID).</p> |
| <p><u>Lifeline</u></p> <ul style="list-style-type: none"> • 24/7 phone line. • Australia wide. • Crisis support and suicide prevention services, personal crisis, anxiety, depression, abuse and trauma, stresses from work, family or society and loneliness. | <p>131 114</p> | <p>https://www.lifeline.org.au/</p> <p>Online chat and text (SMS) also available after hours</p> | <p>Not available</p> |
| <p><u>Mental Health Access Line</u></p> <ul style="list-style-type: none"> • 24/7 service. • Connection and referral services. • Staffed by mental health professionals. | <p>1800 011 511</p> <p>1300 555 727 (if hearing impaired)</p> <p>131 450 (if requiring Interpreter)</p> | <p>https://www.health.nsw.gov.au/mental-health/pages/mental-health-line.aspx</p> | <p>Not available</p> |
| <p><u>Beyond-blue</u></p> <ul style="list-style-type: none"> • Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live. • 24/7 phone service | <p>1300 22 4636</p> <p>Online chat: 1pm – 12am (7 days a week)</p> | <p>https://www.beyondblue.org.au/</p> <p>Online chat available outside of hours</p> <p>Email and online forums also available for non-urgent advice</p> | <p>Not available</p> |

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| <u>Suicide Call Back Service</u> <ul style="list-style-type: none"> • 24/7 phone service if located in Australia. • Phone and online counselling for people at risk of suicide, people caring for someone who is suicidal, or people bereaved by suicide. | 1300 659 467 | https://www.suicidecallbackservice.org.au/ Online and video chat also available 24/7. | Not available |
| Gender And Sexual Identity | | | |
| Organisation | Phone contact | Website / Online - Web chat | Face to face |
| <u>Anti - Discrimination Board</u> <ul style="list-style-type: none"> • Phone enquiry service available Monday – Friday, 9am – 1pm & 2pm – 4pm • Administers the anti-discrimination laws of NSW under the Anti-Discrimination Act of 1977. • Call for advice, or to make a complaint about discrimination, sexual harassment, vilification or victimisation. | 02 9268 5544 1800 670 812 131 450 (if Interpreter required) | https://www.antidiscrimination.justice.nsw.gov.au/ Email enquiries: adbcontact@justice.nsw.gov.au | Level 7/10 Valentine Avenue, PARRAMATTA NSW 2150 (Currently no face-to-face enquiries due to COVID) |
| <u>Australian Human Rights Commission</u> <ul style="list-style-type: none"> • Phone enquiry service available Monday – Friday, 9am – 5pm. • Provides advice, resolution and information on matters of discrimination and human rights. • Examples of issues include discrimination, harassment, and bullying on the basis of gender, disability, race, age, sexual preference, and religion. | 1300 369 711 131 450 (if Interpreter required) 1800 620 241 (if hearing impaired) | https://humanrights.gov.au/our-work/lgbti Email enquiries: infoservice@humanrights.gov.au | Level 3, 175 Pitt St SYDNEY NSW 2000 (Currently no face-to-face enquiries due to COVID) |
| <u>ACON</u> <ul style="list-style-type: none"> • Opening hours: Monday – Friday, 10am – 5pm • Community health centres assisting with mental health, alcohol and drug misuse, and HIV. • Sydney health centres. Also have centres in other parts of NSW | 02 9206 2000 1800 063 060 | https://www.acon.org.au | 414 Elizabeth St, SURRY HILLS NSW 2010 (Still operating some face-to-face appointments during COVID). |
| Legal Advice | | | |
| Organisation | Phone contact | Website / Online - Web chat | Face to face |

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| <p><u>Redfern Legal Centre</u> <u>International Student Service</u></p> <ul style="list-style-type: none"> • Free and confidential legal advice for students anywhere in NSW. • Advice about housing, fines, debts, car accidents, employment, discrimination, family law and domestic violence. • Offers services in Arabic, Farsi, Chinese, Filipino, Hindi, Indonesian, Korean, Malay, Russian and Thai. | <p>02 9698 7277</p> | <p>https://rlc.org.au/our-services/international-students</p> | <p>73 Pitt Street REDFERN NSW 2016</p> <p>(Some face-to-face services currently suspended during COVID).</p> |
| <p><u>Inner City Legal Centre (ICLC)</u></p> <ul style="list-style-type: none"> • Legal assistance for all vulnerable people in NSW. • Advice on issues of employment, family law, transgender and sexuality, court support, migrant services. • Free legal advice by appointment on Tuesday and Wednesday evenings. Call advice line for urgent matters. | <p>02 9332 1966 1800 244 481 SMS: 0466 724 979</p> | <p>http://www.iclc.org.au/</p> | <p>Basement Level, Kings Cross Library, Neighbourhood Centre 50-52 Darlinghurst Road KINGS CROSS NSW 2011</p> <p>(Still offering some face-to-face appointments during COVID).</p> |