

Compiled by TAFE Student Scott McPhail  
Last updated November, 2019



## COMMUNITY SUPPORT BOOKLET



### **Hastings Neighbourhood Services**

Port Macquarie : Wauchope : Lake Cathie

4 Dodds Street

6583 8044

[enquiry.portmacquarie@hns.org.au](mailto:enquiry.portmacquarie@hns.org.au)

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

## EMERGENCY RELIEF SERVICES

4Life Care & Training & Living Skills 10 Bellbowrie St Port Macquarie 6584 2951	Community Pantry. Client application fee \$10. Tues to Fri 9.00-2.30. Delivery available at minimal cost. Telstra and EAPA vouchers (Centrelink statement required). Welfare Support available appointment required.
Hope Shop Mid Coast Care 3 Milton Circuit 6581 3303 All welfare enquiries 0478 558 079	Op shop, furniture, clothing, welfare support. Gift vouchers for Hope shop. Help with moving furniture, etc. Showers available by appt. Monday to Friday 9am - 3.30pm
2/1661 Ocean Drive Lake Cathie 6585 5432 Welfare 0478 558079	Showers available Fridays at Lake Cathie.
Port Macquarie Neighbourhood Centre 4 Dodds St Phone 6583 8044 or 6584 1914	Electricity (EAPA) vouchers. Appointment required. Food Connect - free food Tuesday & Thursday from 9.30am till gone (bread, rolls, fruit & veg and more) Gold coin donation and bring a bag. LEAF Service - Literacy, Editing and Forms - assistance to complete online and other forms or documents.
Salvation Army Lord Street Port Macquarie  Assessment Line 1300 371 288 Must phone for an initial assessment 9am-5pm M-F  PM Welfare section 6583 7604	Food, furniture & whitegoods. EAPA, Telstra, & chemist vouchers. Showers available 9.30 - 11.30am. Mon, Wed, Thurs, Fri  After assessment, vouchers can be picked up Mon, Wed, Thurs, Fri 9.30am-12.30 pm from PM or Tues at Wauchope.  for further assistance only after calling the above assessment line.

## PMNC SERVICES & PROGRAMS CONT...

EAPA Vouchers	Vouchers to assist with paying electricity.
Food Connect	Free food & produce Tuesdays & Thursdays from 9.30 am. Gold coin and bring a bag.
Kids Holiday Activities	Various activities in the school holidays
Lake Cathie Community Centre	Community garden, various services and programs.
LEAF Service (Literacy, Editing and Forms)	Assistance with personal forms and documents. Letters, reading & writing, complex documents, online forms, MyGov.
L2P Learner Driver Mentor Program	Assistance for disadvantaged learners to gain their 120 driving hours and P1 licence.
MR Program	Opportunity to gain a Medium Rigid truck licence. Criteria applies
Mid Coast Tenants Advice & Advocacy Service (TAS)	Information & advocacy to private and public housing tenants and caravan park residents. Gloucester to Woolgoolga
OOSH	Before & After School Care & Vacation Care
Port Macquarie Volunteer HQ	Provides training, assistance & referral for volunteers to 100 local not-for-profit volunteer organisations.
Tax Help	Free service to complete & lodge yearly personal tax returns - July to October
Toy Library	Provision of toys & education resources for children 0-5
Transport for NSW	Various transport projects to assist the community
Other	Various activities and programs developed as required
Wauchope Neighbourhood Centre	Various services & programs provided to Wauchope & outlying areas.

## OP SHOPS CONT...

The Smith Family 143 Horton St 6583 4230	M-F 9am-4.45pm Sat 9.30am-12.15pm
Willing & Able 39 Jindalee Rd 6581 0939	M-F 8.30am-3.30pm

## EMPLOYMENT SERVICES

ETC- Port Macquarie 1800 007 400	Employment Services
Interact Port Macquarie 6583 4844	Disability Employment Service
Job Centre Australia 6583 7582	Disability Employment Service
Nortec - Port Macquarie 1800 667 832	Employment Service
Octec Port Macquarie 6584 5040	Disability Employment Service
Ostara Australia 176 Hastings River Dr Port Macquarie 8315 1434	Disability Employment Services
Tursa- Port Macquarie 6583 5799	Employment Services

## Read and Write Day

Salvation Army 110 Lord St, Port Macquarie	Friday 9.30 - 12.00 * Read and write day * Help read letters or forms * Help to write letters
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## EMERGENCY RELIEF SERVICES CONT...

St Vincent de Paul Port Macquarie 116 Gordon St 6584 1168	M,W,F 9.30am - 12pm Centrelink income statement required. Food, Telstra & chemist vouchers, EAPA & Clothing <b>Welfare Section</b> 6583 5960 (Mon, Wed, Fri - 10 to 12)
St Vincent de Paul Laurieton 18 Lake Street 6559 8319	Tu, W, F 9.30 -11.30
Wauchope 6585 1963	Tues, Thurs, 9.30—12.00
Wauchope Neighbourhood Centre 3 Waugh St 6586 4055	EAPA vouchers. Food Connect - free food every Monday from 9.30am (bread, rolls, fruit & Veg and more). Gold coin donation and bring a bag.

## COMMUNITY FOOD SERVICES

4Life Care Kooloonbung Creek Nature Reserve- Gordon St Phone 6584 2951	Friday 4.30pm Family BBQ
Community@3 Phone 0413 480 999 <i>Laurieton United Services Club</i>	Friday 3pm-5pm Meal and shower available behind the LJSC Showers are in the club. Orange Sky Laundry van also available.
Food Connect Contact Brendan @ Lake Cathie Community Centre 0408 194 947	Friday - BBQ breakfast 8.30am followed by Food Connect. Free rescued food. Gold coin donation and please bring a bag.

## COMMUNITY FOOD SERVICES CONT...

Hope Shop Phone 6581 3303 Welfare 0478 558 079	Every Thursday from 9.30am home cooked meal (various venues - Kooloonbung Creek, next to Coles on the canal or Town Green). Every Friday 11.30am - 1.30pm Free community BBQ located at Lake Cathie picnic area
New Horizons 6588 8100	Every Monday, 8.30am BBQ Breakfast. Kooloonbung Creek Nature Reserve, Gordon St PMQ
Port Anglican Soup Kitchen St Thomas Church Hall Cnr Murray & William St, Port Macquarie Ph: 6584 1033	Wednesday 10 am - Morning tea Wednesday 11.45 am- 1.00pm - 3 Course meal Thursday 11.45am - 1pm - drop-in lunch  Orange Sky Laundry van also available Wednesday 10.30am - 1pm
Port Macquarie Neighbourhood Centre 4 Dodds St Phone 6583 8044	Food Connect. Every Tuesday and Thursday at 9.30am. Bread, rolls, fruit & veg and more. Gold coin donation and bring a bag.
St Agnes Soup Kitchen	Tuesdays from 9.30 am - 12.30 pm Masonic Lodge, Grant Street
Wauchope Neighbourhood Centre 3 Waugh St Ph 6586 4055	Food Connect. Every Monday from 9.30am. Bread, rolls, fruit & veg and more. Gold coin donation and bring a bag.

## J P SERVICES

Mon	Court House Museum Cnr Clarence & Hay Sts 10.30am-12.30pm Salvation Army 110 Lord St 9am - 12pm
Tues	Salvation Army 7 Mackay St Wauchope 10am - 12pm Panthers Club Settlement City 9.30am - 11.30am
Wed	Laurieton Library Laurie St 12pm -2pm Settlement City outside BIGW 10am -1pm
Thurs	Community Legal Centre Murray St 10am -12pm Wauchope Library High St 9.30am-11.30am 2nd & 4th Thursday Salvation Army 110 Lord St 9am - 12pm
Fri	Local Court House Murray St 9.30am -11.30am
Sat	Port Macquarie Library Grant St 9.30am - 11.30am

## OP SHOPS

Hope Shop Mid Coast Care 3 Milton Circuit 6581 3303	M-F 8am-4pm Sat 9am 12pm Hot Showers avail.
Lifeline 122 Gordon St 6584 0200	M-F 9am 4.45pm Sat 9am-12pm (Same times for both)
Lifeline Warehouse 19 Central Rd PM 6581 3644	
RSPCA 3/15 Short St 6584 6329	M-F 9am-4pm Sat 9am-12pm
Aust. Red Cross 1/49 Horton St 6583 2788	M - F 9am - 4pm Sat 9am - 3pm
Royal Far West Hayward St 6583 7659	M-F 9 am-4 pm Sat 9 am-12.30 pm
Salvation Army 183 Lake Rd 6581 3776 Salvation Army 110 Lord St	M-F 9am-4.30pm  Hot Showers 9.30 - 11.30
St Vincent de Paul 116 Gordon St PMQ 6584 1168	M-F 9am-4pm

## LEGAL SERVICES

Seniors Rights Service 1800 424 079	Community organisation dedicated to protecting and advancing the rights of older people, particularly vulnerable and disadvantaged groups. Free, confidential telephone advice, aged care advocacy and support, legal advice and rights-based education forums to seniors across New South Wales. <a href="https://seniorsrightsservice.org.au/">https://seniorsrightsservice.org.au/</a>
MNC Community Legal Centre 30 Murray St, PMQ 6580 2111	Provides free legal advice, advocacy, and education to empower individuals with knowledge of their rights and the ability to resolve their disputes. <a href="https://mncclc.org.au/">https://mncclc.org.au/</a>
Legal Aid 1300 888 529	Provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law. <a href="https://www.legalaid.nsw.gov.au/">https://www.legalaid.nsw.gov.au/</a>
Mental Health Court Liaison Service. 6562 0256	The Network's Court Liaison Service provides mental health services in 22 NSW Local Courts. The service includes comprehensive assessments and where appropriate provide recommendations to the magistrate for diversion to appropriate treatment. <a href="https://www.justicehealth.nsw.gov.au/about-us/health-care-locations/courts">https://www.justicehealth.nsw.gov.au/about-us/health-care-locations/courts</a>
Women's Domestic Violence Court Advocacy Service Port Macquarie (WDVCAS) 6584 0053	Support better outcomes for women and children experiencing domestic violence. <a href="https://www.wdvcasnw.org.au/help.html">https://www.wdvcasnw.org.au/help.html</a>

## COUNSELLING SERVICES

Alcoholics Anonymous 6585 2494 (or) 65823582	Hastings AA Groups
Drug & Alcohol Services Intake Line 1300 662 263 After Hours 1800 422 599	Phone to talk to a counsellor or make an appointment.
Interrelate Family Services Unit 5, 1-5 Merrymen Way, Port Macquarie 5525 3200	Specialists in supporting parents and children, and strengthening family relationships. Personal & family counselling. Various programs and groups.
Kids Help Line 1800 55 1800	24/7, private and confidential counselling service specifically for children and young people aged 5 to 25 years.
Kempsey N'Hood Centre <b>Financial Counselling Outreach Service</b> 0457 628 300 1300 662 540	Booking required. Appointments held at:  Disability Advocacy 30 Murray St. Port Macquarie  Wauchope Neighbourhood Centre, 3 Waugh St, Wauchope
Lifeline (Counselling) 131114 6581 2800	24 hour telephone crisis support. Online crisis support. Support group for loved ones. Lifeline Support After Suicide <a href="http://www.lifelinemidcoast.org.au/">http://www.lifelinemidcoast.org.au/</a>
Mission Australia Mental Health 8/27 Grant St 6589 5000	Outreach support for people with mental health issues.
North Coast Area Health Service 6588 2882 1800 725 997	Various health services
Samaritans Gambling Counselling Service 0456816829	Free counselling service for problem gamblers, family and friends

## ACCOMMODATION/HOUSING SERVICES

Community Housing Limited Level 1/16 Clarence St 6583 6717 1300 245 468	Not for profit housing organisation that delivers affordable housing to those in need. Rental housing at subsidised market rent to the most vulnerable in the community <a href="http://chl.org.au/">chl.org.au/</a>
Liberty Domestic & Family Violence Specialist Services 6583 2155	Crisis accommodation for women and children experiencing domestic and family violence or at risk of homelessness at Galbaan House. Domestic and family violence specialist support and homelessness services through our outreach centre, Liberty Cottage. Fixed Address - transitional housing options and case management for men who have used violence, in order to keep women safe in their own homes. <a href="http://www.libertyservices.org.au">www.libertyservices.org.au</a>
Fair Trading Cnr Central Rd & Barton Cres 133220	General tenancy & park resident enquiries <a href="http://fairtrading.nsw.gov.au/">fairtrading.nsw.gov.au/</a>
Hastings Accommodation Solutions (McCosker House) 4922 1824	Crisis accommodation for single men, families with older children, couples with or without children, single parents from the Hastings community <a href="http://vinnies.org.au/page/Find_Help/NSW/Housing/Hastings_Accommodation_Solutions_%28HAS%29/">vinnies.org.au/page/Find_Help/NSW/Housing/Hastings_Accommodation_Solutions_%28HAS%29/</a>
Housing (FACS) 9 Short Street 5525 1200	Apply for Housing Assistance, private rental assistance including Rentstart Bond Loan, request a repair <a href="http://facs.nsw.gov.au/">facs.nsw.gov.au/</a>
Link2home 1800 152 152	Information, assessment or referral to homelessness services and support 24/7 <a href="http://facs.nsw.gov.au/housing/help/ways/are-you-homeless">facs.nsw.gov.au/housing/help/ways/are-you-homeless</a>

## SUPPORT SERVICES CONT...

Port Macquarie Sexual Assault Service (MNCLHD) 6588 2882	The Sexual Assault Service provides support to children, teenagers, and adults who have experienced sexual assault. <a href="https://mnclhd.health.nsw.gov.au/services/child-youth-family-services/sexual-assault-services/">https://mnclhd.health.nsw.gov.au/services/child-youth-family-services/sexual-assault-services/</a>
NSW Rural Mental Health Support Line 1800 201 123	24/7 mental health support line for farmers & other rural people
Skills Link Training 6583 7288	Quality education and training for local individuals, community groups and businesses <a href="http://www.skillslinktraining.com.au/">http://www.skillslinktraining.com.au/</a>
Stand By Response Service 0417 119 298	Support and information for people bereaved by suicide <a href="https://socialfutures.org.au/health-and-wellbeing/standby/">https://socialfutures.org.au/health-and-wellbeing/standby/</a>
Suicide Call Back Service 1300 659 467	Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide. <a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>
Uniting Burnside Hastings Family Support Service Port Macquarie 6581 6600	The program provides support to parents with children aged 0-12yrs that aims to strengthen family functioning and enhance life opportunities for children. Prevention and early intervention support for families. <a href="https://www.uniting.org/services/family-services/facility/uniting-burnside-hastings-family-support-service-port-macquarie">https://www.uniting.org/services/family-services/facility/uniting-burnside-hastings-family-support-service-port-macquarie</a>
Wauchope Neighbourhood Centre 3 Waugh St, Wauchope 6586 4055	Community Information referral and assistance. Food Connect Monday from 9.30am. Bring a bag. Gold coin donation. Laundry facility available for those who are experiencing homelessness. Tues & Wed 9am - 1pm <a href="http://www.hastingsneighbourhoodservices.org.au/#">http://www.hastingsneighbourhoodservices.org.au/#</a>
Women's Information & Referral Service (WIRS) 1300 888 529	Ensuring all women and girls have equal opportunities to participate and achieve, we will make NSW a better place to live for everyone.

## SUPPORT SERVICES CONT...

Migrant Settlement Project Worker 6553 5121	Info & referral service for migrants & CALD residents Gloucester to Kempsey <a href="https://mvns.org.au/programs-services/migrant-assistance/">https://mvns.org.au/programs-services/migrant-assistance/</a>
Mission Australia 6589 5000 <ul style="list-style-type: none"> <li>• Parents Next</li> <li>• Brighter Futures</li> <li>• Youth on Track</li> <li>• Mental Health</li> <li>• Partners in Recovery</li> <li>• Indigenous Gambling Counselling</li> </ul>	Early intervention and prevention. Integrated nationwide services to help people find safe and affordable housing, support disadvantaged children and families, empower troubled young people, assist people with mental illness and disability <a href="https://www.missionaustralia.com.au/">https://www.missionaustralia.com.au/</a>
New Horizons 2/137 Gordon St 6588 8100	Wellbeing specialists and support. Disability, mental health, youth, aged care, indigenous & homeless. <a href="http://m.newhorizons.org.au/">http://m.newhorizons.org.au/</a>
<b>Orange Sky Laundry</b>  <b>Port Macquarie:</b> <b>Tues</b> - Town Beach Reserve 3pm to 5pm  <b>Wed</b> - St Thomas' Anglican Church 10,30 am to 1 pm  <b>Sun</b> - End of Hayward St 8.45am to 10am	<b>Laurieton:</b> <b>Wed</b> - Services Club - 3pm to 5 pm  <b>Wauchope:</b> <b>Mon</b> - Country Club - 3pm to 5 pm  <b>Taree:</b> <b>Mon</b> - Catholic Care Soup Kitchen, 250 Victoria St - 11am to 1pm <b>Fri</b> - Uniting Church, 29 Albert St - 10 am to 12  <b>Kempsey:</b> <b>Tues</b> - N'hood Centre, 5 Kemp St - 11am to 1pm
Port Macquarie Youth Hub 140 Horton St 6584 7569	Engage support and nurture the youth of the Hastings. Promote self esteem by laying a platform based on friendship, health, education and community support. Mon - Fri 3pm-7pm <a href="http://pmyh.org.au/">http://pmyh.org.au/</a>

## ACCOMMODATION/HOUSING SERVICES CONT...

Mid Coast Tenants Advice Service 6583 9866 1800 777 722	Assistance for social housing, private tenants and park residents including tribunal representation if required. Phone service. Appointment required. <a href="https://hastingsneighbourhoodservices.org.au/tenants-advice-service.html">hastingsneighbourhoodservices.org.au/tenants-advice-service.html</a>
New Horizons Supporting & Securing Tenancies (SST) 1800 188 890 6588 8100	Assistance for those at imminent risk of becoming homeless. Support to access or sustain tenancy and prevent eviction from private or social housing. <a href="https://facs.nsw.gov.au/housing/help/ways/services/mid-north-coast-supporting-tenancies">facs.nsw.gov.au/housing/help/ways/services/mid-north-coast-supporting-tenancies</a>
YP Space Port Macquarie 2444 House 6584 0066	Specialist youth homelessness service. Support and accommodation to children & young people aged 12 to 25 years <a href="https://yps.org.au/">yps.org.au/</a>

## SUPPORT SERVICES

Ability Links 6516 1920  Boorongen Djugun Port Macquarie 0437 102 552	Linking people and community with opportunities. Linkers, work closely with people with disability, their families and carers to support them to fulfil their goals, hopes and dreams. <a href="https://abilitylinksnsw.org.au/about_us.html">abilitylinksnsw.org.au/about_us.html</a>
Beyond Blue 1300 224 636	Assistance for people experiencing anxiety or Depression <a href="https://beyondblue.org.au/">beyondblue.org.au/</a>
Centacare Level 1 Bourne House 10-12 Short St, Port Macquarie 6581 6800	Centacare offers person-centred, tailored support to NDIS participants and is an approved NDIS participant <a href="https://stagneparish.org.au/centacare/#about">stagneparish.org.au/centacare/#about</a>
Community Health Port Macquarie Mid North Coast Local Health District 6588 2882	Provides an extensive range of Community Health Services. Covering all ages from children to older people, from prevention and early intervention, through to treatment and the long-term management of complex or chronic conditions <a href="https://mnclhd.health.nsw.gov.au/">mnclhd.health.nsw.gov.au/</a>

## SUPPORT SERVICES CONT...

Parents Beyond Breakup Dads in Distress Mums in Distress 1300 853 437	Helping parents deal with the trauma of separation; a major cause of suicide in Australia. Support is available by phone, LiveChat & email & website. <a href="http://parentsbeyondbreakup.com/">parentsbeyondbreakup.com/</a>
DVA Community Support Service Officer 6586 6608	Assistance for veterans <a href="https://beta.dva.gov.au/">https://beta.dva.gov.au/</a>
EACH Reconnect 10-12 Short St, PMQ 6588 7300	Reconnecting young people to their families and the community through counselling and practical support. Reconnect works closely with other local services to support young people and their families. <a href="http://www.each.com.au/service/reconnect-nsw/">http://www.each.com.au/service/reconnect-nsw/</a>
Liberty Domestic & Family Violence Specialist Services 6583 2155	Liberty offers a range of specialist domestic and family violence support services including: Emergency supported accommodation and transitional housing support. Case management and safety planning. Information, advocacy, brokerage and referrals to other services. Dusk support group for women. Kids Club. Men's Behaviour Change programs -Engage2Change and Fixed Address <a href="http://www.libertyservices.org.au">www.libertyservices.org.au</a>
Dept of Communities & Justice (DCJ) 9 Short St, PMQ 6580 3700	Working with children, adults, families and communities to improve lives and help people realise their potential <a href="https://www.facs.nsw.gov.au/">https://www.facs.nsw.gov.au/</a>
Family Referral Service (FRS) Suite 3, 109 William St, PMQ 1800 758 589 0407 816 314	Bringing together families, support services and community resources so that our children and young people are safe and well. Works with all services to find out what best supports young people and families and their children, and what we can do to improve our community resources. <a href="http://www.familyreferralservice.com.au/">http://www.familyreferralservice.com.au/</a>
Grow 0419 719 776 6585 6313 1800 558 268	Assists with recover from mental illness through a unique program of mutual support and personal development. Tues 10.30am. Colonial Meeting Rooms, Cnr William & Hay Sts <a href="https://www.grow.org.au/about/">https://www.grow.org.au/about/</a>

## SUPPORT SERVICES CONT...

Headspace 6588 7300 10-12 Short St PMQ	One-stop-shop for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work & study support <a href="https://headspace.org.au/headspace-centres/port-macquarie/news/">https://headspace.org.au/headspace-centres/port-macquarie/news/</a>
Home and Community Care (HACC) 6656 7688  My Aged care <a href="https://www.myagedcare.gov.au/">https://www.myagedcare.gov.au/</a>	The Commonwealth Home Support Programme's (CHSP) aims to deliver timely, high quality entry-level support services, taking into account individual goals, preferences and choices, to help frail older people stay in their homes as long as they can and wish to do so. <a href="https://www.agedcareguide.com.au/information/home-community-care">https://www.agedcareguide.com.au/information/home-community-care</a>
MSS 60 Home St PMQ 6584 5295	A network of support services for families, older people and their carers, those experiencing dementia and their carers, people with a disability and their carers, those in residential care facilities and financially disadvantaged households. <a href="https://mssinc.org.au/">https://mssinc.org.au/</a>
<b>No Interest Loans Scheme (NILS)</b>	No interest loans for whitegoods, furniture, some medical & dental services, educational items, car rego & green slips. <a href="https://mssinc.org.au/no-interest-loan/">https://mssinc.org.au/no-interest-loan/</a>
Mental Health Line 1800 011 511	24/7 access to mental health advice
<b>Men's Sheds</b> Port Macquarie 6581 4421 0448 504 312  Kendall 6559 4876	5/25 Central Rd PMQ mensshed@gmail.com <a href="https://mensshed.org/">https://mensshed.org/</a>  Wauchope Showgrounds 0427 207 359  Batar Creek Rd, Camden Haven Showground