

Resources for Families During Covid-19 Restrictions

Are you in danger?

If you, or someone you
are with is in immediate
danger please call:







_____ or _____


go to your nearest hospital
emergency department


If you are seeking food or financial assistance...

Name	About	Contact
<p style="text-align: center;">Winmalee Neighbourhood Centre</p> 	<p style="text-align: center;">Mon - Thurs: 8.30-4pm Friday: 8.30-2pm</p> <p style="text-align: center;"><u>Fresh food daily</u>: drop in service <u>Subsidized food cupboard</u>: Friday mornings, \$10/10 items – non-perishable. <u>Coles Vouchers</u>: Limited supply <u>Home delivery</u>: Food packs and frozen meals delivered to isolated families. <u>Financial assistance</u> for electricity, gas, Telstra and Sydney Water bills, <u>No interest loans</u>: up to \$1500 for essentials – medical, car rego, lap top for students. <u>Work development orders</u>: volunteer hours to pay off fines.</p>	<p style="text-align: center;">www.winmaleeneighbourhoodcentre.com.au</p> <p style="text-align: center;">Ph: (02) 4754 4050</p>
<p style="text-align: center;">Thrive Services Katoomba</p> 	<p style="text-align: center;">Mon, Wed, Fri: 10am-4pm</p> <p style="text-align: center;">Fresh food parcels Emergency relief cards (Income statement required) Assessment of needs via telephone.</p>	<p style="text-align: center;">https://thriveservices.org.au</p> <p style="text-align: center;">Ph: (02) 4782 1555</p>





<p>St Vincent De Paul Society - Penrith</p> 	<p>Mon-Fri: 9am-4pm</p> <p>Utility assistance & food packages. Penrith Hub currently closed for drop in. Needs assessment conducted via phone.</p>	<p>https://www.vinnies.org.au/page/Find_Help/NSW/Food/Family_Assistance_Hotline/</p> <p>Family Assistance Hotline: 1800 606 724</p> <p>Penrith Community Hub: 88619770</p>
<p>Salvation Army Welfare Office (Katoomba)</p> 	<p>By appointment only Wed-Fri 10am-1pm.</p> <p>Utility assistance, clothing, furniture and food vouchers.</p>	<p>Ph: (02) 4782 9251</p> <p>Mob: 0460 816 360</p>
<p>Blackheath Area Neighbourhood Centre</p> 	<p>No Interest Loans for low income earners for essential household items up to \$1500.</p> <p>Telephone assessment Tues & Thurs: 9.30am-4.30pm.</p>	<p>Mob: 0413 130 320</p>
<p>Blue Mountains Food Services</p> 	<p>Meal delivery to aged population</p>	<p>https://www.bmfs.org.au/</p> <p>Ph: (02) 4759 2811</p>

If you are seeking housing assistance...


Name	About	Contact
<p>The Right Door</p> 	<p>Single entry point into Nepean/Blue Mountains housing support services. Follow the prompts to talk directly to the local service that best meets your need</p>	<p>Ph: 1800 760 071</p>

<p>Nepean Blue Mountains Family Homelessness and Housing Support Service</p> 	<p>Service for families with accompanying children, including young parents who are homeless or at risk of homelessness.</p>	<p>https://www.missionaustralia.com.au/servicedirectory/191-housing-homelessness/nepean-blue-mountains-family-homelessness-and-housing-support-mission-australia-centre</p> <p>Ph: (02) 4724 3000</p>
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If you or your child needs to talk to someone...


Name	About	Phone	Online
<p>Kids Help Line</p> 	<p>For anyone 25 or under - Kids Helpline is a free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.</p>	<p>1800 55 1800 24/7</p>	<p>Webchat 24/7 https://kidshelpline.com.au/get-help/webchat-counselling</p>
<p>Lifeline</p> 	<p>For all ages - 24-hour crisis support telephone service. Lifeline provides 24/7 crisis support and suicide prevention services.</p>	<p>CALL: 13 11 14 24/7 TEXT: 0477 131114 6:00PM - Midnight</p>	<p>Crisis Support Chat 7:00PM – Midnight https://www.lifeline.org.au/get-help/online-services/crisis-chat</p>
<p>Suicide Call Back Service</p> 	<p>A nationwide service that provides 24/7 telephone and online counselling to people who are affected by suicide, experiencing thoughts of self-harm or suicide</p>	<p>1300 659 467 24/7</p>	<p>Online Chat 24/7 Video Chat 24/7 https://www.suicidecallbackservice.org.au/</p>
<p>Youth Beyond Blue</p> 	<p>Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.</p>	<p>1300 22 4636 24/7</p>	<p>Chat Online 3:00PM - Midnight https://www.youthbeyondblue.com/</p>

<p>SANE Australia</p> 	<p>SANE Australia supports people living with complex mental health issues and the people that care about them</p>	<p>1800 187 263 10:00AM – 10:00PM</p>	<p>Webchat 10:00 AM – 10:00 PM https://www.sane.org/about-sane</p>
<p>Headspace</p> 	<p>eheadspace provides free online and telephone support and counselling to young people 12 - 25 and their families and friends.</p>	<p>N/A</p>	<p>Group Chat 24/7 1 on 1 Chat 9AM - 1AM https://headspace.org.au/eheadspace/</p>
<p>QLife</p> 	<p>QLife provides anonymous and free LGBTI peer support and referral for people wanting to talking about sexuality, identity, gender, bodies, feelings or relationships</p>	<p>1800 184 527 3PM - Midnight</p>	<p>Webchat 3PM – Midnight https://www qlife.org.au/resources/chat</p>
<p>1800RESPECT</p> 	<p>Confidential information, counselling and support service, open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse</p>	<p>1800 737 732 24/7 Interpreter: 13 14 50</p>	<p>Online Chat 24/7 https://chat.1800respect.org.au/#/welcome</p>
<p>Carers NSW</p> 	<p>Carer Line offer emotional support, referrals and distribute carer specific resources and information to carers and community members</p>	<p>1800 242 636 9AM – 5PM Monday - Friday</p>	<p>http://www.carersnsw.org.au/how-we-help/support/carers-line/</p>
<p>Mental Health Line</p> 	<p>A mental health professional will answer your call about mental health concerns for you or someone you are concerned about, including children, teens, adults and older people</p>	<p>1800 011 511 24/7</p>	<p>https://www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx</p>
	<p>Child Protection Helpline</p>	<p>13 21 11</p>	<p>https://reporter.childstory.nsw.gov.au/s/mrg</p>



<p>Blackheath Area Neighbourhood Centre: Welfare Check Line</p> 	<p>This number is for people who would like to have a chat and to register for a welfare check call.</p>	<p>0438 099 081 Available Mon, Wed, Fri: 9.30am-12noon</p>	<p>http://bancnsw.org.au/</p>
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If you are looking for an app to support you or your child...



Name	About	Website
<p>Calm Harm</p> 	<p>Calm Harm provides tasks that help you resist or manage the urge to self-harm. You can add your own tasks too and it's completely private and password protected.</p>	<p>Free App Store Google Play</p>
<p>Clear Fear</p> 	<p>The fear of threat, or anxiety, is like a strong gust of wind. It drags you in and makes you want to fight it or run away.</p> <p>Instead, face your fear with the free Clear Fear app and learn to reduce the physical responses to threat as well as changing thoughts and behaviours and releasing emotions.</p>	<p>Free App Store Google Play</p>
<p>ReachOut Worry Time</p> 	<p>ReachOut WorryTime interrupts repetitive thinking by setting aside your worries until later, so you don't get caught up in them and can get on with your day. This means you can deal with worries once a day, rather than carrying them around with you 24/7</p>	<p>Free App Store</p>
<p>ReachOut Breathe</p> 	<p>ReachOut Breathe helps you reduce the physical symptoms of stress and anxiety by slowing down your breathing and your heart rate with your iPhone</p>	<p>Free App Store</p>
<p>Smiling Mind</p> 	<p>Smiling Mind is a meditation app for young people. It has been developed by a team of psychologists and uses mindfulness to boost calmness, contentment and clarity. Mindfulness meditation has been shown to help manage stress, resilience, anxiety, depression and improve general health and wellbeing.</p>	<p>Free App Store Google Play</p>

<p>WellMind</p> 	<p>WellMind is designed to help you with stress, anxiety and depression. The app includes advice, tips and tools to improve your mental health and boost your wellbeing.</p>	<p>Free</p> <p>App Store Google Play</p>
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If you are seeking additional information...

Name	About	Website
<p>ReachOut</p> 	<p>Our mission is to deliver innovative e-mental health services that enable young people to take control of their mental health and wellbeing.</p>	<p>https://au.reachout.com/</p>
<p>Black Dog Institute</p> 	<p>Primary areas of mental health research and treatment include: depression, bipolar disorder, post-traumatic stress disorder (PTSD), anxiety, workplace mental health, adolescents and young people, suicide prevention, e-mental health, and positive psychology and wellbeing.</p>	<p>https://www.blackdoginstitute.org.au/</p>

If you are seeking online psychological support...

Name	About	Website
<p>The BRAVE Program</p> 	<p>BRAVE-ONLINE is an evidence-based cognitive behavioural therapy (CBT) available online to help children (8-12) and teenagers (13-17) cope with anxiety</p>	<p>https://www.brave-online.com/</p>
<p>Smiling Mind</p> 	<p>Online and app-based program to improve wellbeing of young people through mindfulness meditation.</p>	<p>https://www.smilingmind.com.au/</p>