

the frog

This resource has been compiled by the
Wollongong City Council Youth Services Team
(Wollongong Youth Centre).



No responsibility is accepted for the accuracy of the
information contained in the text.

Reprinted April 2008

INTRODUCTION

Welcome to the fifth edition of the Wollongong Youth Services Directory, otherwise known as 'the frog'.

This directory has been produced to assist young people and youth workers with information about the range of services available within the Illawarra.

There are a number of other service directories available by contacting Wollongong City Council's Community, Cultural & Library Services Division on telephone 4227 7238.

Council has attempted to ensure that all information is correct, relevant and up to date. The number of groups and services in our region and constant changes taking place make some errors unavoidable.

Any comments concerning this directory, or entries for further editions, can be made by filling out the update page at the back of the directory and sending it to Wollongong Youth Services, Locked Bag 8821, Wollongong NSW 2500.

Copies of the directory can be obtained from Wollongong Youth Services and other youth specific services in the Illawarra.

UPDATE PAGE

Please complete the following form and mail it to:-

Youth Worker
Wollongong Youth Services
Wollongong City Council
Locked Bag 8821
Wollongong 2500

New or Amended Entry (circle) on page:

Service Name:

Contact: (position)

Telephone:

TTY Phone:

Fax Number:

Email:

Postal Address:

Street Address:

Eligibility:

Services Provided:

Access:

Thank you for your time.

W Cont.

Wollongong Women's Housing	147
Wollongong Women's Refuge	40
Wollongong Youth Services—Links to Learning	69
Woolyungah Indigenous Centre University of Wollongong	17
Workplace Learning Illawarra	70

Y

Youth Action & Policy Association (YAPA)	118
--	-----

TABLE OF CONTENTS

EMERGENCY NUMBERS	4
HOTLINE NUMBERS	5
ABORIGINAL SERVICES	6
ACCOMMODATION	18
DISABILITY SERVICES	42
EDUCATION, EMPLOYMENT AND TRAINING	50
GAY, LESBIAN, BI-SEXUAL AND TRANSGENDER SERVICES	71
HEALTH	76
LEGAL ADVICE & YOUR RIGHTS	97
MATERIAL AID AND RESOURCES	100
MEDIA	109
*CALD/MULTICULTURAL SERVICES	114
COUNSELLING/SUPPORT/ADVOCACY	119
YOUTH CENTRES & CLUBS	126
WOMEN'S SERVICES	146
INDEX	150

(* Culturally and Linguistically Diverse)

EMERGENCY NUMBERS

Ambulance	000
Police	000
Fire	000
General Emergency	
Wollongong Police (Main Switchboard)	(02) 4226 7899
Poisons Information (24 hours)	131 126
Emergency Accommodation	
Youth Accommodation Service of NSW - Free Call	1800 424 830
Dept of Housing Temporary Accommodation Line Over 18's—4:30pm - 10:00pm—Mon to Fri 10:00am—10:00pm—Sat/Sun/Public Hols. Free Call	1800 152 152
Homeless People's Information Centre	1800 234 566
Wollongong Youth Crisis Refuge 12 - 17 yrs	4228 1946 4227 3072

V

VOX FM (Illawarra Community Broadcasters Ltd) 112

W

Warrawong Intensive English Centre	116
Warrigal Employment	15
Warilla Women's Refuge	38
WCET—Wollongong city Employment & Training	67
Wesley Uniting Church	108
West Street Centre	125
WIN Radio Pty Ltd (i98FM)	113
Wollongong Child & Adolescent Mental Health Service	95
Wollongong City Council, Community Development Officer - Aboriginal Services	16
Wollongong City Council Aged & Disability Service	49
Wollongong City Council—Multicultural Services Officer	117
Wollongong City Council Youth Services (Youth Centre)	144
Wollongong Eating Disorders Service	96
Wollongong Emergency Family Housing	41
Wollongong Legal Aid	99
Wollongong Police and Community Youth Club	145
Wollongong Undergraduates Student Association	68
Wollongong Women's Centre	148
Wollongong Women's Housing Medium Term Accommodation	39

S cont.

Southern Youth and Family Services Association Transition to Independent Living Allowance Program (TILA)	33
Wollongong Youth Crisis Refuge	26
Young Independent People in Housing (YIPIH)	34

St Vincent De Paul Society	106
St Vincent De Paul House	35

T

TAFE Aboriginal Unit	14
The Cottage—Kiama Youth Resource Centre	140
The Illawarra Disability Trust	48
The Movement	141
The Smith Family	107
Thirroul Youth Project	142
Touchstone	122

U

Unanderra Youth Project	143
UNIFAM Counselling & Mediation Service	123
Uniting Care Burnside "Ace Southern"	36
Uniting Care Burnside—"The Drum"	37
Urunga House	124

HOTLINE NUMBERS

Kids Helpline	1800 551 800 www.kidshelpline.com.au
Lifeline	13 11 14
Reach Out	www.reachout.com.au
Drug & Alcohol Helpline	1300 652 226
Mental Health Helpline	1300 552 289
Community Health Helpline	1300 792 755
Alcohol & Drug Info Service	1800 422 599
DOCS Child Protection (24 hours)	13 21 11
Quit Smoking Line	13 18 48
Domestic Violence Line	1800 656 463
Rape Crisis Centre	1800 424 017
Gambling Helpline	1800 633 635
Youth Legal Aid Hotline	1800 101 810
Karitane Parenting Information and Counselling (24hrs Mon—Thurs 8:00am—11:00pm Fri—Sun)	02 9794 2350 1300 277 464
Tresillian Parenting Information and Counselling	1800 637 357

ABORIGINAL SERVICES

ABORIGINAL COMMUNITY CENTRE

Contact: Co-ordinator
Telephone: 02-4228 1585
Fax Number: 02-4229 2843
Address: 22 Kenny Street
 Wollongong 2500
Fees: Nil

- Information and referral
- Study centre
- Community programs
- Assists Aboriginal people

S cont.

Southern Youth and Family Services Association	
Adolescent and Family Counsellor	121
Baby Community Health for Adolescents in Need (BABY CHAIN)	90
Community Health for Adolescents in Need (CHAIN)	91
Garden Court/FOYERS	61
Headspace Program	92
Independent Housing Project (IHP)	27
Independent Living Situation Program (ILS)	29
Link Inn Medium Term Accommodation	30
Links to Learning	63
Newly Arrived Youth Support Service (NAYSS)	28
Out of Home Care Services (KAMBIYO)	32
RAFT Shoalhaven	105
RAFT Illawarra	104
RAGE Shoalhaven	102
RAGE Illawarra	103
RAILS	31
Supporting Adolescents & Families Team (SAFT) Illawarra	93
Supporting Adolescents & Families Team (SAFT) Shoalhaven	94
Support Young Parent Service (SYPS) - Illawarra	64
Support Young Parent Service (SYPS) - Shoalhaven	65
The Connection Program	66
The Network	62

M

Mission Australia Wollongong	60
My Place/Lighthouse Community Care Youth	25
Myimbarr Family Youth Project	12

N

Northern Community Mental Health Team	89
Northern Leader Newspaper	110

P

Parameadows School for Specific Purposes	46
Pink Nation (c/- VOX FM)	73
Police Gay & Lesbian Liaison Officer—Shellharbour	74
Police Gay & Lesbian Liaison Officer—Wollongong	75
Port Kembla—Youth Project	138

R

Recreation Illawarra	47
----------------------	----

S

SACYA	13
Salvation Army Community Services & Social Centre	101
Shellharbour City Council—Youth Services Team	139

ABORIGINAL LEGAL SERVICE

Contact:	Solicitor or Secretary on Duty
Telephone:	02-4225 7977 or 02-4225 7978
Fax Number:	02-4225 7979
Address:	Ground Floor, 65 Market Street Wollongong 2500
Postal Address:	PO Box 191 Wollongong East 2520
Eligibility:	Proof of Aboriginality
Hours of	9:00am to 5:00pm
Operation:	Monday to Friday

- Criminal representation
- Criminal law advice
- Referral to Legal Aid for civil matters

ABORIGINAL MEDICAL CENTRE

Contact: Admin. Assistant
Telephone: 02-4229 9495
Fax Number: 02-4226 3566
Address: 150 Church Street
Wollongong 2500
Postal Address: PO Box 1161
Wollongong 2500
Eligibility: ATSI
Procedure: Phone
Access: Wheelchair

- Baby health, women's health, ante-natal care, drug and alcohol counsellor, dental services
- Assistance with housing and welfare services

I cont.

Illawarra Multicultural Services	115
Illawarra Senior College	58
Illawarra Women's Health Centre	146
Illawarra Youth Housing (Treehouse)	22
Illawarra Youth Housing (WLTS)	23
Illawarra Youth Housing (Youth Outreach)	24
Illawarra Youth Housing Adolescent & Family Counsellor	120
Interchange Illawarra Inc	45

K

Kedesh House	87
Kiama Youth Resource Centre, The Cottage	140
KLAW—Youth Project—Warrawong Community Centre	135
Koonawarra Neighbourhood Centre—Youth Project	136

L

Lake Illawarra Mental Health Team	88
Lake Illawarra Police & Community Youth Club (PCYC)	137
Lake Times Newspaper	110
Links to Learning—Early Leavers Mission Australia	59

F

Fernhill Place, Mental Health Rehabilitation, SESIAHS 85

G

Gateway City Church—Revolution Youth 133

H

Healthy Cities Illawarra 86

Helensburgh Youth Project 134

Horsley Community Centre—West Dapto Youth Project 131

I

IAMS Substance Misuse Service 10

Illawarra Brain Injury Service 44

Illawarra Community Housing Trust 21

Illawarra Community Services

Dapto Neighbourhood Centre 132

Illawarra Ethnic Communities Council 114

Illawarra ITEC—NCAP 11

Illawarra Legal Centre Inc 98

Illawarra Lesbian Health Project 72

Illawarra Mercury 111

COOMADITCHIE UNITED ABORIGINAL CORPORATION

Telephone: 02-4274 7477

Fax Number: 02-4274 7075

Address: Corner Shellharbour Road & Parkes
Street, Kemblawarra 2505

Eligibility: People of all ages

Hours of 9:30am to 4:30pm

Operation: Monday to Friday

Access: Disability Access

- Art, Screen-printing, Pottery Workshops
- Information re: Cultural Issues Affecting Indigenous people
- Off Campus TAFE Courses: Horticulture, Bush Regeneration
- Community Projects
- Networks to Culturally Specific Services
- Referrals
- Bush Regeneration Talks & Tours – Bush Trail
- Training Workshops

IAMS SUBSTANCE MISUSE SERVICE

Telephone:	02-4229 9495
Fax Number:	02-4226 3566
Address:	150 Church Street Wollongong 2500
Email:	postmaster@illawarraams.com.au
Eligibility:	Anyone
Opening Hours:	9 am to 5 pm weekdays
Procedure:	Phone or walk in
Access:	Transport provided

- Services for the misuse of alcohol and other drugs.

C

Campbell Page JPET (Job, Placement, Employment & Training)	55
Cancer Council	80
Central Illawarra Youth Services Inc	129
Centrelink	56
City Newspapers	110
Community Health—Bulli	83
Community Health—Warrawong	81
Community Health for Adolescents in Need (CHAIN)	82
Coomaditchie United Aboriginal Corporation	9
Cringila Youth Project	130
CRS—Australia	42

D

Dept of Community Services (DOCS)	18
Dept of Education & Training—Wollongong District Office	57
Dept of Housing	19
Disabled Surfers Association	43
Drug & Alcohol Community Youth Team	84

E

Eddy's Place	20
--------------	----

97.3 FM ABC Illawarra 108

A

Aboriginal Community Centre	6
Aboriginal Legal Service	7
Aboriginal Medical Centre	8
Access Community Group—Youth Pathways	50
Registered Training Group	51
Voluntary Post Release Support Service	52
Green Corps	53
Personal Support Program	54
ACON (Aids Council of NSW) Illawarra Branch	71
Advertiser Newspaper	110
AI-Anon	76
Alcoholics Anonymous/ AA	77
Anglicare	100,119
Anti Discrimination Board	97
ARAFMI	78

B

Bellambi Neighbourhood Centre Inc—Youth Project	126
Berkeley Neighbourhood Centre—Youth Project	127
Bulli PCYC (Police and Community Youth Club)	128
Bungora Opioid Treatment Service	79

ILLAWARRA ITEC – NCAP (NEW CAREERS FOR ABORIGINAL PEOPLE)

Contact:	Richard Davis
Telephone:	02-4223 3100
Fax Number:	02-4223 3199
Email:	richarddavis@illawarritec.com.au
Address:	Suite 1/336 Keira Street Wollongong 2500
Postal Address:	PO Box 1700 Wollongong 2500
Eligibility:	ATSI
Opening Hours:	9.00 am to 5.00 pm
Referral	
Procedure:	Self Referral
Fees:	Free Service
Access:	Wheelchair Access

- New career opportunities and education programs

MYIMBARR FAMILY YOUTH PROJECT

Telephone: 02-4226 3368
Fax Number: 02-4226 3360
Address: 3 Ellen Street
Wollongong 2500
Email: myimbarr1@exemail.com.au
Website: www.iac.org.au
Eligibility: Aboriginal youth at risk
5–19 yrs
Opening Hours: 8:30am–5:00pm
Monday to Friday
Procedure: Self Referral

- Referral, advocacy & programs.

UPDATE PAGE

Please complete the following form and mail it to:-

Youth Worker
Wollongong Youth Services
Wollongong City Council
Locked Bag 8821
Wollongong 2500

New or Amended Entry (circle) on page:

Service Name:

Contact: (position)

Telephone:

TTY Phone:

Fax Number:

Email:

Postal Address:

Street Address:

Eligibility:

Services Provided:

Access:

Thank you for your time.

WOLLONGONG WOMEN'S CENTRE

Telephone: 02-4228 1499
Fax Number: 02-4227 3347
Email: wwc@ihug.com.au
Address: 170 Corrimal Street
Wollongong 2500
(across from Wollongong Golf
Course)
Hours of Operation: 9.00 am to 5.00 pm
Monday to Thursday
Eligibility: Women only
Referral
Procedure: Phone

- Generalist information and referral; resource service for women
- Domestic violence support/counselling

SACYA—SHELLHARBOUR ABORIGINAL YOUTH ASSOCIATION

Telephone: 02-4297 7400
Fax: 02-4295 7384
Email: iriaka@sacya.ngo.org.au
Address: Oakley Park Hall
Shellharbour Road, Warilla
Postal Address: PO Box 168
Warilla 2528
Eligibility: 5—21 yrs
Opening Hours: Tuesday—Friday (Office Hours)
8:30am—3:00pm
Wednesday—Friday (Programs)
3:00pm—6:00pm

- Support Warilla High School Homework program and supply transport.
- You Cook It Program—Nutrition Education
- Holiday activities—Sporting, cultural and recreation.

TAFE ABORIGINAL UNIT

Contact: Errolyn Strang
Telephone: 02-4229 0142
Fax Number: 02-4229 0626
Email: errolyn.strang@det.nsw.edu.au
Address: North Wollongong TAFE Campus
Fees: Nil

- Support service for ATSI students

WOLLONGONG WOMEN'S HOUSING

Contact: Co-ordinator
Telephone: 02-4226 2214
Fax Number: 02-4226 5660
Address: 6 Osborne Street
Wollongong 2500
Hours of Operation: 9.00 am to 4.30 pm
Monday to Friday
Eligibility: Women
Referral
Procedure: Phone

- Medium term, supported accommodation, personal support programs, subsidised housing referral and advocacy for women

WOMEN'S SERVICES

ILLAWARRA WOMEN'S HEALTH CENTRE

Telephone: 02-4296 7077
Fax Number: 02-4297 6076
Email: info@womenshealthcentre.com.au
Address: 2-14 Belfast Avenue
 Warilla 2528
Postal Address: PO Box 61
 Warilla 2528
Hours of Operation: 9:00am to 7:00 pm Monday
 9:00am to 5:00pm Tues/Thurs/Fri
 9:00am to 1:00pm Wednesday
 Closed for lunch everyday
 1:00pm -2:00pm
Fees: Free
Eligibility: For all women
Procedure: Phone or in person
Access: Wheelchair friendly

- Doctors clinics, information, support and referral, contraception, massage, counselling, advocacy groups, training

WARRIGAL EMPLOYMENT – Cultural Development Employment Program

Telephone: 02-4276 1878
Fax Number: 02-4276 1881
Address: 1 Bakers Lane
 Windang 2528
Postal Address: PO Box 3114
 Windang 2528
Eligibility: 16 years and up
Opening Hours: 9:00 am to 4:30pm
 Monday to Friday
Access: Disabled access
Fees: Free
Referral Procedure: Self-referral & job network referral

- Community-based projects for indigenous people
- Skills to get people 'job ready'.

**WOLLONGONG CITY COUNCIL
COMMUNITY DEVELOPMENT OFFICER – ABORIGINAL
SERVICES**

Contact: Development Officer
Telephone: 02-4227 7245
Fax Number: 02-4227 2641
Address: Wollongong City Council
Level 5
Wollongong City Council
41 Burelli Street
Wollongong 2500
Postal Address: Locked Bag 8821
Wollongong 2500
Email: mailbox@wollongong.nsw.gov.au
Eligibility: ATSI Communities
Hours of 9.00 am to 5.00 pm
Operation: Monday to Friday
Access: Council has wheelchair access

- Community Development activities
- Information and referral

**WOLLONGONG POLICE & COMMUNITY
YOUTH CLUB**

Contact: Tony Neve
Telephone: 02-4229 4418
Fax Number: 02-4226 5388
Email: Wollongong@pcycnsw.org.au
Address: Exeter Avenue
North Wollongong 2500
Postal Address: PO Box 308
Wollongong 2500
Eligibility: Anyone interested

- Community Youth Club run by Police, providing activities for all ages. Mainly targeting young people.
- Sporting activities, workshops, computers and internet access.

**WOLLONGONG CITY COUNCIL YOUTH SERVICES
(WOLLONGONG YOUTH CENTRE)**

Contact: Youth Development Workers
Telephone: 02-4226 5969
Fax Number: 02-4226 5304
Email: youthservices@wollongong.nsw.gov.au
Website: <http://youthservices.wollongong.nsw.gov.au>
Address: 85 Burelli Street
Wollongong 2500
Postal Address: Locked Bag 8821
Wollongong 2500
Hours of Operation: Monday to Saturday
Fees: Nil
Eligibility: 12 to 24 years of age
Referral
Procedure: Self, phone or drop in
Access: Wheelchair

- Provides supervised drop in, maths tutoring, soundproof music room, holiday programs, legal aerosol art wall, targeted programs, exhibition space, skate ramps, information, referral, new performer night.
- KLAW Youth Project is an outreach service of Wollongong Youth Services.

**WOOLYUNGAH INDIGENOUS CENTRE
UNIVERSITY OF WOLLONGONG**

Contact: Administrative Assistant
Telephone: 02-4221 3776
Fax Number: 02-4221 4244
Address: Building 30
University of Wollongong
Northfields Avenue
Wollongong 2500
Postal Address: AEC University of Wollongong
Northfields Avenue
North Wollongong 2522
Eligibility: Anyone – priority to Aboriginal and Torres Strait Islander students and community members
Hours of Operation: 9.00 am to 5.00 pm
Monday to Friday
Fees: Nil
Referral
Procedure: Phone or drop in
Access: Wheelchair

- Extensive library facilities, photocopiers and computers
- Coordinate Aboriginal alternative admission programs to facilitate access to tertiary institutions.

ACCOMMODATION

DEPARTMENT OF COMMUNITY SERVICES (DOCS)

Telephone: 02-4222 8600
Fax Number: 02-4222 8699
Address: Level 1, 7-11 Bridge Street
Coniston 2500
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Thursday 12:30pm—5:00pm
Access: Wheelchair

- 24 Hour Helpline 13 21 11

UNANDERRA YOUTH PROJECT

Contact: Youth Worker
Telephone: 02 4272 5582
Fax: 02 4271 2213
Email: unanderrayouthproject@yahoo.com.au
Website: www.ufara.org.au
Address: Cnr Princes Hwy & Factory Road,
Unanderra 2526
Postal Address: PO Box 294
Unanderra 2526
Hours of Operation: 1:30pm to 6:00pm
Monday, Tuesday & Friday
Eligibility: 11—18 yrs
Referral Procedure: Accepted by phone or fax.

- School holiday activities variable.
- Drop in activities & internet Café are free 3:00pm to 6:00pm on Mon/Tues & Fri.
- Drama classes \$6.00 pay as you come.
- Junior Drama classes 9:00am to 10:00am Sat.
- Senior Drama classes 10:00am to 11:00am Sat.

THIRROUL YOUTH PROJECT

Contact: John Bowker
Telephone: 02-4267 2933
Fax Number: 02-4267 2829
Email: thirroulyouthproject@yahoo.com.au
Address: 256 Lawrence Hargrave Drive
Thirroul 2515
Hours of Operation: 11:00am to 6:00pm Tues/Wed
12:00pm to 4:00pm Friday
Fees: Fees on some programs and excursions.
Eligibility: 8 to 21 yrs
Referral Procedure: Drop in

- Drop in
- Information, referral & school holiday programs.
- Music Program
- Tutoring

DEPARTMENT OF HOUSING

Contact: Client Service Officer
Telephone: 02-4224 5700
Fax Number: 02-4224 5767
Address: 2 Rawson Street
Wollongong 2500
Postal Address: Locked Bag 5
Wollongong 2520
Eligibility: Over 16 years of age
Hours of Operation: 8.30 am to 4.30 pm
Mon, Tues, Thurs, and Fri
1:00pm to 4:30pm
Wednesday
Phone lines open
8:30am to 5:00pm
Monday to Friday

Referral Procedure: Phone
Access: Wheelchair

- For additional information, please bring proof of income and personal identification

EDDY'S PLACE

Telephone: 02-4226 3131
Fax Number: 02-4226 6682
Email: eddysplc@tpg.com.au
Address: 116 Mt Keira Road
West Wollongong 2520
Postal Address: Locked Mail Bag 10
Wollongong 2520
Eligibility: 13-18 yrs
Homeless young people
Hours of
Operation: 24 hours
Fees: \$60 per week
Referral
Procedure: Through DOCs—phone for an
appointment

- Medium to long term accommodation (3-12 months) for homeless young people

THE MOVEMENT

Contact: Brendan & Kristy Elliott
Telephone: 02-4268 1588
Fax Number: 02-4267 1524
Email: themovement@sccc.com.au
Website: www.thirroul.sccc.com.au
Address: cnr Lawrence Hargrave Drive &
Railway Parade
Thirroul 2516
Postal Address: PO Box 37
Bulli 2516
Eligibility: 11 to 30 yrs

- See website for various programs for different age groups.

THE COTTAGE—KIAMA YOUTH CENTRE

Contact: Youth Worker
Telephone: 02 4233 1276
02 4232 3752
Email: kiayouth@internode.net.au
Website: www.kiama.nsw.gov.au
Address: Hindmarsh Park
Kiama 2533
Postal Address: PO Box 75
Kiama 2533
Hours of Operation: 12:00pm to 5:00pm
Tuesday to Sunday
Eligibility: 12—24 yrs
Referral Procedure: Drop in.

- Information, referrals and recreational activities.
- Primary focus on drop in with programs centred around community development.

ILLAWARRA COMMUNITY HOUSING TRUST

Telephone: 02-4227 1166
Fax Number: 02-4254 1122
Address: 12 George Street
Wollongong 2500
Email: jen@housingtrust.org.au
Eligibility: Over 16 years of age
Hours: 9:00am to 5:00pm
Monday to Friday, except
Wednesday - closed
Referral: Self
Procedure: Phone for application form
Access: Wheelchair

- Assistance with low cost housing

ILLAWARRA YOUTH HOUSING (TREEHOUSE)

Contact: Youth Worker
Telephone: 02-4229 7325
Fax Number: 02-4229 5159
Email: admin@iyh.org.au
Address: 27 Urunga Parade
Wollongong 2500
Eligibility: 16 – 18 yrs
Hours of Operation: 24 hours
Fees: \$150 per fortnight includes food and electricity with a \$200 bond.
Referral Procedure: Self or agency

- A medium-term accommodation service providing support, advocacy, referral, living skills, case management and recreational activities

SHELLHARBOUR CITY COUNCIL – YOUTH SERVICES TEAM

Contact: Nick Higgins
Telephone: 02-4295 3820
Fax Number: 02-4295 3821
Email: blackbuttyc@shellharbour.nsw.gov.au
Postal Address: PO Box 155
Shellharbour City Centre 2529
Hours of Operation: 9:00am to 6:00pm
Monday to Friday
Youth Centre open
2.00 pm to 6.00 pm
Monday to Friday
Eligibility: Young people aged 12 to 25 years

- Works with the community to promote young people as valued community members, provides services, activities and accurate information to young people in the Shellharbour Local Government area
- Outreach services—Albion Park Community Centre, Albion Park Rail Neighbourhood Centre, Stockland Shellharbour Shopping Centre every Thursday night from 6:00pm.

PORT KEMBLA YOUTH PROJECT

Contact: Youth Worker
Telephone: 02-4276 1229
Address: cnr Church & Wentworth Sts
Port Kembla 2505
Postal Address: PO Box 79
Port Kembla 2505
Hours of Operation: 11:00am to 6:00pm
Monday & Thursday
Tuesday 9:00am—1.30pm
Wednesday 9:00am—6:00pm
Eligibility: 12 to 18 yrs

- Information, referral, support and advocacy.
- Programs and activities.

ILLAWARRA YOUTH HOUSING WOLLONGONG LONG TERM SCHEME (WLTS)

Contact: Kristy Puckeridge
Telephone: 02-4227 1266
Fax Number: 02-4227 1954
Email: admin@iyh.org.au
Address: 61 Auburn Street
Wollongong 2500
Eligibility: 16 – 25 yrs
Hours of Operation: 9:00am to 5:00pm
Monday to Friday, except
Wednesday 9:00am—1:00pm
Fees: Depends on accommodation
Referral: Self or Agency

- A service for independent accommodation providing support, advocacy, referral, living skills and case management

**ILLAWARRA YOUTH HOUSING
YOUTH OUTREACH PROGRAM**

Telephone: 02-4227 1266
Fax Number: 02-4227 1954
Email: admin@iyh.org.au
Address: 61 Auburn Street
Wollongong 2500
Eligibility: 16 – 24 yrs – young, homeless or at risk of being homeless
Hours of Operation: 9:00am to 5:00pm
Monday to Friday, except Wednesday
9:00am—1:00pm
Fees: Free
Referral: Self Referral
Access: Two steps

- Assist to obtain and maintain their income
- Assist with accommodation
- Advocacy
- Assist with material possessions

LAKE ILLAWARRA POLICE AND COMMUNITY YOUTH CLUB (PCYC)

Contact: Club Manager
Telephone: 02-4296 4448
Fax Number: 02-4297 2903
Email: lakeillawarra@pcycnsw.org.au
Address: Reddalls Parade
Lake Illawarra South 2528
Hours of Operation: 9.00 am to 9.00 pm
Monday to Friday
Eligibility: Anyone interested
Fees: Membership - Junior \$5
Senior \$10
Access: Wheelchair

- Community Youth Club, providing activities for all ages, but mainly targeting young people – workshops, sporting activities

KONAWARRA NEIGHBOURHOOD YOUTH PROJECT

Contact: Youth Worker
Telephone: 02-4262 1005
Fax Number: 02-4262 1862
Email: kyp_kara@primus.com.au
Address: Fowlers Road
Koonawarra 2530
Postal Address: PO Box 331
Dapto 2530
Hours of Operation: Mon—Fri 2:00pm—7:00pm
Wednesday 3:00pm—8:00pm
Tues– Thurs 9:00am—2:00pm
Eligibility: 11 to 18 yrs
Referral Procedure: Self
Access: Wheelchair

- Provides advice, support and referral service
- Activity centre.

MY PLACE/LIGHTHOUSE COMMUNITY CARE - YOUTH

Telephone: 02-4227 1765
Coordinator: 0411 377 979
Fax Number: 02-4226 2799
Email: community@lighthousechurch.com.au
Address: 1 Railway Square
Wollongong 2500
Postal Address: PO Box W73
Wollongong 2520
Eligibility: Male homeless youth
17 to 25 years of age
Fees: Rent - \$87 p/w - \$174 p/fn
Opening Hours: 9.00 am to 4.00 pm

- To provide temporary accommodation and help residents to secure safe affordable permanent housing.
- Encouragement in budgeting, shopping, cooking.
- Personal development.

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION – WOLLONGONG YOUTH CRISIS REFUGE**

Contact: Youth Worker
Telephone: 02-4228 1946
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 467 Crown Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Eligibility: 12 – 17 yrs, homeless with ties to
local area
**Hours of
Operation:** 24 hours, 7 days a week
Fees: Depends on income
**Referral
Procedure:** Referrals accepted from all
services, self, family, friends
and others
Access: Wheelchair; bus stop 200 metres,
parking until 3:00pm

- Provides crisis accommodation, up to 3 months
- Support, crisis intervention, care assessment, advocacy, referral and information
- Social skills, personal development programs
- Also assists and directs access to other SYFS projects

**KLAW YOUTH PROJECT—OUTREACH SERVICE OF
WOLLONGONG YOUTH SERVICES
WARRAWONG COMMUNITY CENTRE**

Contact: Youth Worker
Telephone: 02-4274 6928 (drop in hrs)
02-4226 5969 (business hrs)
Address: 9 Greene Street
Warrawong 2502
Postal Address: PO Box 177
Warrawong 2502
**Hours of
Operation:** 3:30pm to 5:45pm
Tuesday, Wednesday & Friday
Eligibility: 12 to 18yrs
Referral: Self, Phone or Drop In
Access: Wheelchair

- Provides supervised Drop In, Free tutoring
- Internet Access

HELENSBURGH YOUTH PROJECT

Contact: Youth Worker
Telephone: 02-4294 2315
Fax Number: 02-4294 9063
Address: 26 Walker Street
Helensburgh 2508
Postal Address: PO Box 80
Helensburgh 2508
Eligibility: 12 to 21 yrs

- Drop-in
- Dinner Program
- Art Program

SOUTHERN YOUTH AND FAMILY SERVICES ASSOCIATION – INDEPENDENT HOUSING PROJECT (IHP)

Contact: Youth Worker
Telephone: 02-4228 0130
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 1Aa Denison Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Eligibility: 18 to 24yrs, homeless or at risk of
homelessness, disadvantaged young
people requiring housing.
Hours of Operation: 9:00am—5:00pm
Monday to Friday
Fees: Nil
Referral Procedure: Directly with service
Access: Wheelchair; bus stop 200 metres,
parking available.

- Assessment, Mediation, Information/referral
- Support/Advocacy
- Property Management
- Employment, education & training support.
- Social/Living skills education.

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION – NEWLY ARRIVED YOUTH SUPPORT
SERVICE (NAYSS) - ILLAWARRA**

Contact: Youth Worker
Telephone: 02-4228 0388
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 17 Staff Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Eligibility: 12 to 21yrs & their families
Newly arrived in Australia within last
five yrs. Young people who have left
home or at risk of leaving home early.
**Hours of
Operation:** 9:00am to 5:00pm
Monday to Friday
Fees: Nil
Referral Procedure: Directly with Service.
Access: Wheelchair, Parking, bus 200mtrs.

- Information/referral, Conflict resolution.
- Counselling—Individual, Family
- Crisis intervention
- Information/support for education, training employment.
- Access to other services.

GATEWAY CITY CHURCH—REVOLUTION YOUTH

Contact: Pastor Brad Chilcott
Telephone: 4226 4466
Fax Number: 02-4226 4033
Email: brad@gatewaycitychurch.com.au
Website: www.gatewaycitychurch.com.au/revolutionyouth.php
www.myspace.com/gatewaycitychurchyouth
Address: 197 –199 Keira Street
Wollongong 2500
**Hours of
Operation:** 9:00am to 4:00pm
Monday to Friday
Friday night – Youth programs
Eligibility: Yr 6 to Yr 12
**Referral
Procedure:** Phone

- Weekly youth programs, youth band, midweek small groups and youth counselling, skate park, pool tables, air hockey, chikzone, xbox.

**ILLAWARRA COMMUNITY SERVICES INC.
DAPTO NEIGHBOURHOOD CENTRE
DAPTO AND WEST DAPTO YOUTH PROJECT**

Telephone: 02-4262 1918
Fax Number: 02-4261 6360
Email: YouthProject@icsinc.org.au
www.myspace.com/thelair2530
Website: www.icsinc.org.au

Address: Ribbonwood Centre
93-105 Princes Highway
Dapto 2530
Postal Address: PO Box 274
Dapto 2530

Eligibility: 11 – 24 years

- “The Lair - Youth Room” Youth Drop In - 12–21 yrs.
- Dapto Youth Indent Committee—organising all ages youth concerts and events for 14–24 yrs.
- The Wreck—Bi Monthly Youth Band afternoons for all ages, events targeting 12 to 24 yrs.
- Dapto Youth Only and All ages Community Breakfast program Monday and Thursday.
- “West Dapto Youth Club” - Youth Drop in.
- Information, support and referral. Free Computer and Internet access, school holiday activities and excursions. Volunteering opportunities.

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION – INDEPENDENT LIVING SITUATION
PROGRAM (ILS)**

Contact: Youth Worker
Telephone: 02-4228 4907
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au

Address: 1A Dennison Street
Wollongong 2500

Postal Address: PO Box 23
Wollongong 2520

Eligibility: 14 to 24yrs , homeless and or/in crisis, long term homeless or identified as being at risk of homelessness.

Hours of 9:00am to 5:00pm

Operation: Monday to Friday

Fees: Nil

Referral Phone for an appointment,

Procedure: self-referral

Access: Wheelchair, Parking, bus 200mtrs.

- Assessment, referral, support, outreach, living and social skills and advocacy, mediation, information.

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION INC – LINK INN—MEDIUM TERM
ACCOMMODATION**

Contact: Youth Worker on duty
Telephone: 02-4227 2786
Fax Number: 02-4228 3860
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 467 Crown Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Eligibility: 15–17 yrs, may consider 14 yrs
Homeless, long term homeless and
unable to return to the family home.
**Hours of
Operation:** 9:00am–11:00pm
Referral purposes only
Fees: Depending on Income
**Referral
Procedure:** Directly with service or through
Wollongong Youth Refuge 42281946
Access: Wheelchair access, parking at front
until 3:00pm, bus 200 metres from
front door

- Accommodation - medium term (bedsit apartment).
- Assessment, advocacy, support.
- Referral, Information.
- Social/Living skills education.

**HORSLEY COMMUNITY CENTRE
WEST DAPTO YOUTH PROJECT – WEST DAPTO
NEIGHBOURHOOD CENTRE**

Contact: Belinda Thomson
Telephone: 02-4261 6161
Fax Number: 02-4261 6979
Email: wdca@bigpond.net.au
Address: 82 Bong Bong Road
Dapto 2530
Postal Address: PO Box 773
Dapto 2530
**Hours of
Operation:** Wed and Fri
3:00pm to 6:00pm
Fees: Only special activities entail a fee
Eligibility: 12 to 21 years of age
**Referral
Procedure:** Self, phone or drop in
Access: Wheelchair

- Offers drop in on Wednesdays and Fridays
- 3:00pm – 6:00pm – SK8 Mail Youth SK8 Newsletter;
Illawarra—SK8 Park Network.

CRINGILA YOUTH PROJECT

Contact: Youth Worker
Telephone: 02-4274 4033
Fax Number: 02-4276 4394
Email: Lauren_cringilacoop@bigpond.com
Address: 32-40 Lake Avenue
Cringila 2502
Eligibility: 12 to 24 yrs
Hours of Operation: 9:00am to 5:00pm
Monday, Tuesday & Wednesday
May be extended in School Holidays
Fees: Nil
Access: Wheelchair

- Provides programs and projects such as art, drama, relaxation, educational activities, cooking
- Information and referral service.
- School holiday programs.

SOUTHERN YOUTH AND FAMILY SERVICES ASSOCIATION INC – RESOURCING ADOLESCENTS INDEPENDENT LIVING SCHEME (RAILS)

Contact: Youth Worker
Telephone: 02-4228 9907
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 1a Dennison Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Eligibility: Young people 14 to 17 years of age who are clients of Juvenile Justice System or at risk of entering it.
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Fees: Nil
Referral Procedure: Department of Juvenile Justice
Access: Parking at front , bus stop 100 metres from front door.

- Assessment/Intensive Support/Information/referral.
- Advocacy/Mediation/Intensive support.
- Budgeting/Brokerage including material and financial assistance.
- Living/Social skills education.

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION INC – OUT OF HOME CARE SERVICES
(KAMBIYO)**

Contact: Coordinator
Telephone: 02-4228 1946
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 467 Crown Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2500
Eligibility: 12 to 17 yrs DOCS involvement in
consultation with SYFS Program
Manager
**Hours of
Operation:** 24 hours
Fees: Depends on income
Referral Procedure: Via DOCS
Access: Disabled access, street parking
Bus stop 500 metres

- Emergency, short term and medium term accommodation, assessment, crisis intervention
- Family and relationship support, advocacy, social and living skills, education, information, referral, education support and case work.

CENTRAL ILLAWARRA YOUTH SERVICES INC

Contact: Co-ordinator
Telephone: 02-4257 8080
Fax: 02-4257 8080
Address: Russell Street
Albion Park 2527
Email: ciys@pacific.net.au
Website: www.ciys.org.au
**Hours of
Operation:** 9:00am to 5:00pm
Monday to Thursday
Eligibility: 5– 25yrs young people and their
families.
Referral: Phone, email, web
Fees: Nil
Access: Disabled access

- Kids Klub—5 to 10yrs, YouthLinx—11to 16yrs, Young Adult Resource & Information Project (YARIP) 15 to 25yrs, Albion Park Out of Hours Project.

**BULLI PCYC (POLICE & COMMUNITY
YOUTH CLUB)**

Contact: Tom Dawson

Telephone: 02-4284 3879

Fax Number: 02-4285 3197

Email: bulli@pcycnsw.org.au

Address: 253 Princes Highway
Bulli 2516

Postal Address: PO Box 103
Bulli 2516

Eligibility: Anyone

Hours: Monday to Friday
9:00am to 9:00pm

- Basketball, Weights, Tae Kwon Do, Gymnastics, Boxing,
- Driver education program.
- Friday night drop-in.
- Playgroup

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION INC – TRANSITION TO INDEPENDENT
LIVING ALLOWANCE PROGRAM (TILA)**

Contact: Worker on Duty

Telephone: 1300 761 961 (national)
02-4225 7059

Fax Number: 02-4228 4613

Email: tila@syfs.org.au

Web: www.tila.com.au

Address: 471 Crown Street
Wollongong 2500

Postal Address: PO Box 23
Wollongong 2520

Eligibility: 15 to 25 yrs in formal care or
in informal care.

**Hours of
Operation:** 9:00am to 5:00pm
Monday to Friday

Fees: Nil

Referral Procedure: Directly with Service

Access: Disabled access, street parking
Bus stop 100 metres

- Federally funded Government allowance of \$1000.
- Must be referred from a non-government organisation.
- Supply a completed referral assessment form.
- Verification of Formal Care status.
- Verification of Informal Care status.

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION INC – YOUNG INDEPENDENT PEOPLE
HOUSING (YIPH)**

Contact: Youth Worker
Telephone: 02-4225 1380
Fax Number: 02-4225 1379
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 467 Crown Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Eligibility: 15 to 17yrs based on level of independence. 18 to 21yrs will be considered under special circumstances. Priority given to young women. Homeless, long term homeless and unable to return to the family home.
Hours of Operation: 9:00am to 11:00pm
Referral purposes: Referral purposes.
Fees: Depending on Income
Referral Procedure: Directly with service—4228 1946
Access: Street Parking, bus stop 500mtrs.

- Semi independent accommodation—medium/long term (private units).
- Assessment, Support, Advocacy, Referral.
- Information, Social/Living skill education.

BERKELEY NEIGHBOURHOOD CENTRE YOUTH PROJECT

Contact: Youth Worker
Telephone: 02-4272 5088
Fax Number: 02-4272 1007
Email: byp@bigpond.net.au
Address: Winnima Way
Berkeley 2506
Postal Address: PO Box 103
Berkeley 2506
Eligibility: 11—24 yrs and their families
Hours of Operation: 11:00am—8:00pm
Monday, Wednesday & Friday
11:00am—5:00pm Thursday
Fees: Nil
Referral Procedure: Phone or visit
Access: Wheelchair

- Information, referral, advocacy and support for young people aged 11—24 yrs and their families.
- Educational, social, recreational and Skill development programs such as free English and Maths tutoring, dinner programs, art programs, internet programs, outings including school holiday programs.
- Assistance with job seeking, resume and employment preparation.
- Playstation, sporting & gym equipment.

YOUTH CENTRES AND CLUBS

BELLAMBI NEIGHBOURHOOD CENTRE INC YOUTH PROJECT

Contact: Youth Worker
Telephone: 02-4285 3243
Fax Number: 02-4285 8112
Email: bncyouth@yahoo.com.au
Address: cnr Cawley Road & Rothery Rd
Bellambi 2518
Postal Address: PO Box 590
Corrimal 2518
Eligibility: 12 to 24 yrs
Hours of Operation: Contact Youth Worker
for program times.
Fees: Nil
Referral
Procedure: Self referral or through agency
Access: Wheelchair

- Study space, information, referral and advocacy, computer, video, reference books, programs and activities for young people.

ST VINCENT DE PAUL HOUSE

Telephone: 02-4228 8140
Fax Number: 02-4228 8656
Address: 16 Miller Street
Coniston 2500
Eligibility: 18 years and over, male only
Hours: 24 hour service
Referral
Procedure: Phone
Fees: \$16 per night—\$224 per fortnight

- Case Management
- Living skills group
- Referral and advocacy
- 8-12 weeks accommodation individually assessed

**UNITING CARE BURNSIDE
"ACE SOUTHERN"**

Contact: After Care Case Workers
Telephone: 02-4226 4084
Mobile: 0412 772 556
Website: www.burnside.org.au
Postal Address: PO Box 248
Wollongong 2520
Eligibility: 15 yrs to 25 yrs – Have spent at least three months in formal care.
Hours of Opening: 9:00am to 5:00pm
Monday to Friday
Referral Procedure: Telephone
Fees: Nil

- Support and assistance to move to independent living

WEST STREET CENTRE

Telephone: 02-4226 6441
Fax Number: 02-4225 8609
Email: weststreet@bigpond.com.au
Address: 42 West Street
Wollongong 2500
Postal Address: PO Box 1432
Wollongong 2500
Eligibility: Adolescents high school and up and adult women only— who have experienced sexual abuse and non-offending family members.
Hours of Operation: 9:00am to 5:00pm
Monday to Thursday
Fees: Nil
Referral Procedure: Self referral or from other services

- Counselling, information and referral, CSA training workshops for workers, court support offers group work.

URUNGA HOUSE

Contact: Intake Worker
Telephone: 02-4222 5408
Fax Number: 02-4228 8461
Address: 4 Urunga Parade
Wollongong 2500
Postal Address: Locked Mail Bag 8808
South Coast Mail Centre 2521
Eligibility: Child victims of sexual assault.
Adults over 18yrs if the assault was
in the previous 2yrs.
Hours of 8:30am to 5:00pm
Operation: Monday to Friday
(after 5.00 pm 4222 5000)
Fees: Nil

- Free counsellors, medical treatment, court preparation and support.
- Sexual health clinic.

UNITING CARE BURNSIDE – “THE DRUM”

Contact: Duty Worker
Telephone: 02-4628 3199
Fax Number: 02-4628 4754
Website: www.burnside.org.au
Address: 8 Iolanthie Street
Campbelltown 2560
Eligibility: 12 to 24 years of age
Hours of Mon Tues Thurs
Operation: 9:30am–12:30pm 2:00pm–4:30pm
Wed–9:30am–12:30pm Fri–9:30am to 4:30pm
Referral Procedure: Phone
Access: Wheelchair

- Breakfast daily 9am–11am, cooked breakfast Tues and Thurs, Fri BBQ lunch 12pm–2pm.
- Toilet and shower facilities, mail collection, short-term storage, assistance to find crisis and longer-term accommodation, assistance to manage drug and alcohol issues, employment programs, health service referrals, life skills, legal referrals, counselling referrals, education assistance, welfare assistance, general support.

WARILLA WOMEN'S REFUGE

Telephone: Police 4226 7899
Domestic Violence Hotline: 1800 200 526
Homeless Persons: 1800 234 546
Postal Address: PO Box 141
Warilla 2528
Eligibility: Young mums, otherwise women over
18 years of age
Hours of Operation: 8:00am to 5:00pm
24 hour call out
Fees: % of income

- Not staffed at night
- Crisis refuge, short-term accommodation (4-6 weeks)

UNIFAM COUNSELLING AND MEDIATION SERVICE

Contact: Intake Worker
Telephone: 02-4229 9863
Fax Number: 02-4228 4918
Email: wollongong@unifamcounselling.org.au
Website: www.unifamcounselling.org
Address: Level 2, Diamond Plaza
65-67 Burelli Street
Wollongong 2500
Postal Address: PO Box 949
Wollongong 2520
Eligibility: Individuals, couples, and families
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Plus after hours available
Fees: Based on income (minimum fee applies)
Referral Procedure: Self referral or by telephone
Access: Wheelchair

- Provide individual, couple and family therapy; mediation for separating/divorced couples; Men's Matters program; relationship, education and parenting groups.

TOUCHSTONE

Telephone: 02-4221 2000
Fax Number: 02-4227 2876
Email: llawarra@ransw.org.au
Address: 1/63B Market Street
Wollongong 2500
Postal Address: PO Box 1448
South Coast Mail Centre 2521
Eligibility: 12-21 years
Hours of: 9:00am to 5:00pm
Operation: Monday to Friday
Fees: Free - income under \$80,000
\$50 per session if income over.
Referral
Procedure: Self referral

- Counselling for individuals, couples, families and adolescents.

WOLLONGONG WOMEN'S HOUSING MEDIUM TERM ACCOMMODATION

Telephone: 02-4226 2214
Fax Number: 02-4226 5660
Address: 6 Osborne Street
Wollongong 2500
Eligibility: Women only
Hours of: 9:00am to 4:30pm
Operation: Monday to Friday
Fees: 25% of income per week
2 weeks rent and 2 weeks bond
Referral
Procedure: Phone for interview

- Medium term accommodation service up to 12 months, housing reviewed 4 monthly

WOLLONGONG WOMEN'S REFUGE

Telephone: 02-4229 8523
After Hours: 041 896 8113
Eligibility: Women and children
Priority: domestic violence
Hours: 24 hours
Fees: \$50 per week, \$10 per child
Referral
Procedure: Self Referral

- Accommodation and Food
- Referral and Advocacy
- Housing Assistance
- Legal issues – AVO, Custody & Access
- Referral to Counselling

SOUTHERN YOUTH AND FAMILY SERVICES ASSOCIATION INC – ADOLESCENT AND FAMILY COUNSELLOR

Contact: Youth Worker on duty
Telephone: 02-4228 4383
Fax Number: 02-4226 5781
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 17 Staff Street
Wollongong 2500
Eligibility: 12 to 17 yrs homeless or at
risk of homelessness, who are
experiencing conflicts.
Hours of
Operation: 9:00am to 5:00pm
Monday to Friday
Fees: Nil
Referral Procedure: Directly with service
Access: Wheelchair access, off street parking
bus 200mtrs.

- Assessment
- Mediation
- Conflict resolution
- Counselling—individual, family
- Support/referral

ILLAWARRA YOUTH HOUSING ADOLESCENT & FAMILY COUNSELLOR

Telephone: 4227 1266
Fax Number: 4227 1954
Email: admin@iyh.org.au
Address: 61 Auburn Street
Wollongong 2500
Eligibility: Young people 12-24 years homeless or at risk of homelessness and family members
Hours of Operation: 9:00am – 5:00pm (can be flexible)
Mon/Tues/Thurs/Fri
Wed—9:00am—1:00pm
Fees: Free
Referral Procedure: Self or agency

- Counselling provided for adolescents & their families.
- Individual or group sessions.

WOLLONGONG EMERGENCY FAMILY HOUSING

Address: 83 Kenny Street
Wollongong 2500
Telephone: 02-4228 0955
Fax: 02-4229 9866
Email: contact@wefh.org.au
Eligibility: Families over 16 years
Hours: 8:30am to 4:30pm
Monday to Thursday
8:30am to 4:00pm
Friday
Fees: Rent is 25% to 30% of income
Referral Procedure: Telephone

- Support accommodation

DISABILITY SERVICES

CRS - AUSTRALIA

Telephone: 02-4251 4900 or 1800 624 824

Fax Number: 02-4251 4946

Address: Diamond Plaza, Level 1
65-67 Burelli Street
Wollongong 2560

Postal Address: PO Box 261
Wollongong East 2520

Eligibility: People with disability/injury/illness
from 16 years

Hours of Operation: 9:00am to 5:00pm

Referral: Monday to Friday

Procedure:

Phone/Centrelink/Various Agencies

Access: Wheelchair

- Support for people with a disability, injury or illness to find work/training.

COUNSELLING/SUPPORT/ ADVOCACY

ANGLICARE

Telephone: 02-4228 9612

Fax Number: 02-4228 0283

Email: acwollongong@anglicare.org.au

Address: 152 Keira Street
Wollongong 2500

Eligibility: 13 - 18 years of age
and their families

Hours of Operation: 9.00 am to 5.00 pm

Referral: Monday to Friday

Procedure: After hours by appointment.

Fees: According to a sliding scale.

Referral

Procedure: Self Referral

- Individual adolescent and also family counselling.

(YAPA)YOUTH ACTION AND POLICY ASSOCIATION

Contact: CALD Youth Development
02-9319 1100

Fax Number: 02-9319 1144

Address: 146 Devonshire Street
Surry Hills 2010

Email: infocayapa.org.au

- Peak body in NSW for young people and youth services.

DISABLED SURFERS ASSOCIATION

Contact: Jim Bradley

Telephone: 02-4237 7297 or
4297 3447 (Len Snowdon)

Website: disabledsurfers.org

Address: 97 Ocean Street
Windang 2528

Eligibility: Disability or able-bodied helpers

**Hours of
Operation:** After business hours

Fees: \$20 p/a for members/ do not have to
be a member to participate.

**Referral
Procedure:** Phone for an appointment or
contact:
Disabled Surfers Association, Sydney
PO Box A14
Enfield South 2133

- Resources available include special surf craft equipment and amphibious wheelchair.

ILLAWARRA BRAIN INJURY SERVICE

Telephone: 02-4276 4717
Fax Number: 02-4274 9000
Address: Port Kembla Hospital
Cowper Street
Warrawong 2502
Eligibility: 5-65 years old with acquired brain injury
Hours of Operation: 8.00 am to 5.00 pm
Referral: Hospital/Doctor
Procedure: Self referral
Access: Wheelchair

- Provides case management for people

WOLLONGONG CITY COUNCIL MULTICULTURAL SERVICES OFFICER

Contact: Community Workers
Telephone: 02-4227 7239
02 4227 7492
Fax Number: 02-4227 2641
Email: Dradinovic@wollongong.nsw.gov.au
VColless@wollongong.nsw.gov.au
Address: Wollongong City Council
Level 5 Burelli Street
Wollongong 2500
Postal Address: Locked Bag 8821
South Coast Mail Centre 2521
Hours of Operation: 9:00am to 5:00pm
Referral Procedure: Phone
Access: Wheelchair

- Providing information on CALD Communities in the Illawarra

WARRAWONG INTENSIVE ENGLISH CENTRE

Contact: Bob King (Head Teacher)

Telephone: 02-4274 4346

Address: Warrawong High School
Cowper Street
Warrawong 2502

Hours of

Operation: School hours

Referral

Procedure: Phone

- Intensive English language tuition for newly arrived young people

INTERCHANGE ILLAWARRA INC

Contact: Jake Pearson

Telephone: 02-4227 1079

Fax Number: 02-4228 8484

Email: jake@interchangeillawarra.org.au

Postal Address: PO Box 5077
Wollongong 2520

Eligibility: People with developmental disabilities living at home with primary carer (Wollongong, Shellharbour and Kiama Local government areas)

Hours of

Operation: 9.00 am to 4.00 pm
24 hours message bank
Monday to Friday

Referral

Procedure: Self or agency referrals

- Respite service for people with developmental disabilities

PARAMEADOWS SCHOOL FOR SPECIFIC PURPOSES

Contact: School Principal
Telephone: 02-4229 1922
Fax Number: 02-4226 5089
Email: parameadow_s.school@det.nsw.edu.au
Address: 56 Porter Street
North Wollongong 2500
Eligibility: Children & Adolescents (U18yrs)
with identified intellectual disabilities
Hours of Operation: 8.:45am to 3:15pm
Monday to Friday
Referral Procedure: NSW Dept of Education or
Community Services
Access: Wheelchair

- Educational and developmental programs.

ILLAWARRA MULTICULTURAL SERVICES

Contact: Community Information Officer
Telephone: 02-4229 6855
Fax Number: 02-4226 3634
Email: info@ims.org.au
Website: www.ims.org.au
Address: 27 Atchison Street
Wollongong 2500
Postal Address: PO Box 876
Wollongong 2500
Hours of Operation: 9:00am to 4:30pm
Mon, Wed, Thurs, and Fri
Tues 11:30am to 4:30pm
Eligibility: People from CALD
Referral Procedure: Phone

- Information and advice on settlement issues, immigration applications, arrange interpreters

CALD/MULTICULTURAL SERVICES

ILLAWARRA ETHNIC COMMUNITIES COUNCIL

Contact: Youth Worker
Telephone: 02-4229 7566
Fax Number: 02-4226 3146
Email: jen@iecc.org.au
Address: 16 Stewart Street
Wollongong East 2520
Postal Address: PO Box 238
Wollongong 2520
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Eligibility: Young people who identify as CALD
Referral
Procedure: Phone

- Referral, advocacy, lobbying, assist other services to plan/implement culturally appropriate programs

RECREATION ILLAWARRA

Contact: Michael Norris/Ryan Kiddle
Telephone: 02-4255 8000
Fax Number: 02-4255 8088
Email: michael@disabilitytrust.org.au
ryan@disabilitytrust.org.au
TTY: 02-4227 1142
Address: 100 Jardine Street
Fairy Meadow 2519
Postal Address: PO Box 395
Fairy Meadow 2519
Eligibility: People with a disability
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Fees: \$20 registration/program fees per session
Referral
Procedure: Phone/email

- Recreation, drama & dance group for people with a disability.

THE ILLAWARRA DISABILITY TRUST

Address: 100-102 Jardine Street
Fairy Meadow 2519

Postal Address: PO Box 395
Fairy Meadow 2519

Telephone: 02-4255 8000
Fax Number: 02-4255 8088
Email: info@disabilitytrust.org.au
Eligibility: People with disability and/or
their carers or family
**Hours of
Operation:** 9:00am to 5:00pm
Monday to Friday
Access: Disabled access to office
and most service outlets

WIN RADIO PTY LTD (i98FM)

Telephone: 02-4223 4198
Fax Number: 02-4223 4192
Email: win@i98fm.com.au
Website: www.i98fm.com.au
Address: Television avenue
MT ST THOMAS 2500
Postal Address: Locked Bag 6198
South Coast Mail Centre 2521
**Hours of
Operation:** 8:30am to 5:30pm
Monday to Friday

- Free Community Service Announcements

VOX FM (ILLAWARRA COMMUNITY BROADCASTERS LTD)

Telephone: 02-4227 3436
Fax Number: 02-4226 5922
Email: office@voxfm.org.au
Website: www.voxfm.org.au
Postal Address: PO Box 1663
Wollongong 2520
Office Hours: 9.00 am to 3.00 pm
Monday to Friday

Membership

Fees: \$11.00 – concession
\$27.50 – ordinary
\$49.50 - family

- Community radio station
- Variety of youth programs, youth current affairs
- OnAir/PlayOut Monday 8.00pm to 9.00pm (A project of Wollongong Youth Services)
- Crossfire—5:00pm—9:00pm Tuesday afternoon.

**WOLLONGONG CITY COUNCIL
AGED & DISABILITY SERVICE**

Contact: Community Planning Team
Aged and Disability Worker
Telephone: 02-4227 7243
Fax Number: 02-4227 2641
Address: 41 Burelli Street
Wollongong 2500
Postal Address: Locked Bag 8821
Wollongong 2500
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Access: Wheelchair

- Community development and support for people with disabilities.

EDUCATION, EMPLOYMENT AND TRAINING

ACCESS COMMUNITY GROUP—YOUTH PATHWAYS

Telephone: 02-42865600
Fax Number: 02-4283 6366
Toll Free No: 1800 899 662
Address: 1-4/87 Railway Street
Corrimal 2518
Email: sam@acg.com.au
Web Site: www.acg.com.au
Eligibility: 13-19 years at risk of not completing
their education or of making a
smooth transition through school or
into employment.
Hours: 8:30am to 5:00pm
Monday—Friday
Fees: Free
Referral Procedure: Centrelink, School, Self
Access: Wheelchair

- Counselling, advocacy, practical support, assessment referral, case management support.

ILLAWARRA MERCURY

Telephone: 02-4221 2333
Fax Number: 02-4221 2334
Email: showie@illawarramercury.com.au
Website: www.illawarramercury.com
Address: 21 Auburn Street
Wollongong 2500
Postal Address: PO Box 1215
Wollongong 2520

- Gong Guide, Nightlife, Art Beat, general publicity, youth column

CITY NEWSPAPERS

ADVERTISER

Telephone: 02-4221 2666
Address: 21 Auburn Street
Wollongong 2500

LAKE TIMES

Telephone: 02-4296 6900
Address: 16-20 Manning Street
KIAMA 2533

NORTHERN LEADER

Telephone: 02-4285 4050
Fax: 02-4284 7572
Address: PO Box 358
Corrimal 2518
Email: nlnews@northernleader.com.au

ACCESS COMMUNITY GROUP – REGISTERED TRAINING GROUP

Telephone: 02-4286 5600
Fax Number: 02-4283 6366
Toll Free No: 1800 899 662
Email: pele@acg.com.au
Address: 1-4/87 Railway Street
Corrimal 2518
Eligibility: Anyone
Hours of: 8:30am to 5:00pm
Operation: Monday to Friday
Fees: Free
Referral
Procedure: Self Referral
Access: Wheelchair Access

- Training courses in customer service, IT and business administration.

ACCESS COMMUNITY GROUP –
VOLUNTARY POST RELEASE SUPPORT SERVICE
(VPRSS)

Telephone: 02-4286 5600
Fax Number: 02-4283 6366
Toll Free No: 1800 899 662
Email: rosanna@acg.com.au
Address: 1-4/87 Railway Street
Corrimal 2518
Eligibility: Release from Juvenile Justice Detention
Hours of Operation: 8:30am to 5:00pm
Monday to Friday
Fees: Free
Referral
Procedure: The Department of Juvenile Justice

- Counselling, advocacy, practical support, assessment, referral, case management support.

MEDIA

97.3 FM ABC ILLAWARRA

Contact: Peter Riley
(Station Manager
Brekky Presenter)
Telephone: 02-4224 5011
Fax Number: 02-4224 5099
Website: www.abc.net.au/illawarra
Address: 6/7–74 Kembla Street
Wollongong 2500
Postal Address: PO Box 973
Wollongong 2520
Office Hours: 5:00am to 2:30pm
Monday to Friday

- Provide information, education and entertainment

WESLEY UNITING CHURCH

Telephone: 02-4229 2117
Address: 3 Court Lane
Wollongong 2500
Hours of Operation: Mon/Wed/Fri—Morning Tea—Muffins
from 11:30am Lunch—Soup & Sandwiches
Tues/Thurs—from 11:30am—hot lunch
Sunday from 12:30pm—sit down hot lunch.
Eligibility: Under 16's to be accompanied by an adult.

- Free morning tea
- Free lunch

ACCESS COMMUNITY GROUP – GREEN CORPS

Telephone: 02-4286 5600
Fax Number: 02-4283 6366
Toll Free No: 1800 899 662
Email: benn@acg.com.au
Address: 1-4/87 Railway Street
Corrimal 2518
Eligibility: Anyone 17 to 20yrs interested in a traineeship in landcare and conservation management.
Hours of Operation: 8:30am to 5:00pm
Monday to Friday
Fees: Free
Referral:
Procedure: Self referral
Access: Dependent on Project

- Offers an opportunity for young people to participate in a traineeship in landcare and conservation management.

ACCESS COMMUNITY GROUP – PERSONAL SUPPORT PROGRAMME

Telephone: 02-4286 5600
Fax Number: 02-4283 6366
Toll Free No: 1800 899 662
Email: front@acg.com.au
Address: 1-4/87 Railway Street
Corrimal 2518
Eligibility: Unemployed
Hours of 8:30am to 5:00pm
Operation: Monday to Friday
Fees: Free
Referral
Procedure: Centrelink

- Counselling, advocacy, practical support, assessment, referral, case management support.

THE SMITH FAMILY—LEARNING FOR LIFE PROGRAM

Telephone: 02-4297 0822
Email: jennifer.reilly@thesmithfamily.com.au
Fax Number: 02-4297 3822
Website: www.smithfamily.org.au
Address: Barrack Heights Public School
Hunter Street, Barrack Hts 2528
Postal Address: PO Box 10500, Barrack Hts 2528
Hours of 9:00am to 4:00pm
Operation: Monday to Friday
Fees: Nil
Referral Local Schools & Community
Procedure: Organisations
Eligibility: Low income families who have a student attending school regularly.

- National Privately Sponsored Funded Programs.
- Education scholarships—Kindergarten to Tertiary Level.
- Reading buddy program, operate learning centres and computer clubs throughout various locations..
- Adventure camps in school holidays for eligible local teenagers.

ST VINCENT DE PAUL SOCIETY

Contact: Manager
Telephone: 02-4228 9355
Fax Number: 02-4228 8401
Address: 336 Crown Street
Wollongong 2500
Hours of Welfare 10:00am—2:00pm
Operation: Monday to Friday
Referral
Procedure: Phone or in person

- Home visits to assess service provision
- Young person needs a home address
- Young people under 18, referred to CHAIN

CAMPBELL PAGE JPET (JOB, PLACEMENT, EMPLOYMENT & TRAINING)

Telephone: 02-4220 3944
Fax Number: 02-42203966
Email: lauren.hugett@campbellpage.com.au
Address: Level 1, 221 Crown Street
Wollongong (NRMA Building) 2500
Eligibility: 15—21 yrs homeless or at risk of becoming homeless or facing multiple non vocational barriers.
Hours of 9:00am—4:30pm
Operation: Monday to Friday
Fees: Free
Referral Phone or
Procedure: Centrelink
Access: Wheelchair

- Information, advocacy and referral to young people who are facing multiple barriers.

CENTRELINK

Telephone: 132 490

Website: www.centrelink.gov.au

Addresses:

43 Burelli Street, Wollongong 2500

Fax Number: 4251 4499

Cnr Underwood & Collins Sts Corrimal 2518

Fax Number: 4251 3099

Cnr Princes Hwy & Baan Baan St, Dapto 2530

Fax Number: 4251 7899

Shellharbour Square Shopping Centre Shellharbour 2529

Fax Number: 4251 8199

Open Hours: 8:30am to 4:30pm

Access: Wheelchair

- Information and referrals to services and programs available
- Financial assistance when you are looking for work or studying

SOUTHERN YOUTH AND FAMILY SERVICES ASSOCIATION INC – RESOURCING ADOLESCENTS AND FAMILIES TEAM (RAFT) - SHOALHAVEN

Telephone: 02-4422 9966

Fax Number: 02-4422 3855

Email: syfs@syfs.org.au

Address: 107 Berry Street

Nowra 2541

Postal Address: PO Box 23

Wollongong East 2520

Eligibility: 12-17 yrs who are at risk of homelessness or out of home for up to 6 weeks.

Hours 9:00am to 5:00pm

Operation: Monday to Friday

Fees: Nil

Referral

Procedure: Directly with service.

Access: Wheelchair access/street parking available.

- Assessment, practical assistance and support, mediation, conflict resolution.
- Counselling—Individual, family.
- Telephone counselling and support.
- Liaising with other services.
- Advocacy, crisis intervention.
- Information and referral
- Brokerage.

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION INC – RESOURCING ADOLESCENTS AND
FAMILIES TEAM (RAFT) - ILLAWARRA**

Contact: Adolescent & Family Support Worker
Telephone: 02-4226 5681
Fax Number: 02-4226 5781
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 17 Staff Street
Wollongong 2500
Eligibility: 12-17 yrs, young people who are at risk of homelessness or out of home for up to 6 weeks.
Hours of Operation: 10:00am to 7:30pm
Monday to Friday
Fees: Nil
Referral: Directly with service.
Procedure:
Access: Public transport 200 metres, street parking, wheelchair access.

- Assessment, Practical assistance and support
- Mediation, Conflict resolution, Counselling—Individual, Family, Telephone counselling and support.
- Liaising with other services.
- Advocacy, crisis intervention, information and referral.
- Brokerage

**DEPARTMENT OF EDUCATION AND TRAINING
WOLLONGONG DISTRICT OFFICE**

Contact: Student Welfare Coordinator
Telephone: 02-4224 9200
02-4251 9900 (Shellharbour office)
Fax Number: 02-4224 9247
Web: www.det.nsw.edu.au
Address: 414-416 Crown Street
West Wollongong 2500
Postal Address: PO Box 163
Keiraville 2500
Hours of Operation: 8:30am to 4:30pm
Monday to Friday
Eligibility: School students currently enrolled in State schools
Fees: Nil
Access: Wheelchair

- Advice and support in relation to school/education and student welfare

ILLAWARRA SENIOR COLLEGE

Telephone: 02-4274 0621
Fax Number: 02-4276 2835
Address: Military Road
Port Kembla 2505
Email: illawarra-h.school@det.nsw.edu.au
Hours of Operation: 8:30am to 3:45pm
Monday to Thursday
Eligibility: 15 yrs and upwards.
Referral Procedure: Self Referral
Fees: School Fees apply
Access: Wheelchair access

- Student Counsellor, Careers, Enrolment team
- Learning Support Team
- Literary skills
- Numeracy skills
- Year 10 Certificate/Year 11-12 to HSC level
- Skills courses

SOUTHERN YOUTH AND FAMILY SERVICES ASSOCIATION INC – RESOURCING ADOLESCENTS TO GAIN ESSENTIALS SCHEME (RAGE) – ILLAWARRA

Telephone: 02-4225 8898
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 1a Dennison Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong East 2520
Eligibility: 14 to 23 yrs (may consider 12-13 yrs) long-term homeless young people or at risk of homelessness. Vulnerable young people using alcohol and other drugs.
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Fees: Nil
Referral: Directly with service.
Procedure:
Access: Street parking available, wheelchair access, public transport 500metres.

- Assessment/Support/Referral/Advocacy
- Skills Education/Information/Material Assistance
- Financial Assistance/Brokerage
- Assistance with drug and alcohol issues.

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION – RESOURCING ADOLESCENTS TO GAIN
ESSENTIALS SCHEME (RAGE) – SHOALHAVEN**

Telephone: 02-4423 7244
Fax Number: 02-4422 3855
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 107 Berry Street
Nowra 2541
Postal Address: PO Box 23
Wollongong East 2520
Eligibility: Long-term homeless young people 14-
17 yrs (12 to 13yrs & 18 to 20yrs
will be assessed and services
provided if appropriate).
Hours of Operation: 9.00am to 5.00pm
Monday to Friday
Fees: Nil
Referral Procedure: Phone, self or other primary
contacts

- Assessment/Support/Referral/Advocacy
- Skills Education/Information/Material assistance.
- Financial assistance/Brokerage.
- Assistance with drug and alcohol issues.

**LINKS TO LEARNING—EARLY LEAVERS MISSION AUS-
TRALIA WOLLONGONG**

Telephone: 02-4225 1630
Fax Number: 02-4225 1530
Address: Level 1, 3 Auburn Street
Wollongong 2500
Email: dalbym@missionaustralia.com.au
Website: www.mission.com.au
Hours of Operation: 9:00am to 4:00pm
Monday to Friday
Eligibility: 15—24 yrs not enrolled at school
Referral Procedure: Phone contact initially
Fees: Free
Access: approx 100m east of Wollongong
Train Station

- Short courses of 8-10 weeks for small groups of up to 14. we aim to assist young people in developing their education, preparing them for employment and furthering their work-based skills/training.

MISSION AUSTRALIA WOLLONGONG

Contact: Job Capacity Officer
Telephone: 02-4225 1763
Fax Number: 02-4225 3403
Address: 71-77 Kembla Street
Wollongong 2500
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Eligibility: Unemployed youth
Centrelink will refer to be assessed.
Referral Procedure: Through Centrelink
Fees: Free
Access: Wheelchair

- Job search, referrals to JPET and other organisations

SALVATION ARMY COMMUNITY SERVICE AND SOCIAL CENTRE

Contact: Manager
Address: 29 Ellen Street
Wollongong 2500
Telephone: 02-4225 1372
Fax Number: 02-4275 3509
Open Hours: 9:00am to 5:00pm
Mon/Tues/Thurs/Fri
Wednesday 9:00am—12noon
(12noon—1:00pm closed everyday)_
Referral Procedure: Ring to make an appointment

- Provide food, clothing, household equipment, some bills
- Accommodation for young women, homeless and DV at the Women's Refuge

MATERIAL AID & RESOURCES

ANGLICARE

Telephone: 02-4229 7911
Address: 152 Keira Street
Wollongong 2500
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Referral: Self Referral
Procedure: Appointment needed.

- Financial assistance eg bond, rental arrears, removalist. Electricity, gas, Telstra landline, voucher assistance. Food, food vouchers, chemist needs, clothes.
- All assistance is in accordance with Anglicare Policy & Procedure.

SOUTHERN YOUTH AND FAMILY SERVICE ASSOCIATION INC – GARDEN COURT/FOYERS

Contact: Youth Worker
Telephone: 02-4228 5425
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 463 Crown Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Eligibility: 15-23 yrs young people who are involved in employment, education & training. 18 to 23yrs—accommodation.
Fees: Depending on Income..
Referral Procedure: Directly with service.
Access: Street parking, bus stop 200 mtrs, wheelchair access.

- Medium to long term accommodation (single units)
- Assistance with employment, Support/Advocacy
- Information, Living/Social skills and personal development, Liaison with other agencies, assessment.

**SOUTHERN YOUTH AND FAMILY SERVICE
ASSOCIATION INC – NEW EDUCATION, TRAINING,
WORK OPPORTUNITIES RESOURCE– NETWORK
PROGRAM**

Contact: Youth Worker
Telephone: 02-4225 1382
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 463 Crown Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2500
**Hours of
Operation:** 9:00am to 5:00pm
Monday to Friday
Eligibility: 15-21 yrs young people who are
homeless or at risk of homelessness.
Fees: Nil
Referral Procedure: Directly with service.
Access: Street parking, bus stop 200 mtrs,
wheelchair access.

- Job Seeking Skills Education
- Referral/Advocacy
- Training/Preparatory workshops organised.
- Financial & Brokerage Assistance.

WOLLONGONG LEGAL AID

Contact: Reception
Telephone: 02-4228 8299
TTY: 02-4228 8299
Fax Number: 02-4229 4027
02-4229 9078
Address: Graovac House
73 Church Street
Wollongong 2500
Eligibility Free advice to anyone and assistance
based on means and merit test
Hours of 9:00am to 5:00pm
Operation: Monday to Friday

- Advice on all legal issues.
- Assistance with range of matters, including credit and debt, discrimination, consumer issues, personal injury, motor vehicles (not fines) criminal law, civil law and Veteran Affairs, Centrelink and tenancy issues (not housing).
- Outreach to Bellambi, Warilla. Dapto & Albion Park.

ILLAWARRA LEGAL CENTRE INC

Telephone: 02-4276 1939
TTY: Relay service 13 36 77
Fax Number: 02-4276 1978
Address: 7 Greene Street, Warrawong
Postal Address: PO Box 139
Warrawong 2502
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Thursday – closed until 2:00pm
Phone advice:
Tuesday 2:30pm to 4:30pm
Wednesday 10:00am to 12noon
Thursday 2:30pm to 4:30pm
Fees: Nil
Access: Wheelchair

- Financial counselling and advocacy, tenants' advice, welfare rights, general law
- Children's Court Assistance Scheme—Port Kembla Court—Mondays.

SOUTHERN YOUTH AND FAMILY SERVICE ASSOCIATION INC – LINKS TO LEARNING PROGRAM

Contact: Youth Worker
Telephone: 02-4225 2930
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 463 Crown Street
Wollongong 2520
Postal Address: PO Box 23
Wollongong 2520
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Eligibility: 15-24 yrs—young unemployed people.
Fees: Nil
Referral Procedure: Phone for an appointment
Access: Street parking, wheelchair access,
bus stop 200 metres from front door

- Education/Training Workshops
- Referral & Information
- Interviewing & assessment
- Individual Support Work
- Group work
- Advocacy

SOUTHERN YOUTH AND FAMILY SERVICE
ASSOCIATION - SUPPORTING YOUNG PARENTS SER-
VICE (SYPS) - ILLAWARRA

Contact: Support Worker
Telephone: 02-4225 0797
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 17 Staff Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Eligibility: 14-24 yrs young parents
Fees: Nil
Referral Procedure: Directly with service
Access: Street parking, wheelchair access,
bus stop 200 metres from front door

- Build effective parenting and relationship skills.
- Build skills and opportunities to make families become more self-reliant.
- Improve health, wellbeing, resilience of young parents.
- Group work creating positive lifestyles.
- Practical assistance and support.

LEGAL ADVICE AND YOUR RIGHTS

ANTI DISCRIMINATION BOARD

Contact: Ruth Ellem, Enquiry Officer
Telephone: 02-4224 9960
TTY: 02-4224 9967
Fax Number: 02-4224 9961
Email: Ruth_Ellem@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/adb
Address: 84 Crown Street
Wollongong 2500
Postal Address: PO Box 67
Wollongong 2500
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Fees: Free
Referral Procedure: Phone or drop in
Access: Wheelchair

- Investigates complaints of unlawful discrimination in NSW
- Education of community re rights and obligations under the NSW Anti-Discrimination Act (1977).

**WOLLONGONG EATING DISORDERS SERVICE
BASED AT BULLI COMMUNITY HEALTH CENTRE**

Telephone: 02 4284 0355
Fax: 02 4285 2480
Address: 322 Princes Highway
Bulli 2516
Open Hours: 8:30am to 5:00pm
Monday to Friday
Referral: 1300 792 755

- Counselling Services
- Advice

**SOUTHERN YOUTH AND FAMILY SERVICE
ASSOCIATION - SUPPORTING YOUNG PARENTS
SERVICE (SYPS) - SHOALHAVEN**

Contact: Support Worker
Telephone: 02-4422 9333
Fax Number: 02-4422 3855
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 107 Berry Street
Nowra 2541
Postal Address: PO Box 23
Wollongong 2520
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Eligibility: 14-24 yrs young parents
Fees: Nil
Referral Procedure: Directly with service
Access: Street parking, wheelchair access,

- Build effective parenting and relationship skills.
- Build skills and opportunities to make families become more self-reliant.
- Improve health, wellbeing, resilience of young parents.
- Group work creating positive lifestyles.
- Practical assistance and support.

**SOUTHERN YOUTH AND FAMILY SERVICE
ASSOCIATION – THE CONNECTIONS PROGRAM**

Contact: Youth Worker
Telephone: 02-4228 4129
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 463 Crown Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Hours of Operation: 9:00am to 4:30pm
Monday to Friday
Eligibility: 13 to 19 yrs not engaged in formal education for a period of over 3 months.
Fees: Nil
Referral Procedure: Directly with Service
Access: Street parking, wheelchair access, Public transport 100 metres.

- Full time or part time depending on eligibility and the needs of the young person.
- Full time clients participate in an accredited TAFE course with ongoing support to obtain employment.
- Green Card/First Aid Certificate.
- Field Trips/Lifestyle Programs/Art Activities

**WOLLONGONG CHILD & ADOLESCENT MENTAL
HEALTH SERVICE**

Address: 1-5 Atchison Street
Wollongong 2500
Telephone: 02-4254 1500
Fax Number: 02-4254 1555
Eligibility: Up to 17yrs
Open Hours: 8:30am to 5:00pm
Monday to Friday
Referral: Referral Doctor/Specialist
Fees: Medicare Only
Access: Yes

- Provides assessment and treatment for children & adolescents up to 17 years
- 24 hour crisis number: 1300 552 289

**SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION INC – SUPPORTING ADOLESCENTS AND
FAMILIES TEAM (SAFT) - SHOALHAVEN**

Contact: Adolescent & Family Support Worker
Telephone: 02-4422 2290
Fax Number: 02-4422 3855
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 107Berry Street
Nowra 2541
Postal Address: PO Box 23
Wollongong 2520
Eligibility: 12 to 24yrs with a mental health
problem or diagnosed mental illness.
Target group who have a parent or
family member with a mental illness.
**Hours of
Operation:** 9:00am to 5:00pm
Monday to Friday
Fees: Nil
Referral Procedure: Directly with service
Access: Disabled access, street parking

- Assessment/Information/Referral.
- Mediation/Advocacy.
- Family/Individual support/Counselling.
- Social skills education.
- Housing assistance.

**W.C.E.T. – WOLLONGONG CITY EMPLOYMENT AND
TRAINING**

Telephone: 02-4227 1715
Fax Number: 02-4226 4204
Address: 1-5 Miller Street
Coniston 2500
Postal Address: PO Box 1201
Wollongong DC 2500
Email: info@wcet.org.au
Web Site: www.wcet.org.au
**Hours of
Operation:** 8:30am - 4:30pm
Monday to Friday
**Referral
Procedure:** Referrals through schools
Self Referral
Fees: For some services
Access: Yes

- Education and training
- Some specialised programs

WOLLONGONG UNDERGRADUATES STUDENTS ASSOCIATION

Contact: Project Officer
Telephone: 02-4221 4201
Fax Number: 02-4221 4233
Email: support@wusa.uow.edu.au
Address: Building 11, University of Wollongong
Northfields Avenue
North Wollongong 2500
Hours of Operation: 10:00am –4:00pm
Monday to Thursday (Uni Session)
Eligibility: Undergraduate Students
Fees: Nil
Access: Wheelchair

- Student representation, advocacy with grievances, second-hand bookstall, Student Magazine "Tertangala", provide free BBQ's, Support for tenancy, limited legal and employment advice.
- Independent of University

SOUTHERN YOUTH AND FAMILY SERVICES ASSOCIATION INC – SUPPORTING ADOLESCENTS AND FAMILIES TEAM (SAFT) - ILLAWARRA

Contact: Adolescent & Family Support Worker
Telephone: 02-4225 1478
Fax Number: 02-4226 6364
Email: syfs@syfs.org.au
Web: www.southernyouthandfamilyservices.com.au
Address: 17 Staff Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2520
Eligibility: 12 to 24yrs with a mental health problem or diagnosed mental illness. Target group who have a parent or family member with a mental illness.
Hours of Operation: 9:00am to 5:00pm
Monday to Friday
Fees: Nil
Referral Procedure: Directly with service
Access: Disabled access, street parking
Bus stop 200 metres

- Assessment/Information/Referral.
- Mediation/Advocacy.
- Family/Individual support/Counselling.
- Social skills education.
- Housing assistance.

SOUTHERN YOUTH AND FAMILY SERVICES ASSOCIATION—HEADSPACE PROGRAM

Contact: Integration Officer
Telephone: 02-4225 1184
Fax Number: 02-4225 0606
Address: 1a Denison Street
Wollongong 2500
Email: headspace@idgp.org.au
Website: www.headspace.org.au
Eligibility: 12–25yrs general health problems,
mental health and /or drug and
alcohol problems.
Opening Hours: 9:00am to 5:00pm Mon - Fri
Referral: Phone for appointment
Fees: Bulk Billed
Access: Wheelchair, public transport 100mtrs
Street parking available.

- Primary health care—GP Tues/Wed/Thurs.
- Mental Health—counselling—psychologist.
- Drug & alcohol—Counselling & Outreach.
- Centralised referrals. Headspace in schools, headspace and education for workers.

WOLLONGONG YOUTH SERVICES – LINKS TO LEARNING

Contact: Project Officer
Telephone: 02-4226 5969
Fax Number: 02-4226 5304
Email: youthservices@wollongong.nsw.gov.au
Address: 85 Burelli Street
Wollongong 2500
Postal Address: Locked Bag 8821
Wollongong 2500
**Hours of
Operation:** 9:00am —5:00pm
Monday to Thursday
Eligibility: 12-15 yrs
Young people at risk of leaving school
Fees: Nil
Referral Referrals through schools
Procedure: Phone for an appointment
Access: Street parking (limited hours); bus
stop close by

- Support and assistance with education and training,
individual case management, referral, information,
advocacy and follow up support

WORKPLACE LEARNING ILLAWARRA

Contact: Susan Ryan
Telephone: 02-4225 2526
Fax Number: 02-4226 3614
Email: susanryan@iswlp.org.au
Web Address: www.iswlp.org.au
Address: 1/116 Corrimal Street
Wollongong 2500
Hours of Operation: 8:00am –4:30pm
Monday to Friday
Eligibility: 13 to 19yrs
Fees: Free

- Career and transition support.
- Workplace learning experiences.

SOUTHERN YOUTH AND FAMILY SERVICES ASSOCIATION—COMMUNITY HEALTH FOR ADOLESCENTS IN NEED (CHAIN)

Contact: Youth Worker
Telephone: 02-4226 5816
Fax Number: 02-4227 2424
Email: syfs@syfs.org.au
Website: www.southernyouthandfamilyservices.com.au
Address: 1a Denison Street
Wollongong 2500
Eligibility: 12–24yrs in need of support who are homeless or at risk of homelessness. Focus is on using a “holistic health” framework.
Opening Hours: 9:00am to 4:30pm Mon - Fri
Referral: Directly with service
Fees: Nil
Access: Wheelchair, public transport, parking.

- Advice on contraception, safer sex, STD’s
- Pregnancy testing/condoms/ male health issues.
- Assistance with prescriptions/Dental program/ breakfast program/ Information on healthy eating and budgeting/ Laundry.

SOUTHERN YOUTH AND FAMILY SERVICES
ASSOCIATION—BABY COMMUNITY HEALTH FOR
ADOLESCENTS IN NEED (BABY CHAIN)

Contact: Youth Worker
Telephone: 02-4226 5816
Fax Number: 02-4227 2424
Email: syfs@syfs.org.au
Website: www.southernyouthandfamilyservices.com.au
Address: 1a Denison Street
Wollongong 2500
Eligibility: 12–25yrs in need of support who are homeless or at risk of homelessness. Focus is on using a “holistic health” framework.
Opening Hours: 9:00am to 4:30pm Mon - Fri
Referral: Self referral or agency
Fees: Nil
Access: Wheelchair, public transport, parking.

- Sexual health clinic for advice on contraception, safer sex, STD's/ condoms/morning after pill.
- Pregnancy testing/pregnancy care/antenatal clinic/ antenatal classes/young parent support group.
- Dental clinic/emergency relief/ use of laundry.

GAY, LESBIAN, BI-SEXUAL AND
TRANSGENDER SERVICES

ACON (AIDS COUNCIL OF NSW)
ILLAWARRA BRANCH

Telephone: 02-4226 1163
Fax Number: 02-4226 9838
Email: llawarra@acon.org.au
Address: 47 Kenny Street
Wollongong 2500
Postal Address: PO Box 1073
Wollongong 2520
Eligibility: Gay, lesbian, bisexual, transgender and Questioning Community
Hours of Operation: Monday to Friday
9:00am—5:00pm
Fees: Nil

- Support for gay, lesbian, bisexual and transgender youths, including: Access to counselling services and sexual health clinics.
- PFLAG (Parents & Friends of Gays and Lesbians) Referrals
- Rainbow ConneXions, 18 to 30yrs.
- Education, Support, referrals and Liaison.

ILLAWARRA LESBIAN HEALTH PROJECT

Telephone: 02-4296 7077
Fax Number: 02-4297 6076
Postal Address: PO Box 61
Warilla 2528
Email: amandah@womenshealthcentre.com.au
Eligibility: Lesbian/Bi-sexual Women
Open Hours: 9.00am to 5.00pm Mon – Fri
9.00am to 1.00pm Wed
Referral: None
Fees: None
Access: Wheelchair

- Support, information and referral, counselling, training

NORTHERN COMMUNITY MENTAL HEALTH TEAM

Address: 1-5 Atchison Street
Wollongong 2500
Telephone: 02-4254 1500
Fax Number: 02-4254 1555
Eligibility: 18 to adult
Open Hours: 8:30am to 5:00pm
Monday to Friday
Referral: Self referral
Fees: Medicare Only
Access: Yes

- Provides mental health assessment, case management, care and follow-up for adults
- 24 hours crisis intervention, acute assessment and treatment services – 1300 552 289

LAKE ILLAWARRA MENTAL HEALTH TEAM

Address: Port Kembla Hospital Warrawong

Telephone: 02-4223 8001

Fax Number: 02-4223 8050

Eligibility: Adult Only

Unanderra to Gerringong Area

Open Hours: 8:30am to 5:00pm

Referral: Self referral

Access: Yes

- Provides mental health assessment, case management, care and follow up for adults living in the community.
- 24 hour crisis intervention: 1300 552 289

PINK NATION (C/- VOX FM)

Contact: Tony Harris

Telephone: 02-4227 3436

Fax Number: 02-4226 5922

Email: office@voxfm.org.au

Website: www.vox.1earth.net

Address: 6 Ellen Street

Wollongong 2500

Postal Address: PO Box 1663

Wollongong 2500

Eligibility: CALD, gay/lesbian

Hours of 10:00am to 4:00pm

Operation: Monday to Friday

Fees: Nil

Referral

Procedure: Phone

Access: Wheelchair

**POLICE GAY AND LESBIAN LIAISON OFFICER
SHELLHARBOUR**

Contact: Christie Avnell
Telephone: 02-4295 2699
Fax Number: 02-4295 2687
Email: Avlikri@police.nsw.gov.au
TTY: 02-9211 3776
Address: Warilla Police Station
3– 15 Lake Entrance Road
Shellharbour 2528
Hours of 24 hours
Operation: 7 days a week
Referral
Procedure: Phone or in person

KEDESH HOUSE

Telephone: 02-4271 2606
Fax Number: 02-4271 1698
Address: 303 Flagstaff Road
Berkeley 2506
Eligibility: 16 years and above
Open Hours: 24 hours
Referral Self Referral and Phone Assessment
Access: Yes

- Residential and outpatient drug and alcohol rehabilitation for adults and young people
- Groups and Individual programs
- Family services provide counselling for parents/partners

HEALTHY CITIES ILLAWARRA

Telephone: 02-4226 5000
Fax Number: 02-4226 5339
Address: 63 Auburn Street
Wollongong 2500
Email: [manager@healthyillawarra.org .au](mailto:manager@healthyillawarra.org.au)
Eligibility: Open to all residents
Opening Hours: 9:00am to 5:00pm Mon - Fri
Referral: Self Referral
Fees: Recovery costs for some programs
Access: Wheelchair access to back meeting room only.

- Sexual Health Promotion and Education
- Community Development Projects

POLICE GAY AND LESBIAN LIAISON OFFICER WOLLONGONG

Contact: Liaison Officer
Telephone: 02-4226 7899
Address: Wollongong Police Station
Cnr Church & Market Sts
Wollongong 2500
Hours of 24 hours
Operation: 7 days a week
Referral
Procedure: Phone or in person

HEALTH

AL-ANON

- Telephone: Diane: 4285 2755
- Eligibility: Family and friends of problem drinkers
- Referral: Ring above contact for details of local meetings
- Fees: Nil
- Support group for families and friends of problem drinkers

FERNHILL PLACE, MENTAL HEALTH REHAB, SESIAHS

- Contact: Kerry Searle, psychologist
- Telephone: 02-4285 2140
- Address: Cnr Douglas Road & Princes Hwy,
Fairy Meadow 2519
- Fax Number: 02-4283 7926
- Eligibility: 16 to 55yrs with mental health problems.
- Open Hours: 8:30am to 5:00pm Mon - Fri
- Referral: Via Mental Health Service Central
Intake 1300 552 289
- Fees: Nil
- Rehabilitation services for people with mental health problems to help with recovery from a mental illness and the effects on life style.
 - Assistance to help the consumer to reintegrate into the community including work and study.

DRUG AND ALCOHOL COMMUNITY YOUTH TEAM

Telephone: 02-4254 1688
Fax Number: 02-4254 1689
Address: 1/1 Atchison Street
Wollongong 2500
Eligibility: Up to 24yrs their families & significant others.
Hours of Operation: 8:30am to 5:00pm
Monday to Friday
Referral Procedure: Phone helpline on 1300 652 226
Access: Wheelchair

- Counselling and programs for drug and alcohol related problems.
- Outreach

ALCOHOLICS ANONYMOUS / A.A.

Address: 114 – 116 Princes Highway
(Cnr Elliot Road)
Fairy Meadow 2519
Telephone: 02-4285 6788
Hours: 9:00am – 2:00pm
Monday to Friday
Referral: Ring for details of local meetings
Fees: Nil

- Support group for problem drinkers.

ARAFMI

Contact: Co-ordinator
Address: 1-4 Atchison Street
Wollongong 2500
Telephone: 02-4254 1699
Fax Number: 02-4254 1696
Email: arafmi_i@bigpond.net.au
Eligibility: Carers their families & friends
Open Hours: Monday & Tuesday by appointment
only.
9:30am to 5:00pm
Wednesday/Thursday/Friday
Referral: Self referral

- Support for family and friends of people with mental illness.
- Education courses for carers, information.
- Carer support groups and a library.

COMMUNITY HEALTH - BULLI

Telephone: 02-4284 0355
Fax Number: 02-4285 2480
Address: 322 Princes Highway
Bulli 2516
Eligibility: People living, working, attending school between Helensburgh and Berkeley
Hours of Operation: 8.30 am to 5.00 pm
Monday to Friday
Fees: Nil
Referral
Procedure: Phone—1300 792 755

- Counselling service, eating disorder service, women's health nurse

COMMUNITY HEALTH FOR ADOLESCENTS IN NEED (CHAIN)

Telephone: 02-4226 5816
Fax Number: 02-4227 2424
Email: chain@syfs.org.au
Address: 1A Denison Street
Wollongong 2500
Postal Address: PO Box 23
Wollongong 2500
Eligibility: 12 to 24 years of age, targeting
homeless and 'at risk' young people
Hours of Operation: 9:00am to 4:30pm
Everyday except
Monday 9:00am—12:30pm
Fees: Nil
Referral: Self referral or from another
agency. Phone or in person
Procedure:
Access: Wheelchair

- Breakfast program Mon – Fri 9.00am to 10.30am
- Showers, washing machines, toiletries
- Reproductive and sexual health nurses clinic
- Prescription vouchers and food vouchers

BUNGORA OPIOD TREATMENT SERVICE

Address: 2 Urunga Parade
West Wollongong 2500
Telephone: 1300 652 226
Fax: 02-4228 1511
Open Hours: 7:30am—4:00pm
Monday to Friday
7:30am—2:00pm
Saturday to Sunday
Referral: Self Referral
Fees: Free
Access: Yes

- Opiod treatment includes methodone, subutex, suboxone and physeptone.
- Counselling & SMART groups.
- Outpatient withdrawal management program.

CANCER COUNCIL

Contact: Community Liaison Officer
Telephone: 02-4225 3660
Fax Number: 02-4225 1700
Email: info@nswcc.org.au
Address: 1 Lowden Square
Wollongong 2500
Hours of Operation: 9.00 am to 5.00 pm
Monday to Friday

- Information packs about cancer
- Referrals to services

COMMUNITY HEALTH - WARRAWONG

Telephone: 02-4274 0281
Fax Number: 02-4274 3774
Address: 32-40 Lake Avenue
CRINGILA 2502
Eligibility: People living, working, attending school between Helensburgh and Berkeley
Hours of Operation: 8:30am to 5:00pm
Monday to Friday
Fees: Nil
Referral
Procedure: Phone—1300 792 755

- Counselling and other health services