



COVID-19 COMMUNITY SUPPORT AND SERVICES DIRECTORY 2021

WOLLONGONG LGA

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Support Services

Wollongong City Council is committed to supporting the social, health and community relief and recovery effort for everyone who lives, works, and studies in our Local Government Area.

We know that this is a particularly tough time for people in the community. Council has approved a COVID-19 assistance package with almost \$2M of assistance measures designed to support our city's most vulnerable. There are a range of assistance measures in the package that will support our ratepayers, businesses, community organisations and local creatives. The package builds on a range of measures that were introduced in last year lockdowns and includes:

- Flexible rate repayment options
- \$200 000 for local not-for-profits to support their delivery of emergency food supply and care packages
- Fees waived for outdoor dining, fitness trainers, and swim schools
- Free off-street parking in targeted locations
- \$60 000 allocated to quick response grants for community programs.

A program of assistance including a buy-local campaign, extended outdoor dining initiatives and support for creative industries. The roll out of those measures is in progress, including the launch of new online support programs for local businesses, emergency relief via Foodbank and EOI process for emergency relief being rolled out.

We're providing one-off funding grants to local not-for-profit organisations that provide emergency food and care packages to people experiencing hardship due to COVID-19. The first round of emergency food and care support grants close Wednesday 25 August 2021, and the second round of funding opens Monday 11 October 2021.

Please refer to Council website for details of these programs and details of other packages of support measures as they become available.

In addition, we have developed a list of key service providers, community organisations and online resources that are available to support people during the pandemic and to provide relief and recovery services to our community.

If you're experiencing hardship or doing it tough because of the COVID-19 (coronavirus) pandemic, these services may be able to help.

We have been in contact with these organisations to confirm their services during this time. While every effort has been made to ensure the accuracy of this information, details may change given the rapidly evolving situation. We recommend you contact the organisations directly to confirm their current services, make appointments and understand their processes for physical distancing.

COVID-19 Specific Services and Information

Hotlines

The following hotlines are available 24 hours, every day.

If you suspect you may have coronavirus, call 1800 675 398.

Need an interpreter? Call the Translating and Interpreting Service (TIS National) on **131 450**.

For general information or advice about COVID-19, call 1800 020 080.

This line can provide information on health, physical distancing measures, urgent relief needs (food, outreach, and personal care), reporting breaches of directions, information related to businesses, and information for people who work in building and construction.

Please use 000 for emergencies only.

Information Websites

For current and up-to date information about COVID-19 use the official government websites:

- NSW Government
 - COVID-19 (coronavirus), all daily information and summary of restrictions in NSW
<https://www.nsw.gov.au/covid-19>
- NSW Health
 - Latest case locations and alerts
<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/case-locations-and-alerts.aspx>

Help and support:

- NSW Government
 - 2021 COVID-19 support Packages – Will Provide financial assistance, support measures and tax relief to help business and people across the state impacted by the current COVID-19 restrictions.
[2021 COVID-19 Support Package | NSW Government](#)
- Service NSW
 - Disaster Assistance Finder - Provides information to individuals and business with a list of financial or other support that may assist you in your area.
<https://disasterassistance.service.nsw.gov.au/covid>
 - Latest COVID-19 case locations and alerts in NSW
<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/case-locations-and-alerts.aspx>
- Department of Health – Australian Government
 - COVID-19 (Coronavirus) resources
<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/resources.aspx>
 - Health Alerts
<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
 - Australian Gov WhatsApp channel for Covid-19
<https://www.health.gov.au/resources/apps-and-tools/australian-government-whatsapp-channel-for-covid-19>
- Services Australia

COVID-19 Resources for Community Groups

<https://www.servicesaustralia.gov.au/organisations/community/community-resources-and-help/coronavirus-covid-19-resources-community-groups>

Testing Locations

There are a variety of testing sites around Wollongong LGA, in the below table are a list of currently available locations for testing (as of 11/08/2021).

For more up to date COVID-19 testing locations please visit the Health NSW Clinics website.

<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/clinics.aspx>

Note: Translating and interpreting services are available at clinics. Ask the clinic to call 131 450.

COVID-19 Testing Site	Address	Operational Hours	Contact Number
Bulli Laverty Drive-through	Bulli Showground, Grevillea Park Rd, Bulli (off Princes Hwy)	Weekdays: 8am - 4pm Weekends: 8am - 12pm	
Balgownie Laverty Appointment Only	Pathology Suite Level 1, Shop 5/145 Balgownie Rd, Balgownie	Weekdays: 8am - 12 noon 12:30pm - 4pm	4283 5427
Fairy Meadow Southern IML Drive-through	Dalton Park, Pioneer Rd Fairy Meadow Entry via northern driveway to grandstand.	Weekdays: 8am - 4:30pm Weekends: Closed	
Wollongong Southern IML Drive-through	45 Denison St, Wollongong	Weekdays: 8am - 8pm	4224 7474
Wollongong Public Hospital Walk-in	Corner of Loftus St and Darling St, Wollongong Entrance on Loftus St	Mon-Sun: 8am - 4:30pm	4222 5078
4Cyte Pathology Drive-through and walk-in	406 Crown St, Wollongong	Weekdays: 8am - 5pm Saturday: 11am - 2pm	0466 806 074
Laverty Wollongong Drive-through	138-142 Kembla St, Wollongong	Weekdays: 8am - 1pm Saturday: 8am - 12pm	
Laverty Figtree Drive-through and walk-in	11 Princes Hwy, Figtree	Weekdays: 8am - 4pm Weekends: 8am - 12pm	
Southern IML Berkeley Drive-through	Fred Finch Park, Hooka Creek Rd, Berkeley (Illawarra Stadium)	Mon-Sun: 8am - 5pm	
Laverty Port Kembla Drive-through pop up	Olympic Blvd, Port Kembla	Weekdays: 8am - 4pm	0432 221 097

COVID-19 Testing Site	Address	Operational Hours	Contact Number
		Weekends: 8am - 2pm	

Home Testing

NSW Health will be assisting vulnerable individuals with in-home testing to help slow the spread of COVID-19. The service provides access for people who cannot leave home due to injury, mobility or other eligible reasons.

The service will be available to individuals who have COVID-19 symptoms and meet the following criteria:

- People with an injury, chronic health issue or frailty affecting mobility.
- People with moderate to severe physical or psychosocial disability.
- People with moderate to severe mental health or behavioural issues not otherwise classified as a psychosocial disability.
- Carers for a person with a moderate to severe disability.

Individuals will need to call a GP for a referral (if they think they are a vulnerable person) for a COVID-19 test to access the service to show they are not able to leave the home to get to existing testing sites, for example through family or community supports.

- Home testing options:
For Illawarra Shoalhaven call, **1300 792 755 (option 2)** on prompt system)
<https://www.health.nsw.gov.au/infectious/covid-19/Pages/home-testing.aspx>

Smart-Phone Apps

- **Service NSW**

The Service NSW is used for QR Code check-in at all public locations, such as supermarkets and other business. It is also a provides an easy way to see the latest updates regarding cases and restrictions.

- **Coronavirus Australia**

Download the Coronavirus Australia app for up-to-date information and news.
Go to [coronavirus-australia-app](#)

- **COVIDSafe**

This app from the Australian Government enables people to be contacted if they have had contact with someone who has tested positive for COVID-19.

To find out more and download the app, go to [covidsafe-app](#)

Vaccination Options

There is information available regarding COVID-19 vaccines through the Department of Health at the following link: <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>

Illawarra Shoalhaven's COVID-19 Mass Vaccination Centre in the Wollongong CBD

Opened on 9 August 2021.

The facility in the former David Jones building in the Crown Street Mall provides the Pfizer vaccine and, subject to Federal supply, has the capacity to offer up to 2,500 vaccinations per day. It is the state's fourth mass hub, which services all the Illawarra, Shoalhaven and surrounding communities, including southern parts of Sydney, the Southern Highlands and South Coast. Free two hours parking is available to enable easier access to the Vaccination Hub, details below.

Parking:

To support people accessing the Illawarra Shoalhaven Mass Vaccination Centre, we're making the first two hours of parking free at two Wollongong CBD locations - MacCabe Car Park and Secure Parking (Courthouse Car Park), 37 Market Street. We're also extending times for MPS holders. For more information, visit Council's website.

Since the Vaccination Centre's opening, people who were booked to be vaccinated at the Wollongong Hospital and Shellharbour City Centre vaccination clinics will now be vaccinated at the new mass vaccination centre. As the clinic increases capacity, additional appointments will also become available at the new centre via the COVID-19 vaccine eligibility checker.

You can check your eligibility for vaccination at: <https://covid-vaccine.healthdirect.gov.au/eligibility>

Some GP's, medical centres and pharmacies are also authorised to administer vaccines. Please consult if they can assist you.

Support for Specific Issues

Medical Services

Service	Support Offered	Contact
Radio Doctor Illawarra	<p>After Hours Home Doctor Visits</p> <p>Over the phone consultation and face to face doctor medical service that covers Wollongong and Shellharbour areas.</p> <p>Bulk-billing for Medicare and Veterans affairs holders.</p>	<p>(02) 4228 5522 radiodoctor.com.au</p> <p>Operating Hours Weeknights – Monday to Friday, 6pm – 6am Weekends – Saturday 12 pm – Monday 6am Available 24 Hours on Public Holiday</p> <p>https://radiodoctor.com.au/wp-content/uploads/2019/07/Radio-Doctor-Illawarra_A4_DL-brochure-webversion-2019.pdf</p>
Medicines and prescriptions	<p>Medicine and Pharmaceuticals delivered by Australia Post via contactless payment through local Pharmacies accredited under the Pharmacy Guild of Australia.</p> <p>Pharmacies can offer customers free monthly delivery of less than 500grams of medication and other essentials supplies using Australian Post.</p>	<p>Contact your Local Pharmacy for delivery information and if your pharmacy is a part of this program</p>
Home Medicines Services	<p>Home Medicine service that covers:</p> <p>high-risk people that have been advised by a medical health professional to self-isolate during the pandemic</p> <p>chronically ill or immunocompromised individuals,</p> <p>seniors aged over 70,</p> <p>Aboriginal and Torres strait islander people over 50,</p> <p>people who meet the current triage protocol for suspected COVID-19 infection after consultation with federal or state hotlines,</p> <p>frontline health workers including registered health practitioner or nurse and health clinic triage staff,</p> <p>people who are pregnant or are caring for a newborn.</p>	<p>Contact your pharmacy or doctor to learn if you are eligible for this service.</p> <p>COVID-19 National Health Plan – Home Medicines Services information for consumers Australian Government Department of Health</p>
Medication	<p>Remote dispensing of prescriptions supported by some Pharmacies via mail, fax, email, or other electronic transfer systems.</p> <p>In emergency circumstances, under the discretion of the pharmacy, they can supply medication that would otherwise require a prescription for up to one month. This excludes Schedule 8 medicines.</p>	<p>Contact your local pharmacy to ask about this service.</p>

Mental Health Services

Services provided by NSW Health:

- <https://www.health.nsw.gov.au/mentalhealth/services/pages/default.aspx>

Other services:

Service	Support offered	Contact
Lifeline	Suicide and crisis support.	13 11 14 (24 hours, every day) Text 0477 131 114 (from 6pm to midnight AEDT, 7 nights) Lifeline online crisis chat (from 7pm to midnight, 7 nights)
Suicide call back service	The Suicide call back service is a national telehealth provider that offers free professional phone and online counselling for people living in Australia affected by suicide.	1300 659 467 (24 hours, everyday)
Mental Health Line	Mental Health Line offers professional help and advice, as well as referrals to local mental health services.	1800 011 511 (24 hours, everyday)
Beyond Blue	Talk to a trained mental health professional any time of the day or night. Calls are confidential. They will listen, provide information and advice and point you in the right direction to seek further support.	1300 22 4636 Open 24/7 https://www.beyondblue.org.au/ Specific Corona Virus support. 1800 512 348 https://coronavirus.beyondblue.org.au
Black Dog Institute	Resources for anxiety and stress management.	https://www.blackdoginstitute.org.au/resources-support/coronavirus-resources-for-anxiety-stress/
MHMA	Multicultural mental health resources	mhima.org.au
Mindspot	Online assessment, treatment for stress, anxiety and more	mindspot.org.au
Headspace	Support and information for young people 12-25 for mental health and what's going on in their life	1800 650 890
Panda	Support for women, men and families affected by anxiety and depression during pregnancy and in the first year of parenthood.	1300 726 306 9am - 7:30pm weekdays AEST
RUOK?	A suicide prevention charity that aims to start life-changing conversations to create a more connected world.	https://www.ruok.org.au/
MensLine Australia	Telephone and online support for men with emotional health and relationship concerns	1300 789978 https://mensline.org.au/ Open 24/7

Service	Support offered	Contact
Kids Helpline	Private and confidential phone and online counselling service for young people aged 5 to 25	1800 5511800 Open 24/7 https://kidshelpline.com.au/
Open Arms	Support for current and ex-serving Australian Defence Force (ADF) personnel and their families	1800011046 Open 24/7 https://www.openarms.gov.au/
eFriend	A free, virtual peer support service that providing non-clinical, peer-based mental health support.	efriend.org.au
SANE Australia	Mental illness advice, referral and support via phone, webchat or email	1800 187263 Monday - Friday 10am-10pm https://www.sane.org/counselling-support/sane-support-services
Mates in Construction	Suicide prevention and support program operating in the Construction, Mining and Energy Industry	1300 642 111 https://mates.org.au/
ReachOut	Help with tough times for 14-25 year old and their parents	https://au.reachout.com/collections/coping-during-coronavirus
StandBy – Support after Suicide	Postvention and support after suicide for individuals, families and communities	standbysupport.com.au

Family Violence

Service	Support offered	Contact
Domestic Family Violence and Sexual Assault Services	To access 24/7 crisis sexual assault service call	1300 792 755 Illawarra: (02) 4222 5000 Address: Level 2, 67-71 King Street, Warrawong NSW 2502
NSW Police Force NSW Police Force – Domestic and Family Violence	For any domestic violence situation that you may be experiencing or a family member friend or anyone that you may be concern ring 000 and report the matter. If you need interpreter, the operator will connect you for your appropriate language.	To report any emergency call 000 or visit the nearest Police Station Wollongong Police District - NSW Police Domestic and Family Violence - NSW Police
Domestic Violence Line	DV Line is open 24 hours a day 7 days a week	1800 656 463
NSW Rape Crisis	Rape and Domestic Violence Services Australia provides counselling for people of all genders whose lives have been impacted by sexual assault. the provide telephone, online, and some face-to-face counselling. Their services are free and available (24 hours/7 days)	1800 424 017
Child Protection Helpline NSW		13 21 11 The Helpline is open 24 hours a day, 7 days a week
Kids HelpLine (Anytime any Reason)	It is Australia’s only free confidential 24/7 online through a Webchat, phone counselling (even from a mobile) and email service for young people aged 5 to 25	1800 551 800 (24 hours, every day) Kids Helpline kidshelpline.com.au
Lifeline South Coast	24-hour telephone crisis support - Ph 131114 Financial Counselling. Self-help information, emergency Contacts and Forums	(02) 4228 1311 lifelinesouthcoast.org.au
Illawarra Women’s Health Centre	Provides range of feminist comprehensive and integrated health care and wellbeing options for women in a unique, safe and empowering setting. During COVID-19 they are still providing face-to-face services if necessary and clients must always wear mask. If interested to participate in any group activities the centre is running online activities and for further information, follow their Facebook page.	(02) 4255 6800 Counsellor: 1800 825 544 womenshealthcentre.com.au Or on their Facebook page facebook.com/womenshealthcentre
Family Relationship Centre Wollongong	Provides family dispute resolution, counselling, support and referral for a range of personal and family problems	(02) 4220 1100 Address 336 Keira St, Wollongong Opening hours: Monday to Friday 9:00am – 5:00pm

Service	Support offered	Contact
Women Illawarra, formerly Wollongong Women's Information Services	Provides range of information and referrals including Family Advocacy and Support Services, Illawarra Domestic Violence Court Advocacy Service	Main phone numbers: (02) 4228 1499 0411103471 Family Advocacy: (02) 4229 4604 wwis.org.au
NSW Family and Community Services / Community & Justice		1800 656 463 facs.nsw.gov.au
Immigrant Women's Speak out Association Inc NSW – peak body in NSW for assisting women from CALD Background	Previous Domestic Violence Projects have been replaced with Homeless Multicultural Women Integrated Support Services (HoMWISS). This project provides co-case management and mentoring to support CALD women with or without children who are homeless or at risk of homelessness. They assist women who are in situations of Domestic Violence as this is one of the major causes of homelessness for CALD women.	(02) 9635 8022 Office hours: Monday-Friday 9:30am to 5:00pm Harris Park NSW speakout.org.au
1800RESPECT- Australia	Information, referrals and counselling via phone and web chat, 24 hours a day. Support for sexual assault, domestic or family violence. Safety Planning Tools.	1800 426 820 https://www.1800respect.org.au Open 24 hours
Relationships Australia	Relationship support services for individuals, families and communities	1300 364 277 https://www.relationships.org.au/

Alcohol, Drugs and Other Addictions

Service	Support offered	Contact
Illawarra Shoalhaven Drug and Alcohol Service	Offers a range of treatment and support services for people with problems from their alcohol, prescription or illicit drug use, and/or for their families and carers. All services are FREE, CONFIDENTIAL and NON-JUDGEMENTAL.	1300 652 226 2 Rawson Street, Wollongong islahd.health.nsw.gov.au/services-clinics/drug-alcohol-service
Watershed / Lives Lived Well	Provides residential treatment and a day program through the Watershed service in Wollongong. Also provides withdrawal support through their mobile detox program.	1800 818 872 watershed.org.au
Kedesh Rehabilitation Services	Provides treatment, and training, providing a safe and supportive environment that promotes well-being for AOD clients.	(02) 4222 1800 kedesh.com.au
National Debt Hotline	Free National Debt Helpline is a free service that helps people tackle their debt problems.	03 9421 7640 9.30am to 4.30pm Monday to Friday
Gambling Help Online	Free, confidential telephone help service for anyone affected by gambling	1800 858 858 https://www.gamblinghelponline.org.au/services-in-your-state/queensland

Homelessness, Laundry & Shower Services in the Illawarra

Services	Support offered	Contact
asklizzy	Online directory that offers services for housing, food, domestic and family violence, health, Centrelink and financial support, counselling, life skills and finding employment.	asklizzy.org.au
Wollongong Homeless Hub	Specialist support for people experiencing homelessness	(02) 42280955 75-79 Keira Street, Wollongong Monday to Friday 9am - 2pm wefh.org.au/wollongong-homeless-hub/
Illawarra Homeless Coordination Services	Offers services such as access to showers, toilets & laundry facilities; learning centre and outreach services and a men's refuge.	(02) 4228 8140 St Vincent de Paul Society 16 Miller Street, Coniston
Illawarra-Shoalhaven Men's Homelessness Support Service (men over 25 years old)	Offers support for early intervention responses, crisis and transitional accommodation and skills development and training	(02) 4423 3558 St Vincent de Paul Society
Illawarra Women's Homelessness, Domestic & Family Violence Support Service	Offers support for single women, young woman, women with children and Aboriginal and Torres Strait Islander women and their families.	(02) 4229 8523 Wollongong Crisis Accommodation on Warilla Women's Refuge
CareSouth	Offers support for 12 to 24-year-olds at risk of homelessness with education, employment, income and living skills and temporary accommodation.	1300 554 260 2 Matilda Way, Berkeley caresouth.org.au
Link 2 Home (for young people)	Offers support for people under the age of 25 including young parents, Aboriginal and Torres Strait Islander people and people who identify as LGBTQIA+.	1800 152 152 24-hour phone service
Lighthouse Youth Housing (for 18 to 24-year-olds)	Offers semi-independent supported accommodation for homeless young people and assistance in developing independent living skills.	(02) 4229 9744 1 Railway Station, Wollongong Monday to Wednesday 9am - 3pm Thursday & Friday 9am - 5pm
Orange Sky	Laundry and dryer service available to anyone.	At Wollongong Lighthouse 4.30-7pm, Thursdays. orangesky.org.au
Supported Accommodation & Homelessness Services Shoalhaven Illawarra (SASSHI)	Offers support for homelessness, domestic & family violence, women's services, outreach services, corrective services, mental health, case management, transitional housing and crisis accommodation	(02) 4229 8523 Level 1, 63a Market Street, Wollongong Monday - Friday, 9am - 5pm

Services	Support offered	Contact
Southern Youth & Family Services (SYFS)	SYSF runs a support program called Community Health for Adolescents In Need (CHAIN). This offers showers, health and sexual health support, outreach services and education support for 12-24-year-olds.	(02) 4221 7701 syfs.org.au
The Housing Trust	Provides long term and temporary community housing, housing for people with mental illness and youth, Aboriginal and refugee housing	(02) 4254 1166 Level 7, 5 Bridge Street, Coniston Monday - Friday 9am - 5pm housingtrust.org.au
Supported Accommodation & Homelessness Services Shoalhaven Illawarra (SAHSI)	SAHSSI is a not-for-profit Specialist Homelessness Service supporting vulnerable women and families in Illawarra and Shoalhaven region. They operate women refuge centres in Wollongong and Warilla	(02) 4229 8523 Address: Level 1, 63 Market Street, Wollongong sahssi.org.au
Wollongong Emergency Family Housing	Registered non-for-profit charity that supports families and individual who are homeless or at risk of homelessness to either sustain their existing accommodation or attain and keep new tenancies through a combination of early intervention, case management, referral, advocacy and information	(02) 4228 0955 Address: 75-79 Keira Street, Wollongong wefh.org.au

Food Relief

Service	Support offered	Contact
Food Fairness Illawarra	Low cost and free meals. This local directory is regularly updated and please refer to their link provided for updated venues and information. Contact individual services relevant to you.	foodfairnessillawarra.org.au Directory: https://foodfairnessillawarra.org.au/wp-content/uploads/2020/09/Low-Cost-Free-Meal-Directory-COVID-19-v-8.pdf
Green Connect	Provides either a food or care package	(02) 4243 1537 https://green-connect.com.au/fair-food/
FoodBank	Foodbank works with partnership with charities and schools to help distribute food to the community. If you need food assistance, please call them and they can help you find a charity in your area that can support you.	(02) 9756 3099 foodbank.org.au
Emergency Food and Care Support Grants	Wollongong City Council is providing one-off funding grants to local not-for-profit organisations that provide emergency food and care packages to people experiencing hardship due to COVID-19. The first round of emergency food and care support grants close Wednesday 25 August 2021, and the second round of funding opens Monday 11 October 2021.	For more information or how to apply for a grant, visit Council's website. www.wollongong.nsw.gov.au

Support for Specific Groups of Individuals

Multicultural Services

Translated resources available at the following:

[Department of Health - Translated Resources](#)

[NSW Health - Multilingual resource list](#)

[NSW Multicultural Health Communication Service - Coronavirus in-language resources](#)

Service	Support offered	Contact
Illawarra Multicultural Services (IMS)	Referral service that provides information and services to Culturally and Linguistically diverse population of Illawarra in relation to settling in Australia, childhood and refugee intervention, offshore refugee applicants, Start Strong Pathway which supports the educational development of minors under 5 years old and accredited NDIS disability support for migrants.	(02) 4229 6855 Address: Level 1, 67-69 Market Street, Wollongong NSW 2500 ims.org.au/covid-19-multilingual-resources
Multicultural Communities Council of Illawarra Inc	Non-profit organisation that provides a variety of services targeted towards seniors from Culturally and Linguistically Diverse background. This including home care packages, home, shopping, transport and meal assistance, aged care services and community programs/activities.	(02) 4229 7566 Address: 117 Corrimal Street, Wollongong NSW 2500 mcci.org.au
Multicultural Health Illawarra Shoalhaven Local Health District	Community health service that provides assistance to Culturally and Linguistically Diverse people and refugees whom are in need of information or healthcare through a culturally sensitive and multilingual platform. Languages supported: Arabic, Macedonian, Greek, Italian, Spanish, Hindi, French, Marathi.	(02) 4221 6770 islh.health.nsw.gov.au/services-clinics/multicultural-health
SBS Australia	COVID-19 information videos in over 60 languages. SBS also runs live streams for daily COVID-19 updates at 11am Daily.	sbs.com.au/language/coronavirus Live Streams Arabic: facebook.com/sbsarabic24 Vietnamese: facebook.com/SBSVietnamese Mandarin: facebook.com/sbschinese Assyrian: facebook.com/SBSAssyrian Khmer: facebook.com/SBSKhmer Cantonese: facebook.com/SBSCantonese
Illawarra Health Care Interpreter Service	Provides interpreting services to NSW public health system 24 hours a day, 7 days a week.	1800 247 272 Address: Port Kembla Hospital

Service	Support offered	Contact
	Interpreters are available for over 120 languages including Australian Sign Language (Auslan) services are provided face to face, over the phone or by video. Health professionals or should book interpreters as far in advance as possible	89-91 Cowper Street, Warrawong Opening Hours: Illawarra - 8:30am – 5:00pm
Transcultural Mental Health Centre - Mental Health Line	A service that works closely with health professionals and communities across NSW to support positive mental health for people from Culturally and Linguistically Diverse communities (CALD)	1800 011 511 dhi.health.nsw.gov.au/transcultural-mental-health-centre
Mental Health In Multicultural Australia (MHiMA)	The organisation's website offers information for a range of audiences ('consumers, carers, family members', 'community organisations', 'health practitioners' and 'agency leaders and managers'). For the general public a terrific lot of information about mental health has been translated into a myriad of community languages (including Amharic, Arabic, Assyrian, Simplified Chinese, Croatian, Dari, Dinka, English, Farsi, Greek, Italian, Khmer, Korean, Krio, Macedonian, Polish, Russian, Serbian, Spanish, Swahili, Traditional Chinese, Turkish, Vietnamese).	http://www.mhima.org.au/

Family and Children

Service	Support offered	Contact
Parent Line NSW	If you need some help or support or just want to talk through a parenting issue, our counsellors are here for you. Parent Line counsellors provide confidential and non-judgemental advice and support for parents, carers or professionals living in NSW, seven days a week.	Phone Counselling: 1300 1300 52 Weekdays: 9am - 9pm Weekends: 4pm – 9pm Counselling Via Email Use online form at website. parentline.org.au
Services NSW - "Having a Baby"	This guide includes information on payments and parental leave, as well as the things you'll need to do after the birth of your baby.	service.nsw.gov.au/guide/having-baby
NSW Government - Education	This website provides the latest information about COVID-19, and requirement in the schools in greater Sydney and throughout NSW	education.nsw.gov.au/covid-19
Panda	Support for women, men and families affected by anxiety and depression during pregnancy and in the first year of parenthood.	1300 726 306 https://www.panda.org.au
Griefline	Free telephone counselling, online forums and resources for people experiencing grief and loss.	1300 845 745 6am to midnight daily

LGBTQI

Service	Support offered	Contact
LGBTQI+ Resource Hub	LGBTQI+ youth suicide rates are up to five times higher than that of their peers. That's why R U OK? is sharing resources and real LGBTQI+ stories to inspire people to ask, "Are you OK?"	https://www.ruok.org.au/lgbti-resources
QLife	QLife is Australia's first nationally oriented counselling and referral service for people who are lesbian, gay, bisexual, trans/transgender, intersex and/or queer (LGTBQI+). QLife provides nation-wide, early intervention, peer-supported telephone and web-based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences.	https://qlife.org.au/ 1800 184 527 3pm to midnight
LGBTQI+ Health Australia	Supporting healthy lesbian, gay, bisexual, trans/transgender, intersex, queer and other sexuality, gender, and bodily diverse people and communities throughout Australia and the world, free from stigma and discrimination.	https://www.lgbtiqhealth.org.au/
ReachOut	Help with tough times for 14-25 year old and their parents	https://au.reachout.com/collections/coping-during-coronavirus
ACON	Australia's largest HIV organisation to promote HIV prevention strategies among gapy, bisexual and queer men. Provides support in the areas of sexual health, domestic violence, mental health, ageing, alcohol and drugs, safety and inclusion, HIV prevention and support	https://www.acon.org.au/
Illawarra Rainbow Community	Welcomes those who identify as any part of LGTBQIA+ and allies. A safe space for the whole community to be themselves to share, meet new friends, and learn from each other	https://www.facebook.com/groups/443569846438096/
Rainbow Families of the Illawarra	The Rainbow Families of the Illawarra social group is open to all LGBTQI+ parents and their kids. The catch ups take place in different places throughout the Illawarra area monthly. The catch ups are a great place to meet other LGBTQI+ parents/carers and their children.	https://www.rainbowfamilies.com.au/illawarra_rainbow_families_social_group https://www.facebook.com/rainbowfamiliesAU/

Disability and Aged Care Services

Wollongong City Council has the following services available:

Community Transport Wollongong - Shellharbour (CTWS) assists older people, people who are transport disadvantaged and their carers, who have trouble accessing private and public transport.

For older people you can call My Aged Care for free on 1800 200 422 to register for our services.

During COVID-19 we are prioritising individuals who require transport to essential services, primarily medical appointments and grocery shopping.

CTWS is an essential service, and during COVID-19 lockdown this service runs at a reduced capacity to maintain public health and safety for both our clients and our volunteers. However, CTWS will endeavour to assist you.

If you are under 65 years of age and transport disadvantaged, you may call Community Transport direct to speak with our staff to discuss your situation and the eligibility criteria for the Community Transport Project (CTP).

You can contact CTWS on 1300 987 422 or visit the website: ctws.com.au

Social Support Services (SSS)

NOTE: There are limited services provided during lockdown situations. Primary services revolve around essential needs such as groceries, and welfare checks over the phone.

- **Individual Support**
Provide one-on-one support through home visits for chat or a cup of tea, or sharing a hobby, like knitting or playing cards. Other activities can include taking someone out in the community for a walk, to the shops, a movie, or a café for a coffee and cake. Volunteers are individually matched to people for activities and in-home support.
- **Social Group Support**
Help organise social group activities, set up the space, assist in the kitchen to make a meal, socialise and chat with the people at our social group events.
- **Flexible respite:** respite for carers is available to eligible carers.

You can contact Social Support directly at 4227 7888.

Other services:

Service	Support offered	Contact
National Disability Insurance Service (NDIS)	The NDIS can provide all people with disability, information and connections to services in their communities such as doctors, sporting clubs, support groups, libraries and schools, as well as information about what support is provided by each state and territory government. For any specific COVID-19 queries speak to your NDIS provider.	ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response

Service	Support offered	Contact
Illawarra Multicultural Services (IMS)	IMS is an accredited NDIS provider. The Support Coordination program aims at client who have been approved for NDIS funding in making sure services needed are meeting client expectations and needs.	Ph: (02) 4229 6855 Address: Level 1, 67-69 Market Street Wollongong NSW 2500 ims.org.au/our-programs/national-disability-insurance-scheme-ndis/
Multicultural Disability Advocacy Association of NSW	MDAA aims to promote, protect, and secure the rights and interests of people with disability, with particular focus on Culturally and linguistically Devers – CALD/ NESB (Non-English-Speaking Background) there is no age limited and clients do not need to be on Disability Support Pension to be eligible for their services. They offer services in Wollongong too. Please call their main number.	1800 629 072 mdaa.org.au
Commonwealth Home Support Program (CHSP) – MyAgedCare	The CHSP provides entry-level support for older people who need some help to stay at home. Service providers work with them to maintain their independence. Support can include help with daily tasks, home modifications, transport, social support, and nursing care. To be registered for any of the services you need to contact MyAgedCare to be assessed and referred to the appropriate service.	1800 200 422 myagedcare.gov.au
Illawarra Shoalhaven Local District (ISLHD) - Carer Program	The ISLHD Carer Program helps our health service cater to the needs of carers by providing better access to information, services, and support. Emergency respite – assistance in looking after the person cared for should the Carer become ill or injured.	https://www.islhd.health.nsw.gov.au/services-clinics/carers-program
Illawarra Women's Health Centre	During COVID-19 the centre remains open, and clients can be assisted by calling and making an appointment To assist women through COVID-19 lockdown the centre is providing variety of online services and activities by connecting with other women through Zoom. If you need assistance on how to connect with Zoom contact centre via email info@womenshealthcentre.com.au or mobile 0419209175.	(02) 4255 6800 womenshealthcentre.com.au info@womenshealthcentre.com.au Counsellor: 1800 825 544 Or their Facebook page facebook.com/womenshealthcentre

Service	Support offered	Contact
Illawarra Taxi Network (ITN)	<p>ITN is an approved service provider for National Disability Insurance Scheme, Department of Veteran Affairs and Department of Education (kids with special needs and behaviour issues) clients.</p> <p>They also provide individualised services for the pickup/delivery of:</p> <ul style="list-style-type: none"> - Parcels - Medication - Food 	<p>(02) 4254 2111</p> <p>illawarrataxinetwork.com.au</p>

Aboriginal and Torres Strait Islander

For more information about local Aboriginal history and culture, including Traditional Custodian Groups, knowledge holders and local Language, please call the Council's Aboriginal Community Development Officer on (02) 4227 7111.

Please note that due to COVID-19 restrictions some of the organisations may work remotely (over the phone) and not seeing face-to-face clients.

Other services:

Service	Support offered	Contact
Coomaditchie United Aboriginal Corporation	Work to improve the social and well-being of Aboriginal people, particularly those in crisis, by assisting with the relief of poverty, sickness, suffering, distress, misfortune, destitution and helplessness through the provision of appropriate welfare services to members of the Aboriginal community. Number of community projects are run from their community hall and can be contacted.	(02) 4274 7477 Coomaditchie@gmail.com coomaditchie.org.au
Illawarra Aboriginal Corporation (IAC)	IAC is an Aboriginal community-controlled not-for-profit organisation that is committed to meeting the social, cultural and economic needs of the aboriginal people in Illawarra. Provides range of services from different venues, including Cultural Services, Housing and Homelessness, Aged & Disability and Training and Employment.	Main Office: (02) 4211 0601 102 Auburn Street, Wollongong. Cultural Centre: (02) 4228 1585 22 Kenny Street, Wollongong iac.org.au
Illawarra Aboriginal Medical Service	The Illawarra Aboriginal Medical Service Aboriginal Corporation has many services available to its clients – both medically and community focused.	(02) 4229 9495 150 Church Street, Wollongong illawarraams.com.au
Illawarra Local Aboriginal Land Council	The Illawarra Local Aboriginal Land Council aims to improve, protect and foster the best interests of all Aboriginal persons within the Council area.	(02) 4226 3338 3 Ellen Street, Wollongong ceo@ilalc.org.au ilalc.org.au
Wollongong Northern Districts Aboriginal Community	Community support group	Catherine Moyle 0415 566 898
Woolyungah Indigenous Centre, University of Wollongong (UOW)	Woolyungah Indigenous Centre (WIC) is committed to increasing the participation and engagement of Aboriginal and Torres Strait Islander people at the University of Wollongong. They provide programs, services and facilities that encourage and support Indigenous Australians from entry to University, through to successful completion.	(02) 4221 3776 Building 30, Northfields Avenue, Keiraville wic-enquiries@uow.edu.au uow.edu.au/wic

Youth and Students

Study Australia

- COVID-19 vaccines available for international students, over 18, studying in Australia
<https://www.studyinaustralia.gov.au/news/covid-19-vaccine-available-for-international-students-studying-in-australia>

Study NSW

- There are multiple services provided by Study NSW to assist international students in Sydney and NSW.
[COVID-19 Help Hub for international students - Study NSW](#)

Wollongong City Council

- The Frog - Wollongong Youth Services Directory is for young people, parents, and anyone who works with young people in the Wollongong area with information and contacts such as: accommodation, activities, youth centres and other services.
<https://wollongong.nsw.gov.au/my-community/community-support/young-people/the-frog-directory>

You can also contact the Youth Services team for further information or enquiries.

(02) 4227 8222

youthservices@wollongong.nsw.gov.au

Wollongong City Libraries

- Studiosity – free, 24/7 online tutoring service for students from Year 3 to Year 12 which provides:
 - on-demand homework and study help from qualified teachers, professional tutors and university specialists.
 - Online chat to ask questions any time you're stuck or need extra help
 - The ability to send your assignment through for feedback before you hand it in
 - Help with online searches and finding good study resources.
 - You can also use Studiosity for help with your CV, job application and interview tips, speech writing and public speaking.
- **LinkedIn Learning** - LinkedIn Learning is an online education platform with over 17,000 video-based courses in seven different languages. Courses are presented by industry experts from areas including business, design, IT, marketing, web design, photography and more.
- **Mango Languages** - Mango is an online learning system that lets you pick from more than 70 world languages. Courses are self-paced and can be adapted to your own learning style. There are also flexible options for people who want to learn a new language for education, business, travel or leisure.
- **Road to IELTS** - Road to IELTS is an online International English Language Test System. It can be used to prepare for English language exams, or just to improve your skills.

Other services:

Service	Support offered	Contact
FoodBank	Free food hampers for international students.	foodbank.org.au
Kids HelpLine	It is Australia's only free, confidential 24/7 online through a WebChat, phone counselling (even from a mobile) and email service for young people aged 5 to 25	1800 551 800 (24 hours, every day) kidshelpline.com.au
Youth Beyond Blue-Brave Program	Cognitive behaviour therapy program to help young people aged 8 – 17 with anxiety	brave4you.psy.uq.edu.au
Beyond Blue	Coronavirus Mental Wellbeing Support. Providing phone and webchat online counselling support and resources how to cope during the pandemic	1800 512 348 coronavirus.beyondblue.org.au
Headspace – Youth Mental Health Service	Counselling and support services are provided to young people and their families going through tough time	(02) 4220 7660 7 Atchison St, Wollongong Weekdays: 8:45am - 5:00pm headspace.org.au
Illawarra Multicultural Services (IMS)	IMS is running programs for young people and if you feel more comfortable speaking to their staff, you can contact them directly or through their website	ims.org.au/our-programs/targeted-early-intervention-program-tei/

Financial and Legal Support

- The Australian Government is providing financial assistance to support Australians through COVID-19. This assistance includes income support payments, payments to support households and temporary early releases of superannuation.

For more information go to the following:

- The Treasury
treasury.gov.au/coronavirus/household
- Australian Taxation Office
ato.gov.au/General/COVID-19/Support-for-individuals-and-employees/
- Services Australia
servicesaustralia.gov.au/individuals/news/more-financial-support-people-affected-coronavirus

Other support services:

Service	Support offered	Contact
COVID Disaster Payments	This is a lump-sum payment for eligible people who lost work and income due to a New South Wales COVID-19 public health order.	servicesaustralia.gov.au/individuals/services/centrelink/covid-19-disaster-payment
Job Seeker	Fortnightly Supplement payment of up to \$850 depending on eligibility and personal circumstances. Only applies to individuals who are over 22 years of age to retirement age, while also being unemployed and receiving no other payment schemes from the Australian Government.	servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment
Pandemic Leave Disaster Payment	Support if you live in New South Wales and can't earn an income because you must self-isolate or quarantine, or are caring for someone with COVID-19.	servicesaustralia.gov.au/individuals/services/centrelink/pandemic-leave-disaster-payment-new-south-wales
Banks	Many banks are providing different levels of support during the COVID-19 pandemic, you can find what support they offer directly from your Bank, or through the Australian Banking Association.	ausbanking.org.au/assistance/
Residential Tenancy Support Package	New temporary measures will support both tenants and landlords to prevent financially impacted residential tenants from being evicted and to assist landlords who agree to renegotiate rent.	fairtrading.nsw.gov.au/resource-library/publications/coronavirus-covid-19/property/moratorium
Phone and Internet discounts	Some telecommunications providers are offering discounts or financial assistance for bills. Please check with your provider for a full list of assistance offerings.	Telstra Optus
Financial counselling	Several financial counselling services offer support year-round and provide support to affected workers, businesses and the broader community.	National Debt Helpline 1800 007 007 ndh.org.au

Service	Support offered	Contact
	Financial counselling is a free and confidential service offered by community organisations, legal centres and some government agencies.	MoneySmart moneysmart.gov.au/covid-19 Financial Counselling – Illawarra Legal Centre https://illawarralegalcentre.org.au/financial-counselling/
Wesley Financial Counselling	Wesley Financial Counselling services provide free, independent and confidential counselling to assist people experiencing financial difficulty. Our counsellors work with clients to help them manage and break the cycle of debt and take control of their finances.	2/269 Crown Street, Wollongong 1300 827 638 wesleymission.org.au
Anglicare Australia	Anglicare provides a variety of financial assistance, including household bills, financial counselling, rent assistance, No-Interest Loans Scheme, etc.	anglicare.org.au/what-we-offer/food-and-financial-assistance/help-with-money
Mission Australia	Mission Australia's nationwide services help people find safe and affordable housing, support disadvantaged children and families, empower troubled young people, assist people with mental illness and disability, and much more.	88 Swan Street, Wollongong 0439353774 missionaustralia.com.au/services?view=service&id=1384catid=190
Illawarra Multicultural Services (IMS)	IMS may assist with household bill payments.	(02) 4229 6855 Address: Level 1, 67-69 Market Street, Wollongong

Pets

Since being stuck at home, many people are turning to support our four legged and wiggled friends without a home by adopting an animal. Having an animal in the home can bring some new life to the home as well as new love.

Service	Support offered	Contact
RSPCA Unanderra	Visiting services are closed, however staff can be contacted during normal business hours, and adoptions can be organised online. RSPCA also provides contactless delivery of the adopted animals.	(02) 4271 3410 Tuesday to Sunday 9am - 3:30pm rspcansw.org.au
Animal Welfare League NSW	Provides animal adoption and re-homing services for free. Note: Adoptions are closed during lockdown	0498 200 709 awlillararra@awlsw.com.au awlsw.com.au

Visa Holders

Department of Home Affairs

Information is regular updated in relation to COVID-19 for any Visas that may be affected during the individuals stay in Australia and if there are any support services available.

For more information refer to the following website:

covid19.homeaffairs.gov.au

Fair Work Commission

Information for workers who are migrants or visa holders, including your rights in the workplace, Visa protections during COVID-19, etc.

<https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>