



Pat Conroy MP

Shortland Community Services Directory

Welcome!

I am pleased to be able to bring you to my Shortland Directory - a handy guide to services in our community.

There are many valuable services available, so I have put together this Booklet to bring together essential services in our electorate in one handy place and I hope you find this information useful.

If you know of a service which would be useful to add to the Directory please let me know. I also have a range of information kits for families, seniors, young people and businesses available from my office.

As always, I'm available to support you with any issues or concerns, so please don't hesitate to contact my team if I can be of any assistance.

- Phone me on [\(02\) 4947 9546](tel:0249479546)
- Email me at pat.conroy.mp@aph.gov.au
- Or visit our office in business hours at **1A/571 Pacific Hwy, Belmont NSW 2280.**



Pat Conroy MP Federal Member for Shortland

IMPORTANT

Contact details, hours and services change frequently. Always verify directly with service providers before visiting or referring clients. Inclusion does not constitute endorsement. Please notify Pat Conroy's office of any errors so this directory can be kept current.

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1. EMERGENCY & CRISIS SERVICES

In a life-threatening emergency, always call 000. The services below provide 24/7 or after-hours crisis support.

Emergency & Crisis Lines

Emergency - Police, Fire, Ambulance

Phone	000
Hours	24/7
Notes / Services	All life-threatening emergencies

Police Assistance Line (non-emergency)

Phone	131 444
Website	www.police.nsw.gov.au
Hours	24/7
Notes / Services	Non-urgent police matters

Crimestoppers

Phone	1800 333 000
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Lake Macquarie Police District – Belmont

Address	2–6 Herbert St, Belmont NSW 2280
Phone	02 4922 8799
Website	www.police.nsw.gov.au
Hours	8.00am–4:30pm

Tuggerah Lakes Police District

Wyong Police Station

Address	22 Hely Street, Wyong NSW 2259
Phone	02 4356 6099
Website	www.police.nsw.gov.au
Hours	24 Hours

Toukley Police Station

Address	271/273 Main Rd, Toukley NSW 2263
Phone	02 4390 1299
Website	www.police.nsw.gov.au
Hours	24 Hours

The Entrance Police Station

Address	14 Denning St, The Entrance NSW 2261
Phone	02 4333 2999
Website	www.police.nsw.gov.au
Hours	24 Hours

NSW Mental Health Line

Phone	1800 011 511
Website	www.health.nsw.gov.au/mentalhealth
Hours	24/7 free call
Notes / Services	Professional help, advice & referral to local mental health services

Lifeline

Phone	13 11 14
Website	www.lifeline.org.au
Hours	24/7
Notes / Services	Crisis support and suicide prevention. Text: 0477 13 11 14

Beyond Blue

Phone	1300 22 4636
Website	www.beyondblue.org.au
Hours	24/7
Notes / Services	Anxiety, depression and mental health support

Kids Helpline

Phone	1800 551 800
Website	www.kidshelpline.com.au
Hours	24/7
Notes / Services	Free counselling for children and young people 5–25 years

1800RESPECT

Phone	1800 737 732
Website	www.1800respect.org.au
Hours	24/7
Notes / Services	Domestic, family and sexual violence counselling and referral

Suicide Call Back Service

Phone	1300 659 467
Website	www.suicidecallbackservice.org.au
Hours	24/7
Notes / Services	Free counselling for people at risk of suicide and their carers

2. HEALTH SERVICES

Hospitals

Belmont Hospital (Public)

Address	16 Croudace Bay Rd, Belmont NSW 2280
Phone	02 4923 2000
Website	www.nsw.gov.au – Belmont Hospital service directory
Hours	Emergency 24/7; outpatient clinics by referral
Notes / Services	Emergency dept, general medicine, surgery, stroke, coronary care, drug & alcohol unit (Lakeview), obstetrics, rehabilitation, geriatric assessment, radiology, pathology. No mental health inpatient - refer to Mater Hospital.

John Hunter Hospital (Public)

Address	Lookout Road, New Lambton Heights NSW 2305
Phone	02 4921 3000
Website	www.nsw.gov.au – John Hunter Hospital service directory
Hours	Emergency 24/7; outpatient clinics by referral
Notes / Services	Major trauma centre. Virtual care (telehealth) available. Referrals required.

Calvary Mater Newcastle (Public)

Address	Edith St, Waratah NSW 2298
Phone	02 4921 1211
Website	www.calvarycare.org.au
Hours	Emergency 24/7; outpatient clinics by referral

Notes / Services	24/7 Emergency Department, ICU, palliative care, acute adult mental health unit.
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Urgent Care Clinics

For non-life-threatening illnesses and injuries requiring same-day medical attention. Most operate 7 days a week with extended hours.

Charlestown Medicare Urgent Care Clinic

Address	316 Charlestown Rd, Charlestown NSW 2290
Phone	02 4915 1245
Website	www.urgentcarenetworkaustralia.com.au – Charlestown
Hours	8.00am–10.00pm daily

Lake Haven Urgent Care Clinic

Address	Shop 127, Lake Haven Shopping Centre, Lake Haven NSW 2263
Phone	02 4393 0033
Website	www.coastallakesmedicalpractice.com.au/urgent-care-clinic
Hours	Monday to Friday: 8.00am–10.00pm (phones from 8:30am–5.00pm); Saturday and Sunday: 9.00am–7.00pm

After-Hours Health Care

1800MEDICARE

Phone	1800 633 422
Website	www.1800medicare.gov.au
Hours	24/7
Notes / Services	Free nationwide health advice helpline. Registered nurses assess symptoms and direct you to appropriate care - self-care, GP, pharmacy, or Medicare Urgent Care Clinic.

GP Access After Hours – Belmont Clinic

Address	16 Croudace Bay Rd, Belmont NSW 2280 (at Belmont Hospital)
Phone	1300 130 147
Website	hunterprimarycare.com.au/gp-access-after-hours
Hours	Monday to Friday: 6.00pm–10.00pm; Saturday and Sunday: 8.00am–10.00pm
Notes / Services	Bulk billing available with conditions. No appointment needed. Run by Hunter Primary Care.

GP After Hours Phone Advice

Phone	02 4926 0500
Website	hunterprimarycare.com.au/gp-access-after-hours
Hours	Weeknights: 5:30pm–8:00am next day; Saturday: 12.00pm–8:00am Monday; Public Holidays: 24 hours
Notes / Services	Telephone advice; directs to nearest after-hours clinic.

healthdirect - Health Advice Line

Phone	1800 022 222
Website	www.healthdirect.gov.au
Hours	24/7 free call
Notes / Services	Registered nurses provide free health advice around the clock.

Community Health

Hunter New England LHD – Community Health

Address	Lake Macquarie / Hunter region
Phone	1300 300 100

Website	www.hnehealth.nsw.gov.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Community nursing, allied health and chronic disease management programs.

ConnectAbility Australia – Disability & Allied Health

Address	Lake Macquarie
Phone	02 4962 1000
Email	contact@connectabilityaus.org.au
Website	www.connectability.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Specialised disability support services. NDIS registered provider.

Alcohol & Other Drugs Intake (Hunter New England LHD)

Phone	1800 809 423
Website	www.hnehealth.nsw.gov.au
Hours	24/7 free call
Notes / Services	Enquiries or to make an appointment for AOD assessment and treatment services.

Mental Health Carers NSW

Phone	1800 888 070
Website	www.mentalhealthcarersnsw.org
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Support and information for carers of people with a mental illness.

Awabakal Medical Service

Address	52 Pendlebury Rd, Cardiff, NSW 2285
Phone	1800 888 070
Website	www.mentalhealthcarersnsw.org
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	General health and wellbeing as well as specialist services e.g.: Podiatrist, Cardiologist, etc. Early Learning & Education. Pre- and post-natal pregnancy care, immunisations. Mental Health with a team made up of Psychologists, Psychiatrist, Peer Navigators, Family Wellbeing Workers. Help with Housing, Dental Service and Aged Care Service.

3. COMMUNITY SUPPORT & NEIGHBOURHOOD CENTRES

Local hubs providing information, referral, programs and social connection.

Neighbourhood & Community Centres

Belmont Neighbourhood Centre

Address	359 Pacific Hwy, Belmont North NSW 2280
Phone	02 4947 0031
Email	info@bnc.asn.au
Website	www.bnc.asn.au
Hours	Monday to Friday: 9.00am–3.00pm
Notes / Services	Men's Shed, Habitat in Harmony Community Garden, PlayStation Toy Library, hall hire, counselling, parenting programs, children's and teen groups, OzHarvest (Wednesday and Friday), NILS no-interest loans, Justice of the Peace, exercise classes, book exchange, Lifeline face-to-face counselling (Mondays).

Swansea Community Cottage

Address	228–234 Pacific Hwy, Swansea NSW 2281
Phone	02 4971 1229
Email	manager@swanseacc.com.au
Website	www.swanseacommunitycottage.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Information & referral, emergency relief vouchers, EAPA utility vouchers (St Vincents Wednesdays - pre-arrange), OzHarvest & food hampers, tax help, Justice of the Peace, art/craft classes, family playgroup (0–6 yrs), youth drop-in, OOSH & vacation care, Women in Recovery, Landcare support.

Eastlakes Family Support Service (EFSS)

Address	14 Hickory Rd, Gateshead NSW 2290
Phone	02 4943 9255
Website	www.efss.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Free, confidential counselling and parenting strategies for families with dependent children. Also, financial counselling and DV support.

CALM – Community Activities Lake Macquarie

Address	1/6 Leo Lewis Close, Toronto NSW 2283
Phone	02 4950 3888
Email	admin@calm.org.au; Family: calmfamilysupport@calm.org.au; Youth: youthsupport@calm.org.au
Website	www.calm.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Family support, school chaplaincy, wellbeing programs and youth services across Lake Macquarie.

The Place Charlestown

Address	Cnr Frederick & Pearson St, Charlestown NSW 2290
Phone	02 4032 5500
Website	https://www.theplacecharlestown.org.au/
Hours	See venue
Notes / Services	Community hub providing programs, activities and room hire for all ages.

Men's Sheds

Social connection, practical activities and projects for men. Affiliated with the Australian Men's Shed Association.

Swansea & District Community Men's Shed

Address	Swansea area
Phone	02 4032 5500
Website	www.mensshed.org.au

Belmont Men's Shed (at Belmont Neighbourhood Centre)

Address	359 Pacific Hwy, Belmont North NSW 2280
Phone	02 4947 0031
Email	info@bnc.asn.au
Website	www.bnc.asn.au

Cardiff/Edgeworth Men's Shed

Address	Units 8 & 9/17 Aluminium Cl, Edgeworth NSW 2285
Phone	0491 151 902
Email	info@cdms-nsw.org
Website	http://cdms-nsw.org/
Hours	Tuesday and Thursdays 9.00am–3:30 pm

Manno Men's Shed

Address	Warwick Avenue, Mannering Park, Central Coast Council Mannering Park, New South Wales 2259
Phone	0415 138 337

Website	https://mensshed.org/sheds/manno-mens-shed/
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Redhead Men's Shed

Address	1 Geraldton Drive Redhead, NSW 2290
Phone	02 4942 6973
Website	www.redheadmensshed.com.au

San Remo Men's Shed

Address	28 Brava Avenue San Remo, NSW 2262
Phone	02 4390 0070
Website	https://mensshed.org/sheds/san-remo-community-mens-shed/

Windale Men's Shed

Address	2C Lake Street, Windale, NSW 2306
Phone	02 4948 5830
Email	windaleshed@gmail.com
Website	www.windalemensshed.org.au

4. FOOD, EMERGENCY RELIEF & MATERIAL AID

Food assistance, emergency vouchers and material support for residents in need.

Food & Emergency Relief

Belmont Neighbourhood Centre – OzHarvest & Emergency Relief

Address	359 Pacific Hwy, Belmont North NSW 2280
Phone	02 4947 0031
Email	info@bnc.asn.au
Website	www.bnc.asn.au
Hours	OzHarvest: Wednesday and Friday (call 9.00am–11.00am for Friday food pack bookings)
Notes / Services	OzHarvest food rescue packages. Emergency relief referrals. NILS no-interest loans.

Swansea Community Cottage – OzHarvest & Food Hampers

Address	228–234 Pacific Hwy, Swansea NSW 2281
Phone	02 4971 1229
Email	manager@swanseacc.com.au
Website	www.swanseacommunitycottage.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	OzHarvest food rescue and food hampers. EAPA energy assistance vouchers via St Vincents (Wednesdays, pre-arranged). Emergency relief vouchers.

Survivors R Us

Address	57 Pendlebury Rd, Cardiff NSW 2285
Phone	02 4953 7108
Website	sru.org.au
Hours	Monday to Friday: 9.00am–4.00pm; Saturday: 9.00am–12.00pm; Sunday: Closed
Notes / Services	Not-for-profit supporting victims of domestic violence, homelessness and unemployment. Free professional counselling, crisis support, discount food warehouse, op-shop, community gardens and regular free meals for anyone facing hardship.

Eastlakes Salvation Army

Address	360 Pacific Hwy, Belmont North NSW 2280
Phone	02 4945 1912
Website	www.salvationarmy.org.au/eastlakes
Hours	Monday to Wednesday: 9.00am–2:30pm; Thursday to Saturday: Closed; Sunday: 9.00am–11:30am
Notes / Services	Free community pantry, affordable community café, on-site social worker, children's play area, referral services, energy and bill relief support.

Gateway Community

Address	Cnr Lakeview Pde & Karoburra St, Pelican NSW 2281
Phone	0408 951 155
Website	www.gatewaycarehunter.au
Hours	Tuesday: 11.00am–4.00pm; Wednesday: 1.00pm–4.00pm
Notes / Services	Free food including fresh bread, fruit and vegetables.

PCYC Lake St Windale

Hours	Monday: 12.00pm free lunch; Monday to Friday 10.00am – SecondBite food program; Monday and Wednesday 2.00pm – OzHarvest food hampers (gold coin donation)
Notes / Services	SecondBite distributes rescued food to charities providing food relief as hampers, pre-prepared meals and community pantries.

Our Community Place

Address	2B Lake St, Windale NSW 2306
Phone	02 4062 0338
Hours	Monday – contact for collection time
Notes / Services	Free Food Share Hampers. Registration required.

Merrigum Centre / Merrigum Friendship Centre

Address	Cnr Merrigum St & Balemo Cres, Windale
Phone	0492 429 749 / 02 4945 0575
Website	elm-anglican.au
Hours	Wednesday: 9.00am–12.00pm (OzHarvest food); Wednesday mornings: 9.00am–11.00am (Friendship Centre)
Notes / Services	OzHarvest food rescue. Friendship Centre offers coffee and chat run by church volunteers. Emergency food relief available.

BaptistCare HopeStreet

Address	Shop 1, 24 South St, Windale NSW 2306
Phone	02 4032 4810
Website	baptistcare.org.au/hopastreet/locations/windale
Hours	Monday to Friday: 9:30am–2.00pm

Notes / Services	Low-cost food shop including SecondBite. Foodbank items on Wednesday only. Casework support: 4032 4810. Chaplaincy: 0466 340 023. Community space.
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Manna House, Macquarie Care

Address	Cnr Macquarie & Wentworth Rds, Cardiff NSW 2285
Phone	02 4954 3930
Hours	Thursday: 2.00pm
Notes / Services	\$5 food hampers.

Drive Thru Food Pantry – Hope For The City

Address	290 Hillsborough Rd, Warners Bay NSW 2282
Phone	02 4947 8781
Website	hopeforthecity.org.au
Hours	First Wednesday of the month: 5.00pm–6.00pm
Notes / Services	Monthly food hamper collection. Essential items for families facing financial difficulty. Entirely free; open to anyone who self-identifies as being in need. Limit 1 registration per household.

San Remo / Northern Lakes Neighbourhood Centre

Address	1 Colongra Bay Road, Lake Munmorah NSW 2259
Phone	02 4390 7888 / 02 4393 3764
Website	hopeuc.com/au/mealsofhope
Hours	9:30am–1.00pm
Notes / Services	Emergency Relief Vouchers. Meals of Hope campus in Charmhaven offering meals and grocery hampers to families facing financial hardship.

Southlakes Incorporated – Lake Munmorah

Address	1 Colongra Bay Road, Lake Munmorah NSW 2259
Phone	1300 934 483
Website	southlakesinc.org
Hours	Contact directly to organise a hamper.
Notes / Services	Low-cost food parcels and toiletries for individuals and families experiencing disadvantage.

Southlakes Incorporated – Gwandalan

Address	Gwandalan NSW 2259
Phone	1300 934 483
Website	southlakesinc.org
Hours	Contact directly to organise a hamper.
Notes / Services	Home delivery service providing low-cost food parcels for individuals and families experiencing disadvantage.

East Lake Macquarie Anglican – Op Shops

Address	Merrigum Centre (Windale Church Hall) Tuesday, Wednesday and Saturday mornings Elma's Op Shop Belmont – Shop 1/550 Pacific Hwy, Belmont (next to Lowes). Open 9.00am – 3.00pm weekdays and 9.00am – 12.00pm Saturdays
Website	www.elm-anglican.au
Hours	See individual shops
Notes / Services	Two op shops - low-cost clothing and household goods for the community.

Salvation Army – Lake Macquarie

Phone	1300 371 288
Website	www.salvationarmy.org.au
Hours	See local centre
Notes / Services	Emergency relief, food hampers, financial assistance, Doorways program. Locate nearest centre via website.

Foodbank NSW & ACT

Phone	02 9756 3099
Website	www.foodbank.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Connects individuals through local charities and food banks. Use the website to find your nearest food pantry.

Free Community Cafe – Northern Lakes

Phone	1800 466 046
Hours	Once a month – check for dates
Notes / Services	Free community café event.

Oasis Centre Wyong

Phone	02 4353 9799
Hours	Monday to Friday: 8.00am–4.00pm
Notes / Services	Shower and laundry facilities.

University of Newcastle

Address	University of Newcastle Students Association, Callaghan Campus
Phone	02 4921 6006
Hours	Monday to Friday: 9.00am; Fridays: Free Food
Notes / Services	UNSA Free Pantry and Discounted Groceries.

5. CHILDREN, YOUTH & FAMILY SERVICES

Family Support & Domestic Violence

Eastlakes Family Support Service (EFSSS)

Address	14 Hickory Rd, Gateshead NSW 2290
Phone	02 4943 9255
Website	www.efss.org.au
Hours	Monday to Friday: 9am–5pm
Notes / Services	Free services for families with dependent children: parenting programs, individual counselling, financial counselling, DV support. Fully confidential.

Family Support Newcastle

Address	2 High St, Waratah NSW 2298
Phone	02 4926 3577
Website	https://nfss.org.au/
Hours	Monday to Friday: 9.00am – 4.00pm
Notes / Services	Safe accommodation for women and children experiencing domestic violence. Case management and housing support.

Eastlakes Women's & Children's Refuge

Address	Lake Macquarie (confidential location)
Phone	02 4950 8328
Hours	24/7 crisis line: 1800 65 64 63
Notes / Services	Safe accommodation for women and children experiencing domestic violence. Case management and housing support.

CALM – Family Services

Address	1/6 Leo Lewis Close, Toronto NSW 2283
Phone	02 4950 3855
Email	calmfamilysupport@calm.org.au
Website	www.calm.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Family support, early intervention and parenting programs across Lake Macquarie.

HIPPY Eastlakes (JobQuest)

Address	East Lake Macquarie area
Website	www.lakemac.com.au – HIPPY Eastlakes directory
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Home Interaction Program for Parents and Youngsters. For children turning 4 in Windale, Gateshead, Mt Hutton, Tingira Heights, Charlestown, Belmont and surrounds.

Swansea and Caves Beach Vacation Care

Address	Park Avenue, Caves Beach NSW 2281
Phone	02 4971 1229
Email	manager@swanseacc.com.au
Website	www.swanseacommunitycottage.org.au
Hours	School holidays
Notes / Services	Vacation care program run by Swansea Community Cottage.

Youth Services

Eastlakes Youth Centre (Swansea Cottage)

Address	228–234 Pacific Hwy, Swansea NSW 2281
Phone	02 4971 1229
Email	manager@swanseacc.com.au
Website	www.swanseacommunitycottage.org.au
Hours	See centre
Notes / Services	Drop-in youth service for young people in the area.

CALM – Youth Services

Address	1/6 Leo Lewis Close, Toronto NSW 2283
Phone	02 4950 3811
Email	youthsupport@calm.org.au
Website	www.calm.org.au/youth
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Youth development officers, community events. Priority for West Lake Macquarie but broad reach.

PCYC Lake Macquarie

Address	2b Lake St, Windale NSW 2306
Website	www.pyc.org.au
Hours	Monday to Friday: 9.00am – 7.00pm
Notes / Services	Police Citizens Youth Club. Activities for all ages, mentoring, at-risk youth support, holiday programs.

Links Youth Services

Address	28 Brava Ave, San Remo NSW 2262
Phone	02 4391 7888
Notes / Services	Youth services in San Remo area.

Phoenix Youth Support Service

Address	Gravity Youth Centre, Lakehaven Shopping Centre
Phone	02 4393 9555
Notes / Services	Youth support services.

MCT future ready

Address	Level 2, 240 - 244 Pacific Hwy, Charlestown NSW 2290
Phone	1300 232 663
Email	info@mtcfutureready.org.au
Website	https://www.mtcfutureready.org.au/locations/charlestown/
Hours	Monday-Friday: 8.30am-4.30pm
Notes / Services	Improve your English language, reading, writing, numeracy, and digital skills through the Skills for Education & Employment Program.

Indie College and School

Address	528 Hunter St Newcastle, NSW
Website	https://indieschool.edu.au/campus/newcastle/
Phone	1300 232 663
Email	info@mtcfutureready.org.au

Notes / Services	Indie College (and the associated Indie School) in Newcastle provides flexible, alternative education and nationally accredited General Education for Adults programs
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6. AGED CARE SERVICES

Support for older residents of east Lake Macquarie including assessment, home care, day programs and residential options.

Government Gateway & Assessment

My Aged Care (Federal Government)

Phone	1800 200 422
Website	www.myagedcare.gov.au
Hours	Monday to Friday: 8.00am–8.00pm; Saturday: 10.00am–2.00pm
Notes / Services	Start here for all aged care services. Assessment, referral, service finder and care plan management.

Carer Gateway

Phone	1800 422 737
Website	www.carergateway.gov.au
Hours	Monday to Friday: 8.00am–5.00pm
Notes / Services	Practical information, resources and support for carers.

Aged Care Quality & Safety Commission

Phone	1800 951 822
Website	www.agedcarequality.gov.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Complaints, feedback and information about aged care quality.

Local Residential and In-Home Care

Anglican Care – Residential and Home Care

Address	87 Toronto Rd, Booragul NSW 2284 (HQ)
Phone	1800 733 553
Email	accareenquiry@anglicancare.com.au
Website	www.anglicancare.com.au
Hours	Monday to Friday: 8:30am–4:30pm (facility direct after hours)
Notes / Services	Not-for-profit. Residential aged care, retirement living, day therapy centres and home care (HomeLife) across Hunter/Central Coast. Facilities in Booragul, Toronto, Merewether and Belmont area.

Lake Macquarie Support Services Inc

Address	30 Josephson Street, Swansea NSW 2281
Phone	02 4972 1318
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Person-centred aged care and disability in-home support. Promotes choice and independence.

Belmont Hospital – Geriatric Assessment & Nursing Home Unit

Address	16 Croudace Bay Rd, Belmont NSW 2280
Phone	02 4923 2000
Website	www.nsw.gov.au – Belmont Hospital service directory
Hours	By referral
Notes / Services	Inpatient geriatric assessment (ACAT referral via My Aged Care) and nursing home care unit.

7. DISABILITY SERVICES

NDIS and community disability supports.

NDIS & Support Services

NDIS (National Disability Insurance Scheme)

Phone	1800 800 110
Website	www.ndis.gov.au
Hours	Monday to Friday: 8.00am–7.00pm
Notes / Services	Access NDIS, manage plans, find and connect with service providers.

ConnectAbility Australia

Address	Lake Macquarie / Hunter region
Phone	02 4962 1000
Email	contact@connectabilityaus.org.au
Website	www.connectability.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	NDIS registered disability support. Independent living, community access, support coordination.

Lake Macquarie Support Services Inc

Address	30 Josephson St, Swansea NSW 2281
Phone	02 4972 1318
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Person-centred in-home disability and aged care support. NDIS participants welcome.

Disability Gateway (Federal)

Phone	1800 643 787
Website	www.disabilitygateway.gov.au
Hours	Monday to Friday: 8.00am–8.00pm; Saturday: 9.00am–7.00pm
Notes / Services	Information, referral and connections to disability services nationally.

Belmont Hospital – Rehabilitation Unit

Address	16 Croudace Bay Rd, Belmont NSW 2280
Phone	02 4923 2000
Website	www.nsw.gov.au – Belmont Hospital service directory
Hours	By GP or hospital referral
Notes / Services	Allied health and rehabilitation services - physiotherapy, OT, speech pathology, social work.

8. HOUSING & HOMELESSNESS

Support for those experiencing or at risk of homelessness in Lake Macquarie.

Housing Support & Crisis Accommodation

Link2Home

Phone	1800 152 152
Website	www.facs.nsw.gov.au – Link2Home housing
Hours	24/7 free call
Notes / Services	NSW Government homelessness information, referral and emergency accommodation service.

Centrelink / Services Australia – Housing Payments

Phone	132 850
Website	www.servicesaustralia.gov.au
Hours	Monday to Friday: 8.00am–5.00pm
Notes / Services	Rent Assistance, Crisis Payment, Advance Payments and other housing-related Centrelink support.

DCJ (Dept of Communities & Justice) – Social Housing

Phone	1800 422 322
Website	www.dcj.nsw.gov.au
Hours	Monday to Friday: 9.00am–5.00pm; Child Protection Helpline: 132 111 (24/7)
Notes / Services	Social housing applications. Child protection support. Housing appeals.

Eastlakes Women's & Children's Refuge

Address	Lake Macquarie (confidential location)
Phone	02 4950 8328
Hours	24/7 refuge line: 1800 65 64 63
Notes / Services	Crisis accommodation for women and children escaping domestic/family violence.

Salvation Army Doorways – Housing Support

Phone	1300 371 288
Website	www.salvationarmy.org.au/need-help/housing
Hours	See local centre
Notes / Services	Emergency housing assistance and support for those at risk of homelessness.

9. FINANCIAL ASSISTANCE & LEGAL AID

Help with financial hardship, no-interest loans, energy assistance and legal advice.

Financial Support

Swansea Community Cottage – Tax Help

Address	228–234 Pacific Hwy, Swansea NSW 2281
Phone	02 4971 1229
Email	manager@swanseacc.com.au
Website	www.swanseacommunitycottage.org.au
Hours	Tax season: July to October
Notes / Services	Free ATO Tax Help for eligible low-income residents - call centre for appointment.

Belmont Neighbourhood Centre – NILS No Interest Loans

Address	359 Pacific Hwy, Belmont North NSW 2280
Phone	02 4947 0031
Email	info@bnc.asn.au
Website	www.bnc.asn.au
Hours	Monday to Friday: 9.00am–3.00pm
Notes / Services	Hunter Region No Interest Loan Scheme (HRNILS) - interest-free loans up to \$2,000 for essential items for low-income residents of Lake Macquarie.

EFSS – Financial Counselling

Address	14 Hickory Rd, Gateshead NSW 2290
Phone	02 4943 9255
Website	www.efss.org.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Free financial counselling for families with dependent children in Lake Macquarie.

National Debt Helpline

Phone	1800 007 007
Website	www.ndh.org.au
Hours	Monday to Friday: 9:30am–4:30pm
Notes / Services	Free, independent financial counselling. Speak to a professional about debt and hardship.

EAPA – Energy Accounts Payment Assistance

Address	Via Swansea Community Cottage & other local centres
Phone	02 4971 1229
Email	manager@swanseacc.com.au
Website	www.energy.nsw.gov.au – EAPA scheme
Hours	Wednesdays (pre-arranged at Swansea Community Cottage)
Notes / Services	Energy vouchers for eligible households in hardship. Book in advance.

NILS – No Interest Loan Scheme (National)

Phone	13 64 57
Website	www.nils.com.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Interest-free loans up to \$2,000 for essential items and \$3,000 for vehicle repairs for eligible individuals.

Services Australia – Financial Crisis Support

Phone	132 850
Website	www.servicesaustralia.gov.au
Hours	Monday to Friday: 8.00am–5.00pm
Notes / Services	Crisis Payment, Advance Payments, concession cards, emergency relief payments.

Legal Aid

University of Newcastle Legal Centre

Address	Level 5, NUSpace, 409 Hunter St, Newcastle
Phone	02 4921 8666
Website	https://www.newcastle.edu.au/engage/school-and-community-programs/clinics/legal-centre – free legal clinic
Hours	Wednesdays: 9.00am–12.00pm
Notes / Services	Free legal advice clinics to members of the public throughout the University year. Also runs a specialist Older Persons Legal Clinic.

Central Coast Community Legal Centre

Address	31 Alison Rd, Wyong NSW 2259
Phone	02 4353 4988
Website	https://centralcoastclc.org.au/
Hours	Monday to Friday: 10.00am–12:30pm and 1:30pm–4.00pm
Notes / Services	Free legal help and support for all people on the NSW Central Coast.

Hunter Community Legal Centre

Address	19 Queen St, Cooks Hill NSW 2300
Phone	02 4040 9120
Website	hunterclc.org.au
Hours	Monday: 10.00am–12.00pm; Wednesday: 2.00pm–4.00pm; Friday: 10.00am–12.00pm
Notes / Services	Free legal advice, duty solicitor services, legal education and engagement with law reform.

Legal Aid NSW

Phone	1300 888 529
Website	www.legalaid.nsw.gov.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Free legal advice and representation for eligible people. Online chat also available via website.

LawAccess NSW

Phone	1300 888 529
Website	www.lawaccess.nsw.gov.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	Free legal information, advice and referral service for NSW residents.

10. ABORIGINAL AND TORRES STRAIT ISLANDER SERVICES

Local Aboriginal community-controlled organisations, Land Councils and national supports for Aboriginal and Torres Strait Islander people and families.

Local Aboriginal Land Councils

Awabakal Local Aboriginal Land Council

Address Newcastle NSW (Awabakal Country – Newcastle and northern Lake Macquarie)

Phone 02 4965 4532

Email enquiries@alalc.com.au

Website www.alalc.com.au

Notes / Services Cultural heritage and land management, Welcome to Country bookings, guided cultural site tours of the Newcastle/Hunter area.

Bahtabah Local Aboriginal Land Council

Address East Lake Macquarie

Phone 02 4071 4800

Notes / Services Represents the eastern Lake Macquarie / lake foreshore area, including Swansea and surrounds.

Biraban Local Aboriginal Land Council

Address PO Box 212, Toronto NSW 2283

Phone 02 4959 1829

Email info@birabanlalc.com.au

Website www.birabanlalc.com

Notes / Services Represents western Lake Macquarie (Toronto and surrounds). Housing and land management, community development, cultural heritage protection.

Health & Community Support

Awabakal Ltd – Aboriginal Medical Service (Cardiff)

Address 52 Pendlebury Rd, Cardiff NSW 2285

Phone 1300 174 908

Email admin@awabakal.org

Website www.awabakal.org

Hours Monday to Friday: 8.30am–5.00pm (varies by clinic)

Notes / Services Aboriginal community-controlled health service. GP and medical care, dental (Hamilton), mental health (psychology, psychiatry, social work), aged care, disability support, preschools (Glendale & Wickham) and maternal/child health. Additional clinics at Hamilton, Maitland and Raymond Terrace. Generally for Aboriginal and Torres Strait Islander people living in the service area.

National Support & Crisis Lines

13YARN

Phone 13 92 76

Website www.13yarn.org.au

Hours 24/7

Notes / Services Free, confidential national crisis support line staffed by Aboriginal and Torres Strait Islander Crisis Supporters.

Brother to Brother

Phone 1800 435 799

Hours 24/7

Notes / Services Crisis phone support for Aboriginal men, staffed by Aboriginal men including Elders.

National Indigenous Postvention Service (Thirrili)

Phone 1800 805 801

Hours 24/7

Notes / Services After-suicide and critical incident support for Aboriginal and Torres Strait Islander individuals, families and communities.

Aboriginal Legal Service (NSW/ACT)

Phone 1800 765 767

Website www.alsnswact.org.au

Notes / Services Free legal advice and representation for Aboriginal and Torres Strait Islander people. Custody Notification Service available to police 24/7.

Link-Up NSW

Phone 1800 624 332 (freecall) or 02 9421 4700

Email linkup@nsw.link-up.org.au

Website www.linkupnsw.org.au

Notes / Services Family tracing and reunion support for Stolen Generations Survivors and their families across NSW.

Aboriginal Affairs NSW – Family Records Service

Phone 1800 019 998

Email familyhistory@aboriginalaffairs.nsw.gov.au

Notes / Services Helps Aboriginal people access NSW Government records about themselves or their ancestors, prioritising Stolen Generations Survivors and descendants.

The Healing Foundation

Website www.healingfoundation.org.au

Notes / Services National directory and resources for Stolen Generations Survivors, descendants and organisations providing trauma-informed support.

11. CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) SERVICES

Local settlement, multicultural and interpreting services for migrants, refugees and culturally and linguistically diverse communities in the Shortland electorate.

Local Multicultural & Settlement Services

Mosaic Multicultural Connections (formerly Northern Settlement Services)

Address 3/3 Hopetoun St, Charlestown NSW 2290

Phone 02 4969 3399

Website www.mosaicmc.org.au

Hours Monday to Friday (call ahead to confirm hours)

Notes / Services Settlement support for migrants and refugees, aged care, family support and community engagement across Newcastle, Lake Macquarie, the Hunter, Central Coast and New England.

Hunter Multicultural Communities (HMC)

Address Waratah Community Reserve, 2a Platt St, Waratah NSW 2298

Phone 02 4960 8248

Website www.huntermulticultural.org.au

Notes / Services Health, wellbeing, social and support programs for CALD communities and seniors. Community garden, Community Shed, multicultural meals service, youth programs, advocacy and events.

Community Migrant Resource Centre (CMRC)

Address 18 Victoria Ave, Broadmeadow NSW 2292

Phone 02 4929 5600

Email info@cmrc.com.au

Website www.cmrc.com.au

Notes / Services Settlement and employment assistance, education and training, and tailored support for migrant workers, temporary visa holders and international students.

Hunter New England LHD – Multicultural & Refugee Health Service

Phone 02 4924 6285

Email HNELHD-MulticulturalHealth@health.nsw.gov.au

Notes / Services Health care interpreter bookings, multicultural liaison and refugee health service planning and advice for patients and clinicians.

National Settlement & Interpreting Services

Translating and Interpreting Service (TIS National)

Phone 131 450

Website www.tisnational.gov.au

Hours 24/7

Notes / Services Free interpreting service for people who don't speak English, and the agencies and businesses that need to communicate with them.

Settlement Services International (SSI)

Phone 02 8799 6700

Email info@ssi.org.au

Website www.ssi.org.au

Notes / Services Settlement, housing, disability, employment and youth support services for refugees, migrants and asylum seekers nationally.

Multicultural NSW

Phone 02 8255 6767

Website www.multicultural.nsw.gov.au

Notes / Services NSW Government agency leading the state's response to multiculturalism and settlement; anti-racism contact line and community grants information.

Translating & Interpreting via Lifeline (crisis support in your language)

Phone 13 14 50 and ask to be connected to Lifeline (13 11 14)

Notes / Services For crisis support in a language other than English, contact TIS National and ask to be connected to the service you need, such as Lifeline.

12. MENTAL HEALTH RESOURCES

Local youth mental health services plus a fuller list of national mental health helplines and services available across Australia. See also Section 1 (Emergency & Crisis Services).

Local Services

headspace Newcastle

Address 582 Hunter St, Newcastle West NSW 2302

Phone 02 4929 4201

Website headspace.org.au/headspace-centres/newcastle

Hours Monday–Tuesday: 9.00am–6:30pm; Wednesday–Friday: 9.00am–4:30pm

Notes / Services Free mental health, physical health, alcohol & other drug, and work/study support for young people aged 12–25. GP referral or self-referral.

headspace Lake Haven

Address Gravity Youth Centre, 70 Chelmsford Rd, Lake Haven NSW 2263

Phone 02 4394 9100

Website headspace.org.au/headspace-centres/lake-haven

Hours Monday & Thursday: 8.30am–8.00pm; Tuesday, Wednesday, Friday: 8.30am–5.00pm

Notes / Services Free mental health, physical health, alcohol & other drug, and work/study support for young people aged 12–25, including LGBTQIA+ support groups.

Awabakal Ltd – Mental Health Team

Phone 1300 174 908

Notes / Services Culturally appropriate mental health support for Aboriginal and Torres Strait Islander people, including psychology, psychiatry and social work. See also Section 10.

Mental Health Carers NSW

Phone 1800 888 070

Website www.mentalhealthcarersnsw.org

Hours Monday to Friday: 9.00am–5.00pm

Notes / Services Support and information for carers of people with a mental illness across the Hunter and Lake Macquarie area. See also Section 2.

National Helplines & Services

NSW Mental Health Line

Phone 1800 011 511

Hours 24/7

Notes / Services Professional help, advice and referral to local NSW mental health services. See also Section 1.

Lifeline

Phone 13 11 14

Website www.lifeline.org.au

Hours 24/7

Notes / Services Crisis support and suicide prevention. Text: 0477 13 11 14.

Suicide Call Back Service

Phone 1300 659 467

Website www.suicidecallbackservice.org.au

Hours 24/7

Notes / Services Free counselling for people at risk of suicide and their carers.

Beyond Blue

Phone 1300 22 4636

Website www.beyondblue.org.au

Hours 24/7

Notes / Services Anxiety, depression and mental health support.

Kids Helpline

Phone 1800 55 1800

Website www.kidshelpline.com.au

Hours 24/7

Notes / Services Free counselling for children and young people aged 5–25.

MensLine Australia

Phone 1300 78 99 78

Website www.mensline.org.au

Hours 24/7

Notes / Services Telephone and online counselling support for men.

SANE Australia

Phone 1800 187 263

Website www.sane.org

Notes / Services Support, information and referral for people affected by complex mental health issues, and their family, friends and health professionals.

QLife

Phone 1800 184 527

Website [www.qlife.org.au](http://www qlife.org.au)

Hours 3.00pm–midnight daily

Notes / Services Anonymous, free LGBTIQ+ peer support and referral.

PANDA (Perinatal Anxiety & Depression Australia)

Phone 1300 726 306

Website www.panda.org.au

Hours Monday to Saturday

Notes / Services Support for anxiety and depression during pregnancy and the first year of parenthood.

Open Arms – Veterans & Families Counselling

Phone 1800 011 046

Website www.openarms.gov.au

Hours 24/7

Notes / Services Free, confidential counselling for current and former ADF members and their families.

Blue Knot Foundation Helpline

Phone 1300 657 380

Website www.blueknot.org.au

Hours Monday to Sunday: 9.00am–5.00pm

Notes / Services Information and short-term counselling for adult survivors of childhood trauma and abuse.

Butterfly Foundation National Helpline

Phone 1800 33 4673

Website www.butterfly.org.au

Hours 8.00am–midnight, 7 days

Notes / Services Support, information and referral for eating disorders and body image concerns.

1800RESPECT

Phone 1800 737 732

Website www.1800respect.org.au

Hours 24/7

Notes / Services Domestic, family and sexual violence counselling and referral. See also Section 1.

Grow Australia

Phone 1800 558 268

Website www.grow.org.au

Notes / Services Free peer-support groups for mental health and wellbeing recovery.

Medicare Mental Health (Head to Health)

Phone 1800 595 212

Website www.medicarementalhealth.gov.au

Notes / Services Free call to find your nearest walk-in Medicare Mental Health centre – no appointment or referral needed.

13. LIBRARIES

Lake Macquarie Libraries are free to join. They offer internet access, printing, programs, JP services and community resources.

Local Libraries

Swansea Library

Address	228 Pacific Hwy, Swansea NSW 2281
Phone	02 4921 0780
Email	lakelibraries@lakemac.nsw.gov.au
Website	www.lakelibraries.com.au
Hours	See lakelibraries.com.au for current hours
Notes / Services	Free internet, printing, community programs, JP services, eResources.

Charlestown Library

Address	Ridley St, Charlestown NSW 2290
Phone	02 4921 0666
Email	lakelibraries@lakemac.nsw.gov.au
Website	www.lakelibraries.com.au
Hours	See lakelibraries.com.au for current hours
Notes / Services	Story time, programs, free internet.

Belmont Library

Address	10 Ernest St, Belmont NSW 2280
Phone	02 4921 0640

Email	lakelibraries@lakemac.nsw.gov.au
Website	www.lakelibraries.com.au
Hours	See lakelibraries.com.au for current hours
Notes / Services	Local library services and community programs.

Halekulani Community Library

Address	Halekulani Hall, Noela Place, Budgewoi
Phone	02 4921 0780
Email	halekulanicommunitylibrary@gmail.com
Hours	Tuesday and Friday: 10.00am–2.00pm; Saturday: 9.30am–12.00pm
Notes / Services	Servicing the local community since 1989. Free borrowing service for members.

Lake Haven Library

Address	Lake Haven Shopping Centre, Goobaragah Ave, Lake Haven NSW 2263
Phone	02 4350 1570
Email	library@centralcoast.nsw.gov.au
Website	libraries.centralcoast.nsw.gov.au – Lake Haven Library
Hours	Monday to Friday: 9.00am–5.00pm; Saturday: 9.00am–1.00pm
Notes / Services	Free internet, printing, community programs, JP services, eResources.

14. LOCAL GOVERNMENT & ELECTED REPRESENTATIVES

Local Councils

For issues involving building, roads and footpaths, drainage and stormwater, rubbish collection, parks, parking and other localised issues, please contact your local council.

Lake Macquarie City Council

Address	PO Box 1906, Speers Point NSW 2284
Phone	02 4921 0333
Email	council@lakemac.nsw.gov.au
Website	www.lakemac.com.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	General enquiries, services, permits.

Councillor	Phone	Email
Mayor – Adam Shultz	(02) 4921 0223	ashultz@lakemac.nsw.gov.au
North Ward – Brian Adamthwaite	0417 061 433	badamthwaite@lakemac.gov.au
North Ward – Keara Conroy	0407 134 485	kconroy@lakemac.nsw.gov.au
East Ward – Christine Buckley	0428 546 549	cbuckley@lakemac.nsw.gov.au
East Ward – Stacey Radcliffe	0427 704 316	sradcliffe@lakemac.nsw.gov.au
West Ward – Madeline Bishop	0407 157 901	mbishop@lakemac.nsw.gov.au

Central Coast City Council

Address	2 Hely St, Wyong NSW 2259
Phone	02 4306 7900
Email	ask@centralcoast.nsw.gov.au
Website	www.centralcoast.nsw.gov.au
Hours	Monday to Friday: 9.00am–5.00pm
Notes / Services	General enquiries, services, permits.

Councillor	Phone	Email
Budgewoi Ward – Helen Crowley	0457 406 024	Helen.Crowley@centralcoast.nsw.gov.au

State Representatives

Contact your state Member regarding matters governed by the NSW state government, which include public schools, hospitals, public transport, police, and major roads.

State Member for Charlestown – Jodie Harrison MP

Address	1/192 Pacific Highway, Charlestown NSW 2290
Phone	02 4942 1242
Email	charlestown@parliament.nsw.gov.au
Website	jodieharrison.com.au
Hours	Monday to Friday: 9.00am–5.00pm

State Member for Swansea – Yasmin Catley MP

Address	Shop 1, 204-206 Pacific Hwy, Swansea NSW 2281
Phone	02 4972 1133
Email	Swansea@parliament.nsw.gov.au
Website	www.yasmincatley.com.au
Hours	Monday to Friday: 9.00am–5.00pm

State Member for Newcastle – Tim Crakanthorp MP

Address	414 Hunter St, Newcastle NSW 2300
Phone	02 4926 1126
Email	Newcastle@parliament.nsw.gov.au
Website	www.timcrakanthorp.com
Hours	Monday to Friday: 9.00am–5.00pm

State Member for Lake Macquarie – Greg Piper MP

Address	126A Cary St, Toronto NSW 2283
Phone	02 4959 3200
Email	lakemacquarie@parliament.nsw.gov.au
Website	www.gregpiper1.com
Hours	Monday to Friday: 9.00am–5.00pm

15. USEFUL DIRECTORIES & ONLINE RESOURCES

Online Directories

Lake Macquarie Community Directory (Council)

Phone	02 4921 0333
Website	www.lakemac.com.au/community/directory
Hours	Online 24/7
Notes / Services	Official listing of non-profit organisations and services in the Lake Macquarie LGA.

My Community Directory

Website	www.mycommunitydirectory.com.au/New_South_Wales/Lake_Macquarie
Hours	Online 24/7
Notes / Services	Broad national community directory with Lake Macquarie filter.

Hunter Community Hub

Website	www.huntercommunityhub.org.au
Hours	Online 24/7
Notes / Services	Local Hunter/Lake Macquarie service directory with detailed listings.

WayAhead Mental Health Directory

Website	www.directory.wayahead.org.au
Hours	Online 24/7
Notes / Services	NSW mental health and wellbeing services directory.

healthdirect Service Finder

Phone	1800 022 222
Website	www.healthdirect.gov.au
Hours	Online 24/7; Phone: 24/7
Notes / Services	Search for GPs, specialists, pharmacies and health services near you.

Lake Mac Family Life

Website	www.lakemacfamilylife.com.au
Hours	Online 24/7
Notes / Services	Community groups, kids' activities and local life guide for Lake Macquarie families.

12. USEFUL DIRECTORIES & ONLINE RESOURCES

Online Directories

Lake Macquarie Community Directory (Council)

Phone	02 4921 0333
Website	www.lakemac.com.au/community/directory
Hours	Online 24/7
Notes / Services	Official listing of non-profit organisations and services in the Lake Macquarie LGA.

My Community Directory

Website	www.mycommunitydirectory.com.au/New_South_Wales/Lake_Macquarie
Hours	Online 24/7

Notes / Services	Broad national community directory with Lake Macquarie filter.
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Hunter Community Hub

Website	www.huntercommunityhub.org.au
Hours	Online 24/7
Notes / Services	Local Hunter/Lake Macquarie service directory with detailed listings.

WayAhead Mental Health Directory

Website	www.directory.wayahead.org.au
Hours	Online 24/7
Notes / Services	NSW mental health and wellbeing services directory.

healthdirect Service Finder

Phone	1800 022 222
Website	www.healthdirect.gov.au
Hours	Online 24/7; Phone: 24/7
Notes / Services	Search for GPs, specialists, pharmacies and health services near you.

Lake Mac Family Life

Website	www.lakemacfamilylife.com.au
Hours	Online 24/7
Notes / Services	Community groups, kids' activities and local life guide for Lake Macquarie families.

16. NOTES

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