Shoalhaven

Domestic and Family Violence Committee

Domestic Violence Support Directory

The Shoalhaven Family and Domestic Violence Committee acknowledge the traditional owners and custodians of the land on which we live and work. We recognise their continuing connection to the land and waters of our beautiful region, and pay our respects to elders past and present.

The Shoalhaven Family and Domestic Violence Committee is auspiced by South Coast & Country Community Law and funded by state and federal governments.

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Police

Police/Emergency	000
BERRY 56 Victoria Street, Berry	4464 1404
CULBURRA Culburra Road, Culburra	4421 9691
HUSSKISON Huskisson Road, Huskisson	4441 5779
KANGAROO VALLEY 175 Main Road, Kangaroo Valley	4446 8840
NOWRA (24hr) 28 Plunkett Street, Nowra	4421 9699
SUSSEX INLET Nielson Road, Sussex Inlet	4446 8880
ULLADULLA 73 Princess Highway, Ulladulla	4454 8599

If your issue is not urgent, but advice and assistance is needed, you can telephone or attend your local Police Station and speak to a police officer at the station or the Domestic Violence Liaison Officer (DVLO).

Most Used Telephone Numbers

Police/Emergency	000
Beyond Blue	1300 224 636
Centrelink	136 150
Lifeline	131 114
Link2Home	1800 152 152
Mens Line Australia	1300 789 978
Mental Health Line	1800 011 511
NSW Domestic Violence Line	1800 656 463
NSW Sexual Violence Helpline	1800 424 017
13YARN	13 92 76
1800Respect	1800 737 732

Domestic Violence Support Services

Information, referrals and support for people affected by family and domestic violence.

Shoalhaven Family & Domestic Violence Services YWCA Australia
Address: 3/21-23 Kinghorne St, Nowra 2541
Phone: (02) 4423 8510
Email: nsw-dvis@ywca.org.au

Shoalhaven Family and Domestic Violence Services provide case management support to people who are experiencing or have experienced family and domestic violence and their children in the Shoalhaven area. Self or service referrals can be made online.

Domestic and Family Violence Service Mission Australia
Address: Unit 2, 15 Norfolk Avenue, Nowra
Phone: 4448 2000
Email: oconnelle@missionaustralia.com.au

The Domestic and Family Violence Service is an intake, assessment and referral service for families with children under 18, who have been identified as at low risk of significant harm by Family and Community Services. The service helps families in the Nowra and Shellharbour South Coast NSW LGA to achieve safety and security in their lives.

Integrated Domestic and Family Violence Services
Phone: 4421 9658

The Integrated Domestic and Family Violence Services (IDFVS) program provides women and their children with the emotional and practical support they need to recover from domestic and family violence. The program empowers women to keep themselves and their family safe if they stay in their home or to devise a 'safety plan' so they can leave if they choose. The program also supports people who decide to pursue the prosecution of someone who has abused them through the courts. In addition, IDFVS helps to find the right therapeutic support for children.

NSW Domestic Violence Line
Phone: 1800 65 64 63

When you call the Domestic Violence Line, the call will be answered by a trained female caseworker. The caseworker will be sensitive to the needs of women who have experienced domestic and family violence. You can ring as often as you need to at any time, day or night. The female caseworker will listen to you. She won't blame you or make you do anything you don't want to do. She can give you information on what you can do and help you decide on your options. Domestic Violence Line staff are aware of the needs of Aboriginal women and women from other cultures, as well as women living in rural and remote areas. Available 24 hours. Interpreters are available. If you are hearing impaired, call the National Relay Service on 133 677.

SAHSSI (Supported Accommodation and Homelessness Services Shoalhaven Illawarra)
Phone: 4421 8276 (Shoalhaven)
Phone: 4229 8523 (Illawarra)
Email: admin@sahssi.org.au

SAHSSI's Case Manager will help clients to develop personal case plans, which will assist in achieving their goals. The Case Manager works in collaboration with the client to identify strengths, respond to issues and work towards strategic and action based goals. SAHSSI's case management can include:

- *outreach support to people with tenancies at risk (including tenancies at risk due to the impacts of domestic and family violence)*
- *clients who have multiple identified issues, such as Alcohol and Drug, Mental Health, Physical Health, Disability (up to 12-18 months support*
- *information and advice can also include linking you with NSW Police domestic and violence liaison officers, safety audits in the home, resources on digital and tech safety planning, referrals for financial support for safety devices (Victim Services or Corrective Services), referral to Staying Home Leaving Violence program.*

Staying Home Leaving Violence (SHLV)
Waminda - Yili Njindiwan
Address: 3A & 3B Nowra Lane, Nowra
Phone: 4421 7400 or 1800 997 330
Email: intake2@waminda.org.au

SHLV is a free service that helps women and their children escape violent DF relationships while staying safely in their homes. SHLV is available to all women in the community, and can provide police support, legal advocacy, safety planning and security upgrades to their homes, and referrals to counselling and other services. SHLV will also offer ongoing support to help women continue their day to day lives, achieving future goals. This service is for Koori and non Koori women.

Shoalhaven Domestic and Family Violence & Sexual Assault Services
Address: Scenic Drive, Nowra
Address: Ulladulla Community Health Centre
Phone: 1300 356 218

Shoalhaven Domestic and Family Violence & Sexual Assault Services offer counselling and support to adults who have experienced:
• domestic and family violence and/or
• sexual assault.
They have counselling sites in Nowra, St Georges Basin and Ulladulla. They also provide:
• referral to other support services
• consultation and clinical guidance to counsellors and other professionals seeking specialist advice on trauma therapy.

Ulladulla Domestic Violence Intervention Service (UDVIS)
Phone: 4421 7400 or 1800 997 330
Email: intake2@waminda.org.au

Domestic violence support based in the Ulladulla office. Clients can still be in a relationship with person that uses violence. Supports include:

- *information and guidance with AVO'S*
- *liaising with police*
- *advocacy and referrals with external services*
- *education on court processes*
- *safety planning and relationship cycles.*

This service is for Koori and non Koori women.

Women's Domestic Violence Court Advocacy Service (South Coast)
Phone: 4476 5416 or 1800 938 227
Email: fsc@wdvcas.org

WDVCAS provides women and their children with information, advocacy and safety planning where appropriate. They provide referrals to services including housing, counselling, financial assistance or health services. WDVCAS aims to provide women with:

- *improved access to and understanding of the ADVO and criminal justice process*
- *effective legal protection through an ADVO*
- *appropriate ADVOs designed to fit their specific needs*
- *effective and appropriate legal representation*
- *access to a support system that can assist them with their other legal and social welfare needs*
- *improved experience of the justice system, for example, being able to obtain an appropriate final order as quickly and efficiently as possible.*

Sexual Violence Support Services

NSW Sexual Violence Helpline
Phone: 1800 424 017

NSW Sexual Violence Helpline is for:

- *anyone in NSW who has experienced sexual assault, recently or in the past.*
- *family members or other supporters of anyone who has experienced sexual assault, recently or in the past.*
- *anyone who has been impacted by institutional child sexual abuse, including parents and professionals*
- *others who have been impacted by this violence, including professionals.*

The service provides:

- *professional trauma specialist counsellors*
- *telephone and online support*
- *information and referrals to other services*
- *vicarious trauma support and debrief (for professionals including police and journalists)*

They can assist with:

- *managing the impacts of sexual assault*
- *talking to family and friends*
- *information on reporting to the police*
- *information on accessing medical help*
- *referrals to other services who can help.*

Shoalhaven Domestic and Family Violence & Sexual Assault Services
Address: Scenic Drive, Nowra
Address: Ulladulla Community Health Centre
Phone: 1300 356 218

They offer counselling and support to adults who have experienced:

- *domestic and family violence and/or*
- *sexual assault.*

They offer counselling and support to families where:

- *children and young people have been sexually harmed and/or*
- *children (under 10 years) are displaying sexualized behaviours which are causing concern.*
- *They have counselling sites in Nowra, St Georges Basin and Ulladulla*

They also provide:

- *24/7 crisis counselling and medical support following recent sexual assault*
- *referral to other support services*
- *court support following sexual assault*
- *consultation and clinical guidance to counsellors and other professionals seeking specialist advice on trauma therapy.*

Other Information, Referral and Community Support Services

1800RESPECT
Phone: 1800 737 732

1800RESPECT is the national domestic, family and sexual violence counselling, information and support service. Available 24 hours.

Family Relationships Advice Line
Phone: 1800 050 321

The Family Relationship Advice Line is a national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance.

Lifeline
Phone: 13 11 14

24/7 Crisis Support providing short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe, and confidential one-to-one support with a trained Lifeline telephone crisis supporter. During the call they listen without judgment, provide a safe space to discuss your needs, worries or concerns, and work with you to explore options for support.

Men's Behaviour Change Group
Anglicare
Address: 61 North Street, Nowra
Phone: 1300 651 728

Anglicare provides support for men who are concerned about their behaviour and the impact it is having on their families. It takes a great deal of strength to acknowledge we are hurting the ones we love. They can support you to make a change into becoming the safe and supportive partner and father you want to be, by learning skills to ensure healthy and safe relationships in a supportive environment. Their REBUILD program is a program for men who:

- *have used abuse and control within their families*
- *are ready to take responsibility for their choice*
- *are ready to make a change.*

Australian Men's Shed Association
Nowra Phone: 0487 185 700
West Nowra Phone: 4423 1862
Milton Ulladulla Phone: 0417 405 486
Ulladulla Phone: 4455 6055
Sussex Inlet Phone: 4441 0090
Sanctuary Point Phone: 4443 8239
Bay and Basin Phone: 4443 2393
Jervis Bay Community Phone: 0412 347 322
Culburra Beach and Districts Phone: 0499 452 095
Greenwell Point Phone: 0438 268 391
Shoalhaven Heads Phone: 0473 120 615

Australian Men's Shed Association try to advance the health and well-being of their members by providing a safe and happy environment where skilled and unskilled men can, in the company of other men, pursue hobbies, pastimes and interests, learn new skills, practice and pass on old skills. They try to Improve the health and wellbeing of members and reduce the number of men who are at risk from preventable health issues that may emanate from isolation.

MensLine Australia
Phone: 1300 78 99 78

MensLine Australia offers free professional 24/7 telephone counselling support for men with concerns about mental health, anger management, family violence (using and experiencing), addiction, relationship, stress and wellbeing.

Milton Local Court House
Address: Princess Highway, Milton
Phone: 1300 679 272
Email: local-court-milton@justice.nsw.gov.au

Nowra Local Court House
Address: Plunkett Street, Nowra
Phone: 1300 679 272
Email: local-court-nowra@justice.nsw.gov.au

ROCC for Women
Phone: 4444 1103
Email: info@roccforwomen.org.au

Women leaving prison or rehabilitation often need support with rebuilding their lives and connecting with community. ROCC for Women supports those women who are most at risk - the homeless or those at risk of homelessness.

Shoalhaven Neighbourhood Services
Address: 41 Worrigee St, Nowra or 2/80 Park Rd, Nowra
Phone: 4421 5077
Email: info@sns.org.au

A neighbourhood centre with a community services team that can provide assistance to help you find the right information about services and connect you with people or other services who can help.

Community Connections Team
Shoalhaven City Council
Phone: 1300 293 111
Email: council@shoalhaven.nsw.gov.au

The Community Connections Team support our the Shoalhaven community by creating equal and inclusive communities, where diversity is encouraged and everyone is welcomed, respected and treated equitably. The Community Connections Team supports the community through:

- *community capacity building*
- *disaster recovery and resilience*
- *social planning*
- *connecting with our communities*
- *Shoalhaven Family Day Care*

Ulladulla Community and Districts Resource Centre
Address: 78 St Vincent street, Ulladulla
Phone: 4454 0477
Email: reception@ulladullacrc.org.au

A neighbourhood centre who aim to provide necessary services and social development opportunities in a professional and caring manner to Ulladulla and surrounding areas.

Victims Support Scheme
Victims Services
Phone: 1800 633 063 (Victims access line)
Phone: 1800 019 123 (Aboriginal contact line)
Email: vs@dcj.nsw.gov.au

The Victims Support Scheme helps people who are victims of a violent crime that happened in NSW. If you have been injured due to a violent crime, we can help you with:

- *counselling to help you recover from the psychological and emotional impacts of a crime.*
- *financial assistance for immediate needs. To help pay for things you need urgently to be safe and healthy because of the violent crime. This includes Immediate Needs Support Package* and *Forensic Cleaning.*
- *financial assistance for economic loss. To help pay for loss of earnings and other costs that assist you with your recovery.*
- *funeral expenses* to *cover the cost of arranging a funeral on behalf of a family member of a homicide victim.*
- *recognition payment* to *acknowledge that a violent crime has been committed against you. Payment is based on the offence committed.*

Legal Help

Services where you can get legal advice to help you with:

- Protection of yourself and your children
- Post separation and parenting arrangements
- Child support payments
- Property settlements
- Protection of property
- Access legal assistance
- Victims Services and Support

Aboriginal Legal Service NSW ACT

Family Violence Prevention Unit
Address: 2/64 North Street, Nowra
Phone: 4424 8900
Email: fvpu.nowra@alsnswact.org.au

Free and confidential legal help and culturally safe support with:

- *apprehended domestic violence orders*
- *sexual violence*
- *family law and parenting arrangements*
- *victims support*
- *parenting when DCJ are talking with you about your kids; and*
- *housing problems.*

For Criminal Law matters
Address: 89 Plunkett Street Nowra
Phone 02 4424 8900 or 1800 765 767

For other Care & Protection and Family Law
Address: 89 Plunkett Street Nowra
Phone 02 4424 8900 or 1800 765 767

Legal Aid/Law Access
Phone: 1300 888 529
Email: nowra@legalaid.nsw.gov.au

Legal Aid can provide free advice and information for most people, they can also provide representation where the person fits the legal aid criteria. Specialist Advice Lines at Legal Aid NSW:

Youth Hotline
Phone: 1800 10 18 10
The Hotline provides legal advice and information to young people under 18, and operates 9am to midnight weekdays, with a 24-hour service from Friday 9am to Sunday midnight and also on public holidays.

Child Support Service
Phone: 9633 9916 or 1800 451 784
This service provides free advice and assistance to: paying parents who have to pay financial support for children after separation, and parents and carers who are or should be receiving financial support for children.

Family Law Early Intervention Unit (EIU)
Phone: 1800 551 589
A specialist family law service. The EIU can help you to sort out your family law issues as early as possible before they become serious.

Seniors Rights Service
Phone: 9281 3600 or 1800 424 079
Email: info@SeniorsRightsService.org.au

SRS provide free and confidential advice, aged care advocacy and support, and legal advice to seniors across New South Wales.

South Coast & Country Community Law
Address: 80 Bridge Road, Nowra
Phone: 4422 9529 or 1800 229 529
Email: info@sclaw.org.au

Provides free legal advice and services relating to domestic violence, personal safety, family law, discrimination, victims support, child protection, access to justice and more. Appointments available by phone or in person.

Victims Compensation
Phone: 1800 633 063 (Victims Support Line)
Phone: 1800 019 123 (Aboriginal Contact Line)
Email: vs@dcj.nsw.gov.au

You may be eligible for assistance with removalists, counselling costs, security upgrades through Victims Compensation.

Women's Legal Service NSW
Provides the following services by advice lines:

Women's Legal Advice Line
Phone: 8745 6999 or 1800 201 501
Free confidential legal information, advice and referrals for women in NSW with a focus on family Law, domestic violence, parenting issues and sexual assault.
Domestic Violence Legal Advice Line
Phone: 8745 6999 or 1800 810 784
Free confidential legal information, advice and referrals for Women in NSW with a focus on domestic violence and Apprehended Domestic Violence Orders.
First Nations Women's Legal Contact Line
Phone: 8745 6977 or 1800 639 784
Email: reception@wlsnsw.org.au
Free confidential legal information, advice and referral for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.

Accommodation Services

Refuges have been set up all over Australia to support and accommodate adults and children who feel unsafe at home.

Care South Shoalhaven Youth Support Service
Phone: 4422 7625
Email: SYSS@caresouth.org.au

Short term and emergency accommodation for young people 16 to 24 years who are homeless or at risk of homelessness. Open 9am to 5pm to take referrals.

Link2Home
Phone: 1800 152 152
Email: link2home@facs.nsw.gov.au

A state-wide homelessness information service that provides information, assessment and referral to specialist homelessness services, temporary accommodation and other services . Available 24 hours, 7 days a week.

SAHSSI
Phone: 4421 8276 (Shoalhaven)
Phone: 4229 8523 (Illawarra)
Email: admin@sahssi.org.au

SAHSSI (Supported Accommodation and Homelessness Services Shoalhaven Illawarra) is in Nowra and provides short term crisis accommodation and transitional housing. SAHSSI owns a temporary accommodation support facility in the Illawarra and manages another in the Shoalhaven. Women who are fleeing domestic and family violence can access this service for up to 28 days.

Safe Shelter
Address: 134 Kinghorne Street, Nowra
Phone: 4426 6177
Email: info@safeshelter.org.au

Safe Shelter aims to provide safe, emergency overnight shelter for homeless people in the community. The Shelter has 12 beds, as well as dinner and breakfast for each guest.

Shoalhaven Homeless Hub
Address: 93 Plunkett Street, Nowra
Phone: 4423 2804
Email: admin@sahssi.org.au

A drop in centre for individuals, families and couples who are homeless or at risk of homelessness. Open Tuesday to Friday, 10am to 3pm. Closed Saturday to Monday.

Southern Cross Housing - Rent Choice: Start Safely
Address: 69 Kinghorne Street, Nowra
Phone: 1300 757 885
Email: access@scch.org.au

The Rent Choice: Start Safely Program is a rental subsidy initiative that helps individuals and families escaping domestic or family violence to secure and maintain private rental housing. Eligible participants receive a rental subsidy for up to 36 months, with contributions starting at 25% of their income plus full Commonwealth Rent Assistance, gradually increasing over time. The program pays the remaining rent directly to the landlord or agent. To qualify, applicants must be homeless or at risk due to domestic or family violence, meet income limits, and show they can afford rent after the subsidy ends. Participants are encouraged to engage with support services to help stabilise their circumstances. Additional financial assistance may be available for education, employment, or setting up a new home. The program aims to support safety, independence, and long-term housing stability.

Southern Youth & Family Services (SYFS)
Address: 107 Berry Street, Nowra
Phone: 4448 2470
Email: syfs@syfs.org.au

Provides support to families who are homeless or at risk of homelessness within Shoalhaven through links to support services and access to stable long-term accommodation.

St Vinent De Paul Society (John Purcell House) Nowra
Address: 11 Lawrence Avenue, Nowra
Phone: 4428 6207
Email: nowra.reception@vinnies.org.au

John Purcell House provides short term crisis accommodation service for men aged 21 years or over who are experiencing homelessness or at risk of experiencing homelessness.

Tenant/Renting Support

There are many services to support people who are homeless, or at risk of homelessness or need assistance with tenancy issues.

Services Our Way - Aboriginal Housing Office
Department of Communities & Justice
Address: Suite 1, 70 Graham Street, Nowra
Phone: 4424 5411

Aboriginal Housing Nowra provides housing for Aboriginal families and singles on low incomes. Accommodation assistance includes short, medium and long term accommodation options, shelters and emergency accommodation, and government assistance includes information about what government payments and services are available during and after a disaster.

Illawarra and South Coast Tenants Service (ISCTAAS)
Phone: 4274 3475 or 1800 807 225

This service can provides free information, advice and advocacy to new and existing clients. This includes help with applications and hearings in the NSW Civil & Administrative Tribunal. Open Mondays and Fridays 9am to 1pm, Tuesdays and Wednesdays from 1pm to 5pm.

Southern Cross Community Housing
Address: 69 Kinghorne Street, Nowra
Phone: 1300 757 885
Address: 118-120 Princess Highway Ulladulla
Phone: 4455 4543
Email: info@scch.org.au

Southern Cross Housing provide high quality housing and tenancy management and access to support people in South eastern NSW to people who need affordable and stable housing.

Southern NSW (Murra Mia) Tenant Advice and Advocacy Service (MMTAAS)
Address: 25A Gregory Street, Batemans Bay
Phone: 4472 9363 or 1800 672 185
Email: info@aboriginaltapp.com.au

Provides free advice and advocacy to all Aboriginal and Torres Strait Islander Tenants. Open from Monday to Friday from 9am to 5pm.

Food and Money Assistance

There are community organisations that may be able to offer emergency assistance in the form of food parcels or used furniture, clothing, blankets, electricity vouchers.

NILS - No Interest Loans Scheme
Anglicare Shoalhaven
Address: 74 Osborne Street, Nowra
Phone: 8624 8600 or 1800 509 994
Email: nilsadmin@anglicare.com.au

NILS loans enable people experiencing financial hardship to buy household items such as appliances and furniture, or pay for essential services like dental, optical care or car registration. Anglicare offers NILS for people who are unable to access mainstream credit. NILS involves small loans of up to $1500. Loans through NILS incur no interest and no setup fees are required. Clients are only required to repay what they borrow and repayment plans are tailored to suit individual circumstances.

All Saints Community Care
Address: 68 Plunkett St, Nowra
Phone: 4423 1099

The Hope Centre is a partnership of All Saints Anglican Church and Anglicare providing Food and Financial Assistance, No Interest Loans, budgeting Counselling, Emergency relief (Wed & Fri), Mobile Community Pantry (fortnightly Wed), Open House afternoon refreshments (1pm Wed), as well as a unique mentoring program called COACH (Creating Opportunities And Casting Hope). They assist people in need, of all ages and family circumstances, irrespective of ethnicity, religious belief or any other distinction.

Mission Australia - Emergency Relief - Southern Highlands & Shoalhaven
Phone: 4448 2000
Email: nswcsadmin.nowra@missionaustralia.com.au

Emergency relief helps people to address their immediate basic needs in times of financial crisis or hardship through material or financial aid (e.g. vouchers, clothes and food parcels). Support is offered in a way that maintains the dignity of individuals and families and encourages self-reliance. As well as financial and material support, they also link people with services in the community to help them address the challenges that are affecting their financial wellbeing. Self referral is required.

Nowra Community Food Store
Address: 10/158 Princes Highway, South Nowra
Phone: 4402 9126

The Nowra Community Food Store supplies the Nowra area with inexpensive groceries sourced from various locations. If you're doing it tough, pop in for a visit.

Salt Care
Address: 54 Nerang Rd, Bomaderry
Phone: 4422 4433
Phone: 0434 334 541

Salt Care is a local, volunteer based charity that provides benevolent relief to the homeless, the poor, the socially disadvantaged, those who suffer from mental health issues, the disabled, indigenous, elderly, and young people at risk.

Salvation Army
Address: Shop 1&2, 182 Princes Highway, Nowra
Phone: 4421 7475

Low cost clothing, bric-a-brac, homewares, books, toys, CDs & records.

Services Australia - Centrelink
Address: 4 Lawrence Avenue, Nowra
Phone: 136 150

For Crisis Payment for Extreme Circumstances of Family and Domestic Violence, you must meet all of the following to get this payment:

- *Be contactable by their social workers to assess your situation.*
- *Be eligible for, or getting, an income support payment or ABSTUDY Living Allowance.*
- *Be in severe financial hardship.*
- *Be in Australia when the incident happened and when you submit your claim.*
- *Contact them within 7 days of your living arrangements changing.*
- *Be in one of the required living situations.*

St Vincent De Paul
Address: 5 Berry Street, Nowra
Phone: 4421 7395

The St Vincent de Paul Society reaches out to the most vulnerable in our communities, and by shopping at Vinnies you're helping us continue their good work, including homeless services for men, women and families, migrant and refugee assistance, support for those living with mental illness, home, hospital and prison visitation, supported employment services for people with intellectual and other disabilities, budget counselling, and youth programs.

Financial Help

Anglicare Financial Counselling
Address: 61 North Street, Nowra
Phone: 4422 0488 or 8624 8600

Financial Counselling is a free service provided by qualified and caring professionals. Depending on your individual circumstances, Financial Counselling can:

- *help you assess your financial situation*
- *provide information about credit and debt issues*
- *design a personal money management plan*
- *if appropriate, act as an advocate for you and negotiate with credit providers, government agencies and businesses*
- *provide information on credit laws, debt recovery processes, bankruptcy and other areas of service refer you to other specialist services.*

Child Support Enquiry Line
Phone: 132 272 or 1800 241 272

Information about how separating affects your payments. Help with child support arrangements between separated parents.

National Debt Helpline
Financial Rights Legal Centre
Phone: 1800 007 007

The National Debit Helpline provides free telephone legal advice and financial counselling to NSW consumers on credit, debt and banking matters. Get help from a team of solicitors and financial counsellors. Get free legal and financial advice on what you can do to resolve your credit, debt or banking situation.

Illawarra Legal Centre Financial Counselling
Phone: 4276 1939

Free Financial Counselling Service that provides professional assistance to anyone experiencing financial difficulties. Assistance can be provided over the phone or face to face about your options. Advocacy can also be provided if necessary to resolve your problems.

Lifeline Financial Counselling
Address: Building 306 UOW Shoalhaven Campus, George Evans Rd Mundamia
Phone: 4421 5365
Email: fc@llsc.org.au

Lifeline South Coast has expert financial counsellors who are trained to help you understand your situation and find a way forward. Their service is a free, personal, and confidential service for the people of the South Coast.

Gamble Aware
Mission Australia
Phone: 4267 6600 or 1800 858 858
Email: GambleAware@MissionAustralia.com.au

Free, confidential and available 24/7. GambleAware is a free, confidential service that assists anyone in NSW that is affected by gambling. Information, support and counselling services can be assessed by phone, online and face-to-face across NSW. All services are free and confidential.

Shoalhaven Womens Health Centre Financial Counselling
Address: 5 McGrath Ave, Nowra
Phone: 4421 0730
Email: swhc@swhc.org.au

Financial counselling is a free, confidential and non-judgmental service that can assist those in financial difficulty to explore their financial options. This includes providing information and advice on creating sustainable budgets, planning for changes in income and expenses, setting goals and managing debt, including advocating for you with creditors.

Health, Medical and Counselling

Anglicare Counselling and Relationship Services, and Post Separation Cooperative Parenting Program (PSCP)
Phone: 1300 651 728
Email: crsintake@anglicare.org.au

Counselling is available to individuals, couples, children, and young people. Counselling provides the opportunity to discuss a wide range of concerns including:

- *relationship enhancement*
- *communication difficulties within*
- *couples or families*
- *post-separation and divorce issues*
- *family crisis or change – e.g. remarriage,*
- *resettlement, workplace change, illness, and death*
- *children and young people facing family disruption*
- *grief and loss*
- *conflict*
- *family and domestic violence*
- *decision making*
- *sexual issues*
- *emotional difficulties*
- *depression and anxiety*

Anglicare Family Mental Health Support Service (FMHSS)
Phone: 1300 651 728
Email: crsintake@anglicare.org.au

We assist families with children 0-18 years who is affected by mental health issue of a family member, or at risk of developing a mental health issue themselves. We provide case work, home visits/community our reach, counselling for children and young people, and therapeutic group work programs for parents and their children. Families can self-refer, or be referred by other services. Funded by Department of Social Services (DSS)

Beyond Blue
Phone: 1300 224 636

Beyond Blue provides information and support for anxiety, depression and suicide prevention for everyone in Australia.

Child, Adolescent and Youth Mental Health Service - Illawarra & Shoalhaven
Address: 49 Worrigee Street, Nowra
Phone: 4423 1784 or 1800 011 511

The Child, Adolescent and Youth Mental Health Service (CAYMHS) exists to promote emotional well-being and deliver preventative services and treatment to children and young people with a diagnosable mental illness, whose condition is seriously detrimental to their growth or development, and/or who have serious difficulties in their social group or family. CAYMHS sees children and adolescents up to 17 years of age, or 18 years of age and still in school.

Community Health Centres
Phone: 1300 792 755

Community Health Centres provide care in a community setting, that is care provided in clinics or in people's homes. In this area, this includes general and specialist nursing care, allied health services as well as counselling services, women's health, sexual health, chronic disease support and the diabetes service. Clinics are held at the following centres on an appointment-only basis. They are not always staffed. Call if you need to make an appointment.

Nowra
Address: 5-7 Lawrence Avenue, Nowra
Phone: 4424 6300 or 1300 792 755
St Georges Basin
Address: 21 Meriton Street, St Georges Basin
Phone: 4443 7646
Culburra
Address: Cnr Prince Edward Ave & Canal Street, Culburra
Jervis Bay
Address: College Rd, Jervis Bay
Sussex Inlet
Address: Cnr Jacobs Drive & Nelsons Road, Sussex Inlet
Phone: 4441 2373
Ulladulla
Address: Cnr South St & Princes Hwy, Ulladulla
Phone: 4455 5366

Domestic Family Violence and Sexual Assault Service (DFVSAS)
Phone: 1300 256 218
Phone: 4423 9211 (24/7 crisis sexual assault service)

Domestic Family Violence and Sexual Assault Service (DFVSAS) is a free confidential counselling service. They are skilled social workers and psychologists, who help people who have experienced violence, abuse and neglect. No referral necessary.

Illawarra Shoalhaven Drug & Alcohol Service
Address: 47 Berry Street, Nowra
Phone: 1300 652 226

This 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-judgmental. This service will coordinate and arrange the best treatment and support for you based on your needs.

Mental Health Line
Phone: 1800 011 511

Mental Health Line is a 24-hour telephone access service. The line offers professional help and advice, and referrals to local mental health services. It is staffed by mental health professionals who will ask questions to determine if you or, the person you are concerned about, needs ongoing mental health care and how urgently it is needed.

Milton Ulladulla Hospital
Address: 106 Princess Highway, Milton
Phone: 4454 9100

Milton Ulladulla Hospital is a rural acute facility that provides emergency, inpatient and outpatient services for the southern Shoalhaven.

Nowra Community Mental Health
Address: Suite 1, Level 2, 55-57 Berry Street, Nowra
Phone: 4424 7800 or 1800 011 511

The Nowra Community Mental Health team works with consumers, their carers, support workers, doctors and families to help care for the mental health of adults. This is an adult mental health service, for people 18 - 56 yrs.

Shoalhaven District Memorial Hospital
Address: Scenic Drive, Nowra
Phone: 4421 3111

Shoalhaven District Memorial Hospital is the main acute care hospital for the Shoalhaven region, providing emergency care, medical, surgical and orthopaedic services.

Shoalhaven Mental Health Hub
Address: 11 Haigh Avenue, Nowra
Phone: 1800 841 190
Email: shoalhaven.mentalhealthhub@anglicare.org.au

The Shoalhaven Mental Health Hub is a free, welcoming service supporting adults and young people in the Shoalhaven region who are experiencing emotional distress or want to improve their mental wellbeing. No diagnosis, referral, or care plan is required. You can walk in, call or refer at any time Monday to Friday 9am-5pm. The Hub is run by Anglicare Sydney in partnership with COORDINARE - South Eastern NSW PHN, with a team of peer workers, Aboriginal mental health workers, and staff providing recovery-focused, person-centered support.

Services include:

- *Immediate and short-to-medium term psychological support with our team of practitioners*
- *Groups and community programs*
- *Flexible access via walk-in, phone, or telehealth*
- *Culturally responsive care, including support for First Nations people*

Shoalhaven Women's Health Centre
Address: 5 McGrath Avenue, Nowra
Phone: 4421 0730
Email: swhc@swhc.org.au

SWHC's holistic philosophy is based in the belief that illness is not always based in physical causes, but that environmental, cultural, social, and economic issues impact on health and wellbeing. The Centre recognises that all women have a right to be treated with dignity and respect in an environment which provides for privacy, confidentiality, informed consent, and safety.

Ulladulla Community Mental Health
Address: 130 Princes Highway, Ulladulla
Phone: 4455 9999 or 1800 011 511

Ulladulla Community Mental Health provides services for people with severe mental illnesses or serious risk of harm issues resulting from mental disorder.

Aboriginal Services

Health and Medical

Child and Family Centre - Wreck Bay
Address: 7 Top Street, Wreck Bay
Phone: 4423 9900

Their community nurses offer support, information and recommended baby and child health checks for all families with new babies and children up to the age of 5.

Nana Muru
Address: 78 Bridge Road, Nowra
Phone: 1300 727 957
Email: NanaMuru@liveslivedwell.org.au

Nana Muru "Better Road" is here to support you. Nana Muru is a free day withdrawal support service based in Nowra, with mobile outreach to surrounding communities. They offer a safe space where you can talk about the issues that matter to you.

South Coast Medical Service Aboriginal Medical Corporation
Address: 51-53 Berry Street, Nowra
Phone: 4448 0200 or 1800 215 099
Email: reception@southcoastams.org.au

South Coast AMS provides the following services:

- *doctors and specialists*
- *dentists*
- *chronic care support*
- *foster care*
- *family support*
- *quit smoking support*
- *social and emotional wellbeing*
- *support groups*
- *confirmation of Aboriginality.*

Waminda Aboriginal Women's Health & Welfare
Address: 122 Kinghorne Street, Nowra
Phone: 4421 7400
Email: administration@waminda.org.au

A culturally safe & holistic service, providing Aboriginal women & their families with quality health & wellbeing support.

Wreck Bay Community Health Centre
Address: Banaan Street, Wreck Bay
Phone: 1300 792 755

Community Health Centres provide care in a community setting, that is care provided in clinics or in people's homes. In this area, this includes general and specialist nursing care, allied health services as well as counselling services, women's health, sexual health, chronic disease support and the diabetes service. Clinics are held at the following centres on an appointment-only basis. They are not always staffed. Call if you need to make an appointment.

13YARN
Phone: 13 92 76
Email: enquiries@13yarn.org.au

If you, or someone you know, are feeling worried or no good, connect with 13YARN on 13 92 76 and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.
This is your story, your journey and 13YARN will take the time to listen. No shame, no judgement, safe place to yarn. They are there for you and available 24 hours, 7 days a week.

Binji and Boori
Address: 54 Worrigee Street, Nowra
Phone: 4252 9780

Binji & Boori is an Aboriginal specific service that sees families who are pregnant or have children aged 0- 5 In two locations Illawarra & Shoalhaven. The teams includes Aboriginal Health Workers, Child & Family Health Nurses, Midwives and Social Workers & Allied Health Professionals. The service offers home visiting, visits in clinics and outreach from other services. Binji & Boori provides services in the Illawarra and Shoalhaven region, including Milton/Ulladulla, Jerrinja, Wreck Bay and Jervis Bay. Their team will work alongside other services to offer you holistic, coordinated care.

Financial Help

Mob Strong Debt Helpline
Financial Rights Legal Centre
Phone: 1800 808 488

Mob Strong Debt Help is a free legal advice service about money matters for Aboriginal and Torres Strait Islander peoples from anywhere in a Australia. They specialise in the law about consumer loans (like credit cards, pay day loans, car loans and home loans), banking, debt recovery and insurance (like car, home, travel, life, funeral, pet insurance).

Drug and Alcohol Help

Oolong House
Address: 11 Junction Street, Nowra
Phone: 4422 0644
Email: reception@oolonghouse.org.au

Oolong house is a residential drug and alcohol treatment center for Aboriginal and non-Aboriginal men who want to regain their lives and manage related problems.

Cullunghutti Aboriginal Child and Family Centre
Address: 35 Holloway Road, East Nowra

Early Learning Centre
Phone: 4422 4800
Email: earlylearning@cullunghutti.org.au
Family Centre
Phone: 4428 6900
Email: admin@cullunghutti.org.au
The Centre provides a mix of culturally safe services and support for Aboriginal families with children aged 0–8 years. Services delivered through the centres include:

- *early childhood education and care*
- *parent and family support*
- *maternal and child health*
- *adult education opportunities*

Defence Services

Defence Member Family and Support (DMFS)
Address: Hunter Block, Level 1, HMAS Albatross
Phone: 1800 624 608
Email: dmfs.nowra@defence.gov.au

DMFS is there to help Defence members balance the demands of service life and the needs of their family. Strong families, strong communities, strong Defence. DFMS programs and services are designed to facilitate family resilience and strong and informed communities. Available 24 hours, 7 days a week.

Defence Social Workers
They can help you address personal, relationship or Service related issues. They can provide you with assessment, short-term counselling services or referral to support and resources in your local community.

Military Support Officers (MSOs)
MSO's are uniformed officers who provide you with advice, assistance and practical support in relation to military matters. They also perform a liaison function with units and Command.

Education Liaison Officers (EDLOs)
EDLOs are specialists who give education support to Defence families as they move around the country, providing information, advice, referral and specialised assistance.

Family Liaison Officers (FLOs)
FLOs have extensive knowledge of local communities and can provide you with advice and information to help you find resources or services that best suit your needs.

Open Arms
Phone: 1800 011 046

Open Arms is veterans and families counselling. They provide 24-hour free and confidential counselling and support services for current and ex-serving members, and their partners and children. They also have lived experience ADF and family peer workers. Open Arms also offers Safe Zone Support which is a 24 hour anonymous counselling line for current and ex-serving members, and their partners and children.

Interpreters CALD Services

Women from diverse cultures and backgrounds face different problems when living with domestic violence.

Illawarra Multicultural Service (IMS)
Outreach at Shoalhaven Neighbourhood Services, 41 Worrigee Street, Nowra
Phone: 4229 6855
Email: info@ims.org.au

Outreach appointments available in Nowra on Wednesdays by appointment only. IMS is funded by the Dept of Home Affairs to deliver the SETS (Settlement Engagement and Transition Support) program. This program aims to equip and empower humanitarian visa entrants, other eligible permanent migrants and their communities to address their settlement needs with the objective of transitioning successfully into Australian life. IMS provides information, advice and referral. IMS offers casework and case management, financial assistance and advocacy.

Immigration Advice and Rights Centre
Phone: 8234 0700

Provides advice in relation to:

- *Immigration and domestic violence*
- *Family visas*
- *Refugee and Humanitarian visas*
- *Citizenship*
- *Visa cancellations*

Immigrant Women's Speakout Association (IWSA)
Phone: 9635 8022

IWSA is a key community-based organisation providing advocacy, support, education and information to women of non-English speaking backgrounds in NSW. They offer services to women who are experiencing or are at risk of experiencing homelessness; and women who are experiencing or have who have experienced domestic or family violence and abuse.

Translating and Interpreting Service (TIS National)
Phone: 131 450

TIS National provides interpreting services to people who do not speak English and to agencies and businesses that need to communicate with their non-English speaking clients. These services enable non-English speakers to independently access services and information in Australia. Alternatively, if you contact an organisation directly they may organise an interpreter on your behalf.

Family and Children's Services

Services to assist and support all members of the family when needed.

The Advocate for Children and Young People
Phone: 9248 0970
Email: acyp@acyp.nsw.gov.au

The Advocate for Children and Young People is an independent statutory office reporting to the NSW Parliament through the Parliamentary Joint Committee on Children and Young People. The Advocate for Children and Young People is supported by a small team in the Department of Communities and Justice.

Anglicare Family Mental Health Support Service
Phone: 4424 7100 or 1300 651 728
Email: familyservices@anglicare.org.au

This service is available to support families with children aged 0-14 years in the Shoalhaven area. We offer home visiting, parenting courses, supported playgroups and a range of individual support. Supported Playgroups of the Shoalhaven (SPLASH) operate in Sussex Inlet, Bomaderry and Sanctuary Point.

Barnardos Australia
Address: 1/15 Moss Street, Nowra
Phone: 4423 6304 or 1800 066 757
Email: info@barnardos.org.au

Barnardos provides practical assistance, information and in-home support for vulnerable families to ensure children are safe, healthy and thriving.

CareSouth
Family Preservation Program
Address: 5-9 Enterprise Ave, South Nowra
Phone: 4423 6833 or 1300 554 260
Email: info@caresouth.org.au

Raising a child can be tough but help and support can make a real difference. At CareSouth, they know that children thrive when they are with family and community. Through their Family Preservation program, they work with families to support them through challenges like domestic violence, mental health issues, significant learning or intellectual disabilities, drug and alcohol misuse, complex health needs, school attendance concerns and other obstacles that may make family life difficult. CareSouth work alongside families to build and support opportunities to thrive.

Child Protection Helpline
Phone: 132 111

Any member of the community, including mandatory reporters, who suspect, on reasonable grounds, that a child or young person is at risk of significant harm should report their concerns to the Child Protection Helpline. Available 24 hours, 7 days a week.

Department of Communities and Justice (DCJ)
Community Services Centres
Address: 1 McGrath Avenue, Nowra
Phone: 4424 5100

General contact information, and accessibility support such as speech, hearing, interpreter or translation services.

Family Preservation Service Shoalhaven
Mission Australia
Address: Unit 2 15 Norfolk Avenue, Nowra
Phone: 4448 2000
Email: nswcsadmin.nowra@missionaustralia.com.au

Targeted intervention services to families with at least one child or young person under the age of eighteen living at home who are facing problems that impact on their ability to care for their children. Family Preservation Service helps to build strong/well-functioning families where children can live safe from abuse and neglect & have improved wellbeing outcomes. To be eligible you must also be experiencing one of the following:

- *Domestic Violence,*
- *Parental Mental Health,*
- *Parental Drug and Alcohol,*
- *Intellectual or Learning Disability,*
- *Lack of Parenting Skills and/or Inadequate Supervision.*

Family Relationship Centre Nowra
Address: 61 North Street, Nowra
Phone: 1300 651 728

A Family Relationship Centre can help you by providing information about family relationships at all stages – forming new relationships, overcoming relationship difficulties or dealing with separation. If you are going through separation, staff will talk with you to help you focus on your children's needs and help you decide what to do next. Family Relationship Centres specialise in providing joint Family Dispute Resolution mediation sessions with the other parent or family members to help you agree on parenting arrangements. Centre staff can also refer you to other specialist services that can help, such as family law counselling or programs about parenting after separation. Centres also offer a range of other services and programs such as information sessions and seminars.

Family Support Services
Address: Cottage 1, 80 Park Road, Nowra
Phone: 4421 5499 or 1800 372 000 (Option 7)

Provide a range of services that promote change and provide opportunities for children, young people and families to build on their relationships and connect with their communities. There is a special emphasis on building and strengthening parenting skills. Services are focused on improving the safety and wellbeing of children, young people and families particularly those who are vulnerable and disadvantaged. Services are delivered through a combination of in-home visiting and centre based activities. Family Services Australia offer practical support and help individuals and families connect with the services they need.

Kidsafe NSW
Phone: 9845 0890
Email: SCHN-KIDSAFE@health.nsw.gov.au

Kidsafe NSW is an independent not-for-profit organisation dedicated to the prevention of unintentional serious injury and death of children through education, advocacy and research. They are committed to championing environmental and legislative improvements while also inspiring behavioural change that will help keep children safe.

Kids Helpline
Phone: 1800 551 800

Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25. Qualified counsellors at Kids Helpline are available via WebChat, phone or email anytime and for any reason.

National Association for Prevention of Child Abuse and Neglect (NAPCAN)
Phone: 8073 3300
Email: contact@napcan.org.au

NAPCAN is a national organisation dedicated to the safety and wellbeing of Australia's children and young people. They differ from most organisations working in the field of child abuse and neglect, in that we are primarily focused on prevention. Their strategy is focused on supporting high quality child abuse prevention research, advocating for child safe policies and strategies, coordinating National Child Protection Week, and providing a range of resources and training to support the safety and wellbeing of children and young people.

Nowra Youth Centre
Address: 132 Kinghorne Street, Nowra
Phone: 4422 1988
Email: admin@nowrayouthcentre.org.au

Nowra Youth Centre's activities also provide a platform for Young people to feel safe, included and respected. Youth are encourage to engaged in Youth Centre activities and during these activities young people and youth workers are able to breakdown communication barriers and build a repour and respect, this enables Youth workers to support and guide young people to make the right choices by offering suggestions to utilise alternate technique such as talking instead fighting to assist young people with their actions and their emotions, feeling and everyday issues to empower self-esteem, self-awareness, respect, self-worth, confidence and all the while undertaking and creating masterpieces.

Southern Shoalhaven Youth Services
Address: 80 St Vincent Street, Ulladulla
Phone: 4454 1761

The Southern Shoalhaven Youth Services provides early intervention and place prevention for young people 12-18 years old and their families living in the Illawarra region. This service works with the local schools to help support young people in the community to remain and be supported at school and advice and assistance is provided to assist the young people to access the required services.

Uniting Counselling and Mediation Nowra
Address: 48 Junction Street Nowra
Phone: 1800 864 846
Email: ask@uniting.org

An experienced team of mediators and counsellors are trained to support you with the following:
Separation counselling
Helping parents and carers improve communication with their kids following separation.
Mediation (Family Dispute Resolution)
Practical assistance in reaching post-separation parenting and property agreements including parenting plans.
Individual, couple and family counselling
Addresses wide-ranging issues from depression and anxiety to relationship challenges.

Pets

There are services that can help with your pets.

RSPCA - Community Domestic Violence Program
Phone: 9782 4408 (Monday to Friday 9am-5pm)
Phone: 9770 7555 (after hours)

RSPCA NSW aims to offer practical solutions for pet owners leaving situations of domestic violence. They safely house and care for your pets, allowing you time to find safe refuge for yourself, with the aim of reuniting you with your beloved pet as soon as possible.

RSPCA - Community Aged Care Program
Phone: 9782 4408 (Monday to Friday 9am-5pm)
Phone: 9770 7555 (after hours)

The Community Aged Care program aims to keep pets and their elderly owners happy, healthy and together in their own homes for as long as possible. To do this, they assist elderly pet owners over the age of 65, Indigenous pet owners over the age of 50 and palliative care patients of any age.

Notes and Other Services

Shoalhaven

Domestic and Family
Violence Committee

www.shoalhavendv.com