



## Family Services

**Centrelink/Medicare Services Australia:** 132 468

**Child and Family Health:** Provide free Community health and developmental checks for children 0-6. They also provide support, education and information on all aspects of parenting.

Ballina (02) 6620 6600  
Banora Point: (07) 5524 9146  
Casino (02) 6662 4444  
Coraki (02) 6683 9000  
Evan's Head: (02) 6683 9080  
Goonellabah: (02) 6625 0111  
Kingscliff: (02) 6674 9500  
Kyogle: (02) 6630 0400  
Lismore: (02) 202 967  
Murwillumbah: (02) 6670 9400  
Pottsville: (02) 6670 4900  
Tweed Heads: (07) 550 607 540

**Children's Contact Service:** Help children from separated families to establish or maintain a relationship with the parent they do not live with. They provide a neutral venue for safe changeovers.

Ph: 1300 364 277

**Community playgroup:** Enables families to connect, network, share ideas and form friendships.

[www.playgroupsnsw.org.au](http://www.playgroupsnsw.org.au) Ph:1800 171 882

**Covid 19 Helpline:** Ph: 1800 020 080

**Crime Stoppers:** 1800 333 000

**Dads and Kids:** Helping fatherless children  
[www.dads4kids.org.au](http://www.dads4kids.org.au)

**Early Intervention:** Support for young children from 0-7 years who have developmental delay, disabilities, or who have been victims of, or are at high risk of child abuse and / or neglect.

Summerland Early Intervention: 6621 6421

Tweed Heads Early Intervention: is at Tweed Hospital (07) 5506 7000

**Family Connect and Support Service:** was previously Family Referral Service. Brings together families, support services and community resources to ensure the safety and wellness of children and young people. They work in partnership with **Social Futures** in Northern NSW and serve Tweed, Richmond Valley, Clarence Valley, Lismore, Ballina, Byron and Kyogle.

[www.socialfutures.org.au](http://www.socialfutures.org.au)

Ph: 1800 327 679

[www.familyconnectsupport.dcj.nsw.gov.au](http://www.familyconnectsupport.dcj.nsw.gov.au)



**Family Relationships Online:** Is an online service designed to provide all families manage relationship issues, including appropriate arrangements for children and parents who separate. There is information on topics ranging from building better relationships to family dispute resolution and family counselling.

[www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

**Family Relationship Advice Line:** Is a national phone service providing information and referral to services that can help strengthen relationships, overcome relationship difficulties or deal with separation.

Ph: 1800 050 321

Open 8am to 8pm (AEST) Mon – Fri & 10 – 4 Saturday

**Family Support Network:** offers services to families in the Lismore and surrounding areas. Services include provision of family work / support, parenting programs and playgroups.

Ph: (02) 6621 2489

[www.fsn.org.au](http://www.fsn.org.au)

**Health Direct:** 1800 022 222

**Hearing Services** Is a child focussed diagnostic hearing health service. Adult appointments are available for those adults who are ineligible for Office of Hearing Services vouchers. It is available through Child and Family Health Centres:

[nswlhd.health.nsw.gov.au/about/childrens-health-services/hearing-services](http://nswlhd.health.nsw.gov.au/about/childrens-health-services/hearing-services)

**Infoxchange:** Service Seeker – An extensive directory of Community Support Services for health, welfare and community service records.

[Serviceseeker.com.au](http://Serviceseeker.com.au)

**In-Home Care:** Is designed for families who have no access to existing childcare services or families whose circumstances mean that existing childcare cannot meet their needs.

NSW [www.ihcsupportagency.org.au](http://www.ihcsupportagency.org.au)

QLD [www.ihc.org.au](http://www.ihc.org.au)

ph.: NSW: 1800 442 273

Qld: 1800 993 737

**Karitane:** NSW based to support new parents around sleep and settling, establishing routines, feeding and nutrition, toddler behaviour and pre- & post-natal anxiety and depression.

[www.karitane.com.au](http://www.karitane.com.au)

Ph: 1300 227 464 (1300 CARING)

**Kids in Mind:** Provides accurate and detailed information for families to assist them to choose movies appropriate to their children.

[www.kids-in-mind.com](http://www.kids-in-mind.com)

**Legal aid:** Provides legal services for people who require additional support.

[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

Ph: 1300 888 529



**Link 2 Home:** Emergency temporary accommodation.

Ph: 1800 152 152

**MyGov Support:** Ph: 032 307

**Northern Rivers Community Gateway** (Formerly **Neighbourhood centre**): Provide welfare and community capacity building programs for disadvantaged people and communities.

[www.nrcg.org.au](http://www.nrcg.org.au)

Ph: 6621 7397

**NSW Rural Assistance Authority:** Ph: 1800 678 593

**Parenting Orders Program:** Help separated parents work out arrangements that allow parents and other family members to spend time with children.

Ph: 1300 364 277

**Poisons Information Service:** National Information Service for poisons

Ph: 13 1126

**Police Assistance Line:** Ph 131 444

**Service NSW:** Ph 13 7788

**Tresillian:** Help parents gain confidence in parenting routines such as sleep, settling, breast feeding and nutrition.

[www.tresillian.org.au](http://www.tresillian.org.au)

Ph: 1300 272 736 from 7am Monday – Sunday

## Disability Services

**Autism Spectrum:** Provide information, education and a variety of services including Occupational Therapists, Speech Pathologists, Special Education Teachers, Social Workers and Psychologists to support children and families on the Autism Spectrum.

[www.autismspectrum.org.au](http://www.autismspectrum.org.au)

Ph: 1800 277 328

**Aspect:** [northernriversnow.com.au/directory/listing/autism-spectrum-australia-aspect](http://northernriversnow.com.au/directory/listing/autism-spectrum-australia-aspect)

**Brighter Futures:** Provide programs that can help parents give their children a good start in life. Services include home visiting, parent groups, playgroups and childcare.

[www.dcj.nsw.gov.au](http://www.dcj.nsw.gov.au)

Ph: 9377 6000

**Cerebral Palsy Alliance:** Provides family-centred therapies, life skills programs, equipment and support for people and their families living with cerebral palsy and other neurological and physical disabilities.

[www.cerebralpalsy.org.au](http://www.cerebralpalsy.org.au)

Ph: 1300 888 378



**NDIS:** Provide people with permanent and significant disabilities funding for support services.

www.ndis.gov.au  
Ph: 1800 800 110

**Ready Set Go:** Provide development and support programs for families in Lismore and Goonellabah for eligible families with children 0-5.

www.nrcs.org.au  
Ph: 66 269 033

## Mental Health Services

**Breakthru:** Is a family mental health support service who provide free support for children, young people and families affected by or at risk of mental health issues, through access to a range of early intervention and education services. Support is available to all cultural communities.

Ph: 1800 767 212

[https://breakthru.org.au/services/mental-health/family-mental-health-support-services/?utm\\_source=GoogleAds&utm\\_medium=Search&utm\\_campaign=FMHSS&gclid=EA1aIQobChMIsd-P49-R9AIV\\_pNmAh1OKwfyEAMYASAAEgKSCvD\\_BwE](https://breakthru.org.au/services/mental-health/family-mental-health-support-services/?utm_source=GoogleAds&utm_medium=Search&utm_campaign=FMHSS&gclid=EA1aIQobChMIsd-P49-R9AIV_pNmAh1OKwfyEAMYASAAEgKSCvD_BwE)

**Headspace:** National Youth Mental Health Foundation providing Early Intervention mental health services for 12 – 25 year old's. They help young people with mental, physical and sexual health, alcohol and other drug services, and work and study support.

www.headspace.org.au for **eHeadspace**  
Ph: Lismore 6625 0200  
Tweed: (07) 5589 8700  
Ph: 1800 650 890

**Friendline:** Phone service for people who need to have a chat. Conversations are anonymous and volunteers are ready for a yarn.  
Ph: 1800 424 287

**Lifeline:** Volunteer crisis supporters provide suicide prevention services, mental health support and emotional assistance via telephone, text, face to face or online

www.lifeline.org.au  
Ph: 131144 Offer free 24 hour telephone crisis support

**Beyond Blue:** 1300 224 636 or beyondblue.org.au

**Kids Helpline:** 1800 551 800

**Mental Health Line:** 1800 011 511

**Parent Line:** 1300 130 052

**Suicide Call Back Service:** 1300 659 467



**Lismore Women:** Support the wellbeing of women and young people through equality, empowerment and safety.

Ph: (02) 6621 9800

[www.lismorewomen.org.au](http://www.lismorewomen.org.au)

**MensLine:** Telephone and online support, information and referral service for men's mental health, relationship and divorce, emotional wellbeing and social connection.

[www.mensline.org.au](http://www.mensline.org.au)

Ph: 1300 789 978

**National Indigenous Critical Response Service:** For Indigenous affected by suicide or on emergency calls.

Ph: 1800 805 801

[thirrili.com.au/nircs](http://thirrili.com.au/nircs)

## Domestic Violence and Separated Family Services

**Domestic and Family Violence:** Support women and children who are experiencing family or domestic violence. There are specialist workers for Aboriginal women and women from culturally and linguistically diverse backgrounds. Hours are 9am to 5pm Monday to Friday.

Ph: 1300 720 606

Domestic Violence Line: 1800 656 463 (NSW)

DV Connect Women's Line 1800 811 811 (Qld)

[www.northernriversclc.org.au/domestic-family-violence](http://www.northernriversclc.org.au/domestic-family-violence)

**Men and Family Centre:** Work towards ending male violence against women and children. Hours are 10am to 8pm 7 days.

[www.menandfamily.org.au](http://www.menandfamily.org.au)

Ph: Lismore (02) 6622 6116

Tweed 0422 195 003

**Northern Rivers Family Law Pathways Network:** Strengthen the regional legal and community interface, and support service providers to achieve best possible outcomes for separating and divorcing families and children. Open Mondays and Tuesdays.

Address: 5 Anzac Close Lismore

Ph: (02) 6623 2750

[www.familylawpathways.com.au/services.php?code=17](http://www.familylawpathways.com.au/services.php?code=17)

**Women Up North:** is a Northern NSW service for women children and young people who have experienced domestic violence or family violence or abuse. The service is available from Grafton to Tweed Heads.

Ph: (02) 6621 7730

[www.wunh.org.au](http://www.wunh.org.au)

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