

Multicultural Directory

Welcome to the Northern Beaches



We pay our respects to the *Traditional Landowners* of the Northern Beaches.



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Acknowledgement of Country

Aboriginal and Torres Strait Islander cultures are the oldest continuous cultures in the world.

Aboriginal people have been living in Australia for over 60,000 years, developing complex cultural and spiritual connection to the environment and their kinship systems passed on from generation to generation, through stories, songs, dances, ceremonies, and art. The people developed a rich, complex ritual life - language, customs, spirituality, and lore - the heart of which is the connection between the people, Country/ Lore, and spiritual beliefs.

This connection still exists today and has enabled them to grow and adapt through many periods of environmental and climatic change taking place over thousands of years before the arrival of Europeans in the 1700s.

On the Northern Beaches, food was sustainability harvested from saltwater and freshwater environments, from land-based animals, reptiles, and other bush life, and propagated and gathered from the bush.

There are still over 1,000 Aboriginal sites across the Northern Beaches, being actively conserved and managed by the local Aboriginal Heritage Office, National Parks and the Metropolitan Local Aboriginal Land Council.

We acknowledge the traditional custodians of these lands and show respect to the peoples Elders, Ancestors and spirits who lived happily among the resources and spiritual places including the many local lagoons, creeks, valleys, and beaches for thousands of years. This connection still exists today. Aboriginal heritage sites found in the local area demonstrate this connection.

We also acknowledge the many Aboriginal people and Elders of the present who call the Northern Beaches home.

Thank you for the privilege of being invited to know, connect and care for country, and together to grow and adapt to future periods of challenge and change.



Glossary

There are many abbreviations used by support services and government agencies. Below is a list of commonly used abbreviations that you may read in this directory.

Abbreviation	Meaning
AMEP	Adult Migrant English Program
CALD	Culturally and Linguistically Diverse
GP	General Practitioner
LAC	Local Area Coordination
NDIS	National Disability Insurance Scheme
NSLHD	Northern Sydney Local Health District
TIS	Translating and Interpreting Service

Access this guide online

Scan the QR code:



How to use QR codes:

1. Open the camera or the QR reader application on your smartphone
2. Point your camera at the QR code to scan the QR code
3. A notification will pop-up on screen
4. Click on the notification to open the website link
5. A copy of the guide will download onto your phone.

Important phone numbers

The Translating and Interpreting Service (TIS National)

131 450

tisnational.gov.au

You can access a telephone interpreter through TIS National by calling 131 450. Tell the operator the language you speak, as well as the name and phone number of the service you need to contact. It may take a few minutes to be connected to the interpreter. You can request a female or male speaking interpreter. TIS National provides interpreting services 24 hours, every day of the year.

Northern Beaches Council

1300 434 434

northernbeaches.nsw.gov.au

Council manages libraries, aquatic centres, waste services, events, some community services and much more. Visit Council's website to learn about more ways Council can support you.



Local Culturally & Linguistically Diverse (CALD) Support Services

northernbeaches.nsw.gov.au/community/our-diverse-community/celebrating-cultural-diversity

Community Northern Beaches Multicultural Service (CNB)

9977 1066

cnb.org.au/multicultural-services

Helps migrants and refugees after they move to the Northern Beaches, particularly in the first five years of settlement in Australia. Services include case work, free immigration advice, free tax help, a homework club, youth activities, learning to

drive and a swimming program. Staff at this service can speak English, Tibetan, Serbian, Croatian and Bosnian.

MWP Care - Multicultural Social Support

9913 3244

mwpcare.com.au

Social support groups, outings, shopping, appointments, visiting and phone contact for seniors from culturally and linguistically diverse backgrounds. Social support groups for those from Serbian, Korean, Filipino, Chinese, and Italian backgrounds.

Northern Beaches Community Connect

0426 933 133

lets-connect.com.au

A range of support services, including culturally specific services. Multicultural support groups available for Serbian, Italian, Spanish, Chinese (Mandarin speaking) and Croatian people.

CAPAH Multicultural

4297 7546

capahmulticultural.org

A not for profit organisation, which provides Aged Care & Disability services in Northern Sydney.

Northern Beaches Multicultural Communities

nbmc.net.au

Support services for Multicultural communities, including seniors groups, playgroup and mothers wellness groups, workshops and language skills.

Community food services

If you are finding it difficult to pay for food, there are many organisations that can help.

To see which service is closest to you, visit Council's website.-
[northernbeaches.nsw.gov.au/
community/safety-and-wellbeing/
community-food-services](http://northernbeaches.nsw.gov.au/community/safety-and-wellbeing/community-food-services)



English language classes and support

TAFE NSW

7920 3190

amepbrookvale@tafensw.edu.au

The Adult Migrant English Program (AMEP) can help you to learn English. The AMEP provides free English lessons and childcare to newly arrived eligible migrants and refugees. Contact TAFE to check your eligibility -

www.tafensw.edu.au/student-services/adult-migrant-english-program-amep

Literacy Network

0460 803 669

literacynetwork.org.au

Literacy Network matches their trained tutors with individual adult learners, beginners to advanced. Pairs meet in the student's home or other convenient place. Lessons help students with the English they need for everyday conversation, study and work.

Tibetan Mentoring Program

8968 3413

This free program pairs/matches local volunteer mentors with newly arrived Tibetan refugees living in the Northern Beaches area. Mentors meet their mentees once a week for a minimum of six months to provide support, friendship and assistance accessing health and welfare services. In return, mentors have an opportunity to learn about another culture. Mentors also have the option of attending cultural events in the Tibetan community. Volunteer mentors receive training and ongoing support by staff at the Multicultural Health Service, Northern Sydney Local Health District and TAFE NSW.

CNB - ESL Conversation Project

9977 1066

cnb.org.au/multicultural

A program for refugees and migrants living on the Northern Beaches, who are matched to a volunteer to meet once per week in a public place to participate in an everyday situations such as having a coffee or shopping. The aim is to improve new migrants' conversational English.



Cultural social groups and support services

On the Northern Beaches

Austrian Club Sydney

9452 3304

austrianclubsydney.com

20 Grattan Cres, Frenchs Forest

Das Neerlandia Club

9452 5014

dasneerlandia.org

1 Grattan Cres, Frenchs Forest

Sokol Sydney (Czech and Slovak)

9452 5617

sokolsydney.com

16 Grattan Cres, Frenchs Forest

Austral-Armenian Association

9451 3918

austral-armenian.org.au

5 Grattan Cres, Frenchs Forest

Nest Inc. (cultures from former Yugoslavia)

0431 489 049

nestincorporated.com

Spanishcare

9698 3731 / 0406 264 238

info@spanishcare.org.au

Calabria Social Sports Club Inc.

9948 6677

calabriabowling.com.au

Lot 1 Campbell Pde, Manly Vale

Pasifika Community Northern Beaches

facebook.com/pasifika.community.northern.beaches

Tibetan Community of Australia NSW

facebook.com/SydneyTibetanCommunity

Warringah Scottish Society

facebook.com/WarringahScottishSociety

Masonic Hall, Pittwater Rd,
Collaroy



Cultural social groups and support services

Sydney wide

Armenian Community Welfare Centre (ACWC)

9419 6394

armenianwelfare.com.au

10 Macquarie St, Chatswood

Australian Chinese Community Association of NSW

9412 3488

acca.org.au

Suite 101, Level One,
10 Help Street, Chatswood

Co.As.It (Italian)

9564 0744

coasit.org.au

67 Norton Street, Leichhardt

Greek Welfare Centre

1800 776 642

gwccservices.org

378a King St, Newtown



Cultural religious groups

On the Northern Beaches you will find a diverse range of religious groups, including these culturally specific and unique places of worship:

Baha'i House of Worship

9998 9222

bahai.org.au

173 Mona Vale Road, Ingleside

Cecil Gribble Tongan Congregation

9981 7007

cecilgribblecongregation.uca.org.au

uca.org.au

60 Howard Avenue, Dee Why

Dee Why Masjid

9982 6102

ismw.org.au

12 South Creek Road,
Dee Why NSW 2099

Guan Yin Buddhist Temple

601 Warringah Road,
Frenchs Forest

Kuan Yin Buddhist Temple

50-52 Myoora Rd, Terrey Hills

St Paul & St Reweis Coptic Church

0414 770 312

38A Stella St, Collaroy Plateau

St Sava Serbian Orthodox Church

0419 974 753

stsava.org.au

5 Wilson Ave, Ingleside

There are many religious groups and places of worship on the Northern Beaches.

To find one you are looking for search the Culture Map - northernbeaches.nsw.gov.au/things-to-do/arts-and-culture/culture-map-live

Government assistance

Services Australia

Centrelink

Centrelink delivers social security payments and services and provides services at times of major change.

If you want to talk to someone in your preferred language, please contact them between Monday - Friday, 8am-5pm.

Multilingual Phone Service:
13 24 68 (for all Centrelink enquiries only).

Medicare

servicesaustralia.gov.au/individuals/medicare

Medicare provides Australians with access to some health services at low or no cost.

For Medicare enquiries, please call the National Translating and Interpreting Service (TIS Service):
13 20 11

Legal Support

Legal Aid NSW

1300 888 529
legalaid.nsw.gov.au

Legal Aid NSW is an organisation that provides legal services to socially and economically disadvantaged people across NSW. At the top of the webpage, you can choose to translate the website into different languages.

Support for older people

My Aged Care

1800 200 422
myagedcare.gov.au

Government funded aged care services can be found on the website. This includes help at home, short term care and aged care homes. Translated information is available here -
myagedcare.gov.au/accessible-all#other-languages

Carer Gateway

1800 422 737
carergateway.gov.au

The Carer Gateway offers some of the following services and supports to carers:

- Counselling & Coaching
- Peer Support
- Respite & Emergency Respite
- Funding Packages
- Support for Young Carers such as tutoring and driving lessons

Monday - Friday, 8am - 6pm

Council services

Recreation and social activities

Enjoying the outdoors

On the Northern Beaches there are lots of beautiful places in nature to walk, bike ride and play!

northernbeaches.nsw.gov.au/things-to-do/parks-and-trails

Community gardens

If you want to help the community grow fruit and vegetables and get to know your neighbours, find out about the community gardens in your area.

northernbeaches.nsw.gov.au/things-to-do/parks-and-trails/gardens/community-gardens

Activities and events

For a huge range of Council and community events happening on the Northern Beaches, you can look at the “What’s On” calendar -

northernbeaches.nsw.gov.au/things-to-do/whats-on

Swimming pools

**Manly Andrew Boy Charlton
(MABC) Aquatic Centre**

9976 1495

northernbeaches.nsw.gov.au/things-to-do/swimming-pools/manly-aquatic-centre

Get fit and stay healthy at the Manly Andrew ‘Boy’ Charlton Aquatic Centre. Indoor and outdoor pools, gym facilities and exercise classes (fees are charged).

Warringah Aquatic Centre

8495 5001

northernbeaches.nsw.gov.au/things-to-do/swimming-pools/warringah-aquatic-centre

Warringah Aquatic Centre has an Olympic size swimming pool, diving pool, and outdoor 25 metre lap pool. Swimming lessons for children and adults. There are also water and land-based exercise programs for all ages (fees are charged).



Council services

It takes a village

It Takes a Village is a new neighbourhood program that inspires and equips residents on the Northern Beaches to connect with their neighbours. The program encourages residents to:

1. Know your neighbour
2. Get active in a local group or activity
3. Give something back

The program also includes a:

- 2 minute Meet Your Neighbour Quiz
- 4 week Meet Your Neighbour Challenge
- Meet Your Neighbour Guide with information for how to host a local neighbourhood party including street closures which can be arranged through Council.

[northernbeaches.nsw.gov.au/
community/your-neighbourhood](https://northernbeaches.nsw.gov.au/community/your-neighbourhood)



Council services

Libraries

Libraries provide a wide range of free services to the community. From children's storytimes, internet and printing to school holiday programs there is something for everyone. Joining the library is free and provides you with access to a wide range of books, magazines and online resources.

Libraries also offer a range of books in different languages including Nepalese, German, Italian, French, Spanish, Korean and Persian. Library staff can organise books for you in any language.

Northern Beaches Council Library Branches

Dee Why Library

725 Pittwater Road, Dee Why
8495 5021

Forestville Library

6 Darley Street, Forestville
8495 5025

Glen Street Library

Cnr Glen Street and
Blackbutts Road, Belrose
8495 5026

Manly Library

1 Market Place, Manly
8495 5023

Mona Vale Library

1 Park Street, Mona Vale
8495 5024

Warringah Mall Library

Shop 650/145 Old Pittwater Road
8495 5022

Community Libraries

Avalon Community Library

59a Old Barrenjoey Road, Avalon
NSW 2107
8495 5080

Balgowlah Seaforth Community Library

Cnr Frenchs Forest & Sydney
Roads, Seaforth NSW 2092

Harbord Community Library

31 Lawrence Street,
Freshwater NSW 2096

Terrey Hills Community Library

Booralie Road,
Terrey Hills NSW 2084

Council services

Waste services - northernbeaches.nsw.gov.au/services/rubbish-and-recycling

Your waste & recycling guide

Only Northern Beaches bins with this logo  will be emptied.

If you have any other bin, please contact Council to have it exchanged or removed.



Place bins out **the night**
before collection day




Bring bins in **within 24**
hours of collection



Lids must be closed flat.
Do not overfill or pack bin too tightly




 **Garbage**
Weekly collection

- ✓ Food waste
- ✓ Food soiled paper
- ✓ Plastic bags / wrappings
- ✓ Nappies / polystyrene
- ✓ Broken windows / mirrors
- ✓ Drinking glass / ceramics

- ✗ Hazardous waste
- ✗ Recyclable items
- ✗ Computer equipment
- ✗ Asbestos
- ✗ Batteries
- ✗ Gas cylinders




 **Paper recycling**
Houses fortnightly
Units with shared bins weekly

- ✓ Paper
- ✓ Newspaper / magazines
- ✓ Flattened cardboard
- ✓ Envelopes
- ✓ Window envelopes
- ✓ Egg cartons

- ✗ Plastic bags
- ✗ Waxed cardboard
- ✗ Food waste
- ✗ Food soiled paper
- ✗ Milk / juice cartons
- ✗ Polystyrene




 **Container recycling**
Houses fortnightly
Units with shared bins weekly

- ✓ Clean containers including:
- ✓ Glass jars / bottles
- ✓ Milk / juice cartons
- ✓ Empty aerosols
- ✓ Steel / aluminium cans
- ✓ Plastic containers

- ✗ Plastic bags / cling wrap
- ✗ Food waste
- ✗ Windows / glass / mirrors
- ✗ Ceramics / drinking glass
- ✗ Polystyrene
- ✗ White glass



 **Vegetation**
Fortnightly collection

- ✓ Branches max 75mm thick
- ✓ Leaves
- ✓ Garden / grass clippings
- ✓ Cut up palm fronds
- ✓ Twigs
- ✓ Flowers

- ✗ Food / general waste
- ✗ Boxed vegetation
- ✗ Plastic bags
- ✗ Painted / treated timber
- ✗ Soil
- ✗ Large tree stumps

How do I present my bins?



To ensure collection, items must be in the bin with the lid closed flat.

Bins should be on the kerb 20cm apart and lid opening facing the street.

Maximum bin weight:

- 80L bin - 40kg
- 140L bin - 70kg
- 240L bin - 70kg

Education and employment support

MAX Employment Solutions

1800 603 503

maxsolutions.com.au

MAX will help you to either find new employment or ways to increase your current employment. By providing support and building new opportunities, they can help you find financial stability and security.

Youth Up Front

9986 3339

youthupfront.org.au

Youth Up Front assist young people, under the age of 25, who are in need, disadvantaged or have challenges. They provide vocational skills, welfare promotion and harm prevention activities, with the purpose of relieving helplessness and adversity.

Employment Rights Legal Service (ERLS)

9698 7277

rlc.org.au/employment-rights-legal-service

Provides free and confidential legal help to migrants and other vulnerable workers across NSW. They can help you with problems including not being paid the right amount, losing your job unfairly, being bullied by your boss, being sexually harassed, and being discriminated against.

Northern Beaches and Mosman College

9970 1000

nbmc.nsw.edu.au

Northern Beaches and Mosman College offer a wide range of courses in arts, computers, financial and work skills, languages, and lifestyle. Nationally accredited training is available and there are also funded training opportunities.

TAFE NSW

131 601

tafensw.edu.au

TAFE NSW offer courses and short courses with qualifications from certificates to Diploma and Advanced Diploma level. They will guide and support the vocational education and training needs of students.

A range of free job seeking courses for migrants that can provide qualified professionals with the necessary skills and knowledge to access the Australian job market are also available.

You can also learn about Australian workplace rights at Fair Work Ombudsman's website - fairwork.gov.au. You can choose to have the website translated into different languages by selecting which language on the top right-hand side of the webpage.

Housing support

Bridge Housing

8324 0800

bridgehousing.org.au

Bridge Housing provides long-term accommodation for people on low to moderate incomes. They provide access to range of housing options for people who facing homelessness and/or who are finding it difficult to secure accommodation in the private market.

The Burdekin Association

8976 1777

burdekin.org.au

Works with the community to offer an integrated approach to solving issues of child and youth homelessness, using innovative and industry-leading support practices we help guide young people aged 9 years - 24 years to fully functional adulthood.

Mission Australia

1800 951 123

missionaustralia.com.au

Youth Homelessness Services

The Early Intervention service supporting young people aged 12-24 years who are at risk of homelessness or currently homeless.

Early Intervention and Prevention Program

The Northern Sydney District Homelessness Early Intervention and Prevention Program delivers services to young people, single men, women, and families through a mobile outreach model across the Northern Sydney district.

Homelessness Support Service

9902 5100

The Lower North Shore and Northern Beaches Homelessness Support Services provide support to single men, single women and families who are experiencing homelessness or are at risk of homelessness who have ties or connections across the Northern Sydney districts including the Mosman, Lane Cove, Willoughby, North Sydney and Northern Beaches Local Government Areas.

Beach and swimming safety

The Northern Beaches is home to one of the most beautiful coastlines in the world. The beach is free and there for you to share and enjoy. It can also be dangerous and unpredictable, so it is important to learn how to keep yourself and others safe.

Only use beaches that are patrolled (look for the red and yellow flags and the volunteer Life Savers wearing red and yellow or Lifeguards in blue). Always swim between the red and yellow flags.

Further information - surflifesaving.com.au/beach-safety

You can find beach safety videos in a variety of languages here - beachsafe.org.au/surf-safety/multilingual



Beach is patrolled when red and yellow flags are displayed. Please swim between the flags.



Raise arm if you need help



Always swim with a friend

Rock pools

There are many magnificent beaches and ocean and harbour pools you and your family can use for free - these are not always patrolled by lifeguards so please be careful, only use them if you are a capable swimmer and watch children closely.

Fishing

Fishing is a popular pastime. However, it can be dangerous. Do not fish from rock platforms in rough surf conditions and use the correct equipment. You will also require a fishing licence.

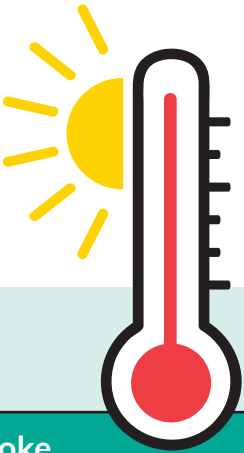
You can find more information at watersafety.nsw.gov.au/Pages/rock-fishing/rock-fishing-safety.aspx

Sun safety







Australia has the highest rate of skin cancer in the world so it's important to stay sun safe while enjoying the outdoors.

Stay sun safe by:

- wearing a shirt, hat and sunshades, using sunscreen and seeking out shade
- keep hydrated - in hot weather avoid caffeinated, energy, or alcoholic beverages and cool down with sips of water roughly 20 minutes apart
- take regular breaks from the sun and heat, by finding shade or air-conditioned interiors to rest
- recognise the symptoms of heat stroke and other heat-related illnesses in yourself and others.



Signs of heat stroke to look out for:

The signs		What to do	
Heat exhaustion	Heat stroke	Heat exhaustion	Heat stroke
Dizzy	Headache	 Find shade	 Phone 000
Pale and clammy	Red and hot		
Weak pulse	Thumping pulse	 Rest and relax	 Cool down
Sweating	Dry skin		
Cool to touch	Temperature over 40°C	 Sip water	 Watch for change
Muscle cramps	May lose consciousness		

Safety at home - respectful relationships

It is a human right to live free from violence.

In Australia there is no tolerance for violence, including within the family.

1800 RESPECT

1800 737 732

The national sexual assault, domestic and family violence counselling service. Translated information can be found at 1800respect.org.au/languages.

Domestic Violence Line

1800 65 64 63

The NSW Domestic Violence Line is free to call. Available 24/7. Interpreters are available.

Community Northern Beaches Domestic and Family Violence Service

9977 1066

Provides a wide range of support if you are experiencing domestic violence, you can call Monday - Friday, 10am - 3pm - www.cnb.org.au/domestic-and-family-violence

Northern Beaches Women's Shelter (NBWS)

9977 7772

Northern Beaches Women's Shelter (NBWS) is a community-funded, charitable organisation providing crisis and transitional accommodation, support, safety and outreach services for single adult homeless women across Sydney's Northern Beaches.

Women can refer through link2home: **1800 152 152**, DV line: **1800 65 64 63**, service referral or self-referral by calling **9977 7772**.

Northern Sydney Women's Domestic Violence Court Advocacy Services

8425 8707 or 1800 938 227

Offer court support, advocacy and referral services for women and children experiencing family and domestic violence. Available Monday to Friday, 9am and 5pm.

For more information about domestic violence and local services visit - northernbeaches.nsw.gov.au/community/safety-and-wellbeing/domestic-and-family-violence

Women & Children First

9971 4499

A community-based service for women and vulnerable families, including women and children escaping domestic and family violence. Their services include three refuges in the local area, crisis accommodation, transitional housing, advice, information and referral, ongoing case management, counselling, domestic violence support groups, social support groups and parenting skills groups.

If it is an emergency
and you need help
straight away call **000**.

Support for parents and children

northernbeaches.nsw.gov.au/services/children/childcare

Family Connect and Support Barnardos Australia

1800 066 757

**[barnardos.org.au/services/
referral-services](http://barnardos.org.au/services/referral-services)**

If you are looking for some extra support, Family Connect and Support can link you to services and offer practical support, information and advice.

Northern Beaches Council Children's Services

9942 2428

Northern Beaches Council offers a range of high quality child care services providing safe, stimulating and interactive learning environments for children. Our quality services are made possible and maintained by strong connections and partnerships with our community and its families. We offer Long Day Care, Pre-school, Occasional Care, Family Day Care and Vacation Care.

CatholicCare Northern Beaches Family Centre

8043 2600

Specialist one-on-one and group services for children, families, young people and individuals across a range of programs that promote wellbeing.

Women & Children First

9971 4499

womenandchildrenfirst.org.au

Support for women, children and families. Free parenting programs, workshops and case management.

Playgroups

playgroupnsw.org.au

Playgroups are for parents or grandparents and their babies, toddlers, and pre-school aged children. It is a place to play, make friends and have fun. There are lots of playgroups on the Northern Beaches to choose from.

Alexander Playgroup (Armenian)

9486 3266

Schools as Community Centres Playgroups Dee Why Public School (Tibetan, German, Multicultural)

9971 8635

Waku Waku Playgroup (Japanese)

wakuwakuplaygroup@gmail.com

Brazilian Mothers Playgroup (Portuguese)

nbmcincorporated@gmail.com

Les Petites Classes (French)

**[playgroup@lespetitesclasses.
com.au](mailto:playgroup@lespetitesclasses.com.au)**

German Playgroup (German)

playgroup@giss.nsw.edu.au

Support for young people

Health services

General Practitioners (GPs)

A General Practitioner (GP) is a doctor in your local area who can help you with most of your health problems. GPs work at offices called Surgeries, Medical Centres or Medical Practices.

Before making an appointment to see a GP, ask the receptionist if the GP will bulk bill as you do not need to pay for doctor visits if you have a valid Medicare card and the doctor provides a bulk billing service.

If you cannot find a GP who speaks your language, ask the receptionist to organise a free interpreter on the telephone for you.

Public hospitals

Public hospitals in Australia provide free health care to people who have a Medicare Card. It is important to tell the hospital you wish to be treated as a public patient. You can ask staff at public hospitals to organise an interpreter to help you.

Northern Beaches Hospital

9105 5000

105 Frenchs Forest Rd,
Frenchs Forest

The Northern Beaches Hospital is the primary hospital on the Northern Beaches. Services include surgeries, emergency, intensive care, cardiac, birthing, paediatrics, mental health, renal and cancer care and outpatients. Your GP or specialist can give you a referral letter if you need these services.

Mona Vale Hospital

9998 6300

18 Coronation St, Mona Vale

Mona Vale Hospital provides rehabilitation services and community palliative care. Your GP or specialist will make a referral to these services if you need these services.

Urgent Care Centre, Mona Vale Hospital

9998 6399

18 Coronation St, Mona Vale

The Urgent Care Centre at Mona Vale Hospital helps people who have minor injuries and illnesses and do not need to go to an Emergency Department at a public hospital. The Centre is open 24 hours a day. Services are free if you have a valid medicare card, otherwise charges will apply, and appointments are not needed. You can ask the staff to organise an interpreter to help you at the centre.

Community Health Services

Community Health Services provide health care in community settings for children, families, young people, adults and older people. On the Northern Beaches, services are provided at the Brookvale and Mona Vale Community Health Centres and at child and family health centres.

Services include BreastScreen NSW, child, youth and family health, mental health, drug and alcohol, home nursing services, oral (dental) services, community rehabilitation and aged care, speech therapy, occupational therapy and physiotherapy. You can ask staff to organise an interpreter to help you at Community Health Centres.

Brookvale Community Health Centre

9388 5000

612/624 Pittwater Rd, Brookvale

Mona Vale Community Health Centre

9998 6300

Coronation St, Mona Vale

Medical emergencies

Emergency Department,
Northern Beaches Hospital
105 Frenchs Forest Rd,
Frenchs Forest.

If you have a serious or life-threatening condition call triple zero (000) or go directly to the Emergency Department at the Northern Beaches Hospital. The department is open 24 hours a day, seven days a week.

Public dental services

All children and students under 18 years of age can use free public dental services.

Adults who have a Health Care Card, Centrelink Concession Card, Pensioner Concession Card or Commonwealth Seniors Card can also use public dental services. On the Northern Beaches, public dental clinics are provided at Mona Vale and Brookvale Community Health Centres.

To make an appointment at a public dental clinic on the Northern Beaches, call the NSLHD health contact centre on **1300 732 503**. You can ask for an interpreter to be provided at your dental appointment.

Child & Family Health Nursing Service

9388 5140

The Child and Family Health Nursing Services supports mothers, fathers, and carers. Services include blue book/child development checks and advice on breastfeeding, nutrition, sleeping, immunisation, toileting, teething, behaviour and other child development issues. Parenting groups and health information are also provided. On the Northern Beaches, services are provided at child and family health centres at Avalon, Mona Vale, Brookvale, Frenchs Forest and Seaforth.

You can ask staff to organise an interpreter to help you at the Child and Family Health Nursing Service.

Multicultural Health Service

9382 8670

The Multicultural Health Service provides:

- Information on health service for people from CALD backgrounds
- Referrals to health and welfare services
- Health information sessions for CALD community groups
- Health checks for newly arrived refugees
- Opportunities for people from CALD background to provide feedback on health services and be involved in the planning of health services.

Support for young people

Mental health and wellbeing

STARTTS (the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors)

9646 6800

startts.org.au

30 Fisher Road, Dee Why

STARTTS helps refugees and people from refugee like backgrounds who have had traumatic experiences. Counsellors at STARTTS talk to people about their worries, concerns or difficulties they may be facing. They help people rebuild their life in Australia and connect people with other organisations that can help them. Counsellors at STARTTS speak different languages or use professional interpreters. Services are free and confidential.

Transcultural Mental Health Service

1800 648 911

[dhi.health.nsw.gov.au/](http://dhi.health.nsw.gov.au/transcultural-mental-health-centre)

[transcultural-mental-health-centre](http://dhi.health.nsw.gov.au/transcultural-mental-health-centre)

The Transcultural Mental Health Centre (TMHC) works with health professionals and communities across New South Wales to support positive mental health for people from culturally and linguistically diverse communities.

Lifeline

13 11 14

The Lifeline telephone call service is available 24/7 for crisis support, you can call them for a free, confidential and non-judgemental chat. You can speak to Lifeline in your language with a TIS interpreter by following these steps:

- Call **131 450**
- Say your language
- Say Lifeline **13 11 14**
- Wait for a connection
- Speak through the interpreter in your language.

The NSW Mental Health Access Line

1800 011 511

The Mental Health Line helps anyone with a mental health issue connect or contact free mental health services on the Northern Beaches. The staff will make sure you connect with the mental health service you need. The staff also provide mental health advice, support and referrals for families and carers.

You can speak to the Mental Health Line in your language with a TIS interpreter by following these steps:

- Call **131 450**
- Say your language
- Tell the interpreter you wish to call the Mental Health Access Line on **1800 011 511**
- Speak through the interpreter in your language.

Free and available 24 hours a day, seven days a week.

Disability services

You can find a list of disability support services, activities and events and information about the local disability newsletter here - www.northernbeaches.nsw.gov.au/services/disability

Uniting Local Area Coordination

8833 0552

Uniting LAC support people with disability who have an NDIS plan to develop, review and implement their funding. If you don't have an NDIS plan, Uniting LAC can help you with information about applying for the NDIS and connecting you to publicly available supports in your community.

NDIS resources translated into a few different languages are here - www.uniting.org/services/disability-services/support-coordination-ndis#download

NDIS Early Childhood Early Intervention (ECEI) Pathway - Northern Sydney

1300 888 378

Cerebral Palsy Alliance are the NDIS Early Childhood Early Intervention Partner in Northern Sydney.

They can help families of children aged 0-6 years to access the NDIS or connect with local supports if you have concerns about your child's development.

No formal diagnosis or referral is required. If a parent has concerns about their child's development, they can contact us on **1300 888 378** or eceienquiries@cerebralpalsy.org.au



Natural disasters and emergencies

If there is a natural disaster or emergency, there are processes in place to keep safe and stay informed about the situation.

If there is an emergency or your life is in danger, dial **000** on your phone.

SES (State Emergency Service)

132 500

ses.nsw.gov.au

You can call SES if you require assistance due to flood, storm and tsunami emergencies. The SES are a volunteer-based organisation that provides emergency assistance to people in NSW at any time.

You can find information in different languages about SES at ses.nsw.gov.au/in-your-language

ABC radio and news

abc.net.au

The ABC is Australia's national broadcaster. In case of an emergency, you can find up to date and reliable information through their radio, TV and website sources - www.abc.net.au/emergency

SBS (Special Broadcasting Service)

sbs.com.au

SBS is an Australian public service broadcaster. It provides multilingual and multicultural TV and radio. You can stay informed in your own language through their sources.



Emergency services

Police, Ambulance or Fire

Call triple zero '000' for emergencies or 112 from your mobile.

Local Police

Open 24 hours

Dee Why

9971 3399

Cnr St David Avenue and
Fisher Road, Dee Why

Frenchs Forest

9452 9599

137-139 Frenchs Forest Road
West, Frenchs Forest

Manly

9976 8099

3 Belgrave St, Manly

Mona Vale

9998 0699

1705-1707 Pittwater Road,
Mona Vale

Lifeline

13 11 14



northern
beaches
council