

REFERRAL GUIDE TO THE COLOCATED PARTNER SERVICES

**The Northern Centre
West Ryde Community Centre
Level 3, 3-5 Anthony Road, West Ryde 2114
P: 02 9334 0111
E: connect@thenortherncentre.org.au**

Family Support Program

<u>Contact:</u>	The Northern Centre 9334 0111 intake@thenortherncentre.org.au
<u>About:</u>	Individual and family support through counselling, case management, supported playgroups and evidence based parenting programs (inc. Chinese and Korean).
<u>Service times:</u>	Monday to Friday 8.30am - 4.30pm
<u>Access criteria:</u>	Any individual/ family who are vulnerable and require support around parenting.
<u>Referral pathway:</u>	Can self-refer or any service can refer their client into this service. Contact Claire for Intake by phone or email.
<u>LGA focus:</u>	Ryde, Hunters Hill and Ku-ring-gai

Early intervention Homelessness Program

<u>Contact:</u>	The Northern Centre 9334 0111 intake@thenortherncentre.org.au
<u>About:</u>	A service that works with individuals and families to help them maintain or find safe and accessible housing.
<u>Service times:</u>	Monday to Friday 8.30am - 4.30pm
<u>Access criteria:</u>	Any individual or family whose housing situation is unstable or at risk.
<u>Referral pathway:</u>	Can self-refer or any service can refer their client into this service. Contact Claire for Intake by phone or email.
<u>LGA focus:</u>	Ryde, Hunters Hill, Lane Cove, Mosman, North Sydney, Willoughby, Ku-ring-gai and Epping

Financial Counselling

<u>Contact:</u>	Alessandra Amico-Smith (Mon-Wed) 0427 078 366 alessandra.amicosmith@catholiccareddb.org.au Steve Cribb (Thu-Fri) 0481 602 080 steve.cribb@catholiccareddb.org.au
<u>About:</u>	The provision of information, support and advocacy to assist people experiencing financial difficulty.
<u>Service times:</u>	Monday to Friday 8.30am - 4.30pm
<u>Access criteria:</u>	Any individual/family who are suffering stress due to their financial position.
<u>Referral pathway:</u>	Can self-refer or any service can refer their client into financial counselling. Contact Alessandra or Steve to make an appointment.
<u>LGA focus:</u>	Ryde, Lower North Shore and Northern Beaches

Emergency Relief

<u>Contact:</u>	Sophie De Vries 0429 989 806 sophia.devries@catholiccareddb.org.au
<u>About:</u>	The Emergency Relief program helps and supports people address their immediate basic needs in times of financial crisis.
<u>Service times:</u>	Wednesday 8.30am - 4.30pm
<u>Access criteria:</u>	Any individual/family who are suffering immediate crisis where their basic daily needs are challenged.
<u>Referral pathway:</u>	Can self-refer or any service can refer their client into the emergency relief service. Contact Sophie to make an appointment.
<u>LGA focus:</u>	Ryde, Lower North Shore and Northern Beaches



Employment Services

Contact: Danielle Cardile

0418 481 819

Danielle.Cardile@apm.net.au

About: APM are a Government contracted provider of Disability Employment Services. If you have a client with a disability, injury or health condition and they are looking for work, please refer to this service. APM will work with your client to tailor a job plan, based on your client's personal circumstances. Their aim is to listen to and work alongside your client to achieve their employment goals. Depending on their circumstances, APM can help write or update resumes, provide them with job search tools, offer interview tips and preparation, and help them with skills development.

Service times: Twice weekly – Monday and Fridays 8.30am - 4.30pm

Access criteria: An Australian Resident or Citizen, with a Disability Seeking employment, education or assistance in determining a vocation. APM can also assist those that are currently employed but have an identified Disability and require support to remain employed.

Referral pathway: Contact Khadiza Sultana on mobile or email.

LGA focus: Ryde, North Shore and Northern Beaches



Youth mental health

Contact: Elizabeth Mackenzie

1800 026 517

headspacechatswood@newhorizons.org.au

About: headspace provides tailored and holistic mental health support to 12 - 25 year olds, working with mild to moderate presentations and with a focus on early intervention. headspace can work with the young person and/or their family.

Service times: Thursday 8.30am - 4.30pm

Access Criteria: Young people 12 - 25 years old

Referral pathway: Can self-refer or any service can refer their client into headspace. Contact the headspace Intake Coordinator on 8021 3668 to make an appointment for a headspace session at The Northern Centre on a Thursday.

LGA focus: NIL



Womens Legal Clinic

Contact: The Northern Centre

9334 0111

connect@thenortherncentre.org.au

About: A weekly pro bono legal service run by Alex Xenos Senior Associate Hunt and Hunt Lawyers, delivering a service to women focussing on custody, family or domestic violence, child and spousal support or property issues. Appointments are 40 mins each. The clinic provides initial legal advice only and most often only one appointment per client (in extreme circumstances as directed by Alex, clients may have a second appointment). TIS are engaged when required and TNC have a Chinese and Korean worker who may be able to support translation services. Free childcare is available if required.

Service times: Thursday 2.00pm - 5.00pm

Access criteria: Any female who requires advice around custody, family or domestic violence, child and spousal support or property issues.

Referral pathway: Can self-refer or any service can refer their client into this clinic. Contact The Northern Centre to make an appointment.

LGA focus: Sydney Northern District

Elizabeth Lee

Qualifications: MCAP; Grad Dip. Counselling; BA Psychology

Bi-lingual English / Korean speaking Psychotherapist / Problem Gambling Counsellor

Registered NDIS and Carers NSW provider

Contact: Elizabeth Lee

0414 525 277

leese.elizabeth@gmail.com

About: Elizabeth operates from TNC on Saturdays and provides free services under NDIS and Carers NSW (6 free counselling sessions) with a focus on any relationship, addiction, mental health concerns for individuals, couples and families.

Service times: Saturdays

Access criteria: Korean clients registered for NDIS and Carers NSW referrals.

Referral pathway: Korean clients registered for NDIS and Carers NSW referrals.

LGA focus: N/A



Indonesian Welfare Association (IWA)

<u>Contact:</u>	Ana Wirjawan Indonesian Welfare Association 0401 062 659 a_wirj@hotmail.com
<u>About:</u>	IWA offers a wide range of services and support not only for newly arrived Indonesian-speaking migrants but also to the women, men and elderly and the broader members of the Indonesian community in Sydney metropolitan area.
<u>Service times:</u>	Wednesday and Thursday 8.30am - 4.30pm
<u>Access criteria:</u>	Any Indonesian individual or family.
<u>Referral pathway:</u>	Can self-refer or any service can refer their client into IWA. Contact Ana to make an appointment.
<u>LGA focus:</u>	Nil



Mind Talk Counselling

<u>Contact:</u>	Christine Kim MCouns, GradDipYMH, GradDipPsychSc, Bsc 0401 243 181 christine@mindtalkcounselling.com.au
<u>About:</u>	An appointment based counselling service (English and Korean) with a specific focus on: <ol style="list-style-type: none">1. EAP Counselling2. Youth Mental health for young people 10-25 years3. Individual counselling for all ages
<u>Service times:</u>	Thursdays 4.30pm – 6.30pm and Saturdays 9.30am – 3.00pm
<u>Access criteria:</u>	<ol style="list-style-type: none">1. EAP is a free counselling service by referral from the Employers. (Individuals and families)2. Other counselling services are paid for services . Please contact Christine directly for any appointment.
<u>Referral pathway:</u>	Contact Christine Kim on mobile or email.
<u>LGA focus:</u>	Sydney Northern District

Multicultural Problem Gambling Service for NSW (MPGS)

<u>Contact:</u>	Intake: 1800 856 800 When booking request your appointment at The Northern Centre in West Ryde.
<u>About:</u>	MPGS provides free and confidential counselling and psycho-education to problem gamblers and their family members from culturally and linguistically diverse communities in a language other than English if required. Counsellors available to speak Cantonese and Korean.
<u>Service times:</u>	Wednesdays 9.30am – 4.30pm
<u>Access criteria:</u>	Problem gamblers and their family members from CALD communities, regardless of visa status, gender or age.
<u>Referral pathway:</u>	Can self-refer or any service can refer their client to the counsellors with client consent. Contact MPGS intake line on 1800 856 800 to make a referral to an MPGS counsellor at The Northern Centre on a Wednesday.
<u>LGA focus:</u>	N/A – state-wide service



ParentsNext

<u>Contact:</u>	Ammar Abbas Wesley Mission 0447 353 621 ammар.abbas@wesleymission.org.au
<u>About:</u>	ParentsNext helps support eligible parents to plan and prepare for pre-employment by the time their children go to school.
<u>Service times:</u>	Thursday and Friday 8.30am - 4.30pm
<u>Access criteria:</u>	Parent/s whose youngest child is aged 6.
<u>Referral pathway:</u>	Referrals are only through Centrelink for this program.
<u>LGA focus:</u>	Not relevant – all referrals via Centrelink