



NORTHERN BEACHES

2012/13

Community Directory for Families

Manly Community
Centre Inc.



Community Builders Pittwater

Relationships Australia.
NEW SOUTH WALES

WELCOME TO THE NORTHERN BEACHES

The Northern Beaches comprises the local government areas of Manly, Warringah and Pittwater. The 28km of coast from the Barrenjoey lighthouse at Palm Beach, in the north, to the entrance of Sydney Harbour, in the south, is known as the Northern Beaches. The area has many beautiful beaches and waterways, as well as wondrous national parks and bush land. We hope you enjoy exploring all that the local area has to offer.

USING THE DIRECTORY

This directory is intended to be a practical tool to help individuals and their families find services in the Manly, Warringah and Pittwater area. The topics covered are among the most important for people trying to find their way in a new area and its community.

We hope the information you will find here will:

- provide some answers,
- give guidance and direction to where you may find out more information, and
- encourage you to ask more questions.

To obtain more specific details on services and facilities you may contact either the **Manly Community Centre** or **Community Builders Pittwater**. This directory is also available online at: www.manlycommunitycentre.com.au



Manly Community Centre Inc.

Phone: 9977 1066
Email: mmc1@bigpond.net.au
Web: www.manlycommunitycentre.com.au
Located at: Manly Community Centre
12 Wentworth Street, Manly 2095



Community Builders Pittwater

Phone: 1300 734 120
Email: cbpittwater@ransw.org.au
Web: www.nsw.relationships.com.au
Facebook: www.facebook.com/communitybuilderspw
Located at: **MWP Community Aid**
3 Gondola Road, North Narrabeen 2101
(by appointment)
Avalon Early Childhood Centre
59 Old Barrenjoey Road, Avalon 2107
(Friday by appointment)

At the back of the booklet is a '**My Notes**' section allowing you to add useful contact details and notes that you may come across over time.

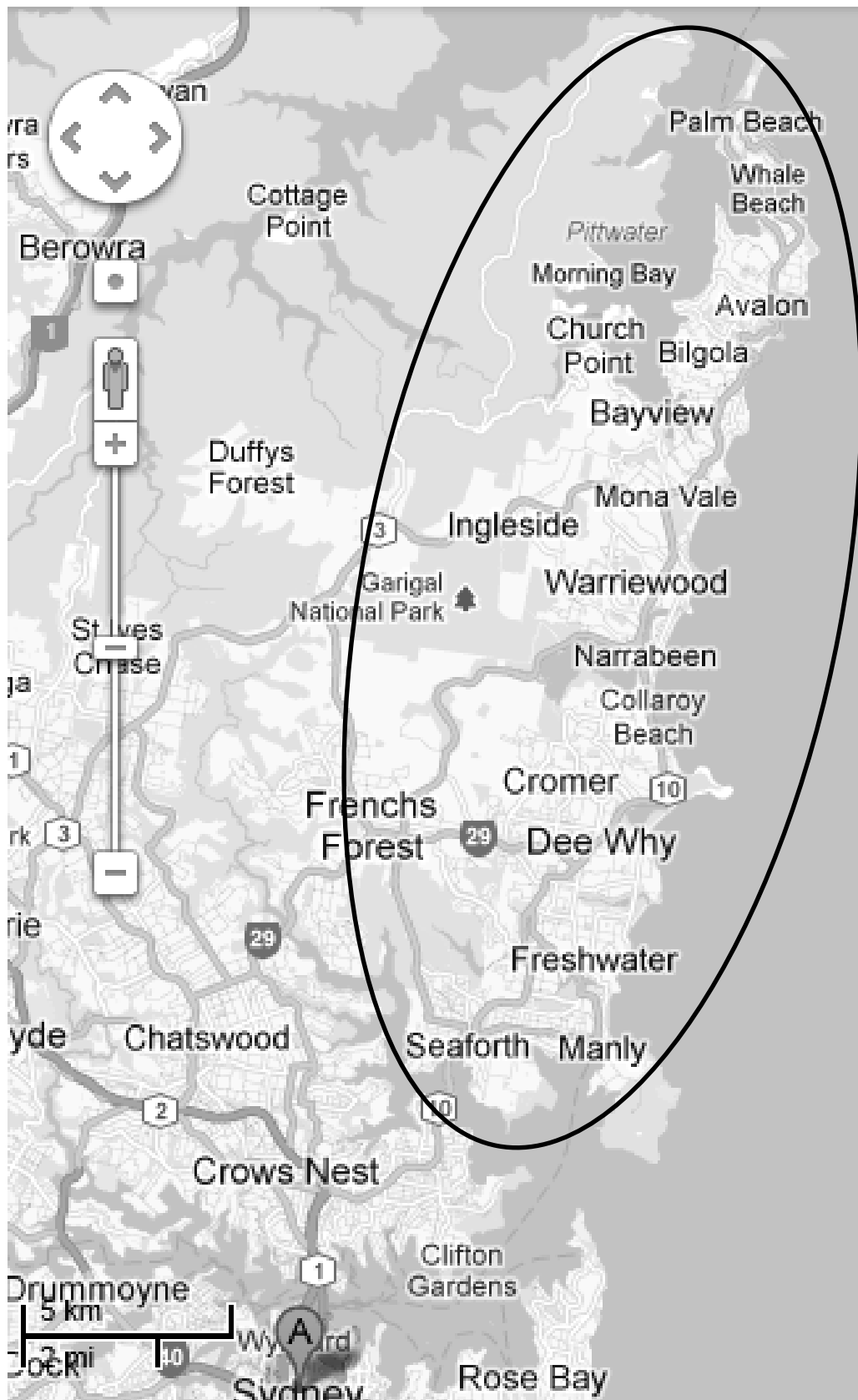
This Community Directory for Families is funded by the NSW Department Family & Community Services - **Community Builders Program**. This is a three year program managed by **Manly Community Centre** and **Relationships Australia NSW**.

Disclaimer: This directory is not under copyright. Information contained herein was correct at the time of printing, however, may change without notice. This directory will be updated, so please give us your suggestions and comments. Printed November 2012.

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1 NORTHERN BEACHES MAP



Source: Google Maps

2 COMMUNITY INFORMATION

Community services, organisations and government agencies providing information in the local community

Manly Community Centre Inc

Provides drop-in service, community information, advocacy and welfare referrals.

Phone: 9977 1066 Fax: 9977 6810
Address: 12 Wentworth Street, Manly 2095
Email: mmc1@bigpond.net.au
Web: www.manlycommunitycentre.com.au
Hours: Monday – Friday, 10am – 4pm

Programs include domestic violence service, legal service, volunteer training and recruitment, taxation, Justice of the Peace service, outreach Aboriginal & Torres Strait Islander services, multicultural/migration service, bereavement and family relationship counselling. Fax and photocopying facilities are available to the public.

Community Builders Pittwater

Provides community information and can connect you with local services.

Phone: 1300 734 120
Email: cbpittwater@ransw.org.au
Web: www.nsw.relationships.com.au
Facebook: <http://www.facebook.com/communitybuilderspw>
Address: c/o MWP Community Aid Avalon Early Childhood Centre
3 Gondola Road, 59 Old Barrenjoey Road,
North Narrabeen 2101 Avalon 2107
Hours: Tuesday–Thursday by appointment Friday by appointment

Programs include parenting courses, social support groups including walking groups for new parents, intergenerational programs connecting seniors with families and community events.

Community Connect Northern Beaches, Warringah

Provides community information, referral and advocacy.

Phone: 9931 7777
Web: www.norbeachconnect.com.au
Address: 30 Fisher Road, Dee Why 2099 5 Vuko Place, Warriewood 2102
Hours: Monday – Friday, 9am – 4pm

Programs include Easy Care Gardening service, Justice of the Peace services, carers support services including multicultural carers, support for people from non English speaking background and volunteer training/recruitment service.

Translating & Interpreting Services (TIS) National

Phone: 13 1450
Web: www.immi.gov.au Hours: 24 hours/7 days

If you are not confident in speaking English, to make contact with services listed in this directory, then call TIS. This is a service from the Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) accessible from anywhere in Australia for the cost of a local call. TIS can arrange a direct, over the phone interpreting service, between you and the organisation you wish to contact.

Local Councils – Manly, Pittwater & Warringah

Provide local information including event calendar, links to community sites, contact details for local services ie child care, aged services, libraries, planning and environmental services.

Manly Council

Phone: 9976 1500 Fax: 9976 1400
Email: records@manly.nsw.gov.au
Web: www.manly.nsw.gov.au
Address: 1 Belgrave Street, Manly 2095
Hours: Monday – Friday, 8.30am – 5.00pm

Warringah Council

Phone: 9942 2111 Fax: 9971 4522
Email: council@warringah.nsw.gov.au
Web: www.warringah.nsw.gov.au
Address: Civic Centre, 725 Pittwater Road, Dee Why 2099
Hours: Monday – Friday, 8.30am – 5.00pm

Pittwater Council

Phone: 9970 1111 Fax: 9970 1200
Email: pittwater_council@pittwater.nsw.gov.au
Web: www.pittwater.nsw.gov.au
Address: Village Park, 1 Park Street, Mona Vale 2103, and
59A Old Barrenjoey Road, Avalon 2107
Hours: Monday – Friday, 8.30am – 5.00pm

Northern Beaches Community Radio

Broadcasting on 88.7 and 90.3 FM.

Phone: 9451 4887
Web: www.rnb.org.au

Radio Northern Beaches is the community-based radio station serving the northern peninsula of Sydney, Australia. Run by the Manly-Warringah Media Co-operative.

Talking Manly Daily Newspaper

Phone: 1300 847 466
Web: www.visionaustralia.org

3 FAMILY HEALTH & SAFETY

Hospitals, after hours medical centres, baby and early childhood clinics; childhood and youth services; parenting support; domestic violence; mental health; assistance with drug, alcohol and gambling

EMERGENCY HEALTH CARE:

Public Hospitals

Emergency Department, Health Care, Maternity, Crisis Intervention, Mental Health Services

Manly Hospital

Phone: 9976 9611
Address: Darley Road, Manly 2095
Hours: 24 hours / 7 days

Mona Vale Hospital

9998 0333
Coronation Street, Mona Vale 2103
24 hours / 7 days

If you require urgent or emergency medical treatment you can go to the Emergency Department at your local Public Hospital. These departments are usually open 24 hours / 7 days a week with doctors and nurses on duty. If your condition is serious and you have no transport you should phone **000** to arrange for an ambulance to take you to hospital. Refer to back cover of this booklet for further **Emergency Contact Information**.

GENERAL HEALTH CARE:

Medicare

The Australian Medicare program provides access to remedial and hospital services for all Australian residents and certain categories of visitors.

Phone: 13 2011

Web: www.medicareaustralia.gov.au

Address: Shop 188, L2, Warringah Mall Shop 20, Centro Warriewood
Cnr Pittwater Rd & Condamine Jackson Road
St, Brookvale 2100 Warriewood 2102

Hours: Monday – Friday, 9am – 5pm Monday – Friday, 9am – 5pm

Australia's public health insurance scheme, Medicare, covers the cost of essential medical services and public hospital care. All permanent residents of Australia are entitled to receive a Medicare card. You need your Medicare card when you use the public health service in Australia. Visiting the Doctor or General Practitioner (GP) - provide general medical treatment and are located within the community. Your GP can organise an interpreter on the telephone during your appointment through the Translating and Interpreting Service (TIS).

Community & Family Health Services

Community Health Centres provide a number of services including audiology, dental services (for Health Care Card holders and pensioners), diabetics, community and home nursing, social work, occupational therapy, speech therapy, rehabilitation and geriatric services and health education programs.

Queenscliff Community Health

Phone: 9466 2500

Address: Cnr Lakeside Crescent &
Palm Ave, North Manly 2095

Frenchs Forest Community Health

9452 4244

28 Bantry Road,
Frenchs Forest 2086

Mona Vale Community Health

Phone: 9998 0333

Address: Mona Vale Hospital grounds
Coronation St, Mona Vale 2103

(Call to make an appointment)

A comprehensive range of counselling services are also available including personal relationship and family counselling, adolescent counselling, drug and alcohol problems, stress management, mental health and other areas. Not all services are available at each centre. Contact your local community health centre for information on the location of specific services.

Transcultural Mental Health Centre (TMHC)

Phone: 9840 3800

Email: tmhc@swahs.health.nsw.gov.au

Web: www.dhi.health.nsw.gov.au

The TMHC's clinical service assists people from non English speaking backgrounds who are having difficulties coping with life. This is a free service which is available for people of all ages and language groups.

FAMILY HEALTH & SUPPORT SERVICES:

Pregnancy Help

Pregnancy related crisis counselling centre.

Phone: 9905 1974

Address: Located at rear of 2 Alfred Road, Brookvale 2100

Hours: Monday & Thursday 9.30am–4.30pm, Friday 10am–4pm

Offers support services for women in need during or after pregnancy, information and referral, emotional support, practical assistance, advocacy and home visits.

Early Childhood Health Centres

Early childhood centres provide advice on the care and development of your baby and young children. A health care interpreter can be arranged if required. Please phone for an appointment with your nearest Early Childhood Centre.

Manly Childhood Centre

Phone: 9977 1451

Address: Kangaroo Street, Manly 2095

Balgowlah Early Childhood Centre

9948 8061

9/470 Sydney Rd, Balgowlah 2093

Harbord Early Childhood Centre

Phone: 9905 2435

Address: 29 Lawrence St,
Freshwater 2096

Frenchs Forest Early Childhood Ctr

9451 7949

Cnr Forestway & Warringah Rd,
Frenchs Forest 2086

Dee Why Early Childhood Centre

Phone: 9971 8041

Address: 32A Howard Avenue,
Dee Why 2099

Narrabeen Early Childhood Centre

9913 8870

Adj to Tramshed Community Centre
1393 Pittwater Road, Narrabeen 2101

Mona Vale Early Childhood Centre

Phone: 9999 2571

Address: Adj to Mona Vale Library
Park St, Mona Vale 2103

Avalon Early Childhood Centre

9918 3741

59 Old Barrenjoey Road,
Avalon 2107

Provides advice, support, information and home visits to parents on their child's health and development, parent consultancy, health screening, post-natal care and education, healthy lifestyle. Mother's support groups. Information on community resources. Referrals to local services. Please make an appointment or attend drop-in clinic.

Dalwood Family Care Centre

Phone: 9951 0321

Fax: 9951 0324

Web: www.health.nsw.gov.au/publichealth/mch/family_care_centres.asp

Address: 21 Dalwood Avenue, Seaforth 2092

Hours: By appointment, referral required from your Doctor

Provides assistance for emotional, psychological and family issues following the birth of a new baby.

Tresillian Family Care Centre

Tresillian Parent Help Line 9787 0855 (provides 24/7 parenting advice & support 0-5yo)

Phone: 8962 8300 Fax: 8962 8301
Email: Tresillian.willoughby@sswahs.nsw.gov.au
Web: www.tresillian.net
Address: 2 Second Ave, Willoughby 2068

Residential program offers an intensive style of care for families experiencing difficulties with their infants and young children, 0-2 years of age. Willoughby has a 5 day program and families are offered individually designed management plans.

Karitane

Karitane Careline 1300 227 464 (provides 24/7 parenting advice & support 0-5yo)

Phone: 9399 6999 Fax: 9399 8510
Email: karitane.online@sswahs.nsw.gov.au
Web: www.karitane.com.au
Address: 146 Avoca Street, Randwick 2031

Provides support and education for families with children aged 0 - 5 years. Caters for families with special needs. Programs vary including: post natal depression, sleep and settling education, emotional and psychological difficulties, toddler and sibling management and lactation

Relationships Australia - Northern Beaches Family Relationship Centre

Provides relationship support services for individuals, couples, families and communities.

Phone: 9981 9799 Fax: 9984 8042
Email: northernbeachesfrfc@ransw.org.au
Web: www.nsw.relationships.com.au or www.familyrelationships.gov.au
Address: Level 1, 651 Pittwater Road, Dee Why 2099
Hours: Monday - Friday 9.00am to 5.00pm

Offering counselling, relationship education, mediation and support services.

Centacare Broken Bay

A not for profit non-government organisation providing services for families with children under 18 years.

Brookvale Family Centre

Phone: 8968 5100
Email: brookvale.reception@dbb.org.au
Address: Unit 9b, 44 Wattle Street,
Brookvale 2100

Naremburn Family Centre

8425 8700
naremburnfc@dbb.org.au
40 Merrenburn Ave, Naremburn 2065

Waitara Family Centre

Phone: 9488 2400
Email: waitara@dbb.org.au
Address: 29 Yardley Avenue, Waitara 2077

Web: www.centacarebrokenbay.org.au

Centacare provides parent education, support programs, home and centre based services to families during vulnerable times in their lives.

Be Centre

Phone: 9986 0955
Web: www.becentre.com.au
Address: Unit 11/9 Apollo Street, Warriewood 2102

Supports children, young people and families impacted by emotional, behavioural, and mental health problems by providing a range of counselling programs and support services.

Manly Warringah Pittwater Family & Young Mother's Support Service

Provides practical or emotional support to families with children. Call for details.

Phone: 9982 9875
Email: fss2@optusnet.com.au
Address: PO Box 556, Dee Why 2099

Provides assistance with relationship or family conflict, parenting education, help with housing, budgeting or legal issues and a weekly playgroup. Special support for young mothers, including a supported playgroup.

Single Mums Support (SMS) Lighthouse

Provides practical support for single mothers.

Phone: 0431 936 031
Email: smslighthouse@gmail.com
Address: 34A Howard Avenue, Dee Why 2099
Hours: Monday – Wednesday 9.30am – 5.00pm

Provides information and referral, advocacy, court support, practical and material aid, fortnightly support group.

Manly Drug Education & Counselling Centre (MDECC)

MDECC provides counselling for young people, parents and families on the Northern Beaches.

Phone: 9977 0711 Fax: 9976 2319
Email: admin@mdecc.org.au
Web: www.mdecc.org.au
Address: 91 Pittwater Rd, Manly 2095

MDECC's provides harm minimisation to promote mental health, reduce or eliminate the harms associated with drug and alcohol use.

Manly Adolescent & Family Counselling Service

Confidential support for young people and their families living on the Northern Beaches.

Phone: 9976 1486 Fax: 9977 7090
Email: records@manly.nsw.gov.au
Web: www.manly.nsw.gov.au
Address: Manly Youth Centre, Kangaroo Street, Manly 2095

Providing counselling to young people aged 12 – 21 years and their families. Addressing issues such as family relationships, school or work, mental health, drugs and alcohol, violence and sexual identity.

Youth Reach

A non-government youth organisation, run by St Vincent de Paul Society (Vinnie's)

Phone: 9907 2604

Fax: 9907 2478

Email: yrdeewhy@bigpond.net.au

Web: www.youthreach.com.au

Address: 12 Powers Road, Dee Why 2099

Hours: Monday – Friday, 9am – 5.30pm

A youth support service that provides a drop-in centre; music studio as well as outreach programs to young people aged 11-24.

SERVICES FOR SENIORS:

'Seniors Care Guide' resource booklet provides practical information on a range of services, activities and resources available for the senior community provided by local Councils.

Web link: www.warringah.nsw.gov.au/services/documents/SeniorsCareGuide.pdf

Northern Beaches Community Advisory Service - Community Care (Northern Beaches)

Provides information, referral, assessment and advocacy for frail aged people, people with disabilities, people with dementia and their carers.

Phone: 9979 7677

Email: ccnb@ccnb.com.au

Web: www.ccnb.com.au

Address: Unit 7/8, Level 1, Pittwater Place 10 Park Street, Mona Vale 2103

CCNB provides a range of in-home services including information, advocacy, counselling, case management, respite, podiatry and dementia services. The Community Advisory Service provides information and education on the community service system and the Dementia Advisor educates and advises on matters concerning people with dementia and their carers.

Manly Warringah Pittwater Community Aid Service Incorporated (MWPCAS)

To help frail aged, younger people with disabilities and carers

Phone: 9913 3244

Web: www.mwpccommunityaid.com.au

Address: 3 Gondola Road, North Narrabeen 2101

Social support program for Individuals to be accompanied to access their local community, including medical and social appointments. Home maintenance and modifications to assist people to remain in their own homes and be as independent as possible.

Home Nursing Service – Aged Care Assessment Team (ACAT)

Phone: 1800 350 792

MENTAL WELLBEING:

'Someone in my family has a mental illness' resource booklet provides practical information on mental health issues, provided by Northern Sydney Central Coast Health.

Web link: www.nscchealth.nsw.gov.au/carersupport/fami/copmiresources

Manly Hospital Extended Hours Team

Crisis Intervention and Mental Health Services

Phone: 9976 9611
Web: www.nscchealth.nsw.gov.au
Address: Manly Hospital, Darley Rd, Manly 2095

Provides crisis intervention for adults 18-65yr and specialised acute psychiatric care in the community when this is judged a safer, preferable and viable alternative to inpatient care.

Mona Vale Community Mental Health Team

Crisis Intervention and Mental Health Services

Phone: 9998 0410
Web: www.nscchealth.nsw.gov.au
Address: Mona Vale Hospital, Coronation Street, Mona Vale 2103

Provides crisis intervention for adults 18-65yr and specialised acute psychiatric care in the community when this is judged to be a safe, preferable and viable alternative to inpatient care.

Pioneer Clubhouse

The Clubhouse is a community organised to support individuals living with the effects of mental illness.

Phone: 9907 9999 Fax: 9948 3980
Email: mail@pioneerclubhouse.org.au
Web: www.sfnsw.org.au
Address: Lot 2 Quirk Road, off Balgowlah Road, Balgowlah 2093

The service is a mental health rehabilitation program for adults aimed at supporting people who have experienced mental illness. It provides opportunities for people to build long term relationships that in turn support them in obtaining employment, education and housing.

The Beachside Clinic

Youth Sexual Health Services

Phone: 9462 9500
Address: 14 Pittwater Road, Manly 2095
Hours: Thursday 2pm – 6pm (no Medicare, no ID)

Clinic offers free testing weekly.

Northside Enterprise

Supporting people to support themselves

Phone: 9905 5377 & 9905 5399
Email: northside@pacific.net.au & mail@northside-enterprise.org.au
Web: www.northside-enterprise.org.au
Address: Unit 5/26 William St, BROOKVALE NSW 2100

Provides services, activities and programs for people with disability (intellectual and/or multiple disabilities). Training programs include transition to work and community participation.

SERVICES FOR ABORIGINAL AND TORRES STRAIT ISLANDER (ATSI):

Manly Community Centre Inc

Indigenous Outreach Workers for tenancy and Centrelink enquiries.

By appointment, contact details refer to page 5 – Community Information

Aboriginal Advisory Service - Community Care (Northern Beaches)

Phone: 9979 7677

Web: www.ccnb.com.au/

Address: Unit 7/8, Level 1, Pittwater Place 10 Park Street, Mona Vale 2103

The Aboriginal Advisory Service provides information, support and advocacy services for Aboriginal and Torres Strait Islander people who are ageing (50+ years) and/or have a disability and their carers. The service aims to help people to improve their health and well being; support their independence to remain living at home; strengthen their family and social relationships and networks; and gain access to support and services.

Arrunga Gibalee Aboriginal Counselling Service

Phone: 9418 8800

Web: www.nsw.relationships.com.au

Address: Neutral Bay, call to make an appointment

The Arrunga Gibalee Aboriginal Counselling Service provides services specifically for Aboriginal people. The service can also help with family relationship difficulties such as issues for the stolen generations, reconnecting with family members, grief and loss, conflict between family members, parenting and communication problems.

Aboriginal Early Years Program, The Benevolent Society

A worker engages with local Indigenous communities and provides parenting support and access to services and support groups.

Phone: 9900 1712

Fax: 9888 3908

Address: PO Box 6075, North Ryde 2113

The service focus is on the development of practical life skills to support families in raising their preschool aged children.

MWP Aboriginal Support Group

Phone: 9913 7940

Email: info@asgmwp.net

Web: www.asgmwp.net

Provide information, events and regular meetings to discuss local indigenous matters.

4 ACCOMMODATION

Housing assistance and support, crisis accommodation, home utility services

PUBLIC HOUSING:

Manly Community Centre Inc

Provides tenancy advice including assistance, advocacy as well as information for people experiencing difficulties with rental and crisis accommodation.

Contact details refer to page 5 – Community Information

Community Builders Pittwater

Provides tenancy advice including assistance, advocacy as well as information for people experiencing difficulties with emergency accommodation.
Contact details refer to page 5 – Community Information

Housing NSW

Phone: 9971 3600 or 1300 468 746
Web: www.housing.nsw.gov.au
Address: 17A/8 Pittwater Road, Dee Why 2099

The Department of Housing provides housing for low income earners such as people receiving pensions. However, in Manly, Warringah and Pittwater, the waiting list for government housing is long. Applications for government housing can be made at the local Department of Housing office.

Northern Area Tenants Service Inc

Phone: 9884 9605 or 1800 251 101
Web: www.tenants.org.au
Address: 17A/8 Pittwater Road, Dee Why 2099

Provides tenants in the northern region of Sydney with information, advice and advocacy services. Free services to all renters in the area including private and public tenants, boarders and lodgers, retirement village tenants, caravan and share – housing tenants.

CRISIS ACCOMMODATION:

Homeless Persons Helpline

Emergency accommodation

Phone: 1800 234 566

Manly Women's Shelter

Emergency accommodation for homeless single women

Contact details refer to Manly Community Centre, see page 5 – Community Information

Provides short-term emergency accommodation and support for local homeless and at risk women.

Manly Warringah Women's Resource Centre

Emergency accommodation for women escaping domestic violence

Phone: 9971 4499
Email: mwwrc@optusnet.com.au
Address: PO Box 556, Dee Why, 2099

Provides advice, counselling support, short term accommodation for women and dependant children who are victims of domestic violence and for women whose children are victims of sexual assault.

The Burdekin Association Inc

Emergency accommodation for young people

Phone: 8976 1777 Fax: 9939 0377
Email: burdekin.admin@burdekin.org.au
Web: www.burdekin.org.au

Address: Suite 6 & 7, 2 Victor Rd, Brookvale 2100

Hours: Mon-Fri 9am-5pm

The Burdekin Association provides family support and medium-long term semi-supported accommodation and a range of integrated care and support services for young people (12-21) and families in the Northern Sydney area.

Mission Australia Fairlight Centre

Emergency accommodation for homeless males over 18 years

Phone: 9949 1832

Fax: 9949 8271

Web: <http://www.missionaustralia.com.au/community-services/homelessness/99-ma-community-services/community-services-listing/561-fairlight-centre-nsw>

Address: Fairlight Centre, 9 Fairlight St, Manly 2095

Accepts referrals from detoxification and rehabilitation units as well as other agencies and self-referrals. Overnight care and safety for intoxicated or drug-affected in its Complex Care Unit (CCU).

PRIVATE HOUSING:

Consumer, Trader and Tenancy Tribunal (CTTT)

CTTT's purpose is to provide quick, informal and inexpensive resolution of disputes.

Phone: 1300 135 399

Web: www.cttt.nsw.gov.au

Address: Level 12, 175 Castlereagh Street, Sydney 2000

Share Accommodation

Web: <http://manly-daily.whereilive.com.au/>

Web: www.roomshare.com.au

Share accommodation involves sharing a house/unit with other occupants and usually involves sharing common areas and expenses like rent and other bills. Share accommodation advertisements can be found in local publications and websites.

HOUSEHOLD UTILITY SERVICES:

Some household utility services that you may need to get connected are:

<u>Utility</u>	<u>Service Provider</u>	<u>Phone:</u>
Electricity	Energy Australia	13 1535
Gas	AGL	13 1245
Water	Sydney Water	13 2092

Other service providers are available, more comprehensive listings can be found in the Yellow Pages phone book or on the internet.

5 CHILD CARE & EDUCATION

Library services, childcare, preschools, playgroups, recreational and sporting facilities, and general education support

Library Services

Offering a variety of book, magazine and audio visual lending services for local residents.

Manly Library

Phone: 9976 1720
Address: Market Place, Manly 2095

Warringah Mall Library

Phone: 9942 7999
Address: L2 Warringah Mall,
Brookvale 2100

Dee Why Library

Phone: 9942 2444
Address: 725 Pittwater Rd, Dee Why
2099

Mona Vale Library

Phone: 9970 1600
Address: Park St, Mona Vale 2103

Avalon Library

Phone: 9918 3013
Address: 59a Old Barrenjoey Rd,
Avalon 2107

Balgowlah Seaforth Library

9948 4043
Frenchs Forest & Sydney Rd, Seaforth 2092

Forestville Library

9452 5706
Darley St, Forestville 2087

Belrose Library

9452 3211
Glenrose Place, Belrose 2085

Terrey Hills Library

9450 2216
Booralie Rd, Terrey Hills 2084

Access to local community information, photocopying, word processing and internet facilities. Libraries can also arrange for local community languages books to be available for both adults and children. Library membership available to local residents.

CHILDCARE, PRESCHOOLS, OOSH & PLAYGROUPS:

There are several types of Child Care services available to parents in Manly, Warringah and Pittwater. Services vary according to the age of the child and how long the child is to be looked after. Services may be located at a centre or within a private residence.

Local Councils – Manly, Pittwater & Warringah

Provide comprehensive listings of child care centres, preschools, family day care schemes and out of school hours (OOSH) care for children. Refer to their respective websites. Contact details refer to page 6 – Community Information

Childcare Access Information Service

For information provided by the government about child care services in your local area.

Phone: 1800 670 305
Web: www.mychild.gov.au

Playgroup NSW Inc

For information about playgroups in your area

Phone: 1800 171 882
Web: www.playgroupaustralia.com.au/nsw/

MyTime Parent Support Group & Playgroup

Cerebral Palsy Alliance

Phone: 1300 302 920
Web: www.mytime.net.au and www.cerebralpalsy.org.au
Address: Meet at McLeod House, 189 Allambie Road, Allambie 2100

This mutual aid parent group / playgroup is for parents, grandparents and carers of children (to age 16) with a disability or chronic medical condition. Most children are aged 0-6. A play

helper and volunteers support the children in a developmental program of singing, drawing, playing with toys etc.

Northern Beaches Interchange Inc

This non-profit agency provides family support and respite to member families having a child with a disability.

Phone: 9970 0500 Fax: 9970 7763
Email: admin@nbi.org.au
Web: www.nbi.org.au
Address: 2 Jacksons Rd, Warriewood 2102
Hours: Monday – Friday, 9am-5pm

Regular and occasional planned respite programs covering all age groups – early childhood through to youth and young people. Parent support program also offered.

SCHOOLS:

Enrol your children at school

Under Australian law children between 6 & 17 years old must attend school. However, children may be enrolled at school earlier, provided they turn five on or before 31 July of that year. You should enrol your children in a school as soon as possible.

Northern Beaches School Education Area

For enquiries about the schools in your local area.

Phone: 9941 3000 Fax: 9941 3030
Web: www.nthbeachesd.det.nsw.edu.au
Address: 72 Fisher Rd, Dee Why 2099
Hours: Monday-Friday, 9am-4.30pm

Local management office of the Department of Education and Training. Administration Centre for the Northern Beaches area. Includes guidance staff, student welfare, and curriculum consultants. Includes 60 government primary and high schools in the area. Special Education consultant.

Parents' Guide to School

A booklet providing comprehensive school information in many community languages. There are other booklets available.

Web: www.det.nsw.edu.au

ADULT EDUCATION:

If you need to improve your English, there are a number of agencies that provide English language course. The type of course you can do depends on your visa type, your level of English, how long you have been in Australia and the reason you want to learn English. Some of the organisations offer a range of other courses and tertiary qualifications.

TAFE (Technical & Further Education)

Phone: 13 1674
Web: www.nsi.tafensw.edu.au
Address: 154 Old Pittwater Road, Brookvale 2100

Adult Migrant English Services (AMES)

Phone: 9982 8513
Address: Level 2, 633 Pittwater Road, Dee Why 2099

Manly Warringah Community College

Phone: 9939 9811
Web: www.mwcc.nsw.edu.au
Address: Level 1, 14 William St, Brookvale 2100

Northern Beaches Community College

Phone: 9970 1000
Web: www.nbcc.nsw.edu.au
Address: NBCC Annex, 1525 Pittwater Road, North Narrabeen 2101

Literacy Network (Manly Warringah Inc)

Phone: 9931 7777
Address: Ann St, Frenchs Forest 2086

6 FINANCIAL & PRACTICAL ASSISTANCE

FINANCIAL ADVICE & MATERIAL AID:**St Vincent De Paul Society, Brookvale Centre**

Known as Vinnie's, offers "a hand up" to people in need.

Phone: 9905 0424 Fax: 9905 7009
Web: www.vinnies.org.au
Address: 638 Pittwater Rd, Brookvale 2100
Hours: Daily 9am-5pm (appointments are necessary)

Provides personal assistance and material aid with furniture and clothing to financially disadvantaged persons based on home visitation. Financial counselling provides advice and information on a range of topics including money management skills, debts, being a guarantor and bankruptcy. It is a confidential service.

Salvation Army Northern Beaches Welfare Centre

Known as The Salvo's, offers assistance to those in need.

Phone: 9977 1304 Fax: 9977 1304
Email: manly.corps@aue.salvationarmy.org
Web: www.salvos.org.au/manly
Address: 59 Pittwater Rd, Manly 2095
Hours: Monday – Friday, 8.30am – 1pm

Provides emergency relief to those in financial difficulty ie food vouchers, assistance with accommodation, budgeting and household goods assistance. Provides info, advice and referral.

Lifeline - Northern Beaches Inc

Phone: 9949 5522 Fax: 9948 5472
Email: admin@lifelinenb.org.au
Web: www.lifeline.org.au/northernbeaches
Address: 310 Sydney Road, Balgowlah 2093
Hours: 10am -1pm for welfare assistance (by appointment)

Provides confidential support services including personal and financial counselling, emergency relief, a variety of groups, and support services for the elderly.

Christians Against Poverty (CAP)

Debt management charity

Phone: 1300 227 000
Web: www.capaust.org

Financial counselling service, debt and budget management information.

The Link - Community Food Care

Phone: 9999 0475
Email: info@link.org.au
Web: www.link.org.au/community
Address: Cromer Community Centre, 150 Fisher Road North, Cromer
Hours: Fridays 10am – 1pm (food aid)

Provides affordable groceries, fruit and vegetables accessible for low income earners.

Multicultural Problem Gambling Service

Phone: 1800 856 800

This is a state wide service offering counselling, information and advice as well as telephone and face to face counselling in a preferred language. Support groups are available for gamblers and their families. Confidential assistance is provided in over forty languages at locations across NSW.

7 EMPLOYMENT, LEGAL ADVICE & INFORMATION

Training and employment assistance; Australian law, advocacy and advice services

TRAINING & EMPLOYMENT ASSISTANCE:

Department of Human Services

Formerly known as Centrelink

Phone: 13 2468 or 9941 3265
Web: www.humanservices.gov.au
Address: 660 – 664 Pittwater Road, Brookvale 2100

Centrelink is a service for Australian residents to obtain information or assistance from a range of Commonwealth Government programs including government services for unemployed job seekers. Any Australian Resident can register with Centrelink for help in finding a job. Once you are registered you can be referred to the JOB Network, which consists of hundreds of private community and government organisations, contracted to the Commonwealth Government to help find employment.

Family Assistance Payments

Phone: 13 6150
Web: www.familyassist.gov.au

If you have dependent children you may be able to receive Family Payment, Parenting Payment and/or Child Care Benefit to help with the costs of raising children. For further information regarding eligibility call or go to the website.

LEGAL ADVICE & SERVICES:

Manly Community Centre Inc

Provides free legal advice on Thursday evenings from 6-8pm and the third Saturday of every month from 10am - 12noon. Family law solicitor Monday monthly by appointment. Contact details refer to page 5 – Community Information

Warringah Community Legal Service

Provides free legal advice and referrals.

Phone: 0414 793 473
Email: warringahlegal@gmail.com
Address: Dee Why Community Centre, 34A Howard Avenue, Dee Why 2099
Hours: Thursdays 6pm – 8pm

Free legal advice and referrals provided by volunteer local Solicitors and Barristers. No appointment needed and not means-tested.

NSW Department of Fair Trading

Assistance with Australian Consumer Law, buying goods and services; tradesperson licence checks when building or renovating; assistance with renting or buying property.

Phone: 13 3220
Web: www.fairtrading.nsw.gov.au
Address: 2-24 Rawson Place, Sydney 2000

In NSW, Real Estate agents are required to give all new tenants a copy of the Department of Fair Trading booklet called “The Renting Guide; your rights and responsibilities as a tenant or landlord” The booklet explains everything you need to know and is available in 17 community languages.

Clerk of the Court & Chamber Magistrate

Free legal advice

Phone: 9934 4500
Address: 2 Belgrave Street, Manly 2095
Hours: By appointment

The Chamber of Magistrate at the Manly Court House can provide legal advice about registry duties including completing documents.

Anti Discrimination Board of NSW

Phone: 9268 5555
Address: Level 17, 201 Elizabeth Street, Sydney 2000

Investigates and conciliates complaints of discrimination in relation to race, sex, sexuality, age, marital status, disability discrimination and carer’s rights and responsibilities.

NSW Ombudsman

Phone: 9218 3000
Web: www.ombo.nsw.gov.au
Address: Level 7, North Wing, 477 Pitt Street, Sydney 2000

If you have a complaint about the way you have been treated when dealing with Commonwealth Government agencies you can seek assistance by calling the NSW Ombudsman.

Legal Aid Commission of NSW - Manly Regional Office

Phone: 9219 5000
Address: 323 Castlereagh Street, Sydney 2000

The Legal Aid Office gives advice for family, civil and criminal law matters.

Community Justice Centre

Phone: 1800 990 777
Web: www.cjc.nsw.gov.au
Address: Level 13, 227 Elizabeth St, Sydney 2000

The centres provide an alternative to the courts by offering a mediation service between contending parties to assist in resolving their differences. Information about Community Justice is translated into many community languages.

Probation & Parole Service

Phone: 9982 7266
Address: 1st floor, 633 Pittwater Rd, Dee Why 2099

Supervision and guidance of people released from courts on recognisance, or of prisoners on parole. Also administers the community service order programs. Pre-sentence report and preparation. Programs to address offending behaviour.

Law Access NSW

Legal advice
Phone: 1300 888 529

8 MULTICULTURAL & IMMIGRATION

Multicultural and immigration support, culturally and linguistically diverse (CALD) programs, English as a second language (ESL) programs

Manly Community Centre Inc

Provides free immigration advice including Settlement Grants program and Multicultural programs, by appointment.
Contact details refer to page 5 – Community Information

Community Connect Northern Beaches, Warringah

Carer support services including multicultural carers, support for people from non English speaking background.
Contact details refer to page 5 – Community Information

Immigration Advice & Rights Centre

Phone: 9262 3833
Address: Level 5, 362 Kent Street, Sydney 2000

Free telephone service providing immigration information, advice and referral.

Department of Human Services

(formerly known as Centrelink)

“Have you recently moved to Australia to Settle” this is a booklet produced by Human Services and provides information on payments and services you may be able to access if you have recently moved to Australia. Further information can be found on their website
Contact details refer to page 19 – Financial & Practical Assistance

Translating & Interpreting Services (TIS) National

TIS can arrange a direct, over the phone interpreting service, between you and the organisation you wish to contact.

Contact details refer to page 5 – Community Information

The Benevolent Society

Multicultural Help at Home for people from a CALD background.

Phone: 9975 3174

Web: www.bensoc.org.au

Address: 181 Allambie Rd, Allambie Heights 2100

Community Aged Care Packages provide culturally appropriate assistance by trained bilingual carers to older people needing support to remain living at home. Includes help with bathing, meals, laundry, shopping, transport, and social activities.

9 TRAVEL & TRANSPORT

Transport for families and community transport aid for the aged and disabled

PUBLIC TRANSPORT:

There is no railway network in the Manly, Warringah and Pittwater areas. The closest railway station is in Chatswood. Buses are the main form of public transport to travel within the district and linking the district to the city, lower and upper north shore areas. There is a ferry system linking Manly to the city. From the city there are transport links throughout the metropolitan area. Contact each service provider for fare costs and timetables.

State Transit Authority

Sydney bus, ferry and rail services

Phone: 13 1500

Web: www.statetransit.info

Bus timetables are available online and at bus stops. Ferry timetables are also available on line or at the ferry wharves.

Forest Coach Lines

Northern Beaches/North Shore bus services

Phone: 9450 2277

Web: www.forestcoachlines.com.au

Bus timetables are available online and at bus stops.

Manly Fast Ferry Service

Manly - City ferry services

Phone: 9583 1199

Web: www.manlyfastferry.com.au

Ferry timetables are also available on line or at the ferry wharves.

Church Point Ferry Service

Scotland Island and surround bays ferry services

Phone: 0433 038 408

Web: www.churchpointferryservice.com

Ferry timetables are also available on line or at the ferry wharves.

Palm Beach Ferry Service

Palm Beach/Pittwater/Central Coast ferry services

Phone: 9974 2411

Web: www.palmbeachferry.com.au

Ferry timetables are also available on line or at the ferry wharves.

Manly Warringah Cabs

Phone or book online taxi cab services. Child seat restraints and wheel chair access available.

Phone: 9972 5600

Web: www.manlycabs.com.au

PRIVATE VEHICLES:

Any vehicle driver or rider in Australia must hold a current drivers licence and drive a registered vehicle. New and second hand cars are advertised in local newspapers and online. The purchase of a car does not usually include the cost of registration, stamp duty and compulsory insurances.

Roads & Traffic Authority (RTA)

For detailed information on licensing, registration, tolls, road rules and the law.

Phone: 13 2213

Web: www.rta.nsw.gov.au

Registrar of Encumbered Vehicles (known as REVS)

One in five second-hand cars sold privately still has money owing on it! To check if the former owner owes money on a vehicle that has been registered in NSW.

Phone: 9633 6333

Web: www.revs.nsw.gov.au

One in five second-hand cars sold privately still has money owing on it. To check if the former owner owes money on a vehicle that has been registered in NSW.

COMMUNITY TRANSPORT AID:

Easy Transport MWP

Formerly known as Manly Warringah Pittwater Community Transport Incorporated (MWPCT)

Phone: 9971 5110

Fax: 9913 1997

Email: admin@mwpct.org.au

Web: www.mwpct.org.au

Address: Suite 110, 30 Fisher Road, Dee Why 2099

Hours: Bookings Monday – Friday, 11am - 3pm

Community Transport provides transport services to persons unable to use public transport, who do not have access to, or are unable to afford alternatives. Passengers are collected from their homes and taken shopping (morning) or recreational outings (afternoon). The service also collects passengers to take to specific organisations. Passengers should check eligibility with the service.

Kaddy Transport

Phone: 9972 0242

Fax: 9971 3120

Address: 3 St Davids Avenue, Dee Why 2099

Hours: Bookings Monday – Thursday, 8.30am - 12:30pm

Voluntary organisation provides minibus transport for adults using wheelchairs, or with permanent mobility or vision disability (so unable to use public transport), to medical, hospital, dental appointments or meetings (but no regular ones). 3 buses with hoists and wheelchair security.

LinC Pittwater Transport

Phone: 9451 0872 Warringah & 9973 1777 Pittwater

Web: www.lincnational.org.au

10 LOCAL ENVIRONMENT

Information on beach safety, local flora and fauna, environmental centres

Surf Life Saving Australia & NSW

Be safe and always swim between the red and yellow flags

Web: <http://sls.com.au/> - Australia wide

www.surflifesaving.com.au - NSW Clubs & Nippers Programs for children

Surf Life Saving is Australia's major water safety, drowning prevention and rescue authority. They create a safe environment on Australia's beaches and coastline through patrols, education and training, public safety campaigns and the promotion of health and fitness.

Australian Flora & Fauna

Unique plants and animal facts, including information on dangerous animals

Web: www.dfat.gov.au/facts/flora_and_fauna.html

Web: <http://www.portaloceania.com/au-diverses-fauna-ing.htm>

If urgent medical assistance is required – phone 000 or refer to the back cover of this information booklet for emergency contact information and phone numbers.

Manly Environment Centre (MEC)

Phone: 9976 2842

Web: www.mec.org.au

Address: 41 Belgrave Street, Manly 2095

Provides courses, tours and events, advocacy, research, education and resource centre providing info on the area's unique flora and fauna. Works to protect the local environment by enabling and encouraging community involvement and love of the environment.

Coastal Environment Centre (CEC) – Pittwater

Phone: 1300 000 232

Web: www.pittwater.nsw.gov.au/cec

Address: Lake Park Road, North Narrabeen 2101

Hours: Monday – Friday, 9am – 5pm

The CEC is a regional community environmental learning centre, committed to excellence in environmental education, and engaging our community in the transition towards a sustainable future. The Centre has a focus on local biodiversity and ecosystems, coastal management, sustainability and climate change.

Kimbriki Resource Recovery Centre

(formerly known as Kimbriki Tip) + Eco House & Garden

Phone: 9486 3512

Web: www.kimbriki.com

Address: Kimbriki Road, off Mona Vale Road, Ingleside 2101

Waste management education and practice, through the use of innovative technologies and management systems that maximise resource recovery. Focus to divert waste from landfill in line with State Government and SHOROC waste management objectives. Provides programs through the Eco House & Garden facility, recycling and buy back centre.

NSW Visitors Information Line

Phone: 1800 067 067
Web: www.visitnsw.com.au

National Public Toilet Map locations

Phone: 1800 990 646
Web: www.toiletmap.gov.au

Sydney Harbour National Park & Wildlife Service (NPWS)

Phone: 9247 5033
Web: www.environment.nsw.gov.au

NSW Wildlife Information, Rescue and Education Service Inc (WIRES)

Phone: 1300 094 737
Web: www.wires.org.au

Royal Society for the Prevention of Cruelty to Animals (RSPCA)

Phone: 9770 7555 & 1300 278 3589 (animal cruelty reporting)
Web: www.rspca.org.au

Animal Welfare League (AWL)

Phone: 8899 3333 (for all animal adoption and surrender enquiries)
Web: www.awlnsw.com.au

Manly Council Dog Pound

Phone: 8966 3885
Address: 8 Roseberry Street, Manly 2095

Warringah & Pittwater Council Dog Pound

Pittwater Animal Hospital
Phone: 9913 7979
Address: Cnr Pittwater Rd & Arnott Crescent, Warriewood 2103

MY NOTES

Name of Service Provider:

Phone: (.....) Fax: (.....)

Email: Web:

Address:

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QUICK FIND

Local Services

Manly Library	www.manly.nsw.gov.au
Warringah Library	www.warringah.nsw.gov.au
Pittwater Library	www.pittwater.nsw.gov.au
Lincs Database – local community organisations	www.datadiction.com.au
Northern Beaches Kids Guide	www.nbkidsguide.com.au
Sydney’s Child Magazine	www.webchild.com.au
Your Child in the Northern Beaches	www.yourchildinthenorthernbeaches.com.au

Useful Websites

Attorney Generals Department	www.ag.gov.au
Best for Kids (Legal Aid)	www.bestforkids.org.au
Bullying, creating change, and safety	www.bullyingnoway.com.au
Community Connect Northern Beaches	www.norbeachconnect.com.au
Family Court	www.familycourt.gov.au
Kids Helpline	www.kidshelp.com.au
Manly Community Centre Inc	www.manlycommunitycentre.com.au
Parenting Research Centre	www.parentingrc.org.au
Raising Children Network	www.raisingchildren.net.au
Relationships Australia	www.nsw.relationships.com.au
Resourcing Parents: Strengthening Families	www.resourcingparents.com
Secretariat of National Aboriginal & Islander Child Care	www.snaicc.asn.au
Warringah Disability Service	www.warringah.nsw.gov.au/disab.htm

PUBLIC TRANSPORT

Refer to published timetables for operating hours

Bus Services

State Transit Authority - Northern Beaches/City	13 1500
Forest Coach Lines - Northern Beaches/North Shore	9450 2277

Ferry Services

State Transit Authority - Manly/City	13 1500
Manly Fast Ferry - Manly/City	9583 1199
Church Point Ferry Service - Scotland Island/Bays	0433 038 408
Palm Beach Ferry Service - Palm Beach/Pittwater/Central Coast	9974 2411

Taxi Cabs

Manly Warringah Cabs	9972 5600
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EMERGENCY CONTACT INFORMATION

All emergency services are available 24hours / 7 days

Emergency Services

Ambulance / Fire / Police	000
Ambulance from a mobile phone	112
State Emergency Services (SES)	13 2500
Rural Fire Service (Terrey Hills)	9450 3000

Poisons Information Centre 13 1126

Police

Broken Bay Water Police	9910 7899
Dee Why	9971 3399
Manly	9976 8099
Mona Vale	9998 0699

Hospitals

Manly	9976 9611
Mona Vale	9998 0333

Alcoholics Anonymous 9799 1199

Crisis Mental Health Team 9976 9611

Dads in Distress 1300 853 437

Domestic Violence Helpline 1800 656 463

FACS Helpline (formerly known as Docs) 13 2111

G-Line (NSW) Gambling Hotline 1800 633 635

Homeless Persons Helpline (HPIC) 1800 234 566

Kids Helpline 1800 551 800

Lifeline 13 1114

Mensline 1300 789 978

North Sydney Sexual Assault Services 9926 7111

Parent Line 1300 130 052

Quitline Drugs & Alcohol 13 7848

Rape Crisis Centre NSW 1800 424 017